Part 3 of 4 of the Service Continuity Plan

This **Green Pack** contains operational Service Continuity & Recovery cards for:

1. BGH site services administration
2. Catering
3. Estates
4. General Services (Switchboard, Portering, Cleaning, accommodation)
5. Laundry Services
6. Medical Electronics
7. Procurement (Stores & Supplies)

Colour coded flags in each card indicate the level of priority afforded to a department's main activities and realistic recovery time objectives.

Core Service	Desirable	When Able

The Recovery time objective is the target time agreed by managers based upon their understanding of the agreed recovery strategy for the resumption of department performance and service delivery as supported by staffing resources, IMT, Estates and Facilities.

This **Green Pack** is designed to be used by department managers and staff, post declaration by Senior Management of a **Significant Disruption** directly involving NHS Borders service provision and patient care. It is the third section of the NHS Borders Service Continuity Plan.

It is likely that an emergency will have been declared and the Board will have invoked its Emergency Response phase (the **Red Pack**) and its strategic Crisis Management phase (the **Yellow Pack**) of the **Service Continuity Plan**.

It is possible that the nature of the incident has also required the invocation of the **Major Emergency Procedure** which will require input from and assistance by our Partner Agencies.

Use the charts behind this page as the **RecoveryFlow**™ to implement the recovery strategy, the processes, tasks and decisions to be performed.

Individual departmental aide memoir cards provide useful guidance to staff:

1. when required to expedite service continuity and recovery of their functions
2. in accordance with pre agreed service priorities as determined by the Service Impact Analysis
3. cognisant of realistic recovery time objectives which accommodate the provision of supporting infrastructure
4. when implementing pre agreed non routine work around arrangements (to overcome the disruption).

These charts reflect the service's overall recovery strategy in terms of resource disruption in respect of staffing, facilities, equipment and IMT and have been agreed by Senior Management.

It must be understood however that these action plans are intended as prudent guidance and should not be considered prescriptive or exhaustive.

RecoveryFlow™ charts include a summary catalogue of vital records and the key software applications used.
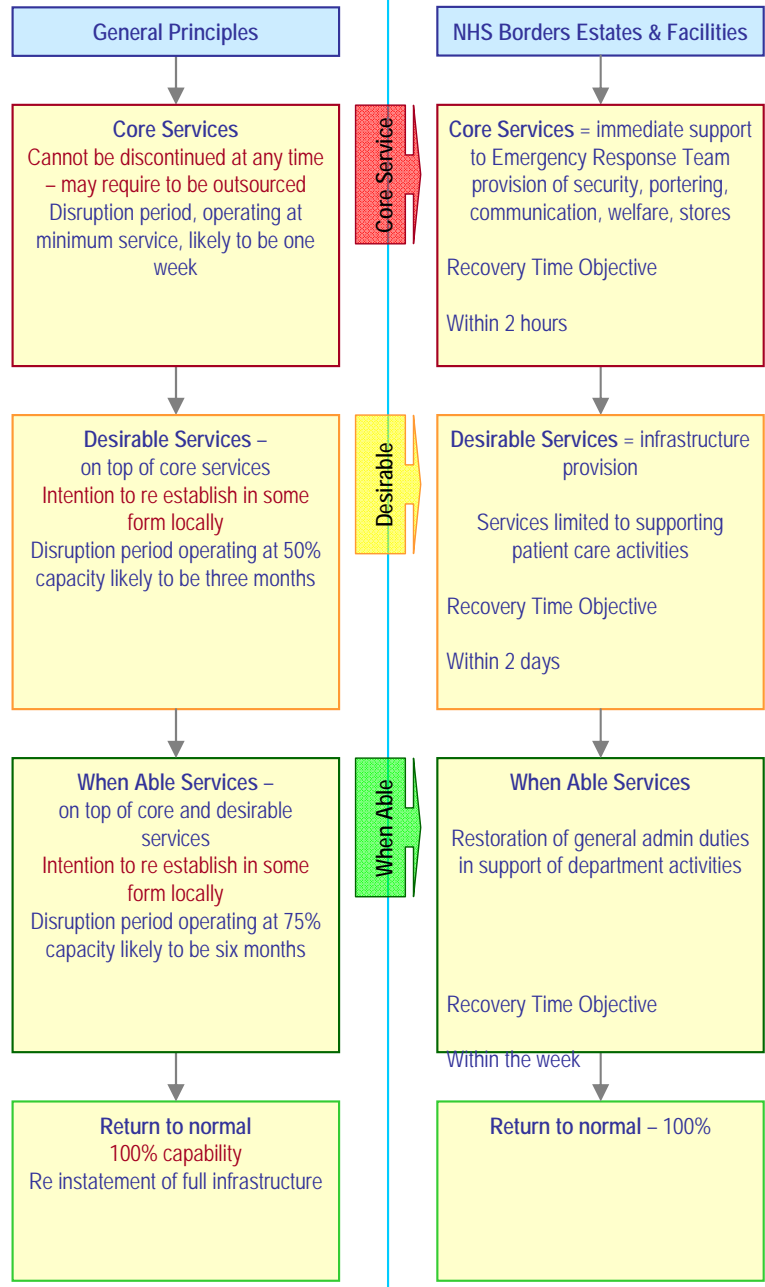
In all cases the overriding strategy will be to re establish critical operations at the earliest opportunity using alternative NHSB resources (if available) or third party assistance.

