



**The Northern NHS
ESTATES TRAINING ADVISORY GROUP**

Present a one-day conference on:

BUSINESS CONTINUITY/ EMERGENCY PLANNING

to be held on

WEDNESDAY, 29TH APRIL 2009

at

**THE CONFERENCE CENTRE,
Wrightington, Wigan and Leigh NHS Trust,
Wrightington Hospital, Hall Lane, Appley Bridge, Near Wigan.**

CAN YOU SURVIVE A CATASTROPHIC LOSS OF SERVICES, SYSTEMS AND FACILITIES?

How would your organisation handle any one of the many threats to your systems and the critical operations they support? Without an effective, proven recovery plan, any significant loss would shut down delivery of service to your customers.

In an increasingly hazardous, technology driven world where services are delivered from multiple, dependent sites, can you afford not to be prepared?

BUSINESS CONTINUITY HAS NEVER BEEN MORE IMPORTANT

Its management entails a sophisticated and complex process that involves identifying potential impacts which could threaten the organisation, and provides a framework for building resilience and getting the business back on track.

The conference will look at the requirement to the design and writing protocols for business continuity planning, developing a holistic approach to business continuity, developing strategic partnerships to support your organisation in a crisis, managing risk and optimising resilience in your supply chain, assessing risk and building risk management into your Business Continuity strategy, producing, implementing and reviewing your respective service contingency plans, etc.

THIS CONFERENCE WILL BE OF SPECIAL INTEREST TO DIRECTORS, SENIOR AND MIDDLE MANAGERS AND ANY PERSON RESPONSIBLE FOR BUSINESS CONTINUITY WITHIN THEIR RESPECTIVE DIVISION/SECTOR.

WE ARE EXPECTING THIS CONFERENCE TO BE FULLY SUBSCRIBED. IF YOU WISH TO ATTEND, PLEASE COMPLETE AND SEND IN AN APPLICATION FORM AS SOON AS POSSIBLE.

The cost of attending the conference is **£100.00 per person**. This includes attendance at the Conference, a certificate of attendance, course handouts, coffee/tea & bacon roll on arrival, mid morning coffee/tea, 2-course buffet lunch and afternoon tea/coffee.

To find out more about our events please visit www.northerntag.org.uk

Business Continuity **/Emergency Planning**

Wednesday, 29th April 2009

PROGRAMME

8.45am Registration
Coffee/Tea/Bacon Roll

9.15am **WELCOME AND INTRODUCTION**

Chairman – HOWARD JACKSON
(Chairman of the Estates TAG)
Assistant Director – Estates Operations,
Lancashire Teaching Hospitals NHS
Foundation Trust

9.30am **EXECUTIVE OVERVIEW OF
BUSINESS CONTINUITY**

Presenter – IAN FRANCIS
Managing Director, Absolute Business
Continuity

- Executive Accountability
- Developing the Programme
- End to End Overview of BCP
- Protecting your Reputation

10.15am **RESILIENCE IN THE NHS**

Presenter – FRANK WHITEFORD
Associate Director of Health Service
Resilience, NHS North West

- Business Continuity
- Emergency Preparedness (including CBRN)
- Resilience in Reconfigurations
- Resilience in Business Cases

11.00am Mid Morning Coffee and Tea

11.15am **BUSINESS CONTINUITY - AN
ACUTE TRUST PERSPECTIVE**

Presenter – TREVOR LOFTUS
Physical Risk Manager, Lancashire
Teaching Hospitals NHS Foundation Trust

- An overview of the methods adopted by a Foundation Trust with a diverse range of acute services; in meeting its obligations to provide those services during predictable internal emergencies

11.45am **BS25999**

Presenter – IAN FRANCIS
Managing Director, Absolute Business
Continuity

- Where it Originated
- How to use the Standard
- Overview of the Components
- How it fits in with other Processes

12.45pm BUFFET LUNCH

1.45pm **BUSINESS CONTINUITY
MANAGEMENT – THE
MERSEYSIDE POLICE APPROACH**

Presenter – JAMES McALISTER
Business Continuity Coordinator,
Merseyside Police

- A case study of the successes and difficulties of implementing business continuity management within the police service

2.30pm **MAINTAINING RESILIENT
HEALTHCARE – THE
COMPLEXITIES OF THE SUPPLY
CHAIN**

Presenter – PHIL STORR
Programme Manager, NHS Resilience
Project Emergency Preparedness Division,
Department of Health

- This presentation explores the complexities of maintaining a resilient healthcare system and its associated supply chains

3.15pm **QUESTION & ANSWER SESSION**

3.30pm **CLOSE OF CONFERENCE**

Afternoon Tea and Coffee

SAFE JOURNEY HOME

Business Continuity **/Emergency Planning**

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ABOUT THE SPEAKERS

HOWARD JACKSON

Chairman of the Estates TAG and Assistant Director – Estates Operations, Lancashire Teaching Hospitals NHS Foundation Trust

Howard is Assistant Director – Estates Operations for Lancashire Teaching Hospitals NHS Foundation Trust. He has been employed in the Health Services since 1974. Howard is a member of both the Chartered Management Institute and British Institute of Facilities Management and is registered with the Engineering Council. He is the Chairman of the Northern NHS Estates Training Advisory Group and is also an active member of the Northern NHS Facilities Management Training Advisory Group and member of the Professional Advisory Group.

