
Professional Standards Authority

Business Continuity Plan

21 March 2013

About the Professional Standards Authority

The Professional Standards Authority for Health and Social Care¹ oversees statutory bodies that regulate health and social care professionals in the UK. We assess their performance, conduct audits, scrutinise their decisions and report to Parliament. We also set standards for organisations holding voluntary registers for health and social care occupations and accredit those that meet them.

We share good practice and knowledge, conduct research and introduce new ideas to our sector including our concept of right-touch regulation.² We monitor policy developments in the UK and internationally and provide advice on issues relating to professional standards in health and social care.

We do this to promote the health, safety and well-being of users of health and social care services and the public. We are an independent body, accountable to the UK Parliament.

Our values are at the heart of who we are and what we do. We are committed to being independent, impartial, fair, accessible and consistent in the application of our values. More information about our work and the approach we take is available at www.professionalstandards.org.uk.

¹ The Professional Standards Authority for Health and Social Care was previously known as the Council for Healthcare Regulatory Excellence

² CHRE. 2010. Right-touch regulation. Available at <http://www.professionalstandards.org.uk/docs/psa-library/right-touch-regulation.pdf?sfvrsn=0>

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1. Policy Statement

- 1.1 The Professional Standards Authority (the Authority) recognises the potential business and operational losses associated with a service interruption and the importance of maintaining viable recovery strategies.
- 1.2 This Business Continuity Plan (BCP) is intended to provide a framework for the recovery of time sensitive operations and services in the event of a crisis.

2. Scope

- 2.1 This BCP seeks to provide for the recovery of time sensitive business operations in accordance with the predetermined time frames and ultimately, the restoration to normal business operations.
- 2.2 The Plan will formalise the recovery procedures and provide guidelines for the computing systems plus the maintenance and testing of this Plan.
- 2.3 Arrangements have been put in place to recover hardware, software, communication links and data maintained at the Authority's premises.
- 2.4 It does not address building emergencies or evacuation procedures, these are out of the remit of this BCP and this information is held in separate Health and Safety related documents.
- 2.5 These incidents could vary in significance:
- **SMALL** – is an incident expected to impact on the daily operation of the business for less than 1 day. Incidents of this expected duration may be handled as part of the normal in-house recovery procedures and are unlikely to cause the BCP to be activated.
 - **MEDIUM** – is an incident expected to impact on the daily operation of the business for a period of more than 1 day but less than 1 week. We will expect all remedial action to be internal and to be of limited duration. However, the Emergency Co-ordinator will place recovery teams on notice in case the event turns out to be of longer than expected duration.
 - **MAJOR** – is an incident expected to impact of the daily operation of the business for a period in excess of 1 week. The BCP will be invoked and replacement of any or all IT equipment will commence and assessment of the usability of the current office space will be determined.
 - **CATASTROPHIC** – is an incident at the office environment that is expected to impact the site and the IT infrastructure for an extended period of time. Alternate site options will be initiated and the movement of systems and staff to a designated recovery site will be commenced as soon as possible.
- 2.6 The Plan provides a detailed framework for the recovery of the business should it have had to cease operation with the aim of attaining normal business as soon as possible after the incident. The full plan contains information such as contact details for suppliers, staff etc.
- 2.7 When incidents have occurred or are occurring the BCP team will meet to consider what, if anything, the Authority should be

doing. Staff will be kept advised of on-going developments by email (assuming that we are in the office and the system is operating) or alternative means of communication if necessary. Staff and suppliers are asked to keep the Authority informed of up to date mail addresses and telephone numbers.

3. Recovery Objectives

- 3.1 The recovery objectives of this BCP are to detail accountabilities, key emergency personnel and outline implementation requirements in order to minimise the effect of a disaster on the Authority. In doing so, will more effectively minimise the number of decisions made following a business interruption.
- 3.2 The primary objectives of the Plan are:
- To provide the Authority with a plan which, when executed, will permit an efficient, timely restoration of interrupted business operations.
 - To ensure business continuity is in place.
 - To minimise the inconvenience and potential disruption to users and clients.
 - To prevent the Authority from sustaining financial and operational impacts.
 - To minimise the impact to Authority's public image.

