



CWP Resilient telecommunications plan

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Type of document	Plan	
Target audience	All CWP staff	
Document purpose	The aim of this document is to provide a framework for response and recovery in the event of a telecommunications incident.	

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CWP documents to be read in conjunction with	HR6 GR7	Trust-wide learning and development requirements including the training needs analysis (TNA) Major Incident Plan
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Training requirements	There are no specific training requirements for this document.
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Financial resource implications	No
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Equality Impact Assessment (EIA)

Initial assessment	Yes/No	Comments
Does this document affect one group less or more favourably than another on the basis of:		
<ul style="list-style-type: none"> • Race • Ethnic origins (including gypsies and travellers) • Nationality • Gender • Culture • Religion or belief • Sexual orientation including lesbian, gay and bisexual people • Age • Disability - learning disabilities, physical disability, sensory impairment and mental health problems 	No	
Is there any evidence that some groups are affected differently?	No	
If you have identified potential discrimination, are there any exceptions valid, legal and/or justifiable? N/A		
Is the impact of the document likely to be negative?	No	
<ul style="list-style-type: none"> • If so can the impact be avoided? • What alternatives are there to achieving the document without the impact? • Can we reduce the impact by taking different action? 	N/A N/A N/A	

Where an adverse or negative impact on equality group(s) has been identified during the initial screening process a full EIA assessment should be conducted.

If you have identified a potential discriminatory impact of this procedural document, please refer it to the human resource department together with any suggestions as to the action required to avoid / reduce this impact.

For advice in respect of answering the above questions, please contact the human resource department.

Was a full impact assessment required?	No	
What is the level of impact?	Low	

Document change history

Changes made with rationale and impact on practice
1.

External references

References
1.

Monitoring compliance with the processes outlined within this document

Please state how this document will be monitored. If the document is linked to the NHSLA accreditation process, please complete the monitoring section below.	
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Content

1.1	Background.....	4
1.2	Aim.....	4
1.3	Objective.....	4
1.4	Scope.....	4
1.5	Testing and validation.....	5
1.6	Audit and amendment.....	5
1.7	Freedom of information (FOI).....	5
2.	Definitions.....	5
2.1	Telecommunication:.....	5
2.2	Privilege access schemes:.....	5
3.	Procedure.....	5
3.1	Internal activation (in and out of hours).....	5
3.2	External activation (in and out of hours).....	5
3.3	Response to regional telecommunications failure.....	6
3.4	CWP Trigger Levels.....	6
4.	Duties and responsibilities.....	7
4.1	Cheshire and Wirral Partnership NHS Foundation Trust (CWP).....	7
4.2	CWP Executive on-call.....	7
4.3	CWP communications team.....	7
4.4	CWP major incident team.....	8
4.5	CWP ICT on-call.....	8
5.	Failure of the telecommunications infrastructure.....	8
	Figure 1 - Phone numbers by location.....	9
6.	Failure of the electrical infrastructure.....	10
7.	Command and control.....	10
7.1	Internal.....	10
	Figure 2 - Incident alerting diagram.....	11
7.2	External.....	11
8.	Telecommunications layered fallback arrangements.....	12
8.1	Landline.....	12
8.2	Fixed mobile phone.....	12
8.3	Airwave.....	12
8.4	Generic / control room e-mail.....	13
8.5	Satellite telephones.....	13
8.6	RAYNET.....	13
9.	Communications.....	13
9.1	CWP Communications.....	13
9.2	Multi agency communications.....	14
9.3	Communications methods.....	14
10.	Recovery and debrief.....	14
	Appendix 1 - Key telecommunications contact numbers.....	16
	Appendix 2 - Emergency phone number template.....	17
	Appendix 3 - Action cards.....	18
	Appendix 4 - External telecommunications layered fallback arrangements.....	26

1. Introduction

Cheshire and Wirral Partnership NHS Foundation Trust (CWP) Resilient Telecommunications Plan will address the criteria for response and recovery to a telecommunications emergency in Cheshire, Merseyside and / or Greater Manchester. This plan contains both strategic and operational references to response.

