



Board Paper

Submitted by Jackie King

Status

2016 Board Paper - CCG EPRR Update Report

PURPOSE

This report provides EPRR assurance to the Clinical Commissioning Group Board and outlines progress since September 2015 and progress being made against the NHS England National Core Standards.

BACKGROUND

The NHS needs to plan for, and respond to, a wide range of incidents and emergencies that could affect health or patient care. These could be anything from extreme weather conditions to an outbreak of an infectious disease or a major transport accident or a terrorist act.

CCGs must meet their legislative duties as outlined in the

- The Civil Contingencies Act 2004 (CCA)
- The Health and Social Care Act 2012 (NHS Act 2006 (as amended))

Essex CCGs are also required to comply with guidance including the new NHS England Emergency Planning Framework 2015 and the NHS England Core Standards for Emergency Preparedness, Resilience and Response 2013;

It is the role of the Emergency planning team to ensure that CCGs meet their legislative and guidance requirements. The new Head of Emergency Planning commenced within the CCGs in July 2015 and the new Emergency Support Officer in September 2015

UPDATE

CCG EPRR Strategy

The Emergency Planning team have developed a CCG EPRR strategy. The purpose of the CCG EPRR strategy is to ensure that all Essex CCGs act in accordance with the Civil Contingencies Act 2004, Health & Social Care Act 2012 and the NHS England national policy and guidance.

This strategy outlines how compliance will be achieved against the NHS England EPRR national standards for Emergency Preparedness, Resilience and Response (EPRR) and Business Continuity across the Essex CCGs, detailing the minimum requirements for planning and responding to a major incident whilst maintaining key services via business continuity arrangements

The document clearly defines the Board level responsibilities and lines of accountability throughout the organisation and the CCGs EPRR role and responsibilities.

The CCG Emergency planning team have an agreed work plan which outlines delivery of the CCG EPRR strategy and agenda. (Appendix A)

NHS England National Assurance process

In September 2015 the CCG Emergency planning team submitted to the board the CCG self-assessment against the NHS England EPRR national core standards. At this time the following areas were deemed as not fully compliant and were rated amber. (Amber = Not compliant but evidence of progress and in the EPRR work plan for the next 12 months.)

- Business Continuity
- Pandemic Flu Preparedness
- Training of On Call staff to ensure competency



- Exercising

A full report against the action plan will be submitted in due course; however the updates below detail progress against these key areas.

Business Continuity Management System

The Emergency Planning Team is in the process of implementing a Business Continuity Management System (BCMS) across all Essex Clinical Commissioning Groups. The BCMS will ensure effective and robust arrangements are in place to respond to disruptive incidents in line with:

- International Standard ISO22301 Business Continuity Management Systems;
- Business Continuity Institute Good Practice Guidelines 2013; and
- NHS England Business Continuity Management Framework 2015

The Business Continuity Management System will be supported by the following documentation:

- Business Continuity Management System and Policy
- Business Impact Analysis
- CCG specific Business Continuity Plan (BCP)
- Business Continuity Training programme
- Business Continuity Testing and Exercising Programme
- Business Continuity Plan and BIA Review Schedule
- Business Continuity Audit Programme
- Business Continuity Management Review Programme

The following progress has been made to date

CCG	Business Continuity Management System and Policy	Business impact analysis (BIAs)	Business continuity plan
Mid Essex CCG	Complete	Complete	Governance approved Jan 16
Thurrock CCG	Complete	Complete	Board Dec 2015
Southend CCG	Complete	Complete	In consultation
Castlepoint and Rochford CCG	Complete	Complete	In consultation
North East Essex CCG	Complete	Complete	Governance approved Jan 16
Basildon and Brentwood CCG	Complete	Commenced	To be commenced
West Essex CCG	Complete	In development	Commenced

The Emergency planning team will continue to progress completion of the business continuity plans and BIAs and aim for them to be submitted to all boards by March 2016, along with supporting documentation.

Pandemic Flu Preparedness

Alongside the NHS England EPRR Coordinator, the Head of the Emergency planning team is leading the development of the Essex LHRP pandemic flu plan, the draft plan is due to be presented at the April 2016 LHRP.