IAN FRANCIS

Managing Director, Absolute Business Continuity

In his senior roles as an area manager of the Orange mobile network and as head of a project delivery department, Ian quickly began to appreciate the need to have effective and tested Business Continuity Plans (BCP) in place. On Ian's promotion to Head of Business Continuity Planning for Orange UK, he successfully developed and implemented strategies, plans and testing programmes that enabled the company to achieve ISO 17799 in 2003. This success led to a global role as leader of the international business continuity programme for the Orange Group, a post he held for two years. Ian started his working career serving a three year apprenticeship with the Royal Air Force. As avionics trade manager and as the leader of aircraft crash teams he gained first hand practical experience in incident management principles. Now with his own business, providing consultancy and training, he shares his experience and methods. This support enables companies to develop their own Business Continuity strategies, plans and tests. Recent assignments include roles in a multinational broadband company, credit card, banks, charities and Government organisations. As a BCI approved instructor and certified Prince II and ITIL he supports all aspects of BCP including Disaster Recovery (DR), Incident Management and Information Security.

FRANK WHITEFORD

Associate Director of Health Service Resilience, NHS North West

Frank Whiteford is the Associate Director of Health Service Resilience at NHS North West one of the largest Strategic Health Authorities in the country. He has been in the NHS for 32 years and spent 30 of them with the Ambulance Service in Greater Manchester and Lancashire. He has been involved in Emergency Preparedness for the past 20 years. He has taught Emergency Preparedness in Brazil, Kuwait and Spain as well as the UK both to civilian and military personnel. He chairs the SHA Emergency Preparedness Leads Group and is the Regional Flu Pandemic Lead.

TREVOR LOFTUS

Physical Risk Manager, Lancashire Teaching Hospitals NHS Foundation Trust

Trevor is a relative newcomer to the health service, having spent twenty-six years in the Royal Air Force and latterly six years as a health and safety advisor in industry. On leaving the service he became health and safety advisor to a large engineering company in Preston before moving to the same post for a company who

install electronic security systems in such diverse areas as: nuclear power stations, motorway tunnels and bridges and railway systems. This is Trevor's second career, having spent twenty six years in the Royal Air Force, most of which was spent in the RAF Mountain Rescue Service where he commanded a Rescue Team and became involved in accident investigation for both aircraft crashes and mountaineering incidents of all types. So now when the phone rings at three o'clock on a freezing January morning, it will be a wrong number and not the call to go and spend several hours or days in awful weather looking for an aeroplane or missing person. Later he became the RAF specialist advisor on the carriage of dangerous goods by road before finishing his RAF career teaching leadership and management. He holds a Masters Degree in Health and Safety Law and in Environmental Law, is a corporate member of the Institution of Occupational Safety and Health and is a Registered Safety Practitioner.

JAMES MCALISTER

Business Continuity Coordinator, Merseyside Police

James McAlister is a serving police officer with 25 years experience in Firearms, Public Order, Emergency Planning and Business Continuity (BC). He has advised and contributed to many policing operations throughout the UK including major sporting events, VIP visits, counter terrorism operations and the G8 Conference at Gleneagles. Whilst seconded to the National Centre for Policing Excellence he wrote the Police National Mobilisation Plan and developed/delivered a Critical Incident Command Course, for the United Arab Emirates Police. In 2005 James was chosen by the Cabinet Office to become a member of the European Union Civil Protection Team and was the first UK member to be deployed on an international mission - China Earthquake 2008. He has a Masters Degree and Diploma in Business Continuity Management and is a BC Lead Auditor for the BSI. James is also a member of the BC Institute and Chairs the Police North West Region BC Manager Group.

PHIL STORR

Programme Manager, NHS Resilience Project Emergency Preparedness Division, Department of Health

Phil Storr is head of the *NHS Resilience Project* at the Department of Health in London, developing Business Continuity Management policy for the NHS. The project is part of the Emergency Preparedness Division (EPD), which deals with crisis and response management to a wide range of risks to the healthcare system. Phil's previous role was managing national cross-government policy on Mass Casualties as part of the UK Resilience capabilities strategy. Having initially studied engineering at college, Phil trained as a paramedic before holding various management posts at divisional and control level as well as working in Regional Public Health. Phil has also been a Course Director at the Emergency Planning College leading on NHS projects including strategic crisis management, chemical decontamination and safety at large crowd events. Operationally, Phil has been involved in the management and response to several major and complex incidents at national, regional and local levels and has a Masters of Science degree in *Emergency Planning & Disaster Management*, and is a Member of the Institute for Emergency Management.