1.1 Background

Telecommunications are a fundamental enabler underpinning the effective response to any emergency. Experience during a number of recent emergencies in the UK such as the floods in Boscastle (August 2004) and Carlisle (January 2005), and the bombings in London (July 2005) all showed that communication systems could be disrupted in an emergency and that emergency planning needed to take that into account.

Geographically Cheshire, Merseyside and Greater Manchester contain a mix of populated urban areas and rural landscape. Cheshire in particular is surrounded by a number of small hills and contains a series of bowls and depressions that, in addition to tall buildings, can pose challenges to establishing effective communications.

Within Cheshire, the risk of an emergency resulting in a significant impact to the telecommunications infrastructure is rated as **Medium**.

The types of telecommunications emergencies that may require response to include, and not limited to:

- Loss of power / data exchange / telephones and mobile telephones as a result of severe weather and / or flooding;
- Restriction to mobile phone networks as a result of terrorism;
- Unexpected total shutdown of the grid and/or national power outage.

A small scale telecommunications incident disabling one locations ability to communicate will not necessarily result in the activation of the resilient telecommunications plan. Small local responses will require activation of a local Business Continuity Plans (BCP).

1.2 Aim

The aim of this document is to provide a framework for response and recovery in the event of a telecommunications incident.

1.3 Objective

The key objectives are;

- Ensure that all staff responding to a telecommunications incident are aware of their roles and responsibilities;
- Maintaining business continuity of essential services;
- Ensure emergency calls from the public can be received;
- Ensure major incident team is able to receive critical information/intelligence from external agencies;
- Enable communication with other responders and resilience partners;
- Enable communication between major incident rooms.

1.4 Scope

This document will inform CWP staff of the response and recovery requirements in the event of a telecommunications incident.

This document should be read inline with the CWP [major incident plan](#).

The plan will provide both a strategic and operational framework to a trust wide telecommunications incident. Response and recovery to a wide spread geographical telecommunications incident should be in line with the **Cheshire Local Resilience Forum Resilient Telecommunications Plan**. This plan does not have regard for the actions and resources of local resilience forum multi agency partners.

1.5 Testing and validation

This plan will be tested and validated through exercises developed as part of CWP's annual emergency planning training and exercising programme, the responsibility for which lies with the Emergency Planning Sub Committee (EPSC). The plan will be reviewed as necessary in light of learning from incidents, exercises and comments received.

1.6 Audit and amendment

The plan will be subject to on-going review and revision as well as a formal review every 5 years which will be completed by the CWP EPSC. All amendments will be audited and communicated to partners.

1.7 Freedom of information (FOI)

Release of information contained in this document should be considered with regard to Freedom of Information and Data Protection legislation.

Please contact FOI@cwps.nhs.uk with any queries.

2. Definitions

2.1 Telecommunication:

Telecommunication is the transmission of information over significant distances to communicate. Telecommunications play an important role in a response to an emergency. Resilient telecommunication systems can enhance the ability of services, areas or infrastructure to withstand and recover from disruptive challenges.

2.2 Privilege access schemes:

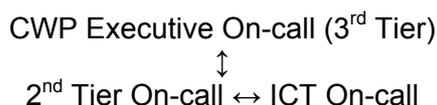
Privilege access schemes can enhance the resilience of an organisation's telecommunications as the scheme provides call preference for key emergency management organisations if public network access is restricted.

3. Procedure

Notification of a telecommunications failure is most likely to be by CWP ICT service (internal) or Cheshire NHS Gold Commander (external).

In the event of there being a disruption, or a serious threat of disruption to the key telecommunications capabilities used by responding organisations to communicate, CWP will refer to the fallback layers as identified in [appendix 4](#).

3.1 Internal activation (in and out of hours)



3.2 External activation (in and out of hours)



3.3 Response to regional telecommunications failure

In the event of a regional telecommunications emergency, the relevant response plans will be activated by the region.

For example, a telecommunications failure in Merseyside or Greater Manchester will result in the activation of the Merseyside Resilient Telecommunications plan or Greater Manchester Resilient Telecommunications plan respectively.

