Department/Station Business Continuity Plan Template

Department/Station:	**Devizes Fire Station (To include Day Duty and RDS Personnel)**
Plan Owned by:	Service Delivery
Nominated Manager:	Jack Nicholson
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	Moderate	Serious	Major	Catastrophic
The Service can live without this function until a point of business as usual	Function can be suspended for over 7 days.	There can be some suspension of up to 7 days.	There can be a delay of a maximum of 24 hours.	The Service can not fail – full availability must be maintained.
The short term partial failure of a department to deliver non critical function.	The short term failure of a department to deliver non critical function.	The failure of a department to deliver a key function (up to 7 days) requiring the introduction of local department business continuity arrangements	Partial delay of the Service to deliver a critical function (up to 24 hours) requiring the introduction business continuity arrangements.	The failure of the Service 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 (RDS and Whole Time)	5
RDS Drill nights	2
RDS Administration	2
Community Engagement and Risk Work	2
Station Manager office	2
Hub Administration	2
Meeting Training Room facilities	1

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 Area Command Management (Communication and administration)		x
2 Station 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 RDS Drill nights	x
2 RDS Administration	x
3 Station Manager office	x
4 Hub Administration	x
5 Meeting/training room	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.	Any member of the Station Team
2	Identify the Lead Business Continuity Manager	Control to contact Duty Area Manager to confirm situation and to invoke BC If confirmed, DM becomes Lead Business Continuity manger. (LBCM)	Control to advise 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.	LBCM

		An IRT Lead to be appointed, local Group Manager preferred.	
		The IRT team should include members of the Wiltshire Area Management Team where possible.	
4	Tenability of operation at current location	Consider if the station/appliances need to remain on the run.	IRT Lead
		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.	Control
		If Station not required to remain on the run actions should still be taken, where needed o preserve buildings and equipment. (see remainder of plan)	IRT Team
		If Station is required on the run, consider what appliances are required (pumps, ICV etc). Commence relocation – see direction below.	
5	Affected Personnel	Identify staff on duty and whereabouts, communicate with affected staff. Hold a Station Meeting to: - 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 - Ensure RDS section is aware of the situation and impacts upon their response, confirm that Gartan can only be updated externally at present	IRT
6	Relocation of operational staff and appliances	When relocation required, contact relocation site Consider the following appliances and PPE: - W46P1 - W46P2 - W46C1 1 set of Fire fighting PPE for each Fire fighter bagged and marked individually - Contact telephone numbers if available	IRT Lead Control

		Primary Location - Training & Development Centre **Alternative locations – Calne Fire Station/ Chippenham Fire Station** Access out of hours by combination lock to main gate and swipe card. Burglar alarm to be de activated. Facilities will be made available depending on need and training commitments at the time. If more than 1 appliance is required additional arrangements will be required for battery charging. • IRT Lead to advise Control • Make arrangement for the movement of pumps • 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/s • Consider transport arrangements for equipment, inc PPE	IRT Lead
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	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	Control IRT 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 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.	IRT/Control
11	Decisions and Issues	Set up a folder within: XDrive/Central/Service Plans/Business Continuity Managing an Emergency Response and EMT	IRT Member
		Set up an issues and decisions log using the templates provided within the BC arrangements. Ensure that all issues and decisions are logged and reviewed on-going through the event.	IRT
		Admin member of IRT to be assigned to complete this.	IRT

4-8 Hours

	Activity	Recovery Measures	Role Responsible
1	Media	Consider media attention and the requirement of public advice on the situation.	IRT Lead
		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	Media member of IRT
2	Welfare of personnel	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. Consider transport home or sleeping arrangements.	IRT
		Consider all staff at relocation site and liaise with them to ensure their needs are met.	
3	Communicate with the rest of the Service	Ensure that off duty Station Personnel are fully aware of the situation.	IRT
		Contact and make arrangements for personnel changing shift and	

		detachments.	
		Provide an all staff update	RT 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.	IRT
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 effected staff	Provide on-going updates to effected personnel.	IRT Media
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	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
11	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)	Consider the venue. 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 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, 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 effected 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. 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.	IRT
7	Media	Consider media attention and local communities, and provide a response where required, approved appropriately via the 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

9	Community Activities and Risk Work	Consider continuation of activities, where this is not possible; ensure that relevant companies/organisations are contacted.	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) 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, and relevant IRT Members and SRT Lead to review the situation, repairs, timeframe, etc.	SRT Lead
3	Communication	Arrange regular meetings with effected personnel, including staff at relocation site Ensure continued communication with all staff. Ensure a relationship with the media is maintained.	IRT Lead IRT Media IRT Media
4	Wi-Fi at alternative location.	Where possible review options to give personnel access to ICT at alternative locations. This is for RDS and Hub administration purposes. Where this is not possible, consider arrangements to ensure that duties can be continued. Consider working from home/allocating Service laptops, etc.	IRT
5	Station Manager Office	Consider relocation of office to the alternative site/s alternatively ensure arrangements for working from home or an alternative station. (Although with Laptops, Station managers should be able to work from any service locations that has Wi-Fi)	IRT
6	RDS Drills	Discuss with the RDS Watch Managers plans for on-going training and drills. Review use of the relocation sites or alternative stations.	IRT

+7 days

	Activity	Recovery Measures	Role Responsible
1	Continuity of restoration of station	Ensure measures taken have returned station facilities to BAU Review on-going use of the relocation site and consider alternative location	Local Management team/IRT Lead SLT

	to BAU Relocation Site	with DWFRS and partner agencies.	

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	Business Continuity Arrangements; A minimum of LBCM IRT Lead IRT Admin IRT Control
4-8 Hours	Plus 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	Same

Vehicles & Equipment	
Prior to event	
First Hour	Aux Vehicles for moving equipment (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
4-8 Hours	Radio communication and mobile phone
24 Hours	Radio communication and mobile phone Station Manager use of laptop and CAG usage
48 Hours	Full ICT Requirement
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
Training and Development Centre	Hopton Industrial Park. Devizes.	Service Control	01722 69 1049	Out of Hours, combination to lock on front gates will be required. (Available from Control)

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		

PRM 2 – Business Continuity Procedure