

Swindon Fire Station and Area Management Team Business Continuity Plan Template

Department/Station:	Swindon Fire Station and Area Management Team
Plan Owned by:	Group Manager Glyn Moody
Nominated Manager:	Station Manager Lee Brathwaite
Date Completed:	6 th October 2016
Review Date:	6 th October 2017
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 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.

List the activities within Department or Station	Impact Score (1-4)
Operational Response to Emergency calls	4
Area Management (communication and administration)	3
Area Admin – Pay administration (Gartan, Overtime, etc.)	3
Area Admin – Absence management	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	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
1	Group Management (Communication and administration)		x	
2	Group Admin – Pay administration (Gartan, Overtime, etc.)		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	Group Admin – Absence management		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 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
2	Department Communications	Contact all staff and advise of the event, including on duty watches and area management team. Agree alternative location and work priorities.	Station Manager
3	Alternative work locations	All corporate staff to work remotely from home, where able. Any corporate staff unable to work from home to consider relocation to Stratton Fire Station or Westlea Fire Station Requirement for external access and wifi connection	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
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. Note: The IRT team should include members of the Swindon 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 pump availability. Where possible, Control should review how stable this situation is.	IRT Lead Control

		<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.</p>	IRT Team
5	Affected Personnel	<p>Identify staff on duty 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 could be sent home - Admin staff should be relocated to 5/4 or 5/7 or, alternatively, if able, work from home. - Advise RDS that Gartan can only be updated externally at present - Ensure RDS section is aware of the situation and impacts upon their response. 	IRT
6	Relocation of operational staff, including Area Management Team and appliances	<p>When relocation required</p> <ul style="list-style-type: none"> • Contact relocation sites at 54 and 57 • 51P1 to 54, 51A1 to 57. • Make arrangement for the movement of pumps • Advise relevant staff including RDS (those on duty and those off where possible) – Telephone/text message system • Send a Station Manager to manage move into the new site. • Contact Service Support Logistics to assist with transport arrangements for equipment, including PPE. • Consider relocating 51P2 if Alerters are available at other stations. This would cause a delay in responding, but could be still used. • Area Management Team have ability to work from home on laptops or relocate to 54 and 57 • Consider early communications with Arriva Patient Transport and Red Cross, to advice of the situation and availability of access to the station and station yard. 	IRT
7	Salvage of Key equipment	<p>Consider, where appropriate, the salvage of equipment. Where it is to go (relocation site/other Service storage area), how it will be moved and by who.</p>	IRT
8	Consider what equipment required	<p>Operational equipment incl</p> <ul style="list-style-type: none"> • BA cylinders • Non mobile equipment <p>Supporting equipment incl</p> <ul style="list-style-type: none"> • Stationery • Petty Cash 	IRT

		<ul style="list-style-type: none"> Contact numbers for station personnel/ Alternatively can be accessed through Fire Watch IT – laptop 	
9	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 via Control</p> <p>IRT</p> <p>IRT Lead via Control</p>
10	Isolate Services	<p>Where appropriate isolate all Services in to the Station.</p> <p>Consider security as without electricity supply the door locks have a maximum of 8 hours battery back up. Contact logistics for advice.</p>	<p>IRT</p> <p>IRT</p>
11	Relocation testing	<p>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 of the delayed response time.</p> <p>Ensure that all staff can respond appropriately.</p>	IRT/Control
12	Decisions and Issues	<p>Set up a folder and appropriate access levels for the management of the event</p> <p>Set up an issues and decisions log using the templates provided within the BC procedure, available on the staff site.</p> <p>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> <p>IRT Lead</p>
13.	Area Management Tem – Departmental Management	<p>Review work priorities and ensure that staff are clear.</p> <p>Confirm any activities that can be delayed/stopped during event.</p>	IRT Member

4-8 Hours

	Activity	Recovery Measures	Role Responsible
1	Media	<p>Consider media attention and the requirement of public advice</p> <p>Ensure that there is a suitable member of the IRT 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</p>
2	Welfare of personnel	Consider the welfare of those who have relocated and/or those moving equipment	IRT

		and dealing with the situation. Make arrangement for food and drink to be supplied on a regular basis until the situation has been resolved. 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. Ensure that any appropriate off duty station personnel are fully aware of the situation. Provide an all staff update	IRT 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. Consider parking arrangements for extra vehicles at the new site as well as additional appliances.	IRT
5	Premises Security	Review arrangements to ensure that the Station is secure. Advise Police of security issues. Consider providing security guards. Review security arrangement of the relocation site ensuring that any appliances, kit and personnel are secure.	IRT
6	Update affected staff (administration)	Contact staff and provide on-going communications keeping them up to date with the situation. This should include Area Admin, HR Business partner, Protection/Prevention team including Salamander, Volunteers.	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 contact Executive Support to review any diarised arrangements. Ensure that as relevant contact is made to advise of the situation and cancel Station use until further notice. Ensure the Red Cross and Arriva Transport are communicated with and advised of limited access or no access to site/Station closure Ensure contact with the cleaning company and inform of access issues and confirm requirements for the short term. Please see details of stakeholders at the end of the plan for contact details.	IRT
9	Review status of event	Review current situation Review availability of the remainder of the Service. Review arrangements at relocation (where required).	IRT

