

## Department/Station Business Continuity Plan Template

<b>Department/Station:</b>	Bournemouth & Poole Area Office Ling Road
<b>Plan Owned by:</b>	Area Commander Craig Baker
<b>Nominated Manager:</b>	Deputy Area Commander
<b>Date Completed:</b>	7 <sup>th</sup> February 2017
<b>Review Date:</b>	7 <sup>th</sup> February 2018
<b>Version</b>	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:

<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.

<b>List the activities within Department or Station</b>	<b>Impact Score (1-4)</b>
Ensuring Effective Operational Response at Fire Stations	4
Area Leadership and Management	3
Station Leadership and Management	3
Management of Page One Overtime database	3
Management of Station Leave Management crewing database	3
Internal and external enquiries	3
Administration support for meetings	3
Management of office equipment	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)

<b>List the Catastrophic and Major Activities from above : Up to --&gt;</b>		No disruption	1Hr	4Hrs	8Hrs	>24Hrs
1	Ensuring Effective Operational Response at Fire Stations		x			

### Serious Impact Activities

**How long can the Service tolerate disruption of this Serious Impact Activity**  
(Place an X in the relevant box)

<b>List the Serious Impact Activities from above : Up to --&gt;</b>		>48hrs	>7days
1	Area Leadership and Management		x
2	Station Leadership and Management		x
3	Management of Page One Overtime database		x
4	Management of Station Leave Management database		x
5	Internal and external enquiries-email and telephone		x
6	Administration support for meetings		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	Management of office equipment	<b>x</b>

## 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	Ensure full understanding of the impending event and associated impacts.	Review impacts:- Timeframe. Associated risk to building, IT, Health and Safety of personnel and communications. Liaise with appropriate Department Heads.	Deputy Area Commander Bournemouth and Poole
2	Identify the Lead Business Continuity Manager	Deputy Area Commander Bournemouth and Poole to advise Area Commander Bournemouth, Poole and Swindon of the impending event. Discuss and agree use of Business Continuity Plan and dependant upon type of event any linkages to other building/department plans to assess the impact on the team.	Deputy Area Commander Bournemouth and Poole/Area Commander Bournemouth, Poole and Swindon
3	Invoke Business Continuity Plan	Deputy Area Commander Bournemouth and Poole to advise Fire Control, Area and Service Headquarters of the event and that the Business Continuity Plan has been invoked.	Deputy Area Commander Bournemouth and Poole
4	Communication	Ensure that all staff are aware of the impending event. Agree alternative work locations for critical staff if needed. Hot desks at alternative locations/working from home. Agree priorities of work where needed Set in place a communication process for staff and line management If required communicate service wide of impending event and action being taken. Ensure Director/Head of Department is aware. Liaise with building landlord.	Deputy Area Commander Bournemouth and Poole

5	Telephones	Re-direct telephones to mobiles or Service Headquarters switchboard following agreement with individuals.	Deputy Area Commander Bournemouth and Poole
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### First Hour

	Activity	Recovery Measures	Role Responsible
1	Business Continuity	Where no warning has been received complete activities 1-5 under Prior to the event (warning has been received)	Deputy Area Commander Bournemouth and Poole
1	Review of event	Review impacts:- Timeframe. Associated risks to building, IT, Health and Safety of personnel and communications. Liaise with appropriate Department Heads. Liaise with team and allocate responsibilities for ongoing management of Business Continuity plan.	Deputy Area Commander Bournemouth and Poole
2	Communication	Provide update to all personnel affected. Agree alternative work locations for critical staff if needed. Hot desks at alternative locations/working from home. Agree priorities of work where needed Agree communication process for staff and line management If required, communicate service wide of any action being taken and impact to service normally provided. Provide contact details for key personnel. Ensure Director/Head of Department is aware.	Deputy Area Commander Bournemouth and Poole/Service Delivery Facilitator Bournemouth and Poole

