



East of England Ambulance Service
NHS Trust



East of England Ambulance Service Trust Business Continuity Policy

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1: Strategic Aim

“To maintain a robust Business Continuity Management System that supports our mission to provide a safe and effective healthcare service to all our communities in the East of England”

1.1: Trust Vision

To be innovative, responsive, excellent, always community focussed and always patient driven.

2: Policy

The Trust Board, Chair and Chief Executive Officer commit to demonstrating leadership in respect of implementation and continual improvement of Business Continuity processes and procedures throughout the East of England Ambulance Service.

The East of England Ambulance Service NHS Trust, as a Category 1 responder under the Civil Contingencies Act 2004, has a duty to maintain plans to ensure that it can deliver its critical functions, in an emergency, as far as is reasonably practical. Business Continuity Planning for the Trust will support the above and, as far as practical, align its planning to ISO 22313 and satisfy the specifications contained within ISO 22301. The Trust will also take into account Business Continuity Institute Good Practice Guidelines, and Business Continuity toolkits issued by the Department of Health.

This policy should be read in conjunction with the Business Continuity process document which outlines how this policy will be achieved, and the suite of Business Continuity Plans and action cards which detail the response to a disruptive incident.

The East of England Ambulance Service will maintain business continuity management systems that safeguard its people and enables the East of England Ambulance Service to deliver an acceptable level of service to its patients and other interested parties in the East of England at all times.

The system will take into account the legal and contractual obligations of the Trust.

Business Continuity Objectives will be set and regularly reviewed by the Business Continuity Management Team to ensure continual improvement of the Business Continuity Management System of the Trust.

Planning will be proportionate to the risks identified and the cost/benefits of mitigation. This policy aims to ensure that a formal, coordinated, consistent, and cost effective approach is applied to all Business Continuity activities throughout the East of England Ambulance Service.

3: Scope

This policy applies to all members of staff employed by, or working on behalf of the East of England Ambulance Service and to all products and services that support prioritised/critical activities of the Trust.

These prioritised/critical activities were agreed by the Business Continuity Management Group in March 2013 and are subject to periodic review normally annually or following significant change.

Trust Prioritised activities: call handling, clinical triage, dispatch, treatment, and transport. Where products and services are outsourced the East of England Ambulance Service Trust will take steps, as far as it practically can, to ensure that key suppliers and outsourced partners also have effective Business Continuity arrangements in place, along with exercising and maintenance programmes, to safeguard products and services required for the performance of Trust prioritised activities.

Service areas at each Trust locality will consider activities undertaken: detailed planning and mitigation measures will focus on those activities that support call handling, triage, dispatch, treatment, and transport and are determined by an activity analysis to be "critical". For the purpose of ISO22301:2012 the terms critical activity and prioritised activity are interchangeable.

This document shall be made freely available to staff and other interested parties.

4: Discrimination

The East of England Ambulance Service NHS Trust has made every effort to ensure this policy and the associated process document and Business Continuity Plans does not have the effect of unlawful discrimination on the grounds of the protected characteristics of: age, disability, gender reassignment, race, religion/belief, gender, sexual orientation, marriage/civil partnership, pregnancy/maternity. The Trust will not tolerate unfair discrimination on the basis of spent criminal convictions, Trade Union membership or non-membership. In addition, the Trust will have due regard to advancing equality of opportunity between people from different groups and foster good relations between people from different groups. This policy applies to all individuals working at all levels and grades for the Trust, including senior managers, officers, directors, non-executive directors, employees (whether permanent, fixed-term or temporary), consultants, governors, contractors, trainees, seconded staff, homeworkers, casual workers and agency staff, volunteers, interns, agents, sponsors, or any other person associated with the Trust. All Trust policies can be provided in alternative formats.