In the event that the telecommunications emergency extends beyond Cheshire, Merseyside and Greater Manchester, a Regional Resilience Forum plan may be activated.

In response to a regional telecommunications failure, a utilities advisory cell would be convened to provide appropriate technical advice and to discuss the following;

- Implication of telecommunications failure to utilities services
- Implication of telecommunications failure to emergency service infrastructure – i.e. 999 calls

3.4 CWP Trigger Levels



Local incident:

In the event of a local telecommunications incident (limited to West Cheshire, East Cheshire, Wirral or Trafford only) that requires a response that exceeds the capacity of local Business Continuity Plans it can be recommended that the CWP Resilient Telecommunications Plan is activated.

The Executive On-call/ 3rd Tier will subsequently decide whether to declare a Major Incident for CWP.

Cheshire wide:

In the event of a Cheshire wide telecommunications incident resulting in the activation of the Cheshire LRF Resilient Telecommunications Plan (an incident affecting all CWP geographical locations) it can be recommended that the CWP Resilient Telecommunications Plan is activated and Major Incident standby is declared.

Note that other multi agency responding agencies and/ or other responding NHS trusts may declare a Major Incident at this stage. This does not automatically result in CWP declaring a Major Incident. The Executive On-call/ 3rd Tier will decide whether to declare a CWP Major Incident.

In the event that a response to this level of emergency requires a response that exceeds the capacity of local Business Continuity Plans, it can be recommended that a Major Incident is declared.

For incidents affecting Wirral and Trafford services only, it can be recommended that a response exceeding the capacity of local Business Continuity Plans the CWP Resilient Telecommunications Plan is activated.

Note that the following plans (Merseyside Resilient Telecommunications Plan and Greater Manchester Resilient Telecommunications Plan) may be activated without the activation of the Cheshire Resilient Telecommunications Plan.

The Executive On-call/ 3rd Tier will subsequently decide whether to declare a Major Incident for CWP.

Regional:

In the event of a regional telecommunications incident (an incident exceeding the geography of Cheshire) that requires a response that exceeds the capacity of local Business Continuity Plans it can be recommended that the CWP Resilient Telecommunications Plan is activated and a Major Incident is declared.

The Executive On-call/ 3rd Tier will subsequently decide whether to declare a Major Incident for CWP.

National:

In the event of a national telecommunications incident (an incident exceeding the geography of the North of England) that requires a response that exceeds the capacity of local Business Continuity Plans it can be recommended that the CWP Resilient Telecommunications Plan is activated and a Major Incident is declared.

The Executive On-call/ 3rd Tier will subsequently decide whether to declare a Major Incident for CWP.

4. Duties and responsibilities

4.1 Cheshire and Wirral Partnership NHS Foundation Trust (CWP)

CWP will:

- Undertake a dynamic risk assessment of the emergency;
- Implement Business Continuity arrangements to mitigate the effects of a telecommunications emergency;
- Communicate with Cheshire NHS Resilience as appropriate;
- Follow layered fallback arrangements to communicate with responding organizations as appropriate;
- Ensure the safety of all staff and patients is maintained;
- Communicate with staff and service users providing update on service delivery where possible.

4.2 CWP Executive on-call

CWP Executive On-call will;

- Declare a Major Incident where required;
- Consider whether or not they will require a Major Incident Team to assist in the response and recovery of an emergency;
- Set a response and recovery strategy;
- Communicate with staff, patients and suppliers where appropriate;
- Review the response and recovery to the incident submitting results to the CWP Emergency Planning Sub Committee (EPSC).

4.3 CWP communications team

CWP communications team will;

- Liaise with the executive On-call and ICT On-call to develop an appropriate communications plan;
- Draft and approve press releases/ media briefings;
- Produce briefings to keep staff up to date;
- Produce briefings to keep stakeholders up to date;
- Update website and intranet where possible (note that a complete loss of power will disable the ability to communicate via the internet).

4.4 CWP major incident team

CWP major incident team will;

- Provide necessary assistance to the CWP Executive On-call;
- Assist with the review of the response and recovery;
- Maintain a log of all communications sent and received to responding organisations.