### 4-8 Hours

	Activity	Recovery Measures	Role Responsible
1	Review of event	Review impacts:- Timeframe. Associated risks to building, IT, Health and Safety of personnel and communications. Liaise with appropriate Department Heads to ensure appropriate resources can be made available. Liaise with team and allocate responsibilities for ongoing management of Business Continuity plan.	Deputy Area Commander Bournemouth and Poole
2	External communication/media	Ensure any external stakeholders are advised of the event and any impact – meetings/appointments. Liaise with Media Department regarding the event and to manage any media attention from the event.	Deputy Area Commander Bournemouth and Poole/Service Delivery Facilitator Bournemouth and Poole

3	Internal communication	Provide update to all personnel affected. Agree alternative work locations if needed. Hot desks at alternative locations/working from home. Agree priorities of work where needed Agree ongoing communication process for staff and line management If required, communicate service wide of any action being taken and impact to service normally provided. Provide contact details for key personnel. Ensure Director/Head of Department is aware.	Deputy Area Commander Bournemouth and Poole/Service Delivery Facilitator Bournemouth and Poole
4	Welfare of personnel	Consider the welfare of those relocating and/or those managing the Business Continuity plan. Liaise with personnel/allocate liaison officer. Ensure appropriate resource/equipment are available.	Deputy Area Commander Bournemouth and Poole

### 24 Hours

	Activity	Recovery Measures	Role Responsible
1	Review of event	Review impacts:- Timeframe. Associated risks to building, IT, Health and Safety of personnel and communications. Liaise with appropriate Department Heads. Liaise with team and review responsibilities for ongoing management of Business Continuity plan.	Deputy Area Commander Bournemouth and Poole
2	External communication/media	Ensure any external stakeholders are updated on the event and any associated impacts. Update the Media Department regarding the event.	Deputy Area Commander Bournemouth and Poole/Service Delivery Facilitator Bournemouth and Poole
3	Internal communication	Provide update to all personnel affected. Review alternative work locations and priorities of work. Agree ongoing communication process for staff and line management Communicate service wide of any action being taken and impact to service normally provided. Ensure Director/Head of Department is aware.	Deputy Area Commander Bournemouth and Poole/Service Delivery Facilitator Bournemouth and Poole
4	Welfare of personnel	Ensure regular liaison with staff takes place and that appropriate resources/equipment are available.	Deputy Area Commander Bournemouth and Poole

## 48 Hours

	Activity	Recovery Measures	Role Responsible
1	Review of event	Review impacts:- Timeframe. Associated risks to building, IT, Health and Safety of personnel and communications. Liaise with appropriate Department Heads. Liaise with team and review responsibilities for ongoing management of Business Continuity plan.	Deputy Area Commander Bournemouth and Poole
2	External communication/media	Ensure any external stakeholders are updated on the event and any associated impacts. Update the Media Department regarding the event.	Deputy Area Commander Bournemouth and Poole/Service Delivery Facilitator Bournemouth and Poole
3	Internal communication	Provide update to all personnel affected-arrange meeting with all personnel affected at an alternative location. Review alternative work locations and priorities of work. Agree ongoing communication process for staff and line management Communicate service wide of any action being taken and impact to service normally provided. Ensure Director/Head of Department is aware.	Deputy Area Commander Bournemouth and Poole/Service Delivery Facilitator Bournemouth and Poole
4	Welfare of personnel	Ensure regular liaison with staff takes place and that appropriate resources/equipment are available.	Deputy Area Commander Bournemouth and Poole
5	Full Team	Ensure arrangements are in place for full team to be able to work at alternative locations to complete critical activities	Deputy Area Commander Bournemouth and Poole

## +7 days

	Activity	Recovery Measures	Role Responsible
1	Review of event	Review impacts:- Timeframe. Any ongoing risks to building, IT, Health and Safety of personnel and communications. Liaise with appropriate Department Heads. Liaise with team and review responsibilities for ongoing management of Business Continuity plan.	Deputy Area Commander Bournemouth and Poole
2	Long term arrangements	Consider long term arrangements for ongoing event including alternative locations for team. Discuss options and implementation timescales/requirements with appropriate Department Heads.	Deputy Area Commander Bournemouth and Poole