Our priorities are simply to ensure the:

• safety and welfare of patients, staff, visitors and contractors
• initial continuity of core service as determined by the Board and as circumstances allow
• re-establishment in a time phased fashion full health care provision in the Borders

This **RecoveryFlow**™ Green Pack contains:

1. Recovery strategy principles – for your area of responsibility
2. Facility and relocation options
3. Ward stabilisation (used by the Nurse in Charge)
4. Department Laminated Card B Card A - Manager's standard recovery actions (used by CSMs and Admin managers across NHSB)
5. Department Laminated Card B Card B - Function specific service continuity and recovery cards
6. Appendices – suitable ready reckoners and aides memoir for use as deemed appropriate
• GP1 – Review of current projects and workload
• GP2 - Infrastructure recovery requirements (minimum workstation & IMT connectivity)

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| Plan Issue: C4 | Review: May '10 | **PRINT ON A4** | Printed: 18/03/2010 | Page No. 2 |

General Principles		NHS Borders Estates & Facilities	Specifically:

Core Services
Cannot be discontinued at any time – may require to be outsourced
Disruption period, operating at minimum service, likely to be one week

Core Service

Core Services = immediate support to Emergency Response Team provision of security, portering, communication, welfare, stores

Recovery Time Objective

Within 2 hours

Essentially Estates & Facilities will support the recovery of the mission critical functions in a number of ways:
1. Primarily involved in resolving a dangerous situation – full members of the NHSB Emergency Response Team
2. Secondly as key providers of Infrastructure to support the recovery strategy of the impacted service
3. Provision of immediate services namely:
   - Switchboard / reception duties
   - Security / Portering
   - Convenience food, initially
   - Pre packed supplies of spare laundry
   - Repair and support for critical medical electronics as required
   - Repair and support of telephone system

Desirable Services –
on top of core services
Intention to re establish in some form locally
Disruption period operating at 50% capacity likely to be three months

Desirable

Desirable Services = infrastructure provision

Services limited to supporting patient care activities

Recovery Time Objective

Within 2 days

In this phase the services described as core continue to be delivered and the Teams will now look to provide additional service:
1. Laundry on a limited basis as supported by off site laundries within NHSB or by agreement from St Johns Hospital Livingston
2. Catering on a limited basis – cold meals until temporary kitchens can be established
3. Procurement as required to assist critical services
4. Estates limited to minor works necessary to maintain critical healthcare provision

When Able Services –
on top of core and desirable services
Intention to re establish in some form locally
Disruption period operating at 75% capacity likely to be six months

When Able

When Able Services

Restoration of general admin duties in support of department activities

Recovery Time Objective

Within the week

In this phase we will attempt to return to a near normal service:
1. Estates project management
2. Cleaning
3. Accommodation management
4. Asset management of medical electronics

Return to normal
100% capability
Re instatement of full infrastructure

Return to normal – 100%

In this phase we restore those services unable to be attended to up to this point

