**Appendix D**

**Department/Station Business Continuity Plan Template**

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| **Department/Station:** | **People Development** |
| **Plan Owned by:** | Karen Vaughan |
| **Nominated Manager:** | Jill Warburton |
| **Date Completed:** | 8 November 2016 |
| **Review Date:** | November 2017 |
| **Version** | 1.0 |

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| **Activities Review** |

The nominated manager must complete an ' Activities Review' to identify the activities within the Department/Station. These activities will be risk assessed, against our Business Continuity element of the Service’s Risk Matrix, taking only the impact assessment into account, see guidance below:

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| **Minor**  The Service can live without this function until a point of business as usual | **Moderate**  Function can be suspended for over 7 days. | **Serious**  There can be some suspension of up to 7 days. | **Major**  There can be a delay of a maximum of 24 hours. | **Catastrophic**  The Service can not fail – full availability must be maintained. |
| The short term partial failure of a department to deliver non critical function. | The short term failure of a department to deliver non critical function. | The failure of a department to deliver a key function (up to 7 days) requiring the introduction of local department business continuity arrangement | Partial delay of the Service to deliver a critical function (up to 24 hours) requiring the introduction business continuity arrangements. | The failure of the Service to deliver an emergency response requiring the introduction of full business continuity arrangements. |

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| |  |  | | --- | --- | | **List the activities within Department or Station** | **Impact Score**  **(1-5)** | | Planning and delivery of learning and development | 1 | | Planning and delivery of culture change activities | 1 | | Management of Service processes (e.g. appraisal, promotions) | 1 | | Corporate Induction | 1 | | EDI advice and training | 1 | | Management of Service LMS and e-learning materials | 1 | | QA of assessment and verification processes | 1 | |

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| **Catastrophic & Major Impact Activities** | | | | | | |
| **How long can the Service tolerate disruption of this Catastrophic/Major Impact Activity**  (Place an X in the relevant box) | | | | | | |
| **List the Catastrophic and Major Activities from above : Up to -->** | | No disruption | 1Hr | 4Hrs | 8Hrs | >24Hrs |
| 1 | n/a |  |  |  |  |  |

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| **Serious Impact Activities** | | | |
| **How long can the Service tolerate disruption of this Serious Impact Activity**  (Place an X in the relevant box) | | | |
| **List the Serious Impact Activities from above : Up to -->** | | >48hrs | >7days |
| 1 | n/a |  |  |

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| **Moderate Impact Activities** | | |
| **How long can the Service tolerate disruption of this Moderate Impact Activity**  (Place an X in the relevant box) | | |
| **List the Moderate Impact Activities from above : Up to -->** | | +7 Days |
| 1 | n/a |  |

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| **Recovery Plan** |

The planned actions within the recovery plan support the continuation of catastrophic activities and the re-establishment of major, serious and moderate activities for the Department/Station within an identified time frame and the measures required to be in place to manage the recovery of these activities.

**Prior to the Event (where warning has been received)**

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| --- | --- | --- | --- |
|  | Activity | Recovery Measures | Role Responsible |
| 1 | Department Communications | Contact all staff and advise of the event.  Agree alternative location and work priorities. | HoD/L&D Manager |
| 2 | Alternative work locations | All department staff to work remotely from home.  Requirement for external access and wifi connection | All |

**First Hour**

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| --- | --- | --- | --- |
|  | Activity | Recovery Measures | Role Responsible |
| 1 | Department Communications | Contact all staff and advise of the event.  Agree alternative location and work priorities. | HoD/L&D Manager |
| 2 | Alternative work locations | All department staff to work remotely from home.  Requirement for external access and wifi connection | All |
| 3 | Department Management | Review work priorities and ensure that staff are clear.  Confirm any activities that can be delayed/stopped during event. | HoD/L&D Manager |

**4-8 Hours**

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| --- | --- | --- | --- |
|  | Activity | Recovery Measures | Role Responsible |
| 1 | Alternative work locations | All department staff to continue to work remotely from home.  Requirement for external access and wifi connection | HoD/L&D Manager |
| 2 | Consider learning and development training sessions  Or Corporate Induction activity | Consider if the courses can continue during event.  Re-arrange as necessary  Consider alternative locations.  Send communications to Service and those due to attend courses (even whereby courses are going ahead to prevent attendance issues) | Course Lead(s) |
| 3 | Consider culture change delivery activities | As above | HoD/L&D Manager |
| 4 | Staff Welfare | Contact staff and consider welfare requirements | HoD/L&D Manager |
| 5 | Communications | Ensure that the internal and external stakeholders for the department are aware of the event and any impact on workload. | Course Lead(s) |