The CCG Head of Emergency Planning with the NHS England EPRR Coordinator delivered the Essex LHRP pandemic flu exercise on the 2nd February 2016. The exercise was discussion based to enable review of the current pandemic influenza planning whilst reviewing a range of issues



associated with the management of the response. The exercise tested elements of the CCGs incident response plan and Business continuity plan.

Training

The Director On Call has been reviewed and is now more structured; it will be delivered once a month across various locations and will be open to all CCGs. The training is aimed at new and all Directors On Call requiring a refresher.

The new training will cover the following

- How to be On Call
- Surge and Escalation – delivered in partnership with urgent care teams
- Major Incident
- Business Continuity

The Emergency planning team have reviewed the content of the EPRR mandatory training and is now reviewing its delivery working in partnership with human resources.

The Emergency planning team have recently completed loggist training and are awaiting trainer sign off, once received they will be arranging a Essex loggist course.

Exercising

South West Essex have undertaken an Marauding Terrorism and Firearms Attack, (MTFA) exercise, Exercise Bad Santa on the 11th December. The exercise was an off the shelf exercise run by the acute provider but was attended by Basildon and Brentwood CCG, Thurrock CCC and the Essex CCG emergency planning team who all played key roles in the exercise. The Essex CCG Emergency planning team will continue to work with acute providers to encourage joint exercises for varying incidents. The Essex CCG Emergency planning team this year will be working with all CCGs to test their command and control arrangements, including their incident coordination centre operability and the new CCG incident response plan which has been amended to reflect the new NHS England EPRR Framework (Nov 2015).

Plan Development

The emergency planning team have revised all the plans since appointment and publication of the NHS England EPRR framework as follows:-

New - CCG Incident Coordination Centre (ICC) Plan – An ICC is a facility required by each CCG to provide communication, coordination, leadership and decision making during an incident or emergency. The plan is for the Essex CCGs and describes the activation of the Incident Coordination Centre. The Emergency planning team will be checking the operability of each of the CCGs ICCs over the next couple of months.

Revised - Incident Response Plan - The CCG incident response has been revised to reflect the changes outlined in the new NHS England EPRR framework. The plan reflects new terminology and any new working relationships with NHS England. The plan covers the actions of the CCG in response to the declaration of a critical incident and actions in response to a Major incident including the CCG response to the activation of a Major Incident Plan (MIP) by another organisation affecting the local community. This new plan will need to be exercised in each CCG.

Partnership Working

Emergency Planning team are active members of the Essex local resilience forum (LRF) and are key to ensuring that the CCGs are included in multiagency plans. The CCG Head of Emergency planning with the NHS England EPRR coordinator is reviewing any LRF plans with a health element.



RECOMMENDATIONS

The board are asked to:-

Note the progress made since July 2015 and recruitment of the new emergency planning team

**Report Produced by
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January 2016**



EMERGENCY PLANNING TEAM - WORK PROGRAMME 2015-16

Version 1 Updated December 2016

The Emergency Planning Team (hosted by Mid Essex) works across all seven Essex CCG, as such this work plan is for the work undertaken across all CCGs.

AREA OF WORK	ISSUES TO BE CONSIDERED AND/OR TASKS TO BE COMPLETED		RESPONSIBILITY	TIMESCALE	PROGRESS
1.Command and Control (CCG EPRR Strategy section 5) CCG On Call Arrangements	1.1	Establish Rota for period April 2016-April 2017	JK/MH	March 16	SW and Mid complete
	1.2	Establish rota for Xmas & New Year	JK	September 2015	Completed for SE SW and Mid Essex NE complete, West awaited
	1.3	Register outstanding providers & CCGs with Mobile Telephone Preference Scheme (MTPAS)	JK/MH	March 16	Ongoing
	1.4	Manage MTPAS subscriptions undertaking bi-annual review	JK	Oct 15	On-going
	1.5	Review and maintain on call Rotas, ensuring latest version updated to Resilience Direct	JK/MH	On-Going	Undertaken weekly
	1.6	Deliver on call training to individuals as they join the rota and line with a continuous schedule	JK/MH	On-Going	Structured training programme in place. Training schedule in place until April 2016
	1.7	Review On Call Training to include practical element and a continuous schedule	JK/MK	On-Going	Complete
	1.8	Review and Maintain On Call Director Policy	JK	Dec 15	Version 7 amended and agreed
	1.9	Review and Maintain Director Action Card	JK	Dec 15	Version 7 amended and agreed
	1.10	Review and Maintain EP Contacts Directory	MH	On-Going	Reviewed November 2015 placed on RD