		Liaise with staff affected on any long term alternative arrangements factoring in travel and facilities.	
3	Serious Activities	Arrange to ensure that all activities noted under serious are considered and business as usual arrangement are put into place for continuation of these activities.	Deputy Area Commander Bournemouth and Poole
4	External communication/media	Ensure any external stakeholders are updated on the event and any associated impacts. Update the Media Department regarding the event.	Deputy Area Commander Bournemouth and Poole/Service Delivery Facilitator Bournemouth and Poole
5	Internal communication	Provide update to all personnel affected-arrange meeting with all personnel affected at an alternative location. Review alternative work locations and discuss any potential long term arrangements and priorities of work. Agree ongoing communication process for staff and line management Communicate service wide of any action being taken and impact to service normally provided. Ensure Director/Head of Department is aware.	Deputy Area Commander Bournemouth and Poole/Service Delivery Facilitator Bournemouth and Poole
6	Welfare of personnel	Ensure regular liaison with staff takes place and that appropriate resources/equipment are available.	Deputy Area Commander Bournemouth and Poole
7	Business as usual	Consider longer term arrangements for the department to achieve business as usual at an alternative location (Poundbury)	Deputy Area Commander Bournemouth and Poole

## 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	Head of Department Area Commander Bournemouth, Poole and Swindon Point of contact with building landlord
First Hour	Area Commander Bournemouth, Poole and Swindon Deputy Area Commander Bournemouth and Poole Service Delivery Facilitator Bournemouth and Poole Point of contact in ICT and Health and Safety Departments

4-8 Hours	As above plus; Point of contact in Media Department Point of contact in HR for welfare support
24 Hours	As above
48 Hours	As above plus; Full team
3-7 Days	As above
+ 7 Days	As above

Vehicles & Equipment	
Prior to event	None
First Hour	None
4-8 Hours	Vehicles for the relocation of personnel and IT equipment if required
24 Hours	None
48 Hours	None
3-7 Days	None
+ 7 Days	None

ICT	
Prior to event	Laptop, Mobile, External Access
First Hour	Laptop, Mobile, External Access
4-8 Hours	Laptop, Mobile, External Access
24 Hours	Full ICT



48 Hours	Full ICT
3-7 Days	Full ICT
+ 7 Days	Full ICT.

## Relocation Site

Relocation site details and options for the Department/Station

Site Name	Address/Location	Contact Name	Telephone No	Additional Information
Bournemouth & Poole Fire Stations	Redhill/Poole/Springbourne/Westbourne	DC Cole DC Pack DC Kewley	07785 118634 07909 893438 07765 885619	Short term relocation option
Home Working	As agreed with individuals			Short term relocation option
Poundbury Offices	Peverell Avenue West, Poundbury	Sue Harries	01722 691379	Long term relocation option
Area HQ	Five Rivers, Salisbury	Reception	01722 691662	Short/Medium term relocation option

## Additional Information

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

Ling Road Building landlord-DCCI Chief Executive Ian Girling 01202 714802

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

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

**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

<b>Name</b>	<b>Contact Number</b>	
Area Commander Bournemouth, Poole & Swindon Craig Baker	DWFRS mobile DWFRS landline	07799 075940 01722 691227
Deputy Area Commander Bournemouth & Poole Tim Spring	DWFRS mobile DWFRS landline	07799 075964 01722 691230
Temporary Deputy Area Commander Bournemouth & Poole Karen Adams	DWFRS mobile DWFRS landline	07824 503602 01722 691230
District Commander Redhill & Springbourne Andy Cole	DWFRS mobile DWFRS landline	07785 118634 01722 691235
District Commander Poole & Hamworthy Christopher Pack	DWFRS mobile DWFRS landline	07909 893438 01722691243
Temporary District Commander Westbourne Graham Kewley	DWFRS mobile DWFRS landline	07765 885619 01722 691320
Bournemouth & Poole Facilitator Julia Johnson	DWFRS mobile DWFRS landline	07785 337406 01722 691252
Bournemouth & Poole Administrative Assistant Vacancy	DWFRS mobile DWFRS landline	
Limited Duties	DWFRS mobile DWFRS landline	
Limited Duties	DWFRS mobile DWFRS landline	