Department/Station Business Continuity Plan Template

Department/Station:	**Wareham**
Plan Owned by:	Area Commander – Dorset Area
Nominated Manager:	District Commander – Purbeck
Date Completed:	29/11/16
Review Date:	29/11/17
Version	V.1.0

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:

1. Minor The Service can live without this function until a point of business as usual	2. Moderate Function can be suspended for over 7 days.	3. Serious There can be some suspension of up to 7 days.	4. Major There can be a delay of a maximum of 24 hours.	5. Catastrophic The Service cannot 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	5
Local Availability Management	4
Activities of Safe and Well advisor based at the station	3

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				
2	Local Availability Management				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 Management (communication and administration)	x	
2	Station Admin – Pay administration		x
3	Station Admin – Absence management		x
4	Activities of Safe and Well advisor based at the station		x

NOT PROTECTIVELY MARKED

PRM 2 – Business Continuity Procedure

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

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
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 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	IRT Lead Control

NOT PROTECTIVELY MARKED

		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 Team
5	Affected Personnel	Identify staff on duty and whereabouts, communicate with effected staff - 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 • 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. • Consider transport arrangements for equipment, inc PPE **Site locations:** **Local site – N/A** **DWFRS site – Poole Fire Station**	IRT Lead
7	Relocation site staff	Advise relocation site of relocation of appliances and staff, expected arrival time and requirements. Work with managers to ensure that both sets of staff are considered.	IRT
8	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

9	Communicate event to neighbouring Stations/Managers	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.	Control
		Email all staff to advice of the situation.	IRT
		Consider advising neighbouring Services	IRT Lead via Control
10	Isolate Services	Where appropriate isolate all Services in to the Station.	IRT
		Consider also Door locks (8 Hours max battery back-up). Contact logistics for advice.	
11	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.	IRT/Control
		Ensure that all staff can respond appropriately.	
12	Decisions and Issues	Set up a folder and ensure appropriate access levels for the management of the event	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. Consider all staff at relocation site, and liaise with them to ensure their needs are met.	IRT
3	Communicate with the rest of the Service	Contact and make arrangements for personnel changing shift and detachments. Ensure that off duty Station Personnel are fully aware of the situation. Provide an all staff update	IRT IRT 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	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 affected staff	Provide on-going updates to affected 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	Review Status of event	Review current situation Review availability of the remainder of the Service. Review arrangements at relocation (where required).	IRT Lead

		Speak to effected staff and ensure their welfare and address any issues confirm actions or plan alternative	
10	Area Management	Consider availability of personnel and arrangements for Gartan reviews Laptop availability	IRT
11	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 now available. Ensure that password access to the laptop is available.	IRT
12	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 the LBCM to look at the options available, consider the venue and on-going welfare of personnel	IRT IRT/IRT Lead IRT Lead
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.	IRT Lead/LBCM

		Send an all staff communication to ensure understanding of the situation.	IRT Media
		Ensure all flexi-officers are aware of the on-going issue.	IRT Lead
		Ensure Control have a full update.	IRT
6	Post to station	Consider how this will be received.	Station Manager/IRT
7	Media	Consider media attention and local communities, and provide communications 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

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.	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 including staff at relocation site.	IRT Lead
		Ensure continued communication with all staff.	IRT Media
		Ensure a relationship with the media is maintained.	IRT Media

+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	N/A
First Hour	Relocation for up to 12 personnel Business Continuity Arrangements; A minimum of, LBCM IRT Lead IRT Admin IRT Control Wi-Fi Connections GARTAN System 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 Review membership of IRT extend where required
24 Hours	As above
48 Hours	As above
3-7 Days	As above
+ 7 Days	As above

Vehicles & Equipment	
Prior to event	
First Hour	Vehicles for moving equipment and personnel (where available use Logistics van) Consider mini bus or 2 x Cars
4-8 Hours	As above
24 Hours	As above
48 Hours	As above
3-7 Days	Consider Service Recovery Team (SRT)
+ 7 Days	As above

ICT	
Prior to event	
First Hour	Radio Communications and Mobile phone
4-8 Hours	Radio Communications and Mobile phone
24 Hours	Radio Communications and Mobile phone, Laptop, Wifi and ICT Access
48 Hours	Full ICT Requirements
3-7 Days	Same
+ 7 Days	Same

PRM 2 – Business Continuity Procedure

Relocation Site

Relocation site details and options for the Department/Station

Site Name	Address/Location	Contact Name	Telephone No	Additional Information
		District Commander - Purbeck	Contact via Control	

Additional Information

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

Volunteers (contact Volunteer Coordinator for Volunteer list)

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	

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

Record	Location	Format
None		