

## Department/Station Business Continuity Plan Template

<b>Department/Station:</b>	<b>Mere Fire Station</b>
<b>Plan Owned by:</b>	Service Delivery
<b>Nominated Manager:</b>	Jason Moncrieff
<b>Date Completed:</b>	31/10/16
<b>Review Date:</b>	31/10/17
<b>Version</b>	V1

### 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:

<b>Minor</b> The Service can live without this function until a point of business as usual	<b>Moderate</b> Function can be suspended for over 7 days.	<b>Serious</b> There can be some suspension of up to 7 days.	<b>Major</b> There can be a delay of a maximum of 24 hours.	<b>Catastrophic</b> 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.

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List the activities within Department or Station	Impact Score (1-5)
Operational Response to Emergency calls (RDS)	5
Operational Response to Co Responder Calls	5
Use of premises by Wiltshire Police	4
RDS Drill nights	2
RDS administration	2
Use of station meeting facilities	1
Community Engagement and Risk Work	1

<b>Catastrophic &amp; Major Impact Activities</b>						
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	Operational response to Co responder calls	x				
3	Use of premises by Wiltshire Police			X		

<b>Serious Impact Activities</b>				
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

<b>Moderate Impact Activities</b>		
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

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3	Community engagement and risk work	X
4	Use of Station meeting facilities	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 relocation site.	Contact control to inform them of the potential for a disruption to business, plan for event using the remainder of this plan as guidance.  Consider the requirement for relocation – if needed advise relocation site as to possible duration of relocation and resources that are relocating.	On Duty Watch/Station Manager
2	Contact SWASFT	Advise SWASFT of disruption of service	DM
3	Contact Police	Advise Police of unavailability of site	DM

**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 invocation of the BC.  If confirmed, Duty Area Manager 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.	LBCM

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		The IRT team should include members of the Area Management Team where possible and a representative of Response/Resilience where possible to manage the National Resilience asset.	
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, Nat Resilience, 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, communicate with affected staff.</p> <p>Hold a Station Meeting to:</p> <ul style="list-style-type: none"> <li>- Advise of the current situation</li> <li>- Advise where appropriate if relocation is required, and/or if the station will be closed</li> <li>- Ensure RDS section is aware of the situation and impacts upon their response, confirm that Gartan can only be updated externally at present</li> </ul>	IRT
6	Relocation of operational staff and appliances	<p>Contact relocation site when relocation required and advise control.</p> <p><b>Option 1. Relocation Site:</b></p> <p>Wiltshire Council, Mere Salt Depot, Mere, Wiltshire (see MOU for available facilities)</p> <p>Contact:</p> <p>Simon Rowe Tel: 01225 718284  <a href="mailto:Simon.Rowe@wiltshire.gov.uk">Simon.Rowe@wiltshire.gov.uk</a>          Emergency contact number Tel: 07899 967458</p>	IRT

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		<p><b>Option 2. Relocation Site:</b></p> <p>Mere Parish Council, Duchy Manor, Springfield Road, Mere, BA12 6EW (see MOU for available facilities)</p> <p>Contact:</p> <p>Mrs Lindsey Wood (Parish Clerk) Tel: 01747860701 or Email: <a href="mailto:lindseywood@merewilts.org">lindseywood@merewilts.org</a></p> <ul style="list-style-type: none"> <li>• Make arrangements for the movement of appliances</li> <li>• Advise staff (those on call and those off where possible) – Telephone/text message system</li> <li>• Consider requirements to re locate complete appliance crews or skeleton staff (2 minimum)</li> <li>• Send a Station Manager to manage move into the new site/s</li> <li>• Consider transport arrangements for equipment, inc PPE</li> </ul>	
7	Contact SWASFT	Advise SWASFT of disruption of service	DM
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	Consider what equipment required	<p>Essential Equipment to be moved to the relocation site. Essential equipment list provided by Station Manager if applicable.</p> <p>Also consider:</p> <p>Operational equipment incl.</p> <ul style="list-style-type: none"> <li>• BA cylinders</li> <li>• Non mobile equipment</li> </ul> <p>Supporting equipment incl.</p>	IRT