AREA OF WORK	ISSUES TO BE CONSIDERED AND/OR TASKS TO BE COMPLETED		RESPONSIBILITY	TIMESCALE	PROGRESS
2. Partnership Working (CCG EPRR Strategy section 7) Determine that CCG signatories are assured with compliance against the SLA	2.1	LRFs Meetings, working on Tuesdays	JK/MH	On- going	Emergency Planning team are active members. Winter preparedness, recovery and evacuation work streams attended, provider input as required encouraged. CCG training day being developed.
	2.2	LHRP Strategic Meetings	JK/MH	On- going	Head of Emergency planning attends, future attendance by AOs requires further discussion,
	2.3	LHRP Operational Meetings	JK/MH	On- going	Head of emergency planning co-chairing operational group
	2.4	EPRR EAST Regional Meeting	JK	On- going	Head of Emergency Planning attends
	2.5	Participate in the delivery of the LHRP action plan as required	JK	On- going	In 2016-2017 plan being developed. 2015-16 plan progressing.
	2.4	Build relationships with the CCG AOs and EPRR leads	JK/MH	On- going	All first meetings with CCGs completed 31 st October.. Meeting with CCG EPRR leads as required.
	2.5	Plan a meeting with the AO/EPOs to discuss further the SLA implementation and KPIs	JK	January 2016	To be arranged
	2.6	Consider production of a satisfaction survey	JK	January 2016	Not commenced
3. Communication (CCG EPRR Strategy section 8)	3.1	To work with the CCG communications representatives and NHS England via the LHRP to address:-	JK	TBC	Not commenced, being led by NHS England
	3.2	<ul style="list-style-type: none"> Out of Hours provision 	JK	TBC	

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	3.3	<ul style="list-style-type: none"> Ensure Directors on call are sufficiently trained and comfortable in handling media or other strategic communications issues 	JK	TBC	
	3.4	<ul style="list-style-type: none"> Explore in more detail the options for mutual aid. 	JK	TBC	
4. CCG Risk Management Strategy (CCG EPRR Strategy section 10)					
	4.1	Review any risks with the risk management corporate governance lead in each CCG	JK	On - going	To be reviewed and commenced on completion of Business continuity work
	4.2	Review and maintain the CCG EPRR/BC Risk Register	JK	On- going	To be reviewed and commenced on completion of Business continuity work
5. Plan Development (CCG EPRR Strategy section 11)					
	5.1	Review what plans are required by the CCG in line with Threat/Risk Register	JK	On- going	IRP and ICC plan reviewed.
	5.2	Review and Maintain CCG Incident Response Plan	JK	On-going	Reviewed to reflect new NHS England EPRR framework Dec 2015
	5.3	Develop ICC plan for each CCG 1 st draft	JK	8 th Sept 15	ICC plan completed going through CCG governance processes ICC operability in each CCG to be assessed by the Emergency planning team
		Plan and checklist consultation	JK	30 th Sept 15	
		Ensure plan is signed off as per CCG governance arrangements	JK	30 th Nov 15	
		Assess each CCG against the plan and checklist	JK/MH	30 th Dec 15	



