Department/Station Business Continuity Plan Template

Department/Station:	**Wilton Fire Station**
Plan Owned by:	Louis Minchella
Nominated Manager:	Louis Minchella
Date Completed:	31/10/16
Review Date:	31/10/17
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 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
Use of Community Room	1

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					
3					

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		
2		

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 Use of Community Room	X
2	

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

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, Duty Area Manager becomes Lead Business Continuity Manager. (LBCM)	Control to advise Control

	Activity	Recovery Measures	Role Responsible
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
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	IRT Lead

		pump availability. Where possible, Control should review how stable this situation is.	Control
		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)	IRT Team
		If Station is required on the run, consider what appliances are required.	
5	Affected Personnel	Identify staff on duty or on call and whereabouts, communicate with effected staff. Hold a Station Meeting to: - Advise of the 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 - 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 • Manager in WES. • Make arrangement for the movement of appliances • Advise relevant staff (those on call 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 – Salisbury Fire Station**	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 equipment required	Essential Equipment to be moved to the relocation site. Essential equipment list provided by Station Manager.
		
		Also consider:
		Operational equipment incl
		   • BA cylinders
		   • Non mobile equipment
		Supporting equipment incl
		   • Stationery
		   • Petty Cash
		   • Contact numbers for station personnel
			IRT

9	Personal Items	Personnel 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/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	Control IRT IRT Lead via Control
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. 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
13	Decisions and Issues	Set up a folder within: XDrive/Central/Service Plans/Business Continuity Managing an Emergency Response	IRT Member

		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.	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	IRT Lead
		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 Media
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
		Consider Transport home or sleeping arrangements	IRT
3	Communicate with the rest of the Service	Contact and make arrangements for personnel changing shift and detachments.	IRT
		Ensure that any appropriate off duty Station Personnel are fully aware of the situation.	IRT
		Provide an all staff update	IRT Media
4	Review requirement of equipment, vehicles and appliances.	Consider other equipment requirements on station/including vehicles and appliances.	IRT
		Consider movement and storage for duration of the event.	
		Consider transport arrangements for equipment and staff.	

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 effected staff (administration, etc)	Contact personnel 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	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. Communicate this to the RDS staff and Control	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 effected personnel 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 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
13	Partners and other Agencies	Consider our partners and other agencies and who should be advised of the situation.	IRT Lead
14	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

24 Hours

	Activity	Recovery Measures	Role Responsible
1	Sustainability of relocation (where appropriate)	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. 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	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 effected Station personnel and Area management 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. 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 - 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. 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.	Alternative premises for BAU should be reviewed and put into place. 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.	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 and consider alternative location with DWFRS and partner agencies	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	Relocation for 5 personnel plus Station Manager. Business Continuity Arrangements; A minimum of, LBCM IRT Lead IRT Admin IRT Control
4-8 Hours	Plus IRT Media IRT Estates IRT ICT
24 Hours	Plus 1 x Corporate Staff
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 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 Cag usage
48 Hours	Full ICT Requirement
3-7 Days	Full ICT Requirement
+ 7 Days	Same

Relocation Site

Relocation site details and options for the Department/Station

Site Name	Address/Location	Contact Name	Telephone No	Additional Information
Salisbury fire station	Ashley Road Salisbury SP2 0BJ.		01722691031	

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		