		Speak to affected staff and ensure their welfare and address any issues. Consider further actions as issues arise.	
10	Area Management	Consider availability of personnel and arrangements for Gartan reviews and RDS callout arrangements. Review mobilisation protocols.	IRT
11	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 when function is available. Ensure that password access to the laptop is available.	IRT
12	Partner and other agencies	Consider partners and other agencies and who should be advised of the situation. Ensure that contact is agreed with the IRT and appropriately made.	IRT

24 Hours

	Activity	Recovery Measures	Role Responsible
1	Sustainability of relocation (where appropriate)	Consider the venue and staff welfare including area management team 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
2	Review Station Premises	Ensure that an update on the status of the site is received by relocated staff and ensure regular site visits are provided for support and assurance.	IRT
3	Relocation site management.	Keep relocation site management updated of the situation and liaise with managers to address any staff issues or concerns.	IRT
4	Visit relocation site	Ensure that all information, equipment and appliances are secure and all facilities are up and running.	IRT
5	All Staff Communication	Ensure that effected Station staff and Area Management kept up to date of the situation and that their welfare is considered. Arrange a meeting for 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

6	Area Admin Payroll issues	Assess alternative work locations or work from home options. Ensure that relevant staff are aware and comfortable with the arrangements.	IRT
7	Post to station.	Re direct if required	DC
8	Media	Consider media attention, and provide a response where required, approved appropriately by the IRT lead and LBCM.	IRT Media
9	Station Notices	If the Station is not useable, ensure that appropriate signage is displayed with a contact number for queries. Agree signage with IRT Media and Lead. Ensure that the a contact telephone number provided is manned and staff aware of the brief to supply.	IRT

48 Hours

	Activity	Recovery Measures	Role Responsible
1	Communication	Arrange regular meetings with affected personnel. Ensure continued communication with all staff and external stakeholders. Ensure a relationship with the media is maintained.	IRT Lead IRT Media IRT Media
2	Site Visits	Continue to visit site to ensure welfare	IRT
3	Area Management Team key activities	Ensure that the following activities are able to be maintained or progressed – Group Management (Communication and administration) Group Admin – Pay administration (Gartan, Overtime, etc)	IRT

+7 days

	Activity	Recovery Measures	Role Responsible
1	Longer term arrangements for relocation.	Alternative premises for BAU should be reviewed and put into place. For long term relocation requirements, consider alternative sites within the town, for example the TA Centre on Church Place for operational arrangements. A longer term location to be arranged for Area Management Team – identify longer term location at a Service premises. A Service Recovery team (SRT) should be put together to manage this team to include a team Lead Officer.	IRT/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. Ensure continued communication with all staff, internal and external stakeholders.	IRT Lead IRT Media

		Ensure a relationship with the media is maintained.	IRT Media
4	Area Management Team key activities	In addition to the key activities noted earlier in this plan, be able to maintain and progress with: Group Admin – Absence management	IRT

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	LBCM IRT including Lead, Admin and Control Manager (watch or station) Local Station Manager
First Hour	As above – use Business Continuity Procedure for full list for roles and responsibilities
4-8 Hours	As above plus; IRT Media IRT Estates IRT ICT This would also be a good time to review the IRT to ensure appropriate personnel are on the team according to the type of event.
24 Hours	As above
48 Hours	As above plus Area Management Team administrator to complete key activities
3-7 Days	As above - Consider Service Recovery Team (SRT) requirements.
+ 7 Days	As above – plus and SRT

Vehicles & Equipment

Prior to event	A number of station based vehicles are available at all times plus managers cars
----------------	--

First Hour	Vehicles for moving equipment and personnel (where available stores van) Consider mini bus or 2 x Cars
4-8 Hours	As above
24 Hours	As above
48 Hours	As above
3-7 Days	Consider larger vehicle for removal of Salamander equipment. OSU equipment non mobile needs to be moved where needed
+ 7 Days	BAU for alternative venue

ICT

Prior to event	Radio Communication and Mobile Phone.Lap top, Wifi, ICT Access.
First Hour	Radio Communication and Mobile Phone. Lap top, Wifi, ICT Access.
4-8 Hours	Radio Communication and Mobile Phone. Lap top, Wifi, ICT Access.
24 Hours	Radio Communication and Mobile Phone. Lap top, Wifi, ICT Access.
48 Hours	Radio Communication and Mobile Phone. Lap top, Wifi, ICT Access.
3-7 Days	Radio Communication and Mobile Phone. Lap top, Wifi, ICT Access.
+ 7 Days	BAU at alternative site – Full ICT requirement

Relocation Site

Site Name	Address/Location	Contact Name	Telephone No	Additional Information
Stratton Fire Station	Highworth Rd	Contact Watch Manager	01722 691054	Short/Medium term relocation option
Westlea Fire Station	Stonehill Green	Contact Watch Manager	01722 691057	Short/Medium term relocation option

Additional Information

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

Bobby Van – Police Non Emergency Number

Arriva Patient Transport – Rob Hoather 07901 116647 or Sally Burgess 07796 997415

Red Cross – Jo Riches 07526626152 FESS Coordinator desk – 01793 859933

Prevention

Protection

Volunteers

Cleaners – 0161 8606750 or Jill Daley 07484052406

Salamander – Mark Evans 07976 420481

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 server..

Record	Location	Format
None		

Supporting Documents

Dorset & Wiltshire Business Continuity Procedure – located on the Staff Site under Business Continuity or via Control in hardcopy

