

**Department/Station Business Continuity Plan Template**

<b>Department/Station:</b>	Amesbury
<b>Plan Owned by:</b>	Service Delivery
<b>Nominated Manager:</b>	Tom Brolan
<b>Date Completed:</b>	31/10/16
<b>Review Date:</b>	31/10/17
<b>Version</b>	V.1.

**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:

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

List the activities within Department or Station	Impact Score (1-5)
Operational Response to Emergency calls	5

**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	Operational Response to Emergency calls	X				

**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

**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

## 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)

	Activity	Recovery Measures	Role Responsible
1	Inform Control Room Manager	Contact control to inform them of the potential for a disruption to business, plan for event using the remainder of this plan as guidance.	On Duty Watch/Station Manager
	Contact relocation site	Consider the requirement for relocation – if needed advise relocation site as to possible duration of relocation and resources that are relocating.	LBCM

### First Hour

	Activity	Recovery Measures	Role Responsible
1	Invoke Business Continuity	Contact Control to advise of an event causing disruption to the use of the station.	On Duty Watch/Station Manager
2	Identify the Lead Business Continuity Manager	Control to contact Duty Area Manager to confirm situation and for confirmation of the invocation of the BC.  If confirmed, Duty Area Manager becomes Lead Business Continuity Manager (LBCM).	Control  Control
3	Establish Incident Response Team (IRT)	LBCM to select an IRT to support the LBCM in attending to the BC event. See Service's Business Continuity Procedure for full requirement, roles and responsibilities.  An IRT Lead to be appointed, local Group Manager preferred.  The IRT team should include members of the Area Management Team and a representative of Response/Resilience where possible to manage the National Resilience asset.	LBCM

4	Tenability of operation at current location	<p>Consider if the station/appliances need to remain on the run.</p> <p>Control to advise the IRT Lead of the current situation of the Service and pump availability. Where possible, Control should review how stable this situation is.</p> <p>If Station not required to remain on the run actions should still be taken, where needed to preserve buildings and equipment. (see remainder of plan as guidance)</p> <p>If Station is required on the run, consider what appliances are required (pumps, water and animal, etc.)</p>	<p>IRT Lead</p> <p>Control</p> <p>IRT Team</p>
5	Affected Personnel	<p>Identify staff on duty and whereabouts. Communicate with Station Personnel.</p> <p>Hold station meeting to:-</p> <ul style="list-style-type: none"> <li>• Advise of the current situation</li> <li>• Advise where appropriate if the relocation is required, and/or the station will be closed.</li> <li>• Consider any staff who could be sent home</li> <li>• Advise RDS that Gartan can only be updated externally at present.</li> <li>• Ensure RDS section is aware of the situation and impacts upon their response.</li> </ul>	IRT
6	Relocation of operational staff and appliances	<p>When relocation required</p> <ul style="list-style-type: none"> <li>• IRT Lead to advise Control</li> <li>• Contact relocation site</li> <li>• Make arrangement for the movement of appliances</li> <li>• Advise relevant staff, including RDS (those on duty and those off duty where possible) – Telephone/text message system</li> <li>• Send a Station Manager to manage move into the new site</li> <li>• Consider transport arrangements for equipment, inc PPE</li> <li>• Take Station subsistence box to alternative venue</li> </ul> <p><b>Site location – Muller Wisemans Dairy, Amesbury Depot, Solstice Park, Amesbury, Wiltshire, SP4 7SZ.</b></p>	IRT

