

Department/Station Business Continuity Plan Template

Department/Station:	Melksham Fire Station
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 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.

NOT PROTECTIVELY MARKED

PRM 2 – Business Continuity Procedure

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)

List the Moderate Impact Activities from above : Up to -->		+7 Days

NOT PROTECTIVELY MARKED

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)

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.	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, DAM becomes Lead Business Continuity manager (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. An IRT Lead to be appointed, local Group Manager preferred. The IRT team should include members of the Area Management Team where possible.	LBCM

NOT PROTECTIVELY MARKED

PRM 2 – Business Continuity Procedure

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)</p> <p>If Station is required on the run, consider what appliances are required.</p>	<p>IRT Lead</p> <p>Control</p> <p>IRT Team</p>
5	Affected Personnel	<p>Identify staff that are available 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 can 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	<p>When relocation required</p> <ul style="list-style-type: none"> • IRT Lead to advise Control • Contact relocation site • 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 • Take Station subsistence box to alternative venue. 	<p>IRT Lead</p> <p>Control</p>

NOT PROTECTIVELY MARKED

PRM 2 – Business Continuity Procedure

		<p>Site location – Trowbridge Fire Station</p> <p>Alternative Fire Station Locations to be considered- Chippenham/Devizes</p>	
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	Consider what equipment required	<p>Essential Equipment to be moved to the relocation site. Essential equipment list provided by Station Manager.</p> <p>Supporting equipment incl</p> <ul style="list-style-type: none"> • Stationery • Contact numbers for station personnel 	IRT
9	Personal Items	Watch to be advised to review what personal items they would need to take to the relocation site and collect items prior to leaving station.	IRT
10	Communicate event to neighbouring Stations	<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>
11	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
12	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	IRT/Control

NOT PROTECTIVELY MARKED

PRM 2 – Business Continuity Procedure

		the timeframe for response is delayed. Ensure that all staff can respond appropriately.	
13	Decisions and Issues	<p>Set up a folder within: XDrive/Central/Service Plans/Business Continuity Managing an Emergency Response and EMT</p> <p>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.</p> <p>Admin member of IRT to be assigned to complete this.</p>	<p>IRT Member</p> <p>IRT</p> <p>IRT</p>
14	Fire Station Relocation	Once at the Fire station crew will have access to the kitchen and stand-by supplies	IRT

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>IRT Media member</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>	<p>IRT</p> <p>IRT</p>

NOT PROTECTIVELY MARKED

NOT PROTECTIVELY MARKED

PRM 2 – Business Continuity Procedure

		Consider all staff at relocation site, and liaise with them to ensure their needs are met.	
3	Communicate with the rest of the Service	<p>Contact and make arrangements for personnel to return home or work, if not deployed on calls</p> <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>	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 Remove Admin etc	Contact staff and provide on-going communications keeping them up to date with the situation.	IRT
7	Supplies to station	<p>Consider expected internal deliveries, redirect or delay.</p> <p>Consider any external deliveries, redirect or delay.</p>	IRT

NOT PROTECTIVELY MARKED

PRM 2 – Business Continuity Procedure

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	RDS Rota	Put a rota in place for the staff, for minimum crewing due to parking and access to the relocation site. Communicate this to the RDS staff and Control	IRT
10	Access in and out of the relocation site	A member of crew must see the appliance out and direct. Communicate this to all staff.	IRT
11	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
12	Area Management	Consider availability of personnel and arrangements for Gartan reviews Laptop availability	IRT
13	Gartan Availability	Consider arrangements for Gartan updates and reviews. Arrange for ICT to review Wi fi 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
14	Partners and other Agencies	Consider our partners and other agencies and who should be advised of the situation.	IRT Lead
15	Radio Mobilisation	Arrange for a radio to be available within the relocation site for mobilisation. To save a crew member having to remain on the appliance.	IRT

NOT PROTECTIVELY MARKED

NOT PROTECTIVELY MARKED

PRM 2 – Business Continuity Procedure

24 Hours

	Activity	Recovery Measures	Role Responsible
1	Sustainability of relocation (where appropriate)	<p>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.</p> <p>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</p>	<p>IRT IRT/IRT Lead</p> <p>IRT Lead</p>
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	<p>Ensure that effected staff and Area Management Team 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>RT Lead</p> <p>IRT</p>
6	Post to station.	Re direct if required. Consider how this will be received	SM
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	IRT

NOT PROTECTIVELY MARKED

PRM 2 – Business Continuity Procedure

		displayed with a contact number for queries. Ensure that the number provided is manned and staff aware of the brief to supply.	
--	--	---	--

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 should be put together to manage this, team to include a Lead Member.	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 effected 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	Continuity of restoration of station to BAU	Ensure measures taken have returned station facilities to BAU	Local Management team/IRT Lead
	Relocation Site	Review the on-going use of the relocation site and consider alternative location with DWFRS and partner agencies.	SLT

NOT PROTECTIVELY MARKED

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 Available personnel Business Continuity arrangements; a minimum of: LBDM IRT Lead IRT Admin IRT Control
4-8 Hours	Plus IRT Media IRT Estates IRT ICT Review membership or IRT extend where required
24 Hours	Same
48 Hours	Same
3-7 Days	Same
+ 7 Days	Same

NOT PROTECTIVELY MARKED

PRM 2 – Business Continuity Procedure

Vehicles & Equipment

Vehicles & Equipment	
Prior to event	
First Hour	Vehicles for moving equipment and personnel (Where available stores van) Consider mini bus or cars
4-8 Hours	Same
24 Hours	Same
48 Hours	Same
3-7 Days	Same
+ 7 Days	Same

NOT PROTECTIVELY MARKED

NOT PROTECTIVELY MARKED

PRM 2 – Business Continuity Procedure

ICT	
Prior to event	
First Hour	Radio Communication and Mobile Phone
4-8 Hours	Radio Communication and Mobile Phone Station Manager use of Laptop
24 Hours	Radio Communication and Mobile Phone Station Manager use of Laptop
48 Hours	Full ICT requirements
3-7 Days	Same
+ 7 Days	Same

NOT PROTECTIVELY MARKED

Relocation Site

Relocation site details and options for the Department/Station

Site Name	Address/Location	Contact Name	Telephone No	Additional Information
1) Trowbridge Fire Station	Hilperton Road Trowbridge. BA14 4JB	Duty Watch Manager	01722 69 1041	Swipe card access to Service Personnel
2) Chippenham Fire Station	Dallas Road, Chippenham SN15 1LE	Duty Watch Manager	01722 69 1059	Swipe card access to Service Personnel

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

NOT PROTECTIVELY MARKED

PRM 2 – Business Continuity Procedure

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

Record	Location	Format
None		

NOT PROTECTIVELY MARKED