4.5 CWP ICT on-call

CWP ICT on-call will;

- Provide appropriate technical advice to the Executive On-call where required;
- Maintain a technical overview of the response and recovery;
- Make preliminary assessment of the damage to CWP informatics infrastructure;
- Provide relevant ICT administrative support for the recovery phase of the emergency.
- Review the incident and submit results to the Informatics Managers Meeting

5. Failure of the telecommunications infrastructure

In the event of failure to the local telecommunications infrastructure, depending on the type of failure, services may have the opportunity to divert key phone numbers to another number, to ensure they can continue to receive essential calls.

It can be suggested that contingencies are in place to support phone numbers in the event of a telecommunications failure. [Figure 1](#) details all of the CWP sites, the main phone numbers into that site and the related server locations.

[Appendix 2](#) provides the opportunity to provide details of a contingency number that a line could be diverted to in an emergency. It can be recommended that all CWP services complete this appendix, attach a copy to their Business Continuity Plans (BCP) and submit to Emergency Planning to ensure that resilience is built into each of the telecommunications infrastructure.

The table below identifies the server locations for each CWP site. This is to be taken into account when identifying a contingency number for calls to be diverted to.

In the event that a particular site has lost network activity, it is likely that all sites using the same server will be experiencing a loss of network activity too.

For example, Bowmere Hospital operates from the Local West Cheshire site server. Similarly, Churton House Resource Centre operates from the Local West Cheshire Site server, therefore it would not seem appropriate for Bowmere Hospital to list a Churton House Resource Centre number as a contingency number as they are likely to experience the same telecommunications problems.

Figure 1 - Phone numbers by location

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Key:

- Site – the CWP site;
- Phone Number – the main contact number for that CWP site;
- Location – the location of the network server on that CWP site.

The primary phone system for CWP sites is landline. These fall into the following categories;

- Internet Protocol (IP) Based – stand alone;
- Internet Protocol (IP) Based – trust system;
- Stand alone analogue.

6. Failure of the electrical infrastructure

The telecoms infrastructure is currently dependent upon continuity of power supplies. With a loss of power, many of our sites will lose switch board and digital functions

