

Department/Station Business Continuity Plan Template

Department/Station:	Democratic Services and Corporate Assurance
Plan Owned by:	Jill McCrae
Nominated Manager:	Jill McCrae
Date Completed:	Feb 17
Review Date:	Feb 18
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 arrangement	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.

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List the activities within Department or Station	Impact Score (1-5)
Statutory requirements for Fire Authority meetings – i.e. announcements, papers, etc	4
Democratic Services to Chairman and Members	3
Committee meeting minutes and actions	3
Member expenses	3
Democratic Services administration (Members handbook, training, etc)	2
ModGov Administration	3
PA Support to SLT Members	3
SLT minutes and actions	3
Reception Telephone Calls	4
SLT Phone Calls	4
Internal and external post (inc. franking)	2
Stationary Supplies for Five Rivers	2
Visitor welcoming at Five Rivers and Poundbury	2
Nadder Room Bookings	2
Travel and Accommodation Bookings	3
Meeting minutes	2
Strategic Risk Register administration	2
Development of statutory publications, i.e. Statement of Assurance	2
Audit support for internal and external auditors	2
Development and maintenance of business continuity management and plans	2
Development and completion of business continuity exercises	2
Department Cycle updates (risks, performance, KLOE, KPI's)	2

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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	Statutory requirements for Fire Authority meetings – i.e. announcements, papers					X
2	Reception Telephone Calls					X
3	SLT Phone 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	Democratic Services to Chairman and Members	X	
2	Committee meeting minutes and actions	X	
3	Member expenses		X
4	ModGov Administration		X
5	PA Support to SLT Members	X	
6	SLT minutes and actions		X
7	Travel and Accommodation Bookings		X

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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	Stationary Supplies for Five Rivers	X
2	Visitor welcoming at Five Rivers and Poundbury	X
3	Nadder Room Bookings	X
4	Development and maintenance of business continuity management and plans	X
5	Development and completion of business continuity exercises	X
6	Department Sycle updates (risks, performance, KLOE, KPI's)	X
7	Audit support for internal and external auditors	X
8	Development of statutory publications, i.e. Statement of Assurance	X
9	Strategic Risk Register administration	X
10	Meeting minutes	X
11	Democratic Services administration (Members handbook, training, etc)	X
12	Internal and external post (inc. franking)	X

Recovery Plan

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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	Ensure full understanding of impending event	Review how the event will impact upon the department Understand if there is an expected timeframe for event	Head of Department (note: where Head of Department is unavailable the plan should be considered by the Executive Support Lead and Democratic Services Officer – with support from the Director of Corporate Services.
2	Telephones	Consider re-directing phone lines to mobiles for Democratic Services and Exc. Support lines were possible	Head of Department
3	Staff location	Critical staff to be relocated if necessary/agree work from home where suitable	Head of Department
4	Communication with Department	Ensure that all staff are aware of the impending event. Agree work alternative locations if needed Agree priorities of work where needed Set in place a communication process for staff and line management Ensure Director is aware	Head of Department
5	Service Wide Communications	Consider if a Service wide communication is required. Send appropriate communications, include how the team is contactable during the event	Head of Department
6	Strategic Leaders	Advise Director of situation. Advise CFO and SLT members Consider communications with the Chairman and Members, agree with CFO	Head of Department

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7	Consider Reception	Consider closing reception at 5R. Ensure that the site and access is secure Consider of redirection of phonelines to Poundbury reception	Head of Department
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First Hour – Event occurred

	Activity	Recovery Measures	Role Responsible
1	Ensure full understanding of impending event	Review how the event will impact upon the department Understand if there is an expected timeframe for event	Head of Department
2	Department Communications	Contact all staff and advise of the event. Agree alternative location and work priorities.	Head of Department
3	Alternative work locations	All department staff to work remotely from home or agreed alternative location Requirement for external access and wifi connection	Head of Department
4	Department Management	Review work priorities and ensure that staff are clear. Confirm any activities that can be delayed/stopped during event.	Head of Department
5	Telephones	Consider re-directing phone lines to mobiles for Democratic Services and Exc. Support lines were possible	Head of Department
6	Service Wide Communications	Consider if a Service wide communication is required. Send appropriate communications, include how the team is contactable during the event	Head of Department
7	Strategic Leaders	Advise Director of situation. Advise CFO and SLT members Consider communications with the Chairman and Members, agree with CFO	Head of Department
7	Reception at 5R	Consider closing 5R Reception Ensure that access to the building is secure	Head of Department

4-8 Hours

	Activity	Recovery Measures	Role Responsible
1	Communications	Ensure that the internal and external stakeholders for the department are	Head of Department

