



ASSOCIATION OF HEALTH PROFESSIONS IN OPHTHALMOLOGY

EMERGENCY AND BUSINESS CONTINUITY PLAN

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Purpose

The Emergency and Business Continuity Plan is intended to help AHPO overcome any unexpected incident to its premises, key personnel or to any important systems that it relies upon in its day to day operations. The aim is to ensure the business continuity of the organisation in the event of an incident affecting its business and to provide the emergency planning team's contact details in the event of a widespread incident affecting the community.

Scope

The plan is designed to enable the organisation to resume activities whether the situation is one of full or partial loss of key assets. As such, it covers a broad spectrum of potential situations that may impact on the ability of the organisation to continue its normal business in the short or long term.

Responsibilities

Under the Civil Contingencies Act 2004, the **commissioning organisation** has a duty to ensure that those organisations delivering services on their behalf (i.e. contracted out services) or the capabilities that underpin those services, can be delivered to the extent required in the event of an emergency, e.g. flooding, pandemic, etc.

The **plan holder**, the Head of Centre Miss Rosalind Harrison, is responsible for co-ordinating any response under the plan. If the plan holder is unavailable, this duty will fall to the deputy plan holder, Ms Ellie Beaumont.

Copies of this document, together with copies of the insurance policy and other relevant documents are to be kept off the premises by both the plan holder and deputy plan holder.

Staff: The emergency and business continuity response arrangements within this plan are ineffective if the staff who are expected to implement them at the time of an emergency are unaware of them. To this end, all staff will be made aware of the plan as part of their induction training. If there are any significant changes to the plan that affect the way in which staff respond, these must be communicated to them.

Priority order of services

The table below contains a list of the services that this organisation provides or can provide:

Level 4 Apprenticeships in Healthcare Science / Ophthalmic and Vision Science
Level 4 BTEC Diploma in Healthcare Science / Ophthalmic and Vision Science
Level 2 BTEC Diploma in Healthcare Science / Ophthalmic and Vision Science
Level 2 BTEC Diploma in Healthcare Science / Ophthalmic and Vision Science
Level 3 Certificate in Assessing Vocational Achievement
Level 5 Ophthalmic and Vision Science Diploma (awarded by AHPO)
Optometry Continuing Professional Development courses

All these courses are delivered by blended learning with some on-site practical training. All learners on Diploma and Certificate programmes have an Ecordia electronic portfolio, and all portfolio data relevant for the course, including learning materials, skills scans, inductions, reviews of learner progress, coursework assessments, off the job training logs, handbooks and guides, and contact details for assessors and mentors, is stored by Ecordia.

In the event of an emergency or business interruption the organisation will endeavour to maintain services as usual. However, it may become evident that this is not possible; at this point the plan holder will decide the priority services that the organisation must continue to deliver and which services will be reduced or stopped.

Any decisions made to reduce or stop apprenticeships must be communicated to the Education and Skills Funding Agency.

Loss of main premises

The address of the main premises of AHPO is 59 New Street, Burton on Trent, Staffs., DE14 3QY. If the building becomes unavailable for use for any reason:

- All staff who are already at work, together with visitors, should be evacuated in line with fire procedures;
- Immediate arrangements must be made to occupy suitable alternative accommodation, sending staff home as appropriate;
- Any imminent scheduled on-site training must be cancelled and learners and trainers informed.

The following options have been considered, negotiated and are available for the organisation to use:

- Staff will work in home offices until new premises are located.
- All staff who are still due to come into work must be contacted immediately to advise them:
 - Whether they should proceed to the agreed temporary premises;
 - Whether they should remain at home – if so, any instructions regarding home working should be relayed.

On-site training can be rescheduled if the premises can be reoccupied within 4 to 6 weeks. Alternative premises will be sought and equipped if reoccupation of the main premises is delayed. Transport for staff and learners would only be required in the unlikely event that alternative premises were located at some distance from the AHPO centre.

Loss of computer system/essential data

- All AHPO electronic data is stored on Office 365 / SharePoint and can be accessed off site.
- The AHPO OneDrive is backed up to an external hard drive off site.
- In addition to the Microsoft 365 antivirus security all AHPO computers have ESET Protect Advanced antivirus security. In the very unlikely event of a successful cyberattack it should still be possible to recover the majority of data.
- Computers, scanners / photocopiers and printers will be replaced.

Loss of communication systems

The premises have BT Cloud Voice and all calls can be diverted and accessed remotely. In the unlikely event of failure of Microsoft Outlook email services it would be possible to communicate with learners via the Ecordia messaging system.

Loss of electricity supply

In the event of a power failure within the building:

- Check the main fuse box, which is situated in consulting room 2; There is emergency lighting so this should be visible;

In the event of a power failure:

- First check the trip switches in the fuse box; and then
- Contact O'Connor Electrical for emergency assistance. Ask if they are able to give an estimated length of time the power will be off, for planning purposes.

A decision should be made as to whether business can be continued safely, or if relocation to an alternative site will be required to maintain business.

The following systems will not work

- Computers;
- Telephones;
- Heating;
- Lighting

The computers should be switched off at the sockets, to prevent damage when the power is restored.

If the heating is lost, assess the effect of the loss of heating related to the time of year and general temperature, including forecast temperature. As needed hire gas cylinder heating equipment.

Loss of gas supply/gas heating

In the event of a gas leak in the building:

- Turn off the gas using the shut off valve which is located in the gas meter cupboard in the courtyard;
- Call the National Gas Emergency number (0800 111 999) for emergency assistance;

Loss of water supply

The stop valve for the water can be found the gas cupboard in the courtyard. You may need a wrench to turn this tap if it has seized up. Ascertain timescales for repair.

Loss of security systems

The organisation is protected by alarms and procedures in the event of a fire, break in or incident. All systems are regularly serviced by WT Parker, to whom any systems failures should be reported immediately. Consider closure of the organisation if the security of staff is compromised.

Fire

On discovering a fire or on suspicion of a fire, if there is no alarm sounding raise the alarm by pressing the nearest break glass contact point and call 999, clearly stating the full address of the premises as 59 New Street, Burton on Trent, Staffs DE15 0PT.

In the event of the fire alarm sounding, all staff have a responsibility to evacuate the premises ensuring that all visitors are assisted via the exits identified in the table below. All persons will congregate at the fire evacuation assembly point in New Street where the receptionist will check against the staff list and clinic lists that all persons have been evacuated. If you suspect that there are persons still inside, do not re-enter the premises.

On arrival of the Fire and Rescue Service, the receptionist will greet them and give the following information:

- Location of fire or suspected fire;
- Persons suspected of still being inside, with possible location;
- Location of any inflammable materials / oxygen or other gas cylinders;
- Plan of interior of the premises.

Redirection of mail

In the event that mail is unable to be delivered to the main, it should be re-directed to Bretby House, 78 Ashby Road East, Burton on Trent, DE15 0PT. To initiate this you will need to contact Royal Mail and seek timescales on how long this would take to activate and cancel.

Telephone contact numbers

Company	Service	Telephone	email
ESFA	apprentices	08000 150 600	helpdesk@manage-apprenticeships.service.gov.uk
O'Connor Electrical	electricity and alarm	01283 515222	margaret@oconnor.ltd
National Gas		0800 111 999	
IT Helpdesk	IT support	01283 337 225	Zish@it-h.co.uk