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Business Continuity

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# DWFRS control resilience for emergency calls

There are two time related triggers that will automatically present emergency calls to other NFSP control rooms.

1. in the first instance Devon & Somerset Control will receive our calls if they have not been answered in six seconds and;
2. after calls have rung unanswered for a total of 10 seconds the call will be presented to Hampshire control in addition to the Devon & Somerset control and Wiltshire control, this is a buddy arrangement.

If something is wrong check with our partner controls to establish if it is isolated or all controls are affected. This information will guide future decisions.

# Minimum requirements to operate in DWFRS

If the following functions are available in DW Control, transferring our business to another NFSP control or relocation is not an initial response.

1. Emergency calls can be taken
2. Incidents logs can be created and response histograms can be displayed
3. Resources can be allocated and mobilised (via Vision or GD92 dispatcher)

If these functions are not available consider transferring business to a partner control ***if they are unaffected*** until what is wrong can be established.

* When handing calls over you will need to set clear parameters with the partner control room, e.g.
  + - Take calls and incident management functions,
  + We will continue to provide admin functions, incident closure and Gartan updates

# Fall back procedure for remaining in DWFRS

This procedure is to be used if we are unable to work on either Hampshire or Devon & Somerset servers or in Vision fall back (which should be automatic and work as per live)

1. Two positions should log into GD92 despatcher and send a test call to a wholetime fire station and then ring the station to confirm receipt of the call.
   1. *To log into the GD92 go to the Windows splash screen, log into Vision, Live, GD92 despatcher.*
2. If operators are unable to create incident logs then you should continue to use GD92 Dispatcher to mobilise and record details of the incident on the paper mobilising form. A suggested way of working would be:
   1. Two other positions should attempt to log into the Vision Training system to check addresses and response plans when calls are received.
   2. Working in pairs on each call (one on GD92 and one on Training System) look up the addresses and read out the appliances to be mobilised – these details should simultaneously be entered into the GD92 despatcher.
   3. The operators looking up the addresses in Training should also write out an incident sheet for each incident and hand this to the radio operator (or any free operator can do this). Incident sheets are kept at each position.
   4. Give each new incident taken on paper a fall back number starting at 1.
      1. *NB: Any operator can log in on GD92 and training at the same time to perform either task*
   5. For all incidents in progress at the time of the failure, copy details onto a paper incident sheet and manage them on paper.
3. If our partners are not affected D&W calls should be passed to a partner control for them to create incident logs, as they would be able to accurately identify nearest resources and required response. If the problem is not likely to be resolved within two hours consideration should be given to relocating.
4. Duty CTA to attend control – they should then inform relevant stakeholders Duty Area Manager who will inform the duty Principal Manager when required. Duty Manager who should then inform all stations.
5. An operator should plot resources on the wall map – appliances first then officers.

Should any problem occur affecting the resilience of the network (Flood/Fire, Technical Fault etc.) Inform **Duty CTA** immediately to discuss the situation. If relocation is deemed appropriate use the procedure below.

# Fall back procedure for relocation of DWFRS control

1. Consider the issue to determine the best location for DWFRS to relocate to. Inform either Devon & Somerset Control or Hampshire Control of our intentions and request permission to relocate to their control room.
2. Inform the Control we are not locating to of the situation and decision to re-locate.
3. Report the situation to Duty ICT and ask them to report to Capita as a Priority/Category one
4. Duty CTA must be paged to attend the control room – they should then liaise with the CTAs in the partner controls.
5. Inform Duty Area Manager and CAPITA (via CTA or On Duty ICT)
6. If this is due to a power failure the car park barrier will require manual opening. Appendix B
7. When an alternative location has been chosen;
   1. Decide where administration calls are to be diverted to if this is needed. The call diverting can only be done by the ICT Duty Technician. If call manager suffers a power failure this may cause problems on the admin lines.
   2. As SIP trunks do not seem to react well to redirection, it is preferable to carry out a full line divert to the ICCS where we decide to relocate to.
   3. Consider how to split the watch best in terms of experience and supervisory managers available.
   4. If planned crewing (5) on duty three people (one of whom must be a Supervisor) will go to the alternative Control Room.
   5. If minimum crewing (4) on duty two people (one of whom must be a Supervisor) will go to the alternative Control Room.
   6. Check contents of the Fire Control Evacuation Box against the contents list. Take the Fire Control Evacuation Box to the alternative Control Room: See Appendix A for contents list
   7. If evacuating staff are using an Airwave radio which is allocated to a callsign (e.g. S099), the call sign’s attributes need to be deactivated (unchecked) to prevent the call sign from being offered to fulfil response plans.
   8. The Mobile Data Gateway may need to be manually redirected, depending on the scenario which has caused the evacuation.
   9. Use provided vehicles and proceed to either Devon & Somerset Control, or Hampshire Control, address below:

|  |  |
| --- | --- |
| 1. Service Headquarters  The Knowle  Clyst St George  Exeter. EX3 0NW | 1. Tel. 01515 302630 |
| 1. Leigh Road, 2. Eastleigh, 3. Hampshire, SO50 9SJ | 1. 02031 620063 |

# Considerations and actions to be taken

* Is the reason for the evacuation related to a premises issue–
  + No - DW Control Staff that remain on site should act as a ‘point of advice’ for the control room handling our calls.
  + Yes – Identify alternative DWFRS premises to relocate remaining DW Control Staff.
* Consider sending a text message to all Control personnel asking for emergency assistance, this will be dependent on the number of persons relocating to the alternative Control - discuss with Duty CTA.
* During the initial stages of evacuation page, the nearest DW FDS Manager to attend the relocation address (Devon & Somerset Control or Hampshire Control) their attendance will be as a Liaison Officer – discuss with duty CTA.
* Ask the Duty Manager to contact all ‘on-duty’ FDS Managers and advise them of the situation
* Has the Gartan Interface been lost – if yes revert to manual procedures.
* Consider use of SAN B radios to talk between Controls on their hailing group – which should be monitored 24/7
* When preparing to return to business as usual operations in Dorset & Wiltshire Control room, there will be a requirement for a minimum crew of 4 on duty in Potterne before the calls are reverted
* Capita support will be required to bring the Dorset & Wiltshire Control room back on line.

# Resuming normal operation

When the issues have been resolved;

1. Perform the following basic tests such as:
   1. Create an incident using F9 – Does the address match, is a response histogram displayed correctly?
   2. Carry out a test mobilisation to a Wholetime Duty Station – is the printout, Mobile Data Terminal & Radio DGNA working correctly?
   3. Carry out a communications test at an Retained Duty System station.
   4. Check Gartan updates are being received.
   5. Check AVLS for officers is working.
2. Advise DM, Duty Area Manager that normal operations have now been resumed.
3. Send a message to all stations, via printer, that normal operations have now been resumed.
4. Incidents taken on paper can be added to Vision retrospectively – see Way of Working for Retrospective Incident Entry. There is **no** need to reserve a block of incidents prior to returning to live Vision.

# Appendix A - Fire control evacuation box contents

* *Laptop – with access to* 
  + *FireWatch*
  + *Gartan*
  + *Lotus Notes*
* *Mobile Phone – Telephone number 0xxxxxxxxx*
  + *DWFRS stations*
  + *FDS Officers*
  + *Control staff*
  + *OTB Control rooms*
  + *Other useful numbers*
* *MiFi box with delivering the following functions*
  + *a mobile Wi-Fi internet connection bubble delivering 3G/4G*
  + *an emergency charger for mobile devices.*
  + *instruction booklet with full instructions on their use can be found in the booklet within the evacuation case bag*

*Each item should be fully charged every Saturday as part of the standard test routines.*

# Appendix B – Car park barrier procedure

The car park barrier at the Potterne site will fail to closed following a power failure. To access the barrier mechanism, you will need a key. This is located in the key press in the Service Control Room.

When the barrier casing is unlocked the encapsulated instructions and winding handle will be found Inside the barrier casing. Follow the instructions on how to manually open the barrier.