

Moray Civil Contingencies Improvement Action Plan
incorporating EXTRACT of PRIORITIES FOR YEAR 1 (MORAY) - NHS Grampian Improvement Plan Against Resilience Standards 2019-2021
Last Updated: 8 March 2021

APPENDIX 1

ID	Description	Linked to	Self Assess Level (see criteria on next page)	Requirement	RAG Status	Action Required	Evidence	Owner	Expected Completion Date	Actual Completion Date	Progress update and further actions
1	Governance	Standard 3	4	Civil Contingencies Group (or equivalent) in place for each sector, and actively meeting	G		Terms of Reference agreed, meeting dates agreed. Reviewed annually - due in January 2021	HSCM Civil Contingencies Group	31/01/2021 31/3/2021	ongoing	meetings are being held regularly, with risk register and action plan being maintained and updated
2	Governance	Standard 2	2-3	Workplan in place to include training, review of plans, sector based exercising and participation in NHSG programme of exercising	G	Rolling programme of work to be reviewed and updated following COVID.	Annual work plan agreed and in place.	Corporate Manager /Interim Support Manager	31/10/2020	ongoing	work plan in place and reviewed at HSCM Civil contingencies meetings to identify new actions required and monitor progress.
3	Business Continuity	Standard 7,8	2	a) HSCM to have up-to-date, effective Business Continuity (BC) / contingency plans for all prioritised services and functions. b) HSCM to have an overarching BC Plan with agreed list of critical functions/services.	A	Critical functions list was agreed during initial COVID response and are still relevant. Overarching plan to be completed	A) Services have up to date plans in place b) Critical functions approved and overarching BC plan in place and agreed by Systems Leadership Group (SLG)	a) Service Managers and Commissioning manager b) Corporate Manager	30-Sep-21	30/10/2020 was original date	a) need to review current status and set realistic timescale for Plans to be updated/completed following changes to working practices as a result of Covid and safer workplaces b) plan requires to be refreshed for the change in category 1 responder status and circulate for comment to this group - take to SLG Business meeting
4	Specific needs of Children in MI & BC planning	Standard 10	2	The specific needs of children and young people to be addressed in all relevant Major Incident and Business Continuity plans, and ensure that its responses / interventions are sensitive to their needs	A	Sectors to develop model for engagement of Children's social work services in Resilience Groups	Engagement of Children's social work services in resilience planning	Systems Leadership Group	tbc		
5	Command Control and Coordination - Major Incident / BC response	Standard 11	2 3	Control room arrangements agreed and tested.	A	Training needs across HSCM to be identified ie loggist / control room lead / management in crisis. Documentation of command and control in HsCM produced for pandemic response - to be reviewed for more generic approach for other incidents	Documented roles and responsibilities. Incident Management Team identified. Control Room arrangements documented. List of staff trained held locally ie loggists	HSCM Civil Contingencies Group	18/12/2020 Dec 2020	18-Dec-20	advertised at workforce Forum to get volunteers. Very little response - need to follow up with SLG to create more resilience Command and control arrangements in the pandemic was led by NHSG and is well documented. HSCM Incident Response plan sets out our generic arrangements. To be progressed through governance process for sign off
6	Major Incident / BC Response - Control Room	Standard 11	2 3	Staff identified and trained: - Loggists - Control Room Manager	G	Staff to be identified to attend training.	Central list of trained staff held. Training programme in place and communicated via SLG and HSCM Civil Contingencies Group	Interim Support Manager	31-Jan-21	31-Jan-21	completed for existing staff whilst we have some people training we still need to develop to provide more resilience in our response teams - need to progress and identify others for training and exercises.
7	Pandemic Influenza	Standard 16	2 3	NHS Board shall develop and review its Pandemic Influenza Plan jointly with local partnerships and RRP, and seek their endorsement. A joint multi-agency plan shall be developed, if one does not already exist.	A	Review of documents and updating where necessary. Completion and sign off	MID/Pandemic Flu response plan detailing integrated health system response to MID/Pan Flu, and setting out links to RP response	HSCM Civil Contingencies Group	tbc		this will be progress with NHSG civil contingencies group

