

## Department/Station Business Continuity Plan Template

<b>Department/Station:</b>	<b>Springbourne Fire Station</b>
<b>Plan Owned by:</b>	Group Manager Karen Adams
<b>Nominated Manager:</b>	Station Manager Andy Cole
<b>Date Completed:</b>	4 <sup>th</sup> November 2016
<b>Review Date:</b>	4 <sup>th</sup> November 2017
<b>Version</b>	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
Area Management (communication and administration)	3
Area Admin – Pay administration (Gartan, Overtime, etc.)	3
Area Admin – Absence management	2

### 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
1	Group Management (Communication and administration)		x	
2	Group Admin – Pay administration (Gartan, Overtime, etc.)		x	

### 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	Group Admin – Absence management		x

## 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

### 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
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.  Note: The IRT team should include members of the Bournemouth, Poole and Swindon Management Team where possible.	LBCM
4	Tenability of operation at current location	Consider if the station/appliances need to remain on the run.  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.  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).  If Station is required on the run, consider what appliances are required.	IRT Lead  Control  IRT Team

5	Affected Personnel	Identify staff on duty and whereabouts, communicate with effected staff <ul style="list-style-type: none"> <li>- Advise of the current situation</li> <li>- Advise where appropriate if relocation is required, and/or if the station will be closed</li> <li>- Consider any staff who could be sent home</li> </ul>	IRT
6	Relocation of operational staff and appliances	When relocation required <ul style="list-style-type: none"> <li>• Contact relocation sites at 23</li> <li>• 24P1 to 23.</li> <li>• Make arrangement for the movement of pumps</li> <li>• Advise relevant staff (on and off duty) including FESS – Telephone/text message</li> <li>• Send a Station Manager to manage move into the new site.</li> <li>• Contact Service Support Logistics to assist with transport arrangements for equipment, including PPE.</li> <li>• Consider early communications with Salvation Army and Red Cross, to advice of the situation and availability of access to the station and station yard.</li> </ul>	IRT
7	Salvage of Key equipment	Consider, where appropriate, the salvage of equipment. Where it is to go (relocation site/other Service storage area), how it will be moved and by who.	IRT
8	Consider what equipment required	Operational equipment incl <ul style="list-style-type: none"> <li>• BA cylinders</li> <li>• Non mobile equipment</li> </ul> Supporting equipment incl <ul style="list-style-type: none"> <li>• Stationery</li> <li>• Petty Cash</li> <li>• Contact numbers for station personnel/ Alternatively can be accessed through HRMIS</li> <li>• IT – laptop</li> </ul>	IRT
9	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 via Control  IRT  IRT Lead via Control
10	Isolate Services	Where appropriate isolate all Services in to the Station.  Consider security as without electricity supply the door locks have a maximum of 8 hours battery back up. Contact logistics for advice.	IRT  IRT
11	Relocation testing	Arrange for a test of the response of staff to the relocation site where possible.	IRT/Control

		Alert and time the response. Ensure that control is aware of the delayed response time if appropriate.	
12	Decisions and Issues	<p>Set up a folder and appropriate access levels for the management of the event</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 support IRT Lead.</p>	<p>IRT Member</p> <p>IRT</p> <p>IRT</p> <p>IRT Lead</p>

#### 4-8 Hours

	Activity	Recovery Measures	Role Responsible
1	Media	<p>Consider media attention and the requirement of public advice</p> <p>Ensure that there is a suitable member of the IRT 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>IRT Media</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> <p>Consider Transport home or sleeping arrangements.</p>	<p>IRT</p> <p>IRT</p>
3	Communicate with the rest of the Service	<p>Contact and make arrangements for personnel changing shift and detachments.</p> <p>Ensure that any appropriate off duty station personnel are fully aware of the situation.</p> <p>Provide an all staff update</p>	<p>IRT</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> <p>Consider parking arrangements for extra vehicles at the new site as well as additional appliances.</p>	<p>IRT</p>

5	Premises Security	Review arrangements to ensure that the Station is secure. Advise Police of security issues. Consider providing security guards. 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 contact Executive Support to review any diarised arrangements. Ensure that as relevant contact is made to advise of the situation and cancel Station use until further notice.  Ensure the Red Cross and Salvation Army are communicated with and advised of limited access or no access to site/Station closure  Ensure contact with the cleaning company and inform of access issues and confirm requirements for the short term.  Please see details of stakeholders at the end of the plan for contact details.	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 affected staff and ensure their welfare and address any issues. Consider further actions as issues arise.	IRT
10	Partner and other agencies	Consider partners and other agencies and who should be advised of the situation. Ensure that contact is agreed with the IRT and appropriately made.	IRT

