

Prevention Department Business Continuity Plan Template

Department/Station:	Prevention
Plan Owned by:	Head of Prevention
Nominated Manager:	Lorraine Hunt
Date Completed:	31/01/17
Review Date:	January 2018
Version	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 arrangement	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)
PREVENTION - delivering Safe and Well checks in high risk homes	4
PREVENTION–taking and allocating Safe and Well referrals	3
PREVENTION–taking and allocating urgent fire setter referrals	4
PREVENTION - delivering urgent fire setter referrals	4
PREVENTION- delivering reactive targeting and media releases in high risk areas	4
SPARC, Salamander and Cadets	2
Education Delivery	2
Road Safety Delivery	2
Delivering prevention projects	2
Delivering support for public events and station open days	2
Attending internal and external response meeting	2

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	Delivering Safe and Well checks in high risk homes		X			
2	Taking and allocating urgent fire setter referrals		X			
3	Delivering urgent fire setter referrals		X			
4	Delivering reactive targeting and media releases in high risk areas (Quick Strikes)		X			

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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	Taking and allocating Safe and Well referrals		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	SPARC, Salamander and Cadets	x
2	Education Delivery	x
3	Road Safety Delivery	x
4	Delivering prevention projects	x
5	Delivering support for public events and station open days	x
6	Attending internal and external response meeting	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)

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	Activity	Recovery Measures	Role Responsible
1	Ensure full understanding of impending event	Review how the event will impact upon the department Understand if there is an expected timeframe for event	Head of Prevention
2	Communication with Department	Ensure that all staff are aware of the impending event Ensure that all Volunteers are informed if events have to be cancelled or their help is needed after a cancelled event. Agree work alternative locations if needed Agree priorities of work where needed Set in place a communication process for staff and line management Ensure Director is aware	Head of Prevention
3	Service Wide Communications	Consider if a Service wide communication is required. Send appropriate communications, include how the team is contactable during the event	Head of Prevention
4	External Stakeholders	Ensure all external funders for programmes like SPARC/PT/Cadets are updated if the proposed timescales and outcomes on the contracts may be effected, either by being put back or being cancelled.	Head of Prevention

First Hour

	Activity	Recovery Measures	Role Responsible
1	Department Communications	Ensure that all staff are aware of the event Ensure that all Volunteers are informed and advised where events are required to be cancelled Agree work alternative locations if needed Agree priorities of work where needed Set in place a communication process for staff and line management Ensure Director is aware	Head of Prevention
2	Alternative work locations	Decision regarding staff work location, consider staff remotely working from home. Requirement for external access and wifi connection	Head of Prevention
3	Department Management	Review work priorities and ensure that staff are clear. Confirm any activities that can be delayed/stopped during event.	Head of Prevention

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4	Delivering Safe and Well checks in high risk homes	Continue with business as usual arrangements.	Safe & Well Manager
5	Taking and allocating urgent fire setter referrals	Ensure support from IT regarding phone and internet connections	Education for All Manager
6	Delivering urgent fire setter referrals	Continue with business as usual arrangements.	Firesetter Advisors
7	Delivering reactive targeting and media releases in high risk areas (Quick Strikes)	Continue with business as usual arrangements.	Operational Crews

4-8 Hours

	Activity	Recovery Measures	Role Responsible
1	Alternative work locations	Review department staff working locations Requirement for external access and wifi connection	Head of Prevention
2	Staff Welfare	Contact staff and consider welfare requirements	Head of Prevention
3	Communications	Ensure that the internal and external stakeholders for the department are aware of the event and any impact on workload.	Head of Prevention

24 Hours

	Activity	Recovery Measures	Role Responsible
1	Alternative work locations	Review staff working arrangements Requirement for external access and wifi connection	Head of Prevention
2	Service Communication	Identify method to communicate with those affected by disruption and disseminate appropriate message	Head of Prevention
3	Staff Welfare	Consider staff welfare and maintain contact.	Head of Prevention
4	Communications	Ensure that the internal and external stakeholders are continued to be update of the event and any impact on workload.	Head of Prevention

48 Hours

	Activity	Recovery Measures	Role Responsible
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1	Alternative work locations	Review staff working arrangements Requirement for external access and wifi connection	Head of Prevention
2	Staff Welfare	Consider staff welfare and maintain contact	Head of Prevention
3	Workloads	Ensure that staff are able to continue to work in alternative location and review workloads and expectations.	Head of Prevention
4	Communications	Ensure that the internal and external stakeholders for the department are continued to be update of the event and any impact on workload.	Head of Prevention

+7 days

	Activity	Recovery Measures	Role Responsible
1	Alternative work locations	Review staff working arrangements Requirement for external access and wifi connection	Head of Prevention
2	Taking and allocating Safe and Well referrals	Ensure support from IT regarding phone and internet connections	Safe & Well Manager
3	Consideration for longer term arrangements	Review alternatives for longer term BAU at substitute site.	Head of Prevention
4	Staff welfare	Review current arrangements and impact on staff. Agree longer term arrangements.	Head of Prevention
5	BAU work	Build measures to ensure that the department can continue with BAU work activities.	Head of Prevention
6	Communications	Ensure that the internal and external stakeholders for the department are continued to be update of the event and any impact on workload.	Head of Prevention/ relevant manager
7	Delivering support for public events and station open days	Business as usual arrangements required	Safe & Well Manager
8	Attending internal and external response meetings	Business as usual arrangements required	Head of Prevention/relevant manager
9	SPARC,	Business as usual arrangements required	Youth Intervention

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	Salamander and Cadets		Manager
10	Education Delivery	Business as usual arrangements required	Education For All Manager
11	Road Safety Delivery	Business as usual arrangements required	Road Safety Manager
12	Delivering prevention projects	Business as usual arrangements required	Head of Prevention

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	14 Safe & Well advisors. 7 north and south. Safe and Well administrator and CRFMIS administrator
First Hour	A limited number due to dealing with only those high risk individuals. The number depends on the need, however a minimum of 4 Safe & Well advisors, 2 in the north and south and a CRMIS administrator. Head of department required to manage the event, or substitute manager.
4-8 Hours	As above
24 Hours	As above
48 Hours	As above
3-7 Days	As above
+ 7 Days	Business as usual

Vehicles & Equipment	
Prior to event	14 Service Vans along with standard Safe & Well equipment and smoke detectors due to dealing with only those high risk individuals.
First Hour	Minimum of 4 Service vehicles, Cars or Vans along with standard Safe & Well equipment and smoke detectors due to dealing with only those high risk individuals.
4-8 Hours	Minimum of 4 Service vehicles, along with standard Safe & Well equipment and smoke detectors due to dealing with only those high risk individuals.

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24 Hours	Minimum of 4 Service vehicles, along with standard Safe & Well equipment and smoke detectors due to dealing with only those high risk individuals.
48 Hours	Minimum of 4 Service vehicles, Cars or Vans along with standard Safe & Well equipment and smoke detectors due to dealing with only those high risk individuals.
3-7 Days	Business as usual
+ 7 Days	Business as usual

ICT	
Prior to event	Personnel to use their laptop, require full ICT access (or just certain systems) Mobile phones, Jabba, lone working alarm
First Hour	As above
4-8 Hours	As above
24 Hours	As above
48 Hours	As above
3-7 Days	As above
+ 7 Days	Business as usual

Relocation Site

Relocation site details and options for the Department/Station

Site Name	Address/Location	Contact Name	Telephone No	Additional Information
All key staff have the ability to work remotely from any other station or home provided remote access is working	N/A			

Additional Information

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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		

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
Firesetter Records	Poundbury	Hard Copy

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