

LONDON DEANERY BUSINESS CONTINUITY PLAN

Introduction

The aim of the Plan is to ensure that the operations of the London Deanery can respond effectively in emergency situations. It also aims to ensure the minimum disruption possible to the organisational operations as a result of such situations. It aims to protect staff, trainees and stakeholders as well as the business itself.

Management of the Plan

The Plan is managed by a Business Continuity Planning Committee which will consist of:

- Dean Director
- Director of Corporate Services
- Head of Human Resources
- Director of Medical Workforce
- Director of Finance and Educational Resources
- GP Dean
- Dental Dean
- IT Manager
- Corporate Services Administration Manager

Details of the current post holders and their deputies (where appropriate) are contained in Annex A.

The Plan was reviewed last in October 2007 and will be reviewed at least annually to take into account changing circumstances and changing threats. The Director of Corporate Services has overall responsibility for keeping the plan up to date.

Every Department must appoint its own local response personnel (an individual plus a deputy) capable of dealing with threats and emergencies in accordance with the plan. In addition, they should use their own initiative where contact with the Business Continuity Committee is not possible. A list of individuals and their deputies are contained in Annex A.

An overview of the Disaster Management Organisational structure is at Annex B. Details of Emergency Personnel in the University of London and of Emergency Contact Numbers are contained in Annex C.

First Response to a threat or suspicious incident

If a threat to life or property is received, a suspicious object is detected or people are suspected of acting in a way that may lead to an attack on people or property, the procedure to be followed is located in Annex D.

Emergency Information Packs

A pack of information in manual and CD format will be given to each member of the Business Continuity Planning Committee and they will be asked to store these at home. The pack will contain relevant policies, emergency contacts, and essential start-up information to be used in an emergency.

Key Processes

The Deanery's core activities and processes are set out in Annex E. Each has been assessed as critical, valuable or useful to indicate their relative importance in the event of a disaster threatening the continuity of an organisation's activities. Crucial activities must be sustained as normally as possible in the aftermath of a disaster. Valuable activities should be sustained where possible, but can be limited and undertaken on longer timescales than normal. Useful activities should be deferred where possible, ideally until after normal business activity has been resumed.

Health emergencies, such as flu pandemic, will require a different response as many staff, trainers and trainees will have to focus on their clinical responsibilities. There is a separate document covering plans for a bird flu pandemic which is available on the Intranet and contained in Emergency Information Packs.

Aftermath management

Specific arrangements for dealing with victim support, employee assistance and employee counselling are contained in Annex F.

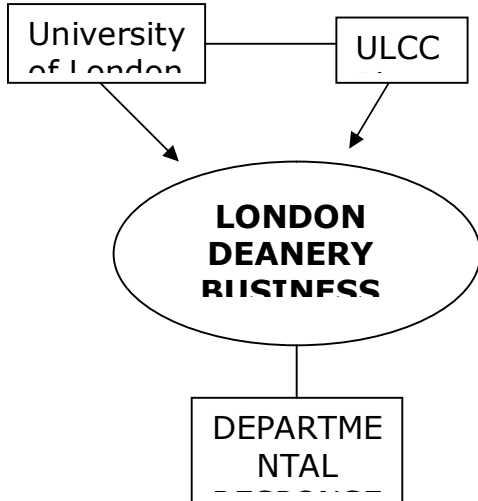
Sustaining Business Continuity

Special arrangements have been made through ULCC to ensure that IT systems can be up and running as soon as possible.

Annex A: Key Deanery Personnel and Contact Details

- Dean Director – Professor Elisabeth Paice
- Director of Corporate Services – Tony Americano
- Head of Human Resources – Janet Parry
(Deputy - Human Resource Manager – Zaga Makecha)
- Director of Medical Workforce – Victor Orton
(Deputy: Elizabeth Chan)
- Director of Finance and Education Resources – Beverley Gainey
(Deputy: Alan Ip)
- GP Dean – Neil Jackson
(Deputies: GP Directors)
- Dental Dean – Elizabeth Jones
(Deputies: Associate Deans)
- IT Manager – Andy Hannah
(deputy – available IT Support Officer)
- Corporate Services Administration Manager – Amanda Kloot

Annex B: Disaster Management Organisational Structure



Annex C: University and Emergency Services contact details**Annex D: Mandatory Procedure - Primary Response to a threat or suspicious incident**

If a threat to life or property is received by any means from any quarters, a suspicious object is detected or persons are suspected or acting in a manner that may lead to an attack on persons or property, the following steps must be taken:

1. Dial 999, ask for police and give the details requested. The police will determine what other emergency services will be required to attend. If you are unclear whether there is a threat to life or property move to point two.
2. Inform the immediate line manager or any manager in their absence.
3. Do not interfere with any package or device that may be suspicious.
4. Be ready to evacuate the premises at short notice. Treat the evacuation as if it was a fire emergency.
5. If there is any fire associated with the incident, operate the nearest fire alarm and leave the area.
6. In all cases of an evacuation, attend your normal assembly point and remain there until told otherwise, in accordance with the fire emergency procedures.

Any variation of the above procedure may only be operated under a direct instruction of either a member of Business Continuity Planning Team or the Local Response Personnel.

Annex E: Core Functions

CRITICAL	VALUABLE	USEFUL
IT Services	Websites	Reprographics
Human Resources (staffing/pay)	Training activities	Stationery
Finance – payments/credit	CPD activities	Training administration
Legal cases	Telephones	HR administration
Performance Management/Patient safety issues	STC/committee management	
Recruitment (current)	RITAs/Summative Assessment	

Annex F: Staff Support

The University's confidential counselling service is: 0854 060 3672 (24 hours a day/ 365 days a week.

Victim Support: Arson

http://www.victimsupport.org.uk/vs_england_wales/coping_with_crime/specific_crimes/arson.php

Bereavement

Cruse Bereavement Care

<http://www.crusebereavementcare.org.uk/>

Day by Day Helpline

0844 477 9400

or email us at: helpline@cruse.org.uk

Open Monday to Friday 9.30am to 5pm

Royal College of Psychiatry

<http://www.rcpsych.ac.uk/mentalhealthinformation/mentalhealthproblems/bereavement/bereavement.aspx>