7	Salvage of Key equipment	Consider, where appropriate, the salvage of equipment. Where is it to go (relocation site/other Service storage area), how it will be moved and by who.	IRT
8	Consider what equipment is required	Essential Equipment to be moved to the relocation site. Essential equipment list provided by Station Manager. The list will be kept in the Watch room and available at all times.  Also consider: Operational equipment inc. <ul style="list-style-type: none"> <li>• BA cylinders</li> <li>• Non mobile equipment</li> </ul> Supporting equipment inc. <ul style="list-style-type: none"> <li>• Stationery</li> <li>• Contact numbers for station personnel</li> </ul>	IRT
9	Personal Items	Where possible, Crews to be advised to review what personal items they would need to take to the relocation site and collect items prior to leaving station.	IRT
10	Communicate event to neighbouring Stations/Officers	Consider requirements for awareness of the remainder of the Service, taking into account the impact on other local stations.  Ensure that all flexi duty managers are aware of the situation.  Email all staff to advice of the situation.  Consider advising neighbouring Services	IRT Lead via Control  Control  IRT  IRT Lead/LBCM via Control
11	Isolate Services	Where appropriate isolate all Services in to the Station.  Consider also Door locks (8 Hours max battery back-up). Contact logistics for advice.	IRT
12	Relocation testing	Arrange for a test of the response of staff to the relocation site where possible. Alert and time the response. Ensure that control is aware if the timeframe for response is delayed. Ensure that all staff can respond appropriately. Need to consider the Hub staff.	IRT/Control
13	Decisions and	Set up a folder to use during the management of the event and ensure	IRT Member with ICT

	Issues	<p>appropriate access.</p> <p>Set up an issues and decisions log using the templates provided within the BC Procedure, available on the staff site.</p> <p>Ensure that all issues and decisions are logged and reviewed on-going through the event.</p> <p>Admin member of IRT to be assigned to complete this.</p>	<p>IRT</p> <p>IRT</p>
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**4-8 Hours**

	Activity	Recovery Measures	Role Responsible
1	Media	<p>Consider media attention and the requirement of public advice on the situation.</p> <p>Ensure that there is a suitable member of the IRT team with Media experience. Provide media with relevant information suitable for the situation. Agree final format with the IRT Lead/LBCM</p>	<p>IRT Lead</p> <p>Media member of IRT</p>
2	Welfare of personnel	<p>Consider the welfare of those who have relocated and/or those moving equipment and dealing with the situation. Make arrangement for food and drink to be supplied on a regular basis until the situation has been resolved.</p>	IRT
3	Communicate with the rest of the Service	<p>Ensure that off duty Station Personnel are fully aware of the situation.</p> <p>Contact and make arrangements for personnel changing shift and detachments.</p> <p>Provide an all staff update</p>	<p>IRT</p> <p>IRT Media</p>
4	Review requirement of equipment, vehicles and appliances.	<p>Consider other equipment requirements on station/including vehicles and appliances.</p> <p>Consider movement and storage for duration of the event.</p> <p>Consider transport arrangements for equipment and staff</p>	IRT

		Consider parking arrangements for extra vehicles at the new site as well as additional appliances.	
5	Premises security	Review arrangements to ensure that the Station is secure.  Review security arrangement of the relocation site ensuring that any appliances, kit and personnel are secure.	IRT
6	Update affected staff	Contact staff and provide on-going communications keeping them up to date with the situation.	IRT
7	Supplies to station	Consider expected internal deliveries, redirect or delay.  Consider any external deliveries, redirect or delay.	IRT
8	Use of Station from non-Service agencies.	If the Station is used by external agencies/partners review any diarised arrangements. Contact, advise of the situation and cancel until further notice.	IRT
9	Review status of event	Review current situation Review availability of the remainder of the Service. Review arrangements at relocation (where required). Speak to effected staff and ensure their welfare and address any issues.	IRT Lead
10	Area Management	Consider availability of personnel and arrangements for Gartan reviews and RDS callout arrangements. Laptop availability.	IRT
11	Gartan Availability	Consider arrangements for Gartan updates and reviews. Arrange for ICT to review Wi-Fi options and where possible arrange for a Laptop or computer to be made available at relocation where required. Provide staff update that this function is now available. Ensure that password access to the laptop is available.	IRT
12	Partners and other Agencies	Consider our partners and other agencies and who should be advised of the situation.	IRT Lead