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Plan Issue: C4	Review: May '10	**PRINT ON A4**	Printed: 18/03/2010	Page No. 3

Estates & Facilities Immediate Recovery Strategy

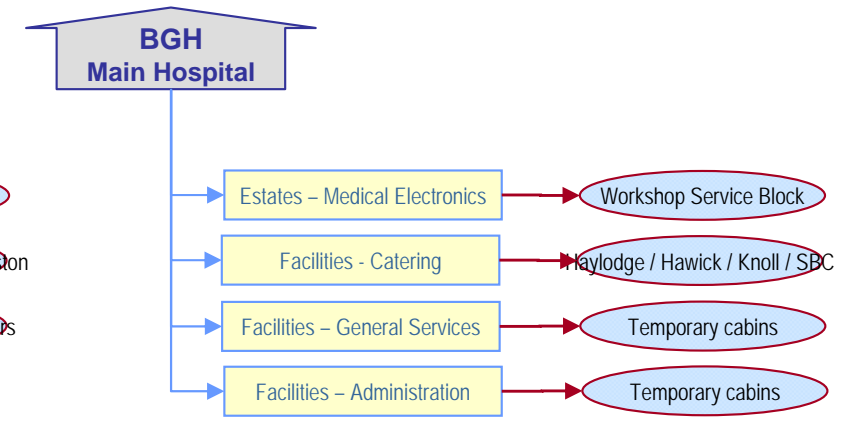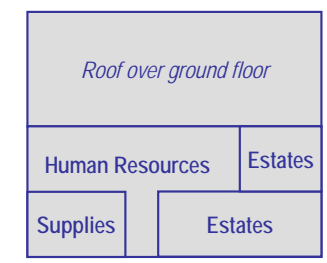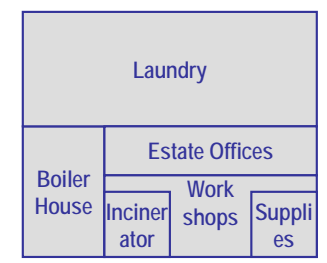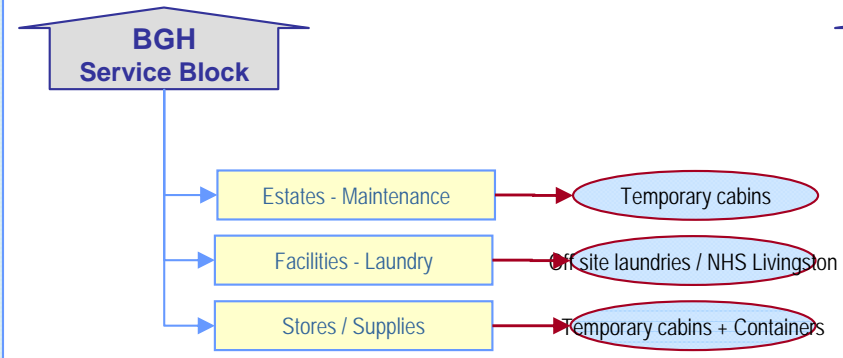Critical provision of utilities:
- Heat & light
- Water and sewerage
- Medical gases
- Waste management

Critical support in respect of:
- Telephones
- Portering
- Security
- Laundry
- Catering
- Procurement (Supplies and Stores)

Initially this will require to be done on site – potentially from the Video Conferencing Suite in Ward 10 as a base or any available temporary cabin accommodation with the expectation that additional cabin accommodation will be brought on site.

Support will be provided by SBC and NHS West Lothian in respect of catering and laundry respectively.

BGH Service Block

Estates - Maintenance	→	Temporary cabins
Facilities - Laundry	→	Off site laundries / NHS Livingston
Stores / Supplies	→	Temporary cabins + Containers

BGH Main Hospital

Estates – Medical Electronics	→	Workshop Service Block
Facilities - Catering	→	Haylodge / Hawick / Knoll / SBC
Facilities – General Services	→	Temporary cabins
Facilities – Administration	→	Temporary cabins

Laundry	
Estate Offices	
Boiler House	Incinerator	Work shops	Supplies

Roof over ground floor	
Human Resources	Estates
Supplies	Estates

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Management Laminated Card

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| Plan Issue: C4 | Review: May '10 | **PRINT ON A4** | Printed: 18/03/2010 | Page No. 4 |