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		Check operability of each ICC	JK/MH	March 16	
	5.4	Review and Maintain CCG EPRR Strategy	JK	November 15	Reviewed. New Strategy going through governance processes completion 30 th December 2015 2 nd version developed to reflect New NHS England EPRR framework, in consultation 14 th November 2015
	5.5	Produce Fuel Disruption Plan	JK		Awaiting LHRP
	5.6	Review and Maintain Fuel Shortage Plan	JK		Awaiting LHRP
	5.7	Review and Maintain Pandemic Flu Plan	JK		Head of Emergency planning working with NHS England to progress tactical plan, 1st draft produced end October 2015, consultation underway
	5.8	Review and Maintain Mass Casualties Plan	JK		Plan in draft in consultation with LHRP
6 CCG Business Continuity Management System (CCG EPRR Strategy section 11)	6.1	Scope and review current CCG BCM process and ensure new process meets national recommendations	JK	August 15	Review completed. new BIA, Policy and BCPs being developed
	6.2	Meeting with CCGs	JK	On- going throughout the review process	Meeting EPRR and service leads meetings with Thurrock, Mid, NE, West , Castlepoint and Rochford, Southend undertaken, meeting with Basildon and Brentwood Jan 16
		BCM Review Pilot Mid Essex	JK		
	6.3	Update Business Impact Analysis across the CCG - Mid Essex	JK	September 15	All completed by end of October
	6.4	Produce Mid Essex BCP which will incorporate BIA information	JK/MH	October 15	Complete Jan 16

AREA OF WORK	ISSUES TO BE CONSIDERED AND/OR TASKS TO BE COMPLETED		RESPONSIBILITY	TIMESCALE	PROGRESS
		Consultation process	JK	November 15	Complete
		Governance process	JK	January 16	Presented to the Mid Essex Quality & Governance Committee 12 th January
	6.5	Undertake training needs analysis and develop training programme	JK	January 16	To be commenced
	6.6	Undertake BC exercise	JK	March 16	Plan exercised at Exercise Corvus
		BCM Review Remaining CCGs			
	6.7	Update Business Impact Analysis	JK		
	6.7.1	Basildon & Brentwood	JK	December 2015	Jo Cripps leading the process, BIAs to be commenced
	6.7.2	Castle Point & Rochford	MH	November 2015	Complete
	6.7.3	North East Essex	MH	November 15	Complete
	6.7.4	Southend	MH	November 15	Complete
	6.7.5	Thurrock	JK	September 15	Complete
	6.7.6	West Essex	JK	October 15	BIAs being completed, led by head of governance, completion overdue. JK has discussed with EPRR lead
	6.8	Complete CCG BCPs (x6)	JK		
	6.8.1	Basildon & Brentwood	JK	January 16	To be commenced
	6.8.2	Castle Point & Rochford	MH	December 15	On track , in consultation
	6.8.3	North East Essex	MH	December 15	Complete
	6.8.4	Southend	MH	December 15	On track , in consultation
	6.8.5	Thurrock	JK	November 15	Complete

AREA OF WORK	ISSUES TO BE CONSIDERED AND/OR TASKS TO BE COMPLETED		RESPONSIBILITY	TIMESCALE	PROGRESS
	6.8.6	West Essex	JK	Dec 15	Commenced awaiting rest of BIA information
	6.9	BCP consultation and production of final draft			
	6.9.1	Basildon & Brentwood	JK	TBC	TBC dependent on BIA completion
	6.9.2	Castle Point & Rochford	MH	Jan 16	On track , in consultation
	6.9.3	North East Essex	MH	Jan 16	Complete Jan 16
	6.9.4	Southend	MH	Jan 16	On track , in consultation
	6.9.5	Thurrock	JK	Dec 15	Complete Dec 15
	6.9.6	West Essex	JK	Jan 16	Will be completed by end March
	6.10	BCP governance process			
	6.10.1	Basildon & Brentwood	JK	TBC	TBC
	6.10.2	Castle Point & Rochford	MH	Feb 16	March board
	6.10.3	North East Essex	MH	Feb16	Jan Board complete
	6.10.4	Southend	MH	Feb 16	March board
	6.10.5	Thurrock	JK	Jan 16	Dec Board complete
	6.10.6	West Essex	JK	Feb 16	March Board TBC
	6.11	Develop action plan to support BCP and place BCPs on RD	JK	March 16	Action plan includes completion of IT recovery plan agreed with NELCSU, MOU for sharing staff, MOU for sharing premises working with NHS Property services. Exercise schedule, IT hardware audit, process for gaining access to all staff lists in an emergency