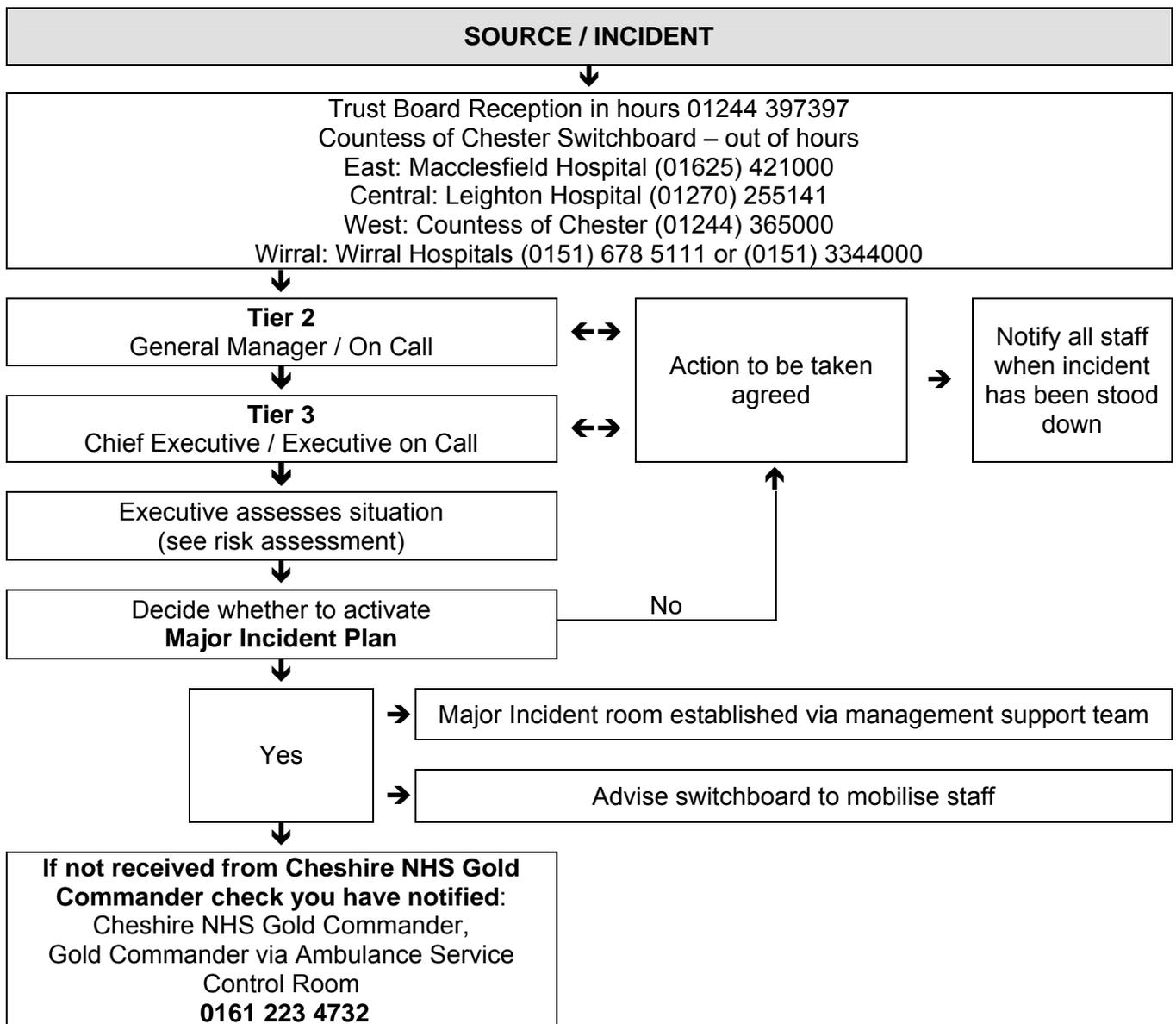
7. Command and control

7.1 Internal

In the event of a telecommunications incident, CWP would maintain, where possible, their internal incident altering channels as detailed within the [Figure 2](#) and the CWP [major incident plan](#).

A CWP response to a telecommunications incident would be commanded by the Executive On-call/ 3rd tier. The Executive On-call will liaise with the NHS Gold Commander and will be a link to the wider Cheshire command and control system.

Figure 2 - Incident alerting diagram



Note that the flow of communications between tier 2 and tier 3 may be a two way communications in the event that this is a wide spread geographical incident and information is being fed down from the Cheshire NHS Gold Commander.

7.2 External

The general principles of multi-agency command and control arrangements are detailed in the **Cheshire LRF Emergency Response Manual**.

In the event of a telecommunications emergency, responders will communicate using the layered fallback arrangements as identified in [appendix 4](#).

In the event of a total communication failure, Strategic Coordination Group (SCG) and Joint Tactical Coordination Centre (TCG) personnel will assemble at Cheshire Constabulary Headquarters to respond to the emergency.

The Cheshire health economy will be represented at SCG and TCG by the Cheshire NHS Gold Commander and a nominated Director from one of the commissioning bodies within Cheshire respectively.

In the event of a Merseyside and / or Greater Manchester telecommunications failure, the Cheshire NHS Gold Commander will liaise as appropriate with the commanding bodies in NHS Merseyside and NHS Wirral. There may be a requirement for an operational response in either of these areas.

8. Telecommunications layered fallback arrangements

In the event of a loss of telecommunications, CWP can switch to different telecommunications systems to communicate with staff, patients and other emergency responding organisations.

8.1 Landline

Major Incident Room:

- The telephone in the major incident room is on the IP system;
- Note that a BT landline back up has been installed;
- Details found within [appendix 4](#).

8.2 Fixed mobile phone

The Mobile Telephone Privileged Access system (MTPAS) scheme allows for pre-registered users of mobile phones, fitted with special MTPAS SIM cards, to be identified at times of emergency high demand and be granted access with a priority over the normal subscriber.

Activation of MTPAS in an emergency situation is made by the Police at the request of the Police Gold Incident Commander within a SCG.