Ongoing recovery management	Day one	Day two and three	Week one

<> ensure oversight of staff and clinical governance <> ensure all actions taken enhance patient care and protection of the community <> specified actions are not exhaustive or prescriptive <>

Communicate – regularly brief:
NHSB Management
staff
patients
recovery teams
relatives / visitors
suppliers
other stakeholders

Assess impact and resources:

patients
staff
premises
work in progress
data network and phones

Establish Priorities:
patients
staff
case load / work in progress
future activity
accommodation
access to vital records
recall of offsite information

Organise Capacity:

implement managed recovery
plan floor layouts
consider home working
IMT accessibility
work around methods

Monitor and Manage:
service delivery / patient care
migration to temporary premises
staff activity and morale
productivity
return to normality
thank you to the staff
revise the SCP

Day one

receive advices concerning extent of damage
assess known effect on the service area / wards / department
consider impact on service and function
instruct team leaders to list immediate needs
provide NHSB Crisis Management Team with 'bed state'
agree with management the essential recovery actions

draw up an emergency patient care plan to satisfy the key priorities
agree with the team, priorities of actions needed, where to get it and who will be tasked with doing it.
ensure CHI numbers are accurately used - especially if manual records are necessary due to an IT failure

review known diary commitments for next few days and need to fulfill
review critical service processes
establish the extent of lost work in progress
consider welfare issues for staff requested to work from home

provide daily reports to the NHSB Crisis Management Team co-ordinator

move to recovery location when informed of readiness by CMT

review work patterns and staffing

notify appropriate staff to attend recovery location

check out layout of accommodation at the alternative location
organise the priority functions to be undertaken by staff using Green Pack
set-up facilities in the alternative location
notify NHSB Management Team of location and telephone number's

---

Day two and three

hold team meeting at recovery location to detail response to incident
make schedules of critical work to be done and due dates
agree with team those responsible for patient care and those charged with implementing clerical assistance
reconstruct work in progress, as far as possible
familiarise yourself with where your reduced department will be temporarily based

Clerical Assistance:
advise the reception at the alternate location of your telephone extension numbers
progress reports to the NHSB Management Team daily
deal with all incoming telephone calls and e-mail.
inform dependant departments and third parties of new working location and contact details
implement key contacts, e.g. sending letters - include telephone "hotline" details (if available)
recover off-site vital records
arrange for suitable staff briefing note to those on-site and those at home
monitor recovery of on-line systems and check as they are made available particularly by date / time of last data input
assist IMT with re-synchronisation of computer systems
if web and email system restored advise staff to refer to updates posted on it

plan for the salvage of departmental documentation, basing this on the damage and accessibility information provided by NHSB Management Team and from the available work-in-progress documentation

when the original premises is reported by the NHSB Management Team to be safe to enter, work with the Emergency Response Team to select teams to salvage documents
these teams will be advised to report to the recovery location for briefing

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Week one

set up clear communication channels for staff
manage day-to-day activities at recovery location
agree with NHSB Crisis Management Team any additional equipment required to commence the return to normal
work with Emergency Response Team to recover valuable equipment, patient records, personal effects and work-in-progress
request ICT produce replacement computer reports
request stationery requirements

review work patterns, and who is in, or out.
implement best efforts to re establish workflow using ICT and documentation

re-organise diaries
arrange regular briefing for all staff
decide how to productively deploy less critical staff, pending return to full operation
re-establish workflow processes

plan integration of first main week of returning staff
assist in the set up of the systems
introduce revised schedules
advise visitors of capabilities
agree overtime to catch-up on backlog if necessary

identify non-critical activities that need to be maintained
identify and record medium-term activities for each team
re-organise team diaries

review progress and all milestones achieved
when appropriate plan move to permanent facilities using normal re-location move procedures
ensure that outstanding work is complete
manage and monitor the recovery

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| Plan Issue: C4 | Review: May '10 | **PRINT ON A4** | Printed: 18/03/2010 | Page No. 5 |