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		<ul style="list-style-type: none"> <li>• Stationery</li> <li>• Contact numbers for station personnel</li> </ul>	
10	Personal Items	Where possible, crews 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
11	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>IRT Lead</p> <p>Control</p> <p>IRT</p> <p>IRT Lead via Control</p>
12	Isolate Services	<p>Where appropriate isolate all Services in to the Station.</p> <p>Consider also Door locks (8 Hours max battery back up).</p> <p>Contact logistics for advice.</p>	<p>IRT</p> <p>IRT</p>
13	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
14	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. 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 support IRT Lead.</p>	<p>IRT Member</p> <p>IRT</p> <p>IRT</p>

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**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>Media member of IRT</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 all staff at relocation site, and liaise with them to ensure their needs are met.</p>	IRT
3	Communicate with the rest of the Service	<p>Ensure that off duty Station Personnel are fully aware of the situation.</p> <p>Contact and make arrangements for personnel changing shift and detachments.</p> <p>Provide an all staff update</p>	<p>IRT</p> <p>RT 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	Provide on-going updates to affected personnel.	IRT Media

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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	Use of station meeting facilities	If the Station facilities are booked by Fire Service personnel, review any diarised arrangements. Contact, advise of the situation and cancel until further notice.	IRT
10	Review status of event	Review current situation Review availability of the remainder of the Service. Review arrangements at relocation (where required). Speak to affected staff and ensure their welfare and address any issues confirm actions or plan alternative.	IRT Lead
11	Group Management	Consider availability of personnel and arrangements for Gartan reviews. Laptop availability.	IRT
12	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
13	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.	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

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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.  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 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

**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 considered to arrange longer term arrangements.  Use business continuity procedure to confirm SRT requirements, resourcing and roles.	IRT Lead/LBCM  LBCM  SRT Lead/IRT Lead
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

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3	Communication	<p>Arrange regular meetings with affected personnel.</p> <p>Ensure continued communication with all staff.</p> <p>Ensure a relationship with the media is maintained.</p>	<p>IRT Lead</p> <p>IRT Media</p> <p>IRT Media</p>
4	RDS Drills	<p>Discuss with the RDS Watch Manager plans for ongoing training and drills.</p> <p>Review use of the relocation sites or alternative stations.</p>	IRT

**+7 days**

	Activity	Recovery Measures	Role Responsible
1	RDS Drills	<p>Discuss with the RDS Watch Manager plans for on going training and drills.</p> <p>Review use of the relocation sites or alternative stations.</p>	IRT
2	Relocation site	<p>Review the on-going use of the relocation site. Is it feasible to stay at site, consider alternative location with DWFRS and partner agencies.</p>	SRT Lead (or IRT where SRT not called)/LBCM 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	
First Hour	Business Continuity Arrangements; A minimum of, LBCM IRT Lead IRT Admin IRT Control
4-8 Hours	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  Plus, Consider SRT Team

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<b>Vehicles &amp; Equipment</b>	
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

<b>ICT</b>	
Prior to event	
First Hour	Radio Communication on and Mobile Phone for crews. ICT access, laptops and mobile phones for those managing the event.
4-8 Hours	As above
24 Hours	As above plus CAG usage
48 Hours	Full ICT Requirements
3-7 Days	As above
+ 7 Days	

**Relocation Site**

Relocation site details and options for the Department/Station

<b>Site Name</b>	<b>Address/Location</b>	<b>Contact Name</b>	<b>Telephone No</b>	<b>Additional Information</b>
Wiltshire Council	Mere Salt Depot Mere, Wiltshire	Simon Rowe	01225 718284 07899 967458	<a href="mailto:Simon.rowe@wiltshire.gov.uk">Simon.rowe@wiltshire.gov.uk</a>
Mere Parish Council	Duchy Manor, Springfield Road, Mere BA12 6EW	Mrs Lindsey Wood Parish Clerk	01747 860701	<a href="mailto:lindseywood@merewilts.org">lindseywood@merewilts.org</a>

**Additional Information**

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

<b>Stake holders</b>	Employees	Community	Suppliers	Partners	The Media	The Government
<b>Place X in box</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>

Elected Members	Users of Services	Neighbouring FRS's
<b>x</b>	<b>x</b>	<b>x</b>

**Vital Records**

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

<b>Record</b>	<b>Location</b>	<b>Format</b>
None		

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