CWP has an allocation of two MTPAS pre-registered mobile phones for used in the event of a telecommunications emergency.

Major Incident 1	07795 222 247	Vodafone
Major Incident 2	07795 222 248	Vodafone

These can be located in the Major Incident Room, Trust Board, Chester. These handsets are to be used by the Executive On-call / nominated Major Incident Lead only.

The MTPAS allocation is determined nationally by the cabinet office and organisational capacity is considerably limited.

Cheshire Local Resilience Forum (LRF) MTPAS Provision

Cheshire LRF has a pool of twenty MTPAS handsets available for use by all responding agencies at the scene, should the situation require.

- Eight are held and maintained by Cheshire Fire & Rescue Service, and are located in that agency's Command Vehicle.
- Twelve are held and maintained by Cheshire Constabulary, and are located in the CCRU office at Police HQ in Winsford.

Requests for these handsets are to be deployed to the Cheshire NHS Gold Commander through the appropriate command and control channels.

8.3 Airwave

Airwave is a specialist radio system used mainly by the emergency services. CWP does not have direct access to airwave.

Airwave terminals are accessible through the Cheshire Local Resilience Forum. Access to such terminals will be to the Cheshire NHS Gold Commander through the appropriate command and control channels.

8.4 Generic / control room e-mail

Electronic mail (E-mail) is a method of exchanging digital messages from an author to one or more recipients. E-mail is frequently used for communication between organisations in response to an emergency situation.

E-mail is exchanged within CWP by Microsoft outlook and NHS.net.

Microsoft Outlook:

Microsoft Office is often used mainly as an e-mail application; it also includes a calendar, task manager, contact manager, note taking and a journal. Microsoft Office is used with an exchange server to enable multiple users in an organisation to use the application.

NHS.net:

NHS.net is a private wide area network service used by the NHS in England. NHS.net is available anywhere; on any NHS site or on the move via secured encrypted devices. It is available over the NHS N3 network and the internet.

Damage to and/ or a loss of the exchange server would result in a loss of Microsoft Office. However this would not result in a loss of NHS.net as this application is available over the internet.

Cheshire and Wirral Partnership Major Incident Team have the ability to use both Microsoft Outlook and NHS.net to respond in an emergency situation.

- majorincidentroom@cwps.nhs.uk
- cwpmajorincidentroom@nhs.net

Note - These mailboxes are not routinely monitored, they are only used in the event of an emergency. All relevant staff and multi agency partners will be made aware once the mailboxes have been activated.

It can be recommended that services build resilience into their E-mail capacity by holding both a Microsoft Office and NHS.net mailbox account.

8.5 Satellite telephones

A satellite telephone is a type of mobile phone that connects to orbiting satellites instead of terrestrial cell sites. They provide similar functionality to mobile telephones. CWP does not hold its own satellite telephones.

Satellite telephones are accessible through the Cheshire Local Resilience Forum. Access to such telephones will be through the Cheshire NHS Gold Commander.

8.6 RAYNET

The Radio Amateurs Emergency Network (RAYNET) is the UK's national voluntary communications service. RAYNET offers a core service of voice communications, using ad hoc vehicle installed repeater equipment, distances of up to 50 miles can be covered.

Access to RAYNET is accessible through the Cheshire Local Resilience Forum as the majority of Cheshire's local authority emergency centres are equipped to enable a RAYNET operator to work alongside the local authority staff in an emergency. Access to this will be through the Cheshire NHS Gold Commander.

9. Communications

9.1 CWP Communications

In line with the emergency planning policy and communications strategy CWP will have message templates for internal and external distribution. The communications department will send out generic communications messages as appropriate.

In response to a telecommunications incident, the communications team will consider relocating to an area with telecommunications in order to communicate with staff. Please refer to communications team business continuity plan for more details.

Service managers and business continuity leads are to liaise with the communications department to provide an update on the local situation. Note that the ability to communicate may be restricted depending on the type of emergency.

Line managers are advised to contact staff as per their business continuity cascade call out systems. Any difficulties contacting staff should be raised to the service manager or Business Continuity lead.