Function	STRATEGY	Immediate / day after incident - locally	during the 1st week	Return to normal
Administration series cashiering/ patient travel queries xxx papers	Somewhere within the site. Initially with rest of Facilities Team at Video Conferencing Room (Ward 10) Secure for cash, accessible to public. Consider two location adjacent one under lock are open to public	Acquire portable safe. Three work stations signing to new Location. Ensure all staff know new arrangements for contains. Undertake etc. Consultants / medical staff	Ensure Cashiering/ banking still goes on.	Restore original location in conjunction with Estates
Administration – committee room & video conferencing	Cannot relocate - out of use	Consider use of Education Centre and Estates meeting room as alternative depending on possible duration consider portable VC equipment		Ensure committee Room and VC equipment restored to use in conjunction with Estates and ICT
Administration – copier services	If undamaged re-locate equipment. If broken advise alternative department to use theirs	Seek xxx/ replacements	Restore to work if possible	Discuss and agree revised service provision design Agree capacity and accommodation requirements Manage reinstatement plans and timetable Manage expectations Communicate with: 1. Staff 2. Infrastructure teams; IMT, Estates & Facilities 3. Host facilities; other NHSB or NHS Lothian etc 4. Third party suppliers
Reception services	Consider if xxxx of xxx issue. If xxxx look for alternatives. If location depends on severity – possibly set up alternative area in front hall.	See temporarily desks, chairs, phones etc for alternative Location communicate change.		
Major incident store & decontamination equipment		*Work in association with Scottish Borders Council Emergency Planning Unit and NHS Scotland*		

The standard workstations will comprise of:
- MS Office
- Email
- Network access
- Intranet / internet

Staff substitution plan – role to role

Critical Applications - prioritised access provision by IT as able:
Homer

Manual Records:

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Department Laminated Card B

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| Plan Issue: C4 | Review: May '10 | Head of Facilities | Printed: 18/03/2010 | Page No. 6 |

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Function	STRATEGY	Immediate / day after incident - locally	during the 1st week	Return to normal
On site patients, staff	Scottish Borders Council field kitchen/ temporary cabins / off site kitchens other on site office	Within 24 hours establish food supply for patients and essential staff within food safety guidelines. Ensure necessary food delivery system in place	Establish patient food service of expand to include special diets, diced up food, safety records and staff records	Working towards re-commissioning original site/ service. Re- establish associated department administration
Off site patients staff	Arrange suitable supplies Estates to advise on Installation/ location for field kitchen / temporary cabins or arrange food transport if able from Scottish Borders Council	Outside units survive 3 days on emergency supplies	Introduce catering services to outside units	
On site/ off site visitors			Liaise with WRVS regarding visiting catering	Discuss and agree revised service provision design Agree capacity and accommodation requirements Manage reinstatement plans and timetable Manage expectations Communicate with: 1. Staff 2. Infrastructure teams; IMT, Estates & Facilities 3. Host facilities; other NHSB or NHS Lothian etc 4. Third party suppliers
On/ off site hospitality				Re- establish hospitality service (Limited until full service resources)

The standard workstations will comprise of:
•MS Office
•Email
•Network access
•Intranet / internet

Staff substitution plan – role to role

Critical Applications - prioritised access provision by IT as able:

Manual Records:

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| Plan Issue: C4 | Review: May '10 | Catering Manager | Printed: 18/03/2010 | Page No. 7 |

Function	STRATEGY	Immediate / day after incident - locally	during the 1st week	Return to normal
Maintenance management	Dependent on situation, release to open plan area Within three days relocate to temporary accommodation	Department entirely supportive of Emergency Response effort as detailed in the Red Pack All other activity on hold unless critical to the recovery of the affected facilities	Department entirely supportive of Infrastructure Recovery effort as detailed in the Yellow Pack (Crisis Management)	Replace WIMS and populate Replace tools / test equipment Provide workshop facilities and transport
Helpdesk / administration				Provide office/ desk facilities to Helpdesk staff
Utilities			Discuss and agree revised service provision design Agree capacity and accommodation requirements Manage reinstatement plans and timetable Manage expectations Communicate with: 1. Staff 2. Infrastructure teams; IMT, Estates & Facilities 3. Host facilities; other NHSB or NHS Lothian etc 4. Third party suppliers	Re instate Telecomms/ IT
Procure / Asset replacement/ reinstatement				Reinstatement of lost assets and facilities in PSB Maintain rest of estate
Project manage				Redesign, allocate contracts, rebuild Carry on with pre-existing projects