## 24 Hours

	Activity	Recovery Measures	Role Responsible
1	Sustainability of relocation (where appropriate)	Consider the venue and staff welfare  Review the time frame of the situation.  If it is possible that this will continue for a couple more days, continue with arrangements.  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	IRT
2	Review Station Premises	Ensure that an update on the status of the site is received by relocated staff and ensure regular site visits are provided for support and assurance.	IRT

3	Visit relocation site	Ensure that all information, equipment and appliances are secure and all facilities are up and running.	IRT
4	All Staff Communication	Ensure that effected Station staff and Area Management kept up to date of the situation and that their welfare is considered. Arrange a meeting for effected staff to meet to discuss the on-going situation, needs, concerns, etc.  Send an all staff communication to ensure understanding of the situation.  Ensure all flexi-officers are aware of the on-going issue.  Ensure Control have a full update.	IRT
5	Post to station.	Re direct if required	DC
6	Media	Consider media attention, and provide a response where required, approved appropriately by the IRT lead and LBCM.	IRT Media
7	Station Notices	If the Station is not useable, ensure that appropriate signage is displayed with a contact number for queries. Agree signage with IRT Media and Lead.  Ensure that the a contact telephone number provided is manned and staff aware of the brief to supply.	IRT

### 48 Hours

	Activity	Recovery Measures	Role Responsible
1	Communication	Arrange regular meetings with affected personnel.  Ensure continued communication with all staff and external stakeholders.  Ensure a relationship with the media is maintained.	IRT Lead  IRT Media  IRT Media
2	Site Visits	Continue to visit site to ensure welfare	IRT

### +7 days

	Activity	Recovery Measures	Role Responsible
1	Longer term arrangements for relocation.	Suitability of 22 premises should be reviewed. For long term relocation requirements, consider alternative sites within the town.  A Service Recovery team (SRT) should be put together to manage this team to include a team Lead Officer.	IRT/LBCM
2	Restoration of Station	Estates to meet with the LBCM and relevant IRT Members and SRT Lead to review the situation, repairs, timeframe, etc.	SRT Lead
3	Communication	Arrange regular meetings with affected personnel.	IRT Lead

		Ensure continued communication with all staff, internal and external stakeholders.	IRT Media
		Ensure a relationship with the media is maintained.	IRT Media

## Service Impact Analysis

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

Resources	
Prior to event	
First Hour	LBCM IRT including Lead, Admin and Control Manager (watch or station) Local Station Manager
4-8 Hours	As above plus; IRT Media IRT Estates IRT ICT  This would also be a good time to review the IRT to ensure appropriate personnel are on the team according to the type of event.
24 Hours	As above
48 Hours	As above
3-7 Days	As above - Consider Service Recovery Team (SRT) requirements.
+ 7 Days	As above – plus and SRT

Vehicles & Equipment	
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	As above
24 Hours	As above
48 Hours	As above
3-7 Days	As above
+ 7 Days	As above

### ICT

Prior to event	
First Hour	Radio Communication and Mobile Phone. Lap top, Wifi, ICT Access.
4-8 Hours	Radio Communication and Mobile Phone. Lap top, Wifi, ICT Access.
24 Hours	Radio Communication and Mobile Phone. Lap top, Wifi, ICT Access.
48 Hours	Radio Communication and Mobile Phone. Lap top, Wifi, ICT Access.
3-7 Days	Radio Communication and Mobile Phone. Lap top, Wifi, ICT Access.
+ 7 Days	BAU at alternative site – Full ICT requirement

### Relocation Site

Relocation site details and options for the Department/Station

Site Name	Address/Location	Contact Name	Telephone No	Additional Information
Redhill Park Fire Station	Redhill Avenue	Contact Watch Manager	01722 691022	Short/Medium term relocation option
Westbourne Fire Station	Alumhurst Road	Contact Watch Manager	01722 691023	Short/Medium term relocation option

## Additional Information

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

Red Cross – Page team via Service Control Centre

Prevention – Peter Tunks - 07833046798

Protection

Volunteers

Cleaners – via Estates dept

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		

### Supporting Documents

Dorset & Wiltshire Business Continuity Procedure – located on the Staff Site under Business Continuity or via Control in hardcopy