**24 Hours**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Activity | Recovery Measures | Role Responsible |
| 1 | Alternative work locations | All department staff to continue to work remotely from home.  Requirement for external access and wifi connection | HoD/L&D Manager |
| 2 | Service Communication | Identify method to communicate with those affected by disruption and disseminate appropriate message | HoD/L&D Manager |
| 3 | EDI advice and training | Advice Service and other key stakeholders how to obtain advise during the event.  Consider if the courses can continue during event.  Re-arrange as necessary  Consider alternative locations.  Send communications to Service and those due to attend courses (even whereby courses are going ahead to prevent attendance issues) | EDI Manager |
| 4 | Staff Welfare | Consider staff welfare and maintain contact. | HoD/L&D Manager |
| 5 | Communications | Ensure that the internal and external stakeholders for the department are continued to be update of the event and any impact on workload. | All |

**48 Hours**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Activity | Recovery Measures | Role Responsible |
| 1 | Alternative work locations | All department staff to continue to work remotely from home.  Requirement for external access and wifi connection | All |
| 2 | Staff Welfare | Consider staff welfare and maintain contact | HoD/L&D Manager |
| 3 | Workloads | Ensure that staff are able to continue to work in alternative location and review workloads and expectations. | HoD/L&D Manager |
| 4 | Communications | Ensure that the internal and external stakeholders for the department are continued to be update of the event and any impact on workload. | HoD/L&D Manager |

**+7 days**

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| --- | --- | --- | --- |
|  | Activity | Recovery Measures | Role Responsible |
| 1 | Alternative work locations | All department staff to continue to work remotely from home.  Requirement for external access and wifi connection | All |
| 2 | Consideration for longer term arrangements | Review alternatives for longer term BAU at substitute site. | HoD/L&D Manager |
| 3 | Staff welfare | Review current arrangements and impact on staff. Agree longer term arrangements. | HoD/L&D Manager |
| 4 | BAU work | Build measures to ensure that the department can continue with BAU work activities. | HoD/L&D Manager |
| 5 | Communications | Ensure that the internal and external stakeholders for the department are continued to be update of the event and any impact on workload. | HoD/L&D Manager |

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| **Service Impact Analysis** |

To support the implementation and management of this plan the following minimum resources, vehicles & equipment and ICT will be required.

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| **Resources** | |
| Prior to event | Minimum Head of Department or representative |
| First Hour | Minimum Head of Department or representative |
| 4-8 Hours | Minimum Head of Department or representative |
| 24 Hours | Minimum Head of Department or representative |
| 48 Hours | Minimum Head of Department or representative |
| 3-7 Days | Minimum Head of Department or representative |
| + 7 Days | BAU all Department staff (6) |

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| --- | --- |
| **Vehicles & Equipment** | |
| Prior to event | n/a |
| First Hour | n/a |
| 4-8 Hours | n/a |
| 24 Hours | n/a |
| 48 Hours | n/a |
| 3-7 Days | n/a |
| + 7 Days | n/a |

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| **ICT** | |
| Prior to event | Laptops access to remote working |
| First Hour | Laptops access to remote working |
| 4-8 Hours | Laptops access to remote working |
| 24 Hours | Laptops access to remote working |
| 48 Hours | Laptops access to remote working |
| 3-7 Days | Laptops access to remote working |
| + 7 Days | Laptops access to remote working |

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| **Relocation Site** |

Relocation site details and options for the Department/Station

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| --- | --- | --- | --- | --- |
| **Site Name** | **Address/Location** | **Contact Name** | **Telephone No** | **Additional Information** |
| Work from home | n/a | n/a | n/a | Up to 7 days |
| Consider longer term arrangements |  |  |  | +7 days. |

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| **Additional Information** |

**Stakeholders:** Identify the stakeholders likely to be affected by this plan.

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| --- | --- | --- | --- | --- | --- | --- |
| **Stake**  **holders** | Employees | Community | Suppliers | Partners | The Media | The Government |
| **Place X in box** | **X** | **X** |  | **X** |  |  |

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| --- | --- | --- |
| Elected Members | Users of Services | Neighbouring FRS’s |
|  |  |  |

**Vital Records**

List any vital records that are not computerised and not held on a centrally backed up servicer.

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| --- | --- | --- |
| **Record** | **Location** | **Format** |
| None |  |  |