The standard workstations will comprise of:
- MS Office
- Email
- Network access
- Intranet / internet

Staff substitution plan – role to role

Critical Applications - prioritised access provision by IT as able:

WIMS

Manual Records:

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| Plan Issue: C4 | Review: May '10 | Head of Estates | Printed: 18/03/2010 | Page No. 8 |

Function	STRATEGY	Immediate / day after incident - locally	during the 1st week	Return to normal
telecommunication Switchboards & Bleeps	Require detailed discussion with Alan Hush and Alan Grainger	To be completed after discussion with AH and AG		Ensure all communication systems up and functioning properly
Porter/ Security	Re-locate workstation to one of the alternate workstations within department currently if in separate location	Depends on location or incident would relocate workstation to one of the other workstation sites (4 separate sites in BGH)	Require to have alternate temporary accommodation on site	
Cleaning Management	Alternate workstation within department (4 separate sites within BGH) or to Facilities Manager's office	Depending on location or incident hot desk between other workstations within department (4 locations) or within facilities manager's office	Require to have alternate temporary accommodation on site	Discuss and agree revised service provision design Agree capacity and accommodation requirements Manage reinstatement plans and timetable Manage expectations Communicate with: 1. Staff 2. Infrastructure teams; IMT, Estates & Facilities 3. Host facilities; other NHSB or NHS Lothian etc 4. Third party suppliers
Accommodation	Alternate accommodation for doctors on call either Eildon, B&B or hotels	Contact housing associations Local B&B, hotels to cover immediate need of doctors	Assess requirements and ensure minimum is available within previous used locations of the hospital i.e. Z-beds in sitting rooms	
Cleaning Services	Service is produced Locally in each location therefore only need to be up in each department/ area in preparation for return to normal	Clean up operation would be provided from DSR in neighboring area. Cleaning would need to be geared to ensure affected area did not contaminate other areas	Ensure building work or required work is contained and dust etc doesn't contaminate other areas/ departments	DSR must be in place for clean prior to reopening of the affected area in order for pre-clean to be performed

The standard workstations will comprise of: •MS Office •Email •Network access •Intranet / internet	Staff substitution plan – role to role	**Critical Applications - prioritised access provision by IT as able:** Telecommunication Homer E-mail	**Manual Records:** Attendance records (for WTD) Pay

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Department Laminated Card B

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| Plan Issue: C4 | Review: May '10 | General Services Man | Printed: 18/03/2010 | Page No. 9 |

Function	STRATEGY	Immediate / day after incident - locally	during the 1st week	Return to normal
Laundry deliver to an site	To arrange for a laundry service possibility would be: Livingston laundry & allocated area for clean & duty linen	Speak to staff. Contact laundry at Livingston and arrange for staff to operate on nights to maintain service at BGH Arrange transport		
On site staff & off staff	Relocate office in another building possibly the Catering Office			Discuss and agree revised service provision design Agree capacity and accommodation requirements Manage reinstatement plans and timetable Manage expectations Communicate with: 1. Staff 2. Infrastructure teams; IMT, Estates & Facilities 3. Host facilities; other NHSB or NHS Lothian etc 4. Third party suppliers
Off site staff		Arrange linen to be done at outside units with some staff on nights & afternoons from the BGH		
Auto valet uniforms supply		Speak to the crisis management team and respond accordingly. Possibly relocate to Livingston Only process theatre scrubs & staff may just wear aprons		
Public customers dry clean shop		Arrange for dry cleaning to be done at local dry cleaners as agreed		

The standard workstations will comprise of:
•MS Office
•Email
•Network access
•Intranet / internet

Staff substitution plan – role to role

Critical Applications - prioritised access provision by IT as able:

Manual Records:

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Department Laminated Card B

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| Plan Issue: C4 | Review: May '10 | Laundry Manager | Printed: 18/03/2010 | Page No. 10 |

