

RECOMMENDATION 2: Clarification to be sought on BCP leads within the Department with regard to premises, ICT and HR following departmental restructuring.

2.1.4. In relation to Communications, it was noted that the provision of CRIPS and Sitreps was very useful. Participants also commented that a telephone notification following a request for urgent information from RHCC EOC was very useful.

RECOMMENDATION 3: Consider development of process maps/check lists for routine tasks in EOC and include reference to follow up urgent emails with telephone call.

2.2. Least successful aspects

2.2.1. A participant attending a meeting in Castle Buildings commented on the lack of coverage re mobile network within specific locations within Castle Buildings – depending on participant's location the blackberry did not pick up a request for information which led to a brief delay in responding.

RECOMMENDATION 4: Planning for relocation of RHCC to Annex 3 should include assurances on mobile network coverage.

2.2.2. There were a number of comments on communication difficulties experienced by participants specifically in relation to receipt of emails and clear instructions as to what was required from recipient.

RECOMMENDATION 5: Consider development of process maps/check list for issue of emails from EOC to ensure consistency of approach and clarity for recipient.

2.2.3. A number of participants felt that emails were sent with tight deadlines but they were not made aware of the urgency.

Implementation of RECOMMENDATION 3 should address these concerns.

2.2.4. A number of participants commented that communications with colleagues in England (PHE, DH and Cabinet Office) caused difficulties. For example papers for Cabinet Office Briefing Room meetings were not received in advance of the meeting; timescales for clearing papers were unrealistic; unnecessary requests for information copied to NI; and there were decisions made on a UK basis where no communications appear to have taken place.