8	Pandemic Influenza	Standard 17	2	Link with NHSG Board in exercising Pandemic Flu plan every 3 years	A	Grampian wide health and social care system pandemic tabletop exercise.	Exercise documentation and records of attendees. Post exercise report with lessons learned.	HSCM Civil Contingencies Group	tbc		superceded at this moment in time
9	Governance	Standard 5	3	Sector risks to be recorded, monitored and escalated where necessary	G	Risk Register to be presented to HSCM Civil Contingencies Group for comment, update and approval.	Risk Register in place and maintained with actions to mitigate risks in place. System in place to escalate those risks deemed High or Very High to SLG where necessary.	HSCM Civil Contingencies Group	ongoing	ongoing	
10	Information Security and ICT Resilience	Standard 31	2	BIA/Recovery plans reviewed for IT and Communications	A	Review and update list of critical ICT requirements following changes to working practices as a result of COVID and advise NHSG Ehealth and Moray Council accordingly.	BIAs updated and held centrally. Critical functions list agreed. NHS eHealth and Moray Council informed of requirements.	HSCM Civil Contingencies Group	tbc		
11	Supply Chain Resilience	Standard 39	2	BIA/Recovery plans reviewed for suppliers	A	Define list of critical suppliers and ensure risk assessment mitigation measures are in place. NHSG Board to be informed.	BIAs updated and held centrally. Critical functions list agreed. Risk assessment completed with actions to mitigate detailed.	Systems Leadership Group	tbc		
12	Winter Plan	Standard 18	4	Sectors shall have robust Winter Plans and implement a range of actions to enhance resilience during winter period.	G	Review and update plan - short term working group established each year in August/Sept to carry out the review.	Winter plan in place and action plan in place. Part of Grampian's year-round planning cycle and participation in joint planning, table top exercises and debrief exercises.	Systems Leadership Group	Ongoing	annual review	contributed to content of NHSG winter plan participated in the NShG winter plan table top exercise Considerable amount of work has been undertaken regarding Delayed discharges and surge and flow to respond to the pandemic and learning will inform our arrangements for surges caused by disruptive incidents.
13	Major Incident /Resilience Plans	Standard 9	2	NHS Board shall have Major Incident or resilience plans that reflect its emergency preparedness. Sectors to sign off plan. Through HSCP, GP / Primary Care made aware of their role in the Major Incident Plan and expectations of them.	A	NHS Board plan, once agreed, will be taken to SLG and HSCM CC Group for discussion and sign off.	Grampian plan signed off and partnership working with primary care in place.	Systems Leadership Group	31/03/2022		Following the inclusion of IJB as category 1 responders there will be a need to review requirements for any additional response plans. This will be done in collaboration with Emergency Planning officers in NHS Grampian and Moray Council.
14	Training		1	Training gaps identified: - who needs to be trained and in what course / session	A	A locally delivered Civil Contingencies programme of training courses for HSCM managers and staff to be identified and implemented	NHSG Civil Contingencies Unit (CCU) training programme in place and dates communicated to SLG	Interim Support Manager	31/10/2020 30/6/21		suspend exercising until after winter surge and covid response. NHSG civil contingencies meetings currently suspended once Operation Snowdrop command and control response is suspended schedule exercises to cover changed ways of working and impact of flooding
15	Major Incident response	Standard 11	2	Further consolidation of relationship and links with Care homes and external providers in relation to planning and exercising plans and provision of support during a response	new	schedule and carryout table top exercises with care home managers and external providers to develop response plans and identify supports	record of exercises lessons learnt and actions identified to mitigate risks	head of Service / Corporate Manager / External provider meeting	31/03/2022		

NHSS STANDARDS FOR ORGANISATIONAL RESILIENCE

ASSESSMENT & IMPROVEMENT PLAN – BENCHMARKING CRITERIA

PLANNING (1)	IMPLEMENTING (2)	MONITORING (3)	REVIEWING (4)
Level 1 - Planning	Level 2 - Implementing	Level 3 - Monitoring	Level 4 - Reviewing
Benchmarking against 'action' undertaken and analysed	Resilience Committee / Resilience Exec Lead tasked to progress 'action'	Action' implemented consistently and geographically across Health Board	Action' has been mainstreamed into existing services
Planning arrangements have been initiated	Implementation plan and methodology agreed	Agreed process in place and being reviewed over time	Quality assurance and performance management established to review 'action' on an on-going basis
local improvement plan to meet standards developed and forms integral part of Health Board's Resilience Committee's work plan	Collating appropriate information to monitor delivery of 'action'	Associated learning and improvement planning in place to ensure delivery of standard	
	Some evidence of 'action' being delivered		