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		aware of the event and any impact on workload. Implement communication arrangement for department	
2	Department Management	Review work priorities and ensure that staff are clear. Confirm any activities that can be delayed/stopped during event. Consider staff welfare and working locations	Head of Department
3	Reception Calls	Divert all reception calls to Poundbury where possible. Ensure that receptionists are made aware of the situation. Review reception workloads and welfare. Consider updating the IVR with a message advising of a potential delay in answering calls	Executive Support Lead (or a deputy when not available)
4	SLT/CFO support	Confirm to CFO and SLT of on-going situation and communication methods and location of Executive support (where available).	Head of Department
5	Fire Authority	Agree with CFO update to the Chairman and Members	Head of Department

24 Hours

	Activity	Recovery Measures	Role Responsible
1	Communications	Ensure that the internal and external stakeholders for the department are aware of the event and any impact on workload. Implement communication arrangement for department	Head of Department
2	Service Wide Communication	Consider if a Service wide communication is required to advise of the current situation in department. Liaise with the Media & Communications Manager to arrange.	Head of Department
3	Department Management	Review work priorities and ensure that staff are clear. Confirm any activities that can be delayed/stopped during event. Consider staff welfare and working locations	Head of Department
4	Statutory requirements for Fire Authority meetings – i.e. announcements,	Review upcoming meetings, availability of papers and agenda. Report to Head of Department. Agree if upcoming committee meetings will continue.	Democratic Services Officer (or deputy when not available) Head of Department

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	papers	<p>Where meetings to continue, agree location and book.</p> <p>Inform Members and Officers.</p> <p>Ensure that website is updated and papers are received.</p> <p>Consider the Democratic Services check list for meeting and make arrangements accordingly.</p> <p>Ensure that the Chairman is content with all arrangements</p> <p>Ensure that stationary is available and access to a printer is arranged – consider Salisbury Fire Station</p>	<p>Democratic Services Officer</p> <p>Democratic Services Officer</p> <p>Democratic Services Officer</p> <p>Democratic Services Officer</p> <p>Democratic Services Officer</p> <p>Democratic Services Officer</p>
5	Reception Telephone Calls	<p>Review arrangements for telephone calls diverting to Poundbury</p> <p>Arrange for 5R Receptionist to work from an alternative location – Salisbury Fire Station.</p> <p>When alternative location is in place remove telephone divert and notify Poundbury reception.</p>	Executive Support Lead
6	SLT Phone Calls	<p>Review arrangements for SLT phone calls.</p> <p>Consider divert options to Service mobiles</p> <p>Agree with SLT their preference (agreement maybe made for calls to be taken by the SLT member)</p>	Executive Support Lead

48 Hours

	Activity	Recovery Measures	Role Responsible
1	Communications	Ensure that the internal and external stakeholders for the department are aware of the event and any impact on workload.	Head of Department

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		Implement communication arrangement for department	
2	Department Management	Review work priorities and ensure that staff are clear. Confirm any activities that can be delayed/stopped during event. Consider staff welfare and working locations	Head of Department
3	PA Support to SLT Members	Review situation and staff availability. Advise SLT. Review telephone line options and ICT access Ensure SLT and Exc. Support are aware of the situation, work priorities and tasks that cannot currently be completed.	Executive Support Lead
4	Democratic Services to Chairman and Members	Review situation with CFO, agree priorities and advise of restrictions. Notify the Chairman of on-going situation. Send communication to Chairman and Members (agreed by Head of Department)	Head of Department Head of Department Democratic Services Officer
5	Committee meeting minutes and actions	Prioritise any committee meeting minutes. Review actions via telephone/email with Officers/Members. Review situation with Democratic Services Support and ensure that minutes are completed and circulated as appropriate.	Democratic Services Officer

Up to 7 days

	Activity	Recovery Measures	Role Responsible
1	Ensure full understanding of event	Review how the event continues to impact the department Understand if there is an expected timeframe for event Ensure director, CFO and Chairman are fully aware	Head of Department
2	Communications	Ensure that the internal and external stakeholders for the department are aware of the event and any impact on workload. Implement communication arrangement for department	Head of Department
3	Department Management	Review work priorities and ensure that staff are clear. Confirm any activities that can be delayed/stopped during event.	Head of Department