Function	STRATEGY	Immediate / day after incident - locally	during the 1st week	Return to normal
Repair & Service	Relocate with PSB for IT connectivity Obtain space in one of the Day Rooms to set up temporary workshops	Normal activities on hold All work prioritised taking into consideration needs of the critically affected areas	Identify & restock parts & test equipment – use Estates WIM Use of medicine contractors if necessary – loan or lease medical devices	Obtain furler test equipment and spares Return to department Return to normal repairs & servicing
Help Desk (Advice)				
Obtain Spares		Divert all calls to Estates Help Line	Liaise with supplier re order of medical equipment and advise users of lead times	Revert to original fault call system Receive equipment test and commission and hand over to users
Outlying Service			No routine visits	Discuss and agree revised service provision design Agree capacity and accommodation requirements Manage reinstatement plans and timetable Manage expectations Communicate with: 1. Staff 2. Infrastructure teams; IMT, Estates & Facilities 3. Host facilities; other NHSB or NHS Lothian etc 4. Third party suppliers
Asset Management			Salvage equipment records	

The standard workstations will comprise of:
- MS Office
- Email
- Network access
- Intranet / internet

Staff substitution plan – role to role

Critical Applications - prioritised access provision by IT as able:
WIMS   Calibrated s/w
Electrical safety tests
Infusion tests
Pressure tests

Manual Records:
Service records
Service manuals
Patient records
Service plans

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| Plan Issue: C4 | Review: May '10 | Med. Elec. Manager | Printed: 18/03/2010 | Page No. 11 |

Function	STRATEGY:	Immediate / day after incident - locally	during the 1st week	Return to normal
Stock Requisitioning	Relocate to temporary cabin accommodation and secure shipping containers for storage Longer term return to stores or obtain lease of third party industrial unit	Liaise with Estates for the provision of secure shipping containers and set down on hard standing (car park) in arranged plan for ease of use	Liaise with Estates re provision of power and light to temp accommodation Re establish call-off of stock items Inform customers of new location and phones etc If appropriate explain cause of disruption and estimate recovery timescales	Understand from customers any non fulfilled back orders and resolve Liaise with Suppliers re expected delivery times for non stock items
Ordering supplies	Staff may be redeployed from other NHSB functions or drawn from other NHS establishments – useful to have fork lift truck driving and stock control skills IMT facilities enable phone and data connectivity between customers and NDC	Understand emergency stock requirements Collate standard orders and request NDC by phone Collate non stock item requisitions and place orders by phone directly with suppliers	Liaise with IMT to organise PC terminal and access to NDC Establish reduced non stock item catalogue to simplify process in short term Input back orders and up date system	Maintain receipt of roll over stocks from suppliers and distribute to customers Keep customers informed of progress to delivery
Goods receiving		Instruct delivery drivers and couriers to return to base pending new instructions (delivery tomorrow or alternative address) if unable to accept at Rear Gantry May require to find temporary garage storage overnight if unable to turn away	Receive goods and sort for despatch ASAP Use shipping containers for secure storage overnight	
Ward provision		Visit impacted wards and identify stock requirements Liaise with SSS and NDC to obtain urgent replacement bar code ward lists	Request Store Porters to deliver stocks to wards	Discuss and agree revised service provision design Agree capacity and accommodation requirements Manage reinstatement plans and timetable Manage expectations Communicate with: 1. Staff 2. Infrastructure teams; IMT, Estates & Facilities 3. Host facilities; other NHSB or NHS Lothian etc 4. Third party suppliers
Out lying provision		Postponed until able (tomorrow) If possible request suppliers to deliver direct Advise customers of unexpected disruption to service	Despatch goods to outlying areas ASAP	

The standard workstations will comprise of:
- MS Office
- Email
- Network access
- Intranet / internet

Staff substitution plan – role to role

Critical Applications - prioritised access provision by IT as able:

SSS / Powergate
eFinancials
PECOS

Manual Records:

Ward bar code lists

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Department Laminated Card B

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| Plan Issue: C4 | Review: May '10 | Procurement Manager | Printed: 18/03/2010 | Page No. 12 |

Department workload evaluation form

Considerations:	Functions:				
What jobs are currently on going?					
What workload deadlines might / will we miss?					
What workload deadlines are approaching?					
What jobs are close to completion?					
How much extra effort is required to complete?					
What would be the consequences if we don't complete?					
If we fail to complete what is the potential impact on: • service • reputation					
Who are the key employee needed to complete the job?					
Your recommendation to the Crisis Management Team: (Detail the jobs you consider should be done now having balanced the resources required v fee income potential?)					

