

Case study: Care Quality Commission



The Challenge

The Commission desired an over haul of their business continuity arrangements and contracted the EPC to assist them in the creation, delivery and embedment of a quality resilience programme. The Commission recognised the need for resilience, not just as a requirement for the Department of Health but as part of the DNA of the Commission and to assist them through a period of major change and restructure. The Commission recognised the urgency to create quality resilience foundations and fully supported the creation of resilience governance and response documentation. The Commission desired an over haul of their business continuity arrangements and contracted the EPC to assist them in the creation, delivery and embedment of a quality resilience programme. The Commission recognised the need for resilience, not just as a requirement for the Department of Health but as part of the DNA of the Commission and to assist them through a period of major change and restructure. The Commission recognised the urgency to create quality resilience foundations and fully supported the creation of resilience governance and response documentation.

The Solution

The EPC worked closely with the Commission's Business Continuity Leads and the Business Continuity Steering Group to create the following bespoke resilience documentation:

- Business Continuity Policy
- Business Continuity Strategy
- Crisis Management Plan
- Incident Management Plan
- Business Continuity Embedment Strategy

The documents were designed to incorporate the culture of the Commission and its working environment, providing structure and foundation for the Commission's on-going resilience programme.

The Results

The EPC developed a close working relationship with the Commission to ensure that the solution would be fit for purpose, whilst providing a spring board from which the Commission could confidently implement its resilience programme. The strong relationship enabled the EPC to deliver the Commission's resilience foundation and response documentation (ISO22301 compliant) within 2 weeks, accelerating the resilience programme by up to 6 months.