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		Consider staff welfare and working locations	
4	Member expenses	Email Members to advise of continued situation and implement a temporary process for administering expenses. This maybe notifying Members to send to Salisbury Fire Station in hardcopy or advising that emailed expense claims are only available until further notice. Ensure that any process is cleared with HR. Notify Members were any delays will occur payments to be delayed.	Democratic Services Officer
5	ModGov Administration	Review availability of personnel and system and its use for SLT/Committee meetings. Where required implement temporary arrangements. Notify Members/Officers of the temporary arrangements.	Democratic Services Officer
6	SLT minutes and actions	Agree with the CFO if SLT meetings will continue. Ensure that SLT members are aware of any decision. Set up temporary process to administer papers/etc. where needed Set up a new location for SLT meetings and communicate. Prioritise SLT meeting work/type of and circulation of minutes, agendas, papers and actions.	Executive Support (or Democratic Services Officer)
7	Travel and Accommodation Bookings	Review arrangements for making bookings, implement a temporary process if needed. Communicate how bookings will be processed to relevant staff. Prioritise booking arrangements	Executive Support Lead
8	Service Wide Communication	Consider if a Service wide communication is required to advise of the current situation in department. Liaise with the Media & Communications Manager to arrange.	Head of Department

+7 days

	Activity	Recovery Measures	Role Responsible
1	Alternative work locations	All department staff to continue to work from alternative location or home. Requirement for external access and wifi connection	Head of Department
2	Consideration for	Review alternatives for longer term BAU at substitute site.	Head of Department

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	longer term arrangements		
3	Staff welfare	Review current arrangements and impact on staff. Agree longer term arrangements.	Head of Department
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.	Head of Department
5	Chairman and Member communications	Agree with CFO communication for Members. Confirm on-going situation and priorities Confirm any amended functions/duties that have ceased Ensure Members are aware of how to communicate with department and Head of Department.	Head of Department
6	Internal and external post (inc. franking)	Set up process for post arrangements with Post Office and Service wide. Communicate Service wide.	Executive Support Lead
7	Stationary Supplies for Five Rivers	Communicate that any stationary supplies will need to be purchased via pcards until further notice	Executive Support Lead
8	Visitor welcoming at Five Rivers and Poundbury	Ensure that sites are aware where no receptionists are available that departments are responsible for visitors. Where 5R is not available long term ensure that 5R centre reception are aware and have a communication process with the Service	Executive Support Lead
9	Nadder Room Bookings	Advise all of the availability of the room. Process externally where possible. Set up a temporary measure where system is not available or staff not available to process.	Executive Support Lead
10	Development and completion of business continuity exercises	Consider the continuation of exercise work and whether events need to be postponed. Communicate decisions Make relevant arrangements.	Head of Department
11	Department Cycle updates (risks,	Remotely update where needed. Where not prioritised ensure that Director and Head of Strategic Planning &	Head of Department

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	performance, KLOE, KPI's)	Knowledge Management are aware.	
12	Audit support for internal and external auditors	Review audit programme and potential for continuation/postponement Communicate decision with Auditors and relevant Officers Where audits will continue work with Auditors and Officers to arrange alternative meeting locations and access to documents	Head of Department Head of Department Assurance and Business cont. Administrator
13	Development of statutory publications, i.e. Statement of Assurance	Where time critical agree requirements with the Director of Corporate Services. Communicate with key officers	Assurance and Business cont. Administrator
14	Strategic Risk Register administration	Consider on-going administration for strategic risks. Agree requirement with Director of Corporate Services Communicate arrangements to relevant Officers	Head of Department
15	Meeting minutes	Review meetings requiring minutes. Agree with SLT lead whether meeting will continue. Communicate decision with attendees. Make arrangements as directed by SLT lead Prioritise task Advise Democratic Services Officer and Executive Support Lead of agreement with SLT leads	Executive Support
16	Democratic Services administration (Members handbook, training, etc)	Review administration duties and prioritise. Agree with Head of Department the priorities and tasks put on hold. Communicate with Director of Corporate Services	Democratic Services Officer

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17	BAU work	Build measures to ensure that the department can continue with BAU work activities. Review alternative locations for longer term issues and BAU Start making arrangements for alternative office space for department	Head of Department
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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.

Resources	
Prior to event	Head of Department
First Hour	Head of Department
4-8 Hours	As above plus Exc. Support Lead
24 Hours	As above plus Democratic Services Officer
48 Hours	As Above
Up to 7 Days	As above plus 1 Exc.Support member
+ 7 Days	Full Team

Vehicles & Equipment	
Prior to event	None
First Hour	None
4-8 Hours	None
24 Hours	None
48 Hours	None
3-7 Days	None
+ 7 Days	None

ICT	
Prior to event	Laptop, Mobile, External Access

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First Hour	Laptop, Mobile, External Access
4-8 Hours	Laptop, Mobile, External Access
24 Hours	Full ICT
48 Hours	Full ICT
3-7 Days	Full ICT
+ 7 Days	Full ICT

Relocation Site

Relocation site details and options for the Department/Station

Site Name	Address/Location	Contact Name	Telephone No	Additional Information
Salisbury Fire Station				
Working from home				
Long term relocation to be considered.				

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

Elected Members	Users of Services	Neighbouring FRS's
x		

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Vital Records

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

Record	Location	Format
None		

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