9.2 Multi agency communications

It is the role of the Cheshire Police to co-ordinate the Cheshire multi-agency response to a Cheshire wide emergency situation. Further information on the management of the Cheshire wide multi-agency media response can be found in the **Cheshire Local Resilience Forum Media Plan**.

9.3 Communications methods

The communication methods available in an emergency can be broadly categorised as verbal and non verbal communications.

In a telecommunications emergency it can be recommended that staff are flexible in the methods that they use to communicate. Both verbal and non verbal methods will be adopted.

CWP have access to the following. Please note that the use of these methods of communicating will be limited in a telecommunications emergency;

Verbal communications

Publicly available;

- Telephone landline – via the Public Switched Telephone Network (PSTN);
- Mobile phones;
- Voice over Internet Protocol (VoIP) - using computers and the internet to carry voice signals;
- Radio – Private mobile radio networks operated by Voluntary agencies and Amateur Radio operators licensed by Ofcom often grouped in clubs or specialist groups like RAYNET which is set up to provide assistance to the emergency response;
- Satellite phones –fixed or mobile systems.

Privileged systems;

- Mobile phones - Mobile Telephone Privileged Access Scheme (MTPAS) - a means of providing limited key workers with phones that can be used when normal mobile systems are overloaded;
- Airwave – a specialist radio system used mainly by the Blue Light Services. A non-emergency wavelength version is currently being discussed by the commercial provider.

Non-verbal methods of communication

- Fax;
- Email; Microsoft Office and NHS.net;
- www.cwp.nhs.uk website / CWP intranet pages;
- Pagers, one way text messaging only but more resilient than mobile phones.

10. Recovery and debrief

The CWP Major Incident will be stood down once the trust's ability to respond within the capacity of local Business Continuity Plans is resumed.

Note that other multi agency responding agencies and/ or other responding NHS trusts may not declare a Major Incident stand down at this stage. The Executive On-call/ 3rd Tier will decide whether to stand down the CWP Major Incident response.

At the start of the recovery process, it is vital that a clear recovery strategy is developed and agreed by the CWP Executive On-call;

The recovery strategy will need to cover the following key objectives:

- Ensure BCP leads carry out an impact assessment and report to the major incident team;
- Ensure all BCP leads develop a recovery action plan in accordance with the CWP recovery strategy;
- Ensure that all staff are informed of the CWP recovery strategy;
- Ensure that the local recovery strategy is in line with the Cheshire, regional and/ or national recovery strategy depending on the scale of the incident.

The major incident team will carry out a full debrief of the emergency to incorporate;

- What elements of the response went well;
- What are areas for development;
- Any other comments.

A full debrief report including recommendations will be produced by the CWP emergency planning team for the operations board and made available to all CWP staff.

Appendix 1 - Key telecommunications contact numbers

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Appendix 2 - Emergency phone number template

Prioritising a phone number that could be diverted in the event of an emergency

In the event of an interruption to telecommunications service it may be necessary to divert telephone numbers to an alternate location or mobile phone. The numbers that need to be diverted should be the priority lines for the service / location. As these lines are predominantly used for patient access to other systems should be considered in choosing the location for the divert.

Line number and location	To be diverted to
Line number and location	(In the case that this number is not available please forward to)
Mobile Number	

Appendix 3 - Action cards

ACTION CARD – Executive On-call/ 3rd Tier On-call
Role To provide overall command and control of the CWP response.
Reports to Chief Executive

1. Declare a major incident where required;
2. Consider whether or not they will require a major incident team to assist in the response and recovery of an emergency;
3. Set a response and recovery strategy;
4. Communicate with staff, patients and suppliers where appropriate;
5. Review the response and recovery to the incident submitting results to the CWP Emergency Planning Sub Committee (EPSC);
6. Keep a record of all decisions made;
7. Contact Cheshire NHS Gold Commander where necessary;
8. Inform the chief executive and chairman of the situation.

ACTION CARD – Communications Team
Role To support the Executive On-call in producing and executing a communications strategy
Reports to Executive On-call

1. Ensure head of communications is aware of the emergency situation;
2. Liaise with the executive on-call and ICT on-call to develop an appropriate communications strategy;
3. Draft and approve press releases/ media briefings;
4. Produce briefings to keep staff up to date;
5. Produce briefings to keep stakeholders up to date;
6. Update website and intranet where necessary.

