**1.0**  **Introduction**

The aim of this document is to provide your Division, Department, Team and Function with a clearly

defined and documented plan of action for use during a Service Continuity incident. An incident is

any situation that might be, or could lead to, a business disruption, loss, emergency or crisis.

The International Business Continuity Standard ISO22301 states:

“In any incident situation there should be a simple and quickly-formed structure that will enable the

organisation to:

 Confirm the nature and extent of the incident;

 Take control of the situation;

 Contain the incident;

 Communicate with stakeholders;

 Instigate the recovery process.”

This Service Continuity Plan addresses the critical services which are provided by the Division,

Department, Team and Function as detailed on the cover page.

This plan sits under the Trust’s overarching business continuity plan and strategy. These give more

detail regarding the Trust’s approach to business continuity planning. This document is very

operationally focused and therefore does include this detail.

**2.0**  **Review, and Change Control**

This Service Continuity Plan will be revised and updated whenever:

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| --- | --- |
|        | A new risk assessment indicates the plan is out of date or a new risk identified.  Lessons learnt from experience or exercise indicates the plan is out of date.  A restructure or other changes to the Trust that indicates the plan is out of date.  Changes in key personnel.  Minor amendments such as contact details will be dealt with immediately and will not require approval.  The plan reaching its review date |

Detail all reviews made even if plan is not amended. All staff identified with a role in this plan should

receive the latest version of this plan when it is updated.

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