

Department/Station Business Continuity Plan Template

Department/Station:	Chippenham
Plan Owned by:	Darren Nixon
Nominated Manager:	Darren Nixon
Date Completed:	31/10/16
Review Date:	31/10/17
Version	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:

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

Moderate Impact Activities

How long can the Service tolerate disruption of this Moderate Impact Activity
(Place an X in the relevant box)

	+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 relocation site.	Contact control to inform them of the potential for a disruption to business, plan for event using the remainder of this plan as guidance. Advise location site as to possible duration of relocation and resources that are relocating.	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 the 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 requirements, roles and responsibilities. An IRT Lead to be appointed, local Group Manager preferred. The IRT team should include members of the Wiltshire Area 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.	IRT Lead Control

		<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). Commence relocation – see direction below.</p>	IRT Team
5	Affected Personnel	<p>Identify staff on duty and whereabouts, communicate with effected staff</p> <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 - Consider any staff who could be sent home - Advise RDS that Gartan can only be updated externally at present 	IRT
6	Relocation of operational staff and appliances	<p>When relocation required</p> <ul style="list-style-type: none"> • IRT Lead to advise Control <p>Contact relocation site – Garreth Saunders, 07554334543 (SWAST Operations Manager) or SWAST control to confirm if Ambulance Station is accessible (ie. Staff on site to allow access)</p> <p>Make arrangement for the movement of pumps</p> <ul style="list-style-type: none"> • Advise relevant staff (those on duty and those off where possible) – Telephone/text message system • Send a Station Manager to manage move into the new site. • Consider transport arrangements for equipment, inc PPE <p>Site location – SWAST Ambulance Station, Malmesbury Road, Chippenham</p>	IRT Lead
7	Salvage of Key equipment	<p>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.</p>	IRT
8	Communicate event to neighbouring Stations/Managers	<p>Consider requirements for awareness of the remainder of the Service, taking into account the impact on other local stations.</p> <p>Ensure that all flexi duty managers are aware of the situation.</p>	Control

		Email all staff to advice of the situation.	IRT
		Consider advising neighbouring Services	IRT Lead via Control
9	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
10	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 this for Day Crewed Staff. It may be prudent to use a service vehicle to respond to new location rather than private vehicles. Consideration of not responding at night due to sufficient cover elsewhere. Consider crews staying at standby location overnight (Beds available at stores if required)	IRT/Control
11	Decisions and Issues	Set up a folder within: XDrive/Central/Service Plans/Business Continuity Managing an Emergency Response and EMT 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 complete this.	IRT Member IRT IRT IRT Lead
12	SWAST Relocation	Once at the Ambulance station ensure that each appliance has been given any necessary access cards or access information. This will give the crew building access.	

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> <p>Consider transport home or sleeping arrangements.</p>	IRT
3	Communicate with the rest of the Service	<p>Contact and make arrangements for personnel changing shift and detachments.</p> <p>Ensure that 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 relocation site as well as additional appliances.</p>	IRT
5	Premises security	<p>Review arrangements to ensure that the Station is secure.</p> <p>Review security arrangement of the relocation site ensuring that any appliances, kit and personnel are secure.</p>	IRT
6	Update affected staff	Provide on-going updates to effected personnel.	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	Charging of Appliances	Possible in ambulance parking area, although appliances would have to remain outside due to height restrictions	IRT
10	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 confirm actions or plan alternative	IRT Lead
11	Area Management	Consider availability of personnel and arrangements for Gartan reviews and RDS callout arrangements. Laptop availability	IRT
12	Gartan Availability	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 that this function is available. Ensure that password access to the laptop is available.	IRT
13	Partners and other Agencies	Consider our partners and other agencies and who should be advised of the situation. Ensure that contact is agreed with the IRT and appropriately made.	IRT Lead

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.	IRT

		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	
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	Ensure that affected Station staff are spoken to and kept up to date with the situation. Arrange for all affected 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 Lead/LBCM IRT Media IRT Lead IRT
6	Post to station.	Consider how this will be received.	SM
7	Media	Consider media attention, and provide a response where required, approved appropriately by the IRT lead and LBCM	IRT Media
8	Station Notices	If the Station is not useable, ensure that appropriate signage is displayed with a contact number for queries. Ensure that the number provided is manned and staff aware of the brief to supply.	IRT

48 Hours

	Activity	Recovery Measures	Role Responsible
1	Longer term arrangements for relocation.	Review long term fall back plans (long term relocation site to be considered) Consideration for long term alternative premises for corporate staff functions A Service Recovery team (SRT) should be put together to manage this, team to include a Lead Member.	CORT/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
3	Communication	Arrange regular meetings with affected personnel. Ensure continued communication with all staff. Ensure a relationship with the media is maintained.	IRT Lead IRT Media IRT Media

+7 days

	Activity	Recovery Measures	Role Responsible
1	Relocation site	Is it feasible to stay a site, 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 8 personnel plus Station Manager. Business Continuity Arrangements; A minimum of, LBCM IRT Lead IRT Admin IRT Control
4-8 Hours	Plus IRT Media IRT Estates IRT ICT Plus, Review membership of IRT extend where required

24 Hours	Plus 1 x Corporate staff
48 Hours	Same
3-7 Days	Business as usual
+ 7 Days	Same

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	Same
24 Hours	Same
48 Hours	Same
3-7 Days	Same
+ 7 Days	Same

ICT

Prior to event	
First Hour	Radio Communications and Mobile phone
4-8 Hours	Radio Communications and Mobile phone Station Manager use of Lap top
24 Hours	Radio Communications and Mobile phone Station Manager use of Laptop

	Cag usage
48 Hours	Full ICT Requirements
3-7 Days	Same
+ 7 Days	Same

Relocation Site

Relocation site details and options for the Department/Station

Site Name	Address/Location	Contact Name	Telephone No	Additional Information
Chippenham Ambulance Station	Malmesbury Road, Chippenham	Garreth Saunders	07554334543	

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 servicer.

Record	Location	Format
None		

NOT PROTECTIVELY MARKED

PRM 2 – Business Continuity Procedure

NOT PROTECTIVELY MARKED