ACTION CARD – Major Incident Team
Role To support the Executive On-call in response and recovery
Reports to Executive On-call

1. Provide necessary assistance to the CWP executive on-call;
2. Assist with the review of the response and recovery;
3. Maintain a log of all incident communications sent and received.

ACTION CARD – Informatics On-call
Role To provide technical advice and response to the telecommunications emergency
Reports to Executive On-call

1. Provide appropriate technical advice to the executive on-call where required;
2. Maintain a technical overview of the response and recovery;
3. Make preliminary assessment of the damage to CWP informatics infrastructure;
4. Provide relevant ICT administrative support for the recovery phase of the emergency;
5. Ensure that services are being supported throughout the process of diverting a priority number in an emergency;
6. Review the incident and submit results to the informatics managers meeting.

ACTION CARD – Business Continuity Lead
Role To lead a service / departmental Business Continuity response, activating plans where required.
Reports to Modern Matron / Clinical Service Manager

1. Identify those vulnerable patients who may be affected by the incident, ensuring that:
 - a) Their healthcare needs continue to be met as appropriate
 - b) Informing the executive on-call / trust incident officer if these needs can no longer be met from the patient's home, but the Trust will need support from other NHS organisations / agencies (e.g. from the ambulance service, local acute hospitals, local councils etc) within the multi-agency response
2. Communicate with staff, patients and suppliers where appropriate;
3. Divert calls to another working handset where possible; alternate landline or mobile phone (as identified in [appendix 2](#));
4. Advise ICT of a telecommunications issue by calling 01244 852345;
5. Implement business continuity plans where required;
6. Keep a record of all decisions made.

ACTION CARD – 2nd Tier On-call and Community Care Western Cheshire On-call
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Role To provide command and control for your particular clinical area.

Reports to Executive On-call

1. Provide advice to, and operate under the instruction of, the executive on-call in mobilising the resources where required;
2. Identify those vulnerable patients who may be affected by the incident, ensuring that:
3. Their healthcare needs continue to be met as appropriate
4. Informing the executive on-call/trust incident officer if these needs can no longer be met from the patient's home, but the Trust will need support from other NHS organisations / agencies (e.g. from the Ambulance Service, local acute hospitals, local councils etc) within the multi-agency response
5. Advise the executive on-call / trust incident officer when the response to the incident is affecting the capacity of the Trust to undertake its usual healthcare duties.
6. Keep a record of all decisions made;

ACTION CARD – Community Based Staff
Role To support the CWP response to an emergency, ensuring own safety at all times.
Reports to Line Manager

1. Identify those vulnerable patients who may be affected by the incident, ensuring that:
 - a) Their healthcare needs continue to be met as appropriate
2. Ensure own safety is maintained at all times;
3. Be aware of communications messages providing an update of the situation;
4. Maintain a line of communication with base staff;
5. Where possible, advise ICT of a telecommunications issue by calling 01244 852345;
6. Be prepared for flexible working arrangements whilst in an emergency situation;
7. Lone workers to ensure that they can communicate with base and/ or another staff member at all times;
8. Keep a record of all decisions made.

ACTION CARD – All staff
Role To support the CWP response to an emergency
Reports to Line Manager

1. Identify those vulnerable patients who may be affected by the incident, ensuring that:
 - a) Their healthcare needs continue to be met as appropriate
 - b) informing the Executive On-Call/Trust Incident Officer if these needs can no longer be met from the patient's home, but the Trust will need support from other NHS organisations / agencies (e.g. from the Ambulance Service, local acute hospitals, local councils etc) within the multi-agency response.
2. Be aware of communications messages providing an update of the situation;
3. Divert calls to another working handset where possible; alternate landline or mobile phone;
4. Advise ICT of a telecommunications issue by calling 01244 852345;
5. Be prepared for flexible working arrangements whilst in an emergency situation;
6. Keep a record of all decisions made.

Appendix 4 - External telecommunications layered fallback arrangements

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