## 24 Hours

	Activity	Recovery Measures	Role Responsible
1	Sustainability of relocation (where appropriate)	<p>Consider the venue and staff welfare.</p> <p>Review the time frame of the situation.</p> <p>If it is possible that this will continue for a couple more days, continue with arrangements.</p> <p>If the Station is likely to be unavailable longer term meet with the LBCM to look at the options available. Consider the venue and on-going welfare of personnel.</p>	<p>IRT</p> <p>IRT/IRT Lead</p> <p>IRT Lead</p>
2	Review Station Premises	Ensure that an update on the status of the site is received, visit site where appropriate.	IRT
3	Relocation site management.	Keep relocation site management updated of the situation and ensure that they are okay with the current arrangements.	IRT
4	Visit relocation site	Ensure that all information, equipment and appliances are secure and all facilities are up and running.	IRT Lead
5	All Staff Communication	<p>Ensure that affected Station staff are spoken to and kept up to date with the situation. Arrange for all effected staff to meet to discuss the on-going situation, needs, concerns, etc.</p> <p>Send an all staff communication to ensure understanding of the situation.</p> <p>Ensure all flexi-officers are aware of the on-going issue.</p> <p>Ensure Control have a full update.</p>	<p>IRT Lead/LBCM</p> <p>IRT Media</p> <p>IRT Lead</p> <p>IRT</p>
6	Post to station	Consider how this will be received. Re-Direct if necessary.	IRT
7	Media	Consider media attention, and provide a response where required, approved appropriately by IRT Lead and LBCM.	IRT Media
8	Station Notices	<p>If the Station is not useable, ensure that appropriate signage is displayed with a contact number for queries.</p> <p>Ensure that the number provided is manned and staff aware of the brief to</p>	IRT



	supply.	
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**48 Hours**

	Activity	Recovery Measures	Role Responsible
1	Longer term arrangements for relocation.	A Service Recovery team (SRT) should be considered to manage longer term arrangements.  Use business continuity procedure to confirm SRT requirements, resourcing and roles.	IRT lead/LBCM  LBCM
2	Restoration of Station	Estates to meet with the LBCM, relevant IRT Members and SRT Lead to review the situation, repairs, timeframe, etc.	SRT Lead/IRT Lead
3	Communication	Arrange regular meetings with effected personnel.  Ensure continued communication with all staff and external stakeholders.  Ensure a relationship with the media is maintained.	IRT Lead  IRT Media  IRT Media

**+7 days**

	Activity	Recovery Measures	Role Responsible
1	Relocation site	Review use of relocation site. Is it feasible to stay at site, consider alternative location with DWFRS and partner Agencies.	SRT Lead (or IRT where SRT not called)LBCM

**Service Impact Analysis**

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

<b>Resources</b>	
Prior to event	
First Hour	Business Continuity Arrangements; A minimum of: LBCM IRT Lead IRT Admin IRT Control
4-8 Hours	IRT Media IRT Estates IRT ICT Review membership of IRT extend where required
24 Hours	Same
48 Hours	Same
3-7 Days	Same
+ 7 Days	Plus, consider SRT Team

<b>Vehicles &amp; Equipment</b>	
Prior to event	
First Hour	Vehicles for moving equipment and personnel (where available stores van)

	Consider mini bus or 2 x cars
4-8 Hours	Same
24 Hours	Same
48 Hours	Same
3-7 Days	Same
+ 7 Days	Same

ICT	
Prior to event	
First Hour	Radio Communication and Mobile phone for crews ICT access, laptops and mobile phones for those managing the event
4-8 Hours	As above
24 Hours	As above plus CAG usage
48 Hours	Full ICT Requirements
3-7 Days	As above
+ 7 Days	As Above

**Relocation Site**

Relocation site details and options for the Department/Station

Site Name	Address/Location	Contact Name	Telephone No	Additional Information
Muller Wisemans Dairy	Amesbury Depot, Solstice Park, Amesbury, Wiltshire, SP4 7SZ	Mr Stuart Weyman	07766816176	Contact number for Dairy: 01980 677600

**Additional Information**

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

Stake holders	Employees	Community	Suppliers	Partners	The Media	The Government
Place X in box	x	x	x	x	x	X

Elected Members	Users of Services	Neighbouring FRS's
x	x	x

**Vital Records**

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

Record	Location	Format
None		

**NOT PROTECTIVELY MARKED**

**PRM 2 – Business Continuity Procedure**

**NOT PROTECTIVELY MARKED**