Department/Station Business Continuity Plan Template

Department/Station:	**Pewsey Fire Station**
Plan Owned by:	Service Delivery
Nominated Manager:	Tom Brolan
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 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

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

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

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, follow business continuity procedure, advising the Duty Area manager that they become the 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. The IRT team should include members of the Area Management Team and a representative of Response/Resilience where possible to manage the National Resilience asset.	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

		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) If Station is required on the run, consider what appliances are required (pumps, water and animal, etc.) Commence relocation – see direction below.	IRT Team
5	Affected Personnel	Identify staff on duty and whereabouts. Communicate with Station Personnel. Hold station meeting to:- • Advise of the current situation • Advise where appropriate if the relocation is required, and/or the station will be closed. • 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 • Contact relocation site • Make arrangement for the movement of appliances • 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 **Site location – Car Park Bouverie Hall, North Street, Pewsey, SN9 5QE 01672 564458.** **Contact – Martin Clifton 01672 810436.**	IRT Lead Control
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	Essential Equipment to be moved to the relocation site. Essential	IRT

		equipment list provided by Station Manager.
		Also consider:
		Operational equipment inc.
		  • BA cylinders
		  • Non mobile equipment
		Supporting equipment inc.
		  • Stationery
		  • Contact numbers for station personnel	

	equipment is required.		
9	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.	
10	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	IRT Lead Control IRT IRT Lead/LBCM
11	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
12	Relocation testing	Arrange for a test of the response of staff to the relocation site where possible 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
13	Decisions and Issues	Set up a folder to use during the management of the event and ensure appropriate access. Set up an issues and decisions log using the templates provided within the	IRT Member with ICT

			IRT
		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. 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	IRT Lead 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.	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	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.\n\nConsider 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	RDS Rota	Put a rota in place for the RDS on call staff, for minimum crewing due to parking and access to the relocation site.\n\nCommunicate this tot the RDS staff and Control	IRT
10	Review status of event	Review current situation\nReview availability of the remainder of the Service.\nReview arrangements at relocation (where required).\nSpeak to affected staff and ensure their welfare and address any issues.\nConfirm actions or plan alternative	IRT Lead
11	Group Management	Consider availability of personnel and arrangements for Gartan reviews.\nLaptop availability?	IRT
12	Gartan Availability	Consider arrangements for Gartan updates and reviews.\nArrange for ICT to review Wifi options and where possible arrange for a Laptop to be made available at relocation where required.\nProvide staff update that this function is now available.\nEnsure 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.\nIf it is possible that this will continue for a couple more days, continue with arrangements.\n\nIf the Station is likely to be unavailable longer term meet with the LBCM to look at the options available. Consider the venue and welfare of personnel.	IRT\nIRT/IRT Lead\n\n\n\nIRT 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 can be received - Re direct if required.	SM
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.	IRT
		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 (SRT) should be considered to manage longer term arrangements. Use Business Continuity procedure to confirm SRT requirements, resourcing and roles.	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.	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, Is it feasible to stay at site, consider alternative location with DWFRS and partner agencies.	SRT Lead (or IRT where SRT not called)/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	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 Plus, consider SRT Team

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 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	As above

Relocation Site

Relocation site details and options for the Department/Station

Site Name	Address/Location	Contact Name	Telephone No	Additional Information
Car Park Bouverie Hall	North Street, Pewsey, SN9 5QE	Martin Clifton	01672 810436	Hall contact number – 01672 564458

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		