

Department/Station Business Continuity Plan Template

Department/Station:	Wimborne Fire Station
Plan Owned by:	Group Manager Waller
Nominated Manager:	Station Manager Stephen Broad
Date Completed:	17 th October 2016
Review Date:	17 th October 2016
Version	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:

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 <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
1			
2			

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		

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.	Station Commander/Any member of the station team

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	Station Commander/Any member of the station team
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 Dorset Area Management Team where possible.	LBCM
4	Tenability of operation at current location	Consider if the station/appliances need to remain on the run: <ul style="list-style-type: none"> • 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 to remain on the run, consider what appliances are required. 	IRT Lead Control IRT Team

5	Affected Personnel	Identify staff on duty and whereabouts, communicate with affected staff: <ul style="list-style-type: none"> • Advise of the current situation • Advise where appropriate if relocation is required, and/or if the station will be closed • Advise RDS that Gartan can only be updated externally at present • Ensure RDS section is aware of the situation and impacts upon their response. 	IRT
6	Relocation of operational staff and appliances	When relocation required: <ul style="list-style-type: none"> • IRT to advise Control • Consider relocation sites at Verwood or Ferndown Fire Stations • Make arrangement for the movement of pumps • Advise relevant staff including RDS (those on duty and those off where possible) – Telephone/text message system, personnel at Wimborne operate a group “whats app”. • Send a Station Manager to manage move into the new site. • Contact Service Support Logistics to assist with transport arrangements for equipment, including PPE. • Consider relocating 19P1, 19P4 & 19M1 to either Verwood or Ferndown Fire Stations or split between the two. This would cause a delay in responding, but could be still used. • Consider early communications with Dorset Police advise of the situation and availability of access to the station and station yard. 	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"> • BA cylinders • Non mobile equipment Supporting equipment incl: <ul style="list-style-type: none"> • Stationary • Petty Cash • Contact numbers for station personnel/ Alternatively can be accessed through Fire Watch • IT – laptop 	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: <ul style="list-style-type: none"> • Email all staff to advice of the situation. • Consider advising neighbouring Services • Communicate to Fire Safety Central team as they have personnel working 	IRT via Control IRT IRT Lead via Control

		<p>out of the station.</p> <ul style="list-style-type: none"> Communicate to Safe and Well personnel as station is used as an office for East Dorset. 	
10	Isolate Services	<p>Where appropriate isolate all Services in to the Station.</p> <p>Consider security as without electricity supply the door locks have a maximum of 7 hours battery backup. Contact Estates for advice.</p>	<p>IRT</p> <p>IRT</p>
11	Relocation testing	<p>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 of the delayed response time.</p> <p>Ensure that all staff can respond appropriately.</p>	IRT/Control
12	Decisions and Issues	<ul style="list-style-type: none"> Set up a folder and appropriate access levels for the management of the event Set up an issues and decisions log using the templates provided within the BC procedure, available on the staff site. Ensure that all issues and decisions are logged and reviewed on-going through the event. Admin member of IRT to be assigned to support IRT Lead. 	<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>Consider all staff at relocation site and liaise with them to ensure their needs are met.</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</p>	<p>IRT</p> <p>IRT</p>

		situation. Provide an all staff update	IRT Media
4	Review requirement of equipment, vehicles and appliances.	Consider other equipment requirements on station/including vehicles and appliances. Consider movement and storage for duration of the event. Consider transport arrangements for equipment and staff. Consider parking arrangements for extra vehicles at the new site as well as additional appliances.	IRT
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: <ul style="list-style-type: none"> • Ensure that Dorset Police are communicated with and advised of limited access or no access to site/Station closure • Please see details of stakeholders at the end of the plan for contact details. 	IRT
9	Review status of event	<ul style="list-style-type: none"> • 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	Area Management	Consider availability of personnel and arrangements for Gartan reviews and RDS callout arrangements. Review mobilisation protocols.	IRT
11	Gartan Availability	<ul style="list-style-type: none"> • Consider arrangements for Gartan updates and reviews. • Arrange for ICT to review Wifi options and where possible arrange for a Laptop to be made available at relocation where required. • Provide staff update when function is available. • Ensure that password access to the laptop is available. 	IRT

12	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
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24 Hours

	Activity	Recovery Measures	Role Responsible
1	Sustainability of relocation (where appropriate)	<ul style="list-style-type: none"> 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	Relocation site management.	Keep relocation site management updated of the situation and liaise with managers to address any staff issues or concerns.	IRT
4	Visit relocation site	Ensure that all information, equipment and appliances are secure and all facilities are up and running.	IRT
5	All Staff Communication	Ensure that effected Station staff and Area Management kept up to date of the situation and that their welfare is considered: <ul style="list-style-type: none"> 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
6	Area Admin	Assess alternative work locations or work from home options. Ensure that relevant staff are aware and comfortable with the arrangements. Staff working from Wimborne Fire Station include: <ul style="list-style-type: none"> Fire Safety Advisor, Auditor, Inspector- Salisbury Safe & Well Advisor- East Dorset Education Officer. 	IRT
7	Post to station.	Consider how this will be received. Re direct if required	DC
8	Media	Consider media attention, and provide a response where required, approved appropriately by the IRT lead and LBCM.	IRT Media
9	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 contact telephone number provided is manned and staff aware of the brief to supply.	IRT

48 Hours

	Activity	Recovery Measures	Role Responsible
1	Communication	<ul style="list-style-type: none">• 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	Longer term arrangements for relocation.	Alternative premises should be reviewed and put into place. For long term relocation requirements, consider alternative sites in the area. A Service Recovery team (SRT) should be put together to manage this team to include a team Lead Officer.	IRT/LBCM
3	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

+7 days

	Activity	Recovery Measures	Role Responsible
1	Relocation Site	Review the on-going use of the relocation site and consider alternative location with DWFRS and partner agencies.	SLT

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	Relocation for 19 personnel Business Continuity Arrangements; A minimum of, LBCM IRT Lead IRT Admin IRT Control As above – use Business Continuity Procedure for full list for roles and responsibilities
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.
4-8 Hours	Radio Communication and Mobile Phone.
24 Hours	Radio Communication and Mobile Phone. Lap top, Wifi, ICT Access.
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
Verwood Fire Station	Station Road, Verwood, BH31 7PS.	District Commander	07717734134	Short/Medium term relocation option
Ferndown Fire Station	410 Ringwood Road, Ferndown, BH22 9AX.	District Commander	07786174226	Short/Medium term relocation option

Additional Information

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

Verwood Fire Station - 01722 691025

Ferndown Fire Station – 01722 691021

Dorset Police – Contact through Service Control Centre

Prevention

Protection

Volunteers

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

