

## Emergency Preparedness Resilience & Response (EPRR)

### UCD Executive Update and Assurance

02 September 2021

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<b>Approval Level:</b>		UCD Executive Board <table border="1"><tr><td>For Information</td><td>Y</td></tr><tr><td>Recommendation for Approval</td><td>Y</td></tr><tr><td>Options Appraisal</td><td>N</td></tr></table>		For Information	Y	Recommendation for Approval	Y	Options Appraisal	N
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Options Appraisal	N								
<b>Dissemination Date:</b>	02/09/2021	<b>Implementation Date:</b>	Assurance Process runs August 2021 – Jan 2022						
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### Background

The ability to respond to major incidents, significant service interruptions or other significant adverse events is a requirement of most providers of healthcare services aligned to the NHS. This can be summarised as the organisational Emergency Preparedness Resilience & Response (EPRR) Plan. The responses and planning required varies by the type of NHS Provider and in some scenarios links with the planning of other emergency and civil contingencies providers.

NHS England, in partnership with CCG's, undertakes an Annual Assurance Programme to confirm readiness and/or identify where action plans are required to improve upon assurance.

In light of the COVID-19 Pandemic, the NHSE EPRR Assurance Programme for Autumn/Winter 2020 was significantly abbreviated. Those providers who had been deemed either “Substantially” or “Fully Compliant” for 2019 were requested to provide a Statement of Assurance. It is unclear if organisations were formally recorded as fully compliant, but our Statement of Assurance was universally accepted by each NHSE region of submission, with no queries or further requirements raised.

The 2021 process represents a move back towards a more comprehensive assessment, although there are fewer domains than the 2019 version.

In summary, in the last comprehensive round of assessments for **2019**, Vocare was deemed (against the outcome options below) to be **fully compliant** against the assessment of NHSE North East & Yorkshire, NHSE Midlands and NHSE South-West (assessment of NHSE North-East accepted) and **substantially compliant** against NHSE South London. It is important to note that the discrepancies in outcomes was resultant of differing interpretations of the various external assessors against a consistent set of evidence provided by Vocare in all locations. Nevertheless, the overall position reflected a step improvement in position.

Overall EPRR assurance rating	Criteria
<b>Fully</b>	The organisation is 100% compliant with all core standards they are required to achieve.
<b>Substantial</b>	The organisation is 89-99% compliant with the core standards they are required to achieve.
<b>Partial</b>	The organisation is 77-88% compliant with the core standards they are required to achieve.
<b>Non-compliant</b>	The organisation compliant with 76% or less of the core standards they are required to achieve.

### Summary of 2021 Assurance Process & Anticipated Position.

It is understood that historically Greenbrook services have not been required to participate in the formal NHSE Annual Assurance process and to date no contact has been received from the relevant NHSE or CCG. Should late requests be made by NHSE/CCG's in respect of Greenbrook services, it is anticipated that the generic update of the Vocare/UCD Assurance position would be generally fit for purpose, though as the summaries below indicate, there is some variation in requirements and timescales. This is consistent with our approach of having a single EPRR Policy and Plan covering all services.

The summary requirements below are based around Vocare services and at the time of writing the requirements of NHSE in the North East are being requested. The Assurance Process requires Vocare/UCD to submit returns associated with a provider of 111 services and Primary Care services.

The key milestone dates and process steps for the 2021 Assurance Process vary by NHSE Region and are summarised below:

#### NHSE Midlands

- Submission of Self Assessment 31/8/21.
- Evidence Cited.

- NHSE Midlands/CCG will return with any queries/confirm/challenge if they deem required.
- Notification of Outcome from NHSE: Not stated.
- Completion of any resultant actions: January 2022
- Predicted position: Fully Compliant.

#### **NHSE South London**

- Submission of Self Assessment 17/9/21.
- Evidence of supporting documents
- Confirm & Challenge session: 26 October 2021
- Notification of Outcome from NHSE: 9 December 2021
- 23 December:
  - Confirmation of the organisation's final EPRR RAG assessment.
  - Action/work plan providing clear actions, timescales and leads on areas where the organisation assessed itself as red or amber.
  - Declaration of the overall level of compliance achieved.
- Completion of any resultant actions: No timescale given
- Predicted position: Fully Compliant.

#### **NHSE South-West**

- Submission of Self Assessment 27/9/21.
- Evidence Cited.
- Confirm & Challenge session: 8 October 2021 - have evidence available
- NHSE SW to submit regional position to NHSE National 31 December.
- Completion of any resultant actions: No timescale given
- Predicted position: Fully Compliant.

In addition to the the core Assurance Process, NHSE undertakes a parrellel “deep-dive” into a specific area of planning. This does not form part of the formal assessment outcome, but NHSE have advised will be used to inform a national update and recomendations. The 2021/22 deep-dive is Resilience of Oxygen Supply. As a Primary Care provider, Voocare/UCD is not required to submit against the Deep Dive, however in recognition of the use of oxygen at some of our sites, it is recommended that we follow-up outcomes with relevant acute provider partners / site partners as part of our Action Plan for 2021/22.