4. BCP Team

4.1 The BCP consists of the following:

- Chief Executive
- Director of Governance & Operations
- Governance and Compliance Manager

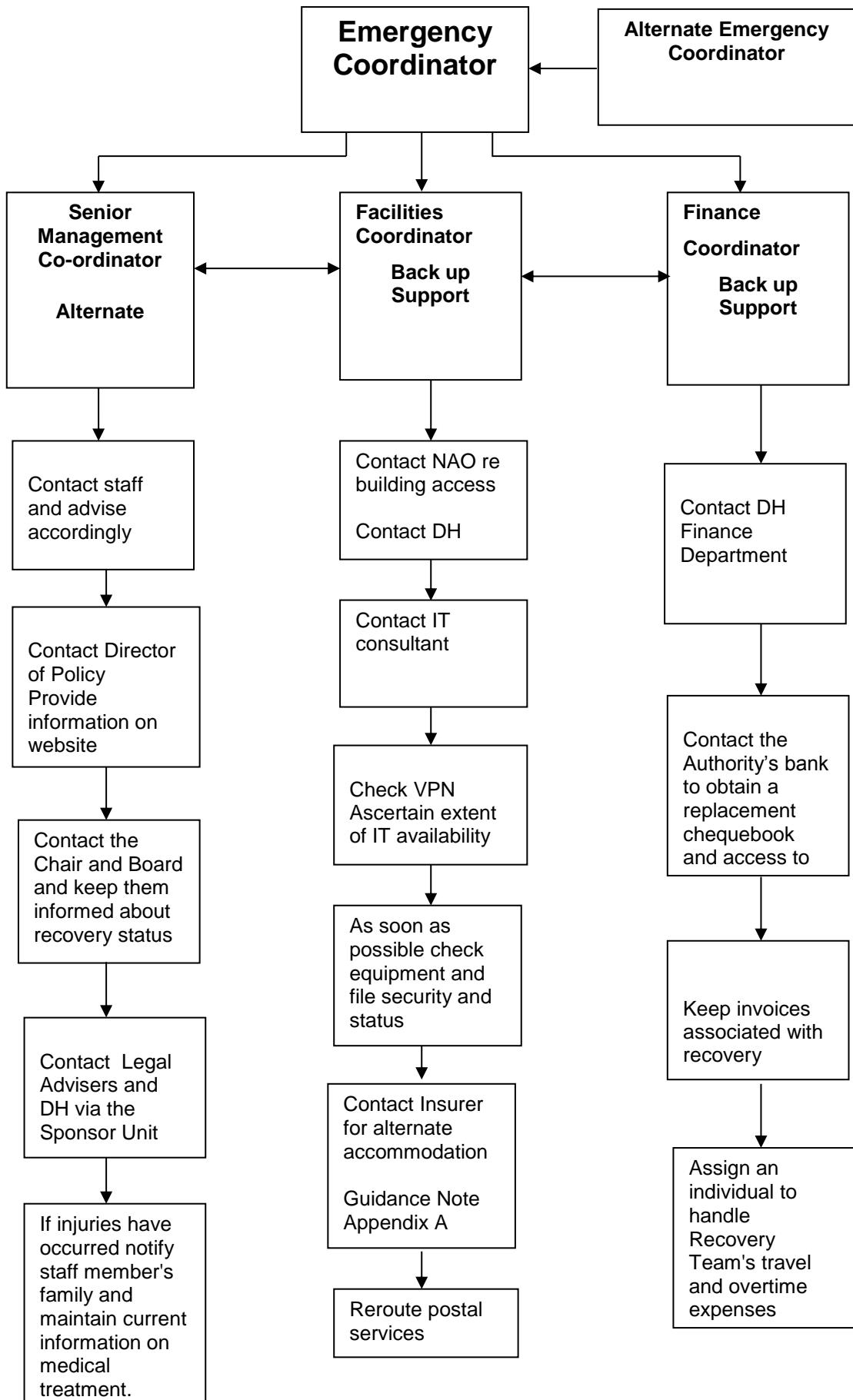
4.2 During major incidents they will be supported by

- Director of Standards and Policy
- Director of Scrutiny and Quality
- The Research and Knowledge Manager

5. Plan Holder Directory

Role	Post-holder	Alternate/ Back-up Support
Emergency Co-ordinator	Director of Governance and Operations	Governance and Compliance Manager
Senior Management Co-ordinator	Chief Executive	Director of Scrutiny and Quality
Facilities Co-ordinator	Governance and Compliance Manager	Governance and Compliance Officer
Finance Officer	Finance Manager	Director of Governance and Operations

6. Emergency Team Reporting Chart



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