

Department/Station Business Continuity Plan Template

Department/Station:	Community Hub 3 – Marlborough
Plan Owned by:	Service Delivery
Nominated Manager:	Jason Underwood
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
Community group meetings from external agencies. Note, whilst them coming to the station is a low priority it will be a high priority to get them communicated with.	1
Station Manager Office for hub 3	3
RDS Drill nights (Standard tests, administration, etc)	2
Day duty community hub personnel	4

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	Day duty community hub personnel	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	Station Manager office for hub 3		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 (standard tests, administration) 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
	Contact relocation site.	Advise location site as to possibility of relocation and resources that are relocating.	LBCM

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 for confirmation of the instigation of the BC. If confirmed, Duty Area Manager becomes Lead Business Continuity Manager. (LBCM)	Control to advise Control
3	Establish Incident Response Team	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	LBCM

	(IRT)	<p>responsibilities.</p> <p>An IRT Lead to be appointed, Group Manager preferred.</p> <p>The IRT team should include members of the Management Team where possible.</p>	
4	Tenability of operation at current location	<p>Consider if the station/appliances need to remain on the run.</p> <p>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.</p> <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>	<p>IRT Lead</p> <p>Control</p> <p>IRT Team</p>
5	Affected Personnel	<p>Identify staff on duty and whereabouts.</p> <p>Communicate with Station Personnel.</p> <ul style="list-style-type: none"> • Advise 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 that Gartan can only be updated externally until further notice. 	IRT
6	Relocation of operational staff and appliances	<p>When relocation required</p> <ul style="list-style-type: none"> • Contact relocation site (Marlborough Golf Course) Les Trute (General Manager) tel 01672 512147 • Make arrangement for the movement of pumps • Advise relevant staff (those on duty and those off where possible) – Telephone/text message system 	IRT Lead

		<ul style="list-style-type: none"> Send a Station Manager to manage move into the new site. 	
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	<p>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.</p> <p>Email all staff to advice of the situation.</p> <p>Consider advising neighbouring Services</p>	<p>Control</p> <p>IRT</p> <p>IRT Lead via Control</p>
9	Isolate Services	<p>Where appropriate isolate all Services in to the Station.</p> <p>Consider also Door locks (8 Hours max battery back up). Contact logistics for advice.</p>	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	<p>Set up a folder to use during the management of the event and ensure appropriate access.</p> <p>Set up an issues and decisions log using the templates provided within the BC arrangements.</p> <p>Ensure that all issues and decisions are logged and reviewed on-going through the event.</p> <p>Admin member of IRT to be assigned to complete this.</p>	<p>IRT Member</p> <p>IRT</p> <p>IRT</p>

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</p>	<p>IRT Lead</p> <p>Media member of IRT</p>

		experience. Provide media with relevant information suitable for the situation. Agree final format with the IRT Lead/LBCM	
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.	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 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. 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 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.	IRT Lead

		Review arrangements at relocation (where required). Speak to effected staff and ensure their welfare and address any issues confirm actions or plan alternative	
10	Group 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. Ensure that contact is agreed with the IRT and appropriately made.	IRT Lead
13	Station Manager – Hub 3	Ensure that the SM is aware if not on duty of the current situation. SM to make alternative arrangements for office location.	IRT

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 to provide support and assurance.	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	<p>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.</p> <p>Send an all staff communication to ensure understanding of the situation.</p> <p>Ensure all flexi-officers are aware of the on-going issue.</p> <p>Ensure Control have a full update.</p>	<p>IRT Lead/LBCM</p> <p>IRT Media</p> <p>IRT Lead</p> <p>IRT</p>
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	<p>If the Station is not useable, ensure that appropriate signage is displayed with a contact number for queries.</p> <p>Ensure that the number provided is manned and staff aware of the brief to supply.</p>	IRT

48 Hours

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

+7 days

	Activity	Recovery Measures	Role Responsible
1	Relocation site	Is it feasible to stay at site, consider alternative location with DWFRS and partner Agencies.	LBCM

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	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	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 communication on and Mobile phone and charging units
4-8 Hours	Same, plus Station Manager use of Laptop if wi fi available
24 Hours	Same plus 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
Marlborough Golf Club	The Common Marlborough SN8 1DU	Mr Les Trute	01672 512147	General Manager

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 server.

Record	Location	Format
None		

NOT PROTECTIVELY MARKED

PRM 2 – Business Continuity Procedure

NOT PROTECTIVELY MARKED