The self-assessed position against the 2021/22 assurance domains **across 111 and Primary Care** services is summarised below.

Core Standards	Total Standards Applicable	Self Assessed Fully Compliant	Self Assessed Partially Compliant	Self Assessed Non Compliant
Governance	5	5	0	0
Duty to Risk Assess	2	2	0	0
Duty to Maintain Plans	9	9	0	0
Command & Control	1	1	0	0
Training & Exercising	0	0	0	0
Response	5	5	0	0
Warning & Informing	3	3	0	0
Cooperation	4	4	0	0
Business Continuity	7	7	0	0
CBRN	1	1	0	0
Total	38	38	0	0

For context, the **2019** Vocare Self-Assessment of EPRR Assurance against the requirements of **111** is summarised below.

Core Standards	Total standards applicable	Fully compliant	Partially compliant	Non compliant
Governance	6	6	0	0
Duty to risk assess	2	2	0	0
Duty to maintain plans	10	10	0	0
Command and control	2	2	0	0
Training and exercising	3	3	0	0
Response	5	5	0	0
Warning and informing	3	3	0	0
Cooperation	2	2	0	0
Business Continuity	9	9	0	0
CBRN	0	0	0	0
Total	42	42	0	0

## Notes

- As in previous years, the outcome of the assurance process on a region-by-region basis has the potential to be influenced by the differing interpretations of the various regional NHSE and CCG's.
- NHSE South-West have indicated in their requirements letter that they will no longer accept the assessment of another NHSE region.
- The basis of self-assessment as "fully compliant" is based on largely utilising the same evidence and plans as 2019. It was noted that although fully complaint, comments were received that the Business Continuity domains would benefit from a more distinct differentiation in our planning documents.
- That a substantial refresh of the EPRR Plan, Policy and supporting documents is underway by the Head of Resilience. This will address the above point.

- That the Action Plan presented below is against the Midlands services Self-Assessment submission. It is anticipated that this will largely be reflective of our national Action Plan, but this will, in-part, be determined by the outcomes of the various NHSE Regional Assessments.
- A separate briefing session has been held with the UCD Director of Operations as AO.

### Recommendations

- The UCD Executive is requested to accept the Self-Assessment position and indicative Action Plan below.
- The UCD Executive is requested to accept the very minor updates to the EPRR Plan and Policy. These are reflective in change of personnel and a refreshed EPRR Infrastructure organogram that reflects the new UCD divisional structure and the move of the Head of Resilience into Totally. Updates to the EPRR Policy also include updated references to ISO22301:2019 and an inclusion of working to the principles of the NHSE Business Continuity Management System (BCMS).
- That Confirm & Challenge sessions (where held) be attended by the Head of Group Resilience, The Director of Operations and a Senior Leader from the relevant local service.
- That the Head of Resilience and Director of Operations will provide further updates as the NHSE Assessment process progresses.

### Indicative 2021/22 Action Plan

Reference Number	Action	Owner	Update
1	Substantially Refresh the EPRR Policy and Plan To include: <ul style="list-style-type: none"> <li>• Most recent learning from COVID</li> <li>• In full reflection of Updated Divisional Structures</li> <li>• To appropriately incorporate wider resources of the Group</li> <li>• A leaner, more user-friendly format.</li> </ul>	AS	To be updated and tested- Implementation date December 2021
2	Re-instate planned exercises that were deferred/stood-down during the COVID COVID-19 Pandemic and in reflection of NHSE EPRR schedules	JB/AS	Full EPRR (NHSE compliant) Exercise Programme over the course of Dec 2021 – Nov 2022, unless Pandemic (or other) incident becomes critical or sustained.
3	EPRR Leadership Training. Previously in discussion with “Staffordshire Prepared” around procuring this training. Deferred due to onset of Pandemic.	JB/AS	Aim to agree options and deliver in partnership with appropriate partner training organisation by May 2022
4	Keep community risk registers under review and ensure any other relevant learning or process adjustments from	JB/AS	Ongoing

	LHRP are reflected in Policy and Plan updates.		
5	Severe Weather policy/SOP	JB	30/8/2021 – Ongoing – Plan to deploy severe (Cold/Inclement) Weather Warnings over the winter period as successfully delivered for heatwave YTD.
6	For service locations that have piped Oxygen, follow-up with Acute Provider partners on the outcomes of the EPRR Assurance Process Deep-Dive. Understand and contribute to any mitigation plans that require implementation.	JB	By February 2022
7	Organisational delivery of work-place Seasonal Flu Vaccination	AD	By December 2021 or as recommended in any subsequent PHE updates