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| Plan Issue: C4 | Review: May '10 | **PRINT ON A4** | Printed: 18/03/2010 | Page No. 13 |

This card sets out the workstation recovery requirements to be provided by:

• Estates & Facilities
• Information Management & Technology

These departments will use this information to prioritise their workload and attempt to assist your department as expeditiously as possible.

Numbers quoted refer to management workstations consisting of:
• Desk & Chair
• PC and Telephone
• Access to network and printer

It must be recognised that it will, in many occasions, be possible to hot desk and or work an early and late shift from the same workstation

Priority Level	Business Function (in order of recovery)	Phase 1: Immediate / seamless relocation to existing and pre agreed NHS Borders premises using other peoples desks, PCs and network connections (Walk in and use without IMT or E&F support)	Work stations	Phase 2: Working as soon as possible at pre agreed relocation sites however likely to require IMT or E&F support to provide additional hardware and connectivity:	Work stations	Phase 3: Working as soon as practical (e.g. in temporary cabin accommodation at relocation site) and will require programmed support from IMT and E&F	Work stations
	BGH Site Services Administration	Video Conferencing Room (Ward 10)	2	Video Conferencing Room (Ward 10)	2	Temporary cabin offices	10
	Catering	Facilities Manager's office	1	Facilities Manager's office	2	Temporary cabin offices	3
	Estates	Video Conferencing Room (Ward 10)	2	Video Conferencing Room (Ward 10)	4	Temporary cabin offices	4
	General Services (Portering, Cleaning, Accommodation)	Video Conferencing Room (Ward 10)	4	Video Conferencing Room (Ward 10)	9	Temporary cabin offices	9
	Switchboard / Telecommunications	Newstead	2	Newstead	4	Temporary cabin offices	4
	Laundry Services	Video Conferencing Room (Ward 10)	1	Video Conferencing Room (Ward 10)	3	Temporary cabin offices	5
	Medical Electronics	Primary Services Block	2	Primary Services Block	2	Temporary cabin offices	4
	Procurement (Stores & Supplies)	Temporary container secure storage / office	2	Temporary container secure storage / office	3	Temporary cabin offices	5
Totals			16		27		44

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Management Laminated Card

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| Plan Issue: C4 | Review: May '10 | **PRINT ON A4** | Printed: 18/03/2010 | Page No. 14 |

The following memo template should be utilised in the event of a significant interruption to service – the contents must be agreed with the Head of Department and the Incident Management Team before issue.

Dear Colleagues,

As you may be aware we have experienced a significant disruption to our services following……………………………

Given the critical nature of this emergency, usual service will not be resumed for the foreseeable future and your patience and understanding is welcome at this time.
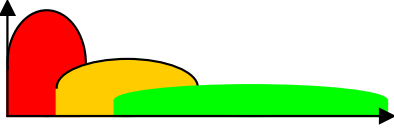
The department will relocate to

The Directorate comprises:

•a	- Head of Dept	Mobile Phone No: 07
•b	- Head of Dept	Mobile Phone No: 07
•c	- Head of Dept	Mobile Phone No: 07
•d	- Head of Dept	Mobile Phone No: 07
•e	- Head of Dept	Mobile Phone No: 07
•f	- Head of Dept	Mobile Phone No: 07

Until further notice, the instructions below should be followed.

• please ensure any calls to the respective Heads of Departments are restricted in the short term to service-critical issues.

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| Plan Issue: C4 | Review: May '10 | **PRINT ON A4** | Printed: 18/03/2010 | Page No. 15 |

Part 4 of 4 of the Service Continuity Plan

Behind this pack is a detailed list of Contact Details for use by the Emergency Response Team, Crisis Management Team and all Departments in the event that usual contact details are unavailable – such as in the event of denied access to the IT databases

Plan contact details pack

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| Plan Issue: C4 | Review: May '10 | **PRINT ON A4** | Printed: 18/03/2010 | Page No. 16 |