AREA OF WORK	ISSUES TO BE CONSIDERED AND/OR TASKS TO BE COMPLETED		RESPONSIBILITY	TIMESCALE	PROGRESS
	6.12	Undertake training needs analysis and develop training programme	JK	April 16	To be commenced
	6.13	Complete Audit Programme and Exercise Schedule for BC all CCGs	JK	May 16	Southend and Thurrock external audits 29 th Feb 16
	6.14	Write an overall Policy for BCMS , consultation and governance process	MH	March 16	Completed to be sent with draft BCPs for consultation and board approval
7. Assurance, Audit & Review (CCG EPRR Strategy section 12)					
	7.1	Review and Maintain EPRR MOU	JK	Feb 2017	Next review required: Feb 2017
	7.2	Review and Maintain National Core Standards and related CCG Action Plan	JK	Q2 and Q3 2015-16 as per national guidance	Core standards reviewed and sent to NHS England by 29 th September, awaiting feedback
	7.3	Undertake Provider Assurance process with NHS England	JK	September 15	NHS England have received all the core standard reviews from the providers, awaiting feedback
	7.4	Work across all CCGs to meet all the core standards and to ensure substantial assurance is maintained	JK	March 16	In progress, board report and update on CCG action plan to be produced in December and submitted to January boards – complete,
	7.5	Produce EPRR Update to CCG boards Q2 and Q4	JK	On going	As above



AREA OF WORK	ISSUES TO BE CONSIDERED AND/OR TASKS TO BE COMPLETED		RESPONSIBILITY	TIMESCALE	PROGRESS
8. Training, Testing & Exercising (CCG EPRR Strategy section 13 and 14)	Training				
	8.1	Undertake a new CCG training needs analysis in response to NHS England's TNA and produce an on-going training schedule for all CCG staff	JK	January 16	Under development on target to complete in timeframe
	8.2	Review and maintain Mandatory Training	MH	January 16	Training reviewed, process being reviewed with HR
	8.3	Review and maintain On Call Director Training	JK	December 15	Training reviewed On Call training will now be more structured and will be delivered once a month across various locations and will be open to all CCGs. The training is aimed at new and all Directors On Call requiring a refresher. Training dates are available until April. Next session is in Mid Essex on the 9th December. The new training will cover the following <ul style="list-style-type: none"> • How to be On Call • Surge and Escalation – delivered in partnership with urgent care teams • Major Incident • Business Continuity
	8.4	Review and maintain CAMs Training	TBC	On-going	As above

AREA OF WORK	ISSUES TO BE CONSIDERED AND/OR TASKS TO BE COMPLETED		RESPONSIBILITY	TIMESCALE	PROGRESS
	8.5	Review and Maintain Loggist Training	MH/JK	March 16	Head of Emergency planning and the Emergency planning officer have completed loggist training and are awaiting trainer sign off, once received Essex loggist course to be planned
Testing & Exercising					
	8.6	Review and Maintain Exercise Policy and Schedule	JK/MH	On-Going	Next review Required:
	8.7	Undertake CCG Communications Exercise	MH	On-Going	Completed January 16
	8.8	Undertake CCG Annual Table Top Exercise	MH/JK	March 16	Test ICC and IRP in each CCG to be arranged
	8.8.1	Basildon & Brentwood	MH/JK		
	8.8.2	Castle Point & Rochford	MH/JK		
	8.8.3	Mid Essex	MH/JK		
	8.8.4	North East Essex	MH/JK		
	8.8.5	Southend	MH/JK		
	8.8.6	Thurrock	MH/JK		
	8.8.7	West Essex	MH/JK		
	.9	Undertake CCG Tri Annual Live Exercise.	MH/JK	2016	Not required until end 2016.



AREA OF WORK	ISSUES TO BE CONSIDERED AND/OR TASKS TO BE COMPLETED		RESPONSIBILITY	TIMESCALE	PROGRESS
	8.10	CCG participation in LRF/LHRP and provider exercises			<p>Head of Emergency planning is organised with NHS England a Pandemic Flu exercise, delivered 2nd February. All CCGs were offered representation.</p> <p>SW Essex CCGs and EPT participated in BTUH emergency exercise bad Santa, system wide exercise being developed</p> <p>SE JK is working with Southend EP lead to exercise BC arrangements across the provider and SE CCGs early 2016</p>