

Department Business Continuity Plan Template

Department/Station:	Dorset Area Management Team
Plan Owned by:	Area Commander – Dorset Area
Nominated Manager:	Deputy Area Commander – Dorset Area
Date Completed:	23/01/2017
Review Date:	23/01/2018
Version	V.2.0

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:

1. Minor The Service can live without this function until a point of business as usual	2. Moderate Function can be suspended for over 7 days.	3. Serious There can be some suspension of up to 7 days.	4. Major There can be a delay of a maximum of 24 hours.	5. Catastrophic The Service cannot 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.

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List the activities within Department or Station	Impact Score (1-5)
Operational response to emergency calls for flexible duty officers and station availability to respond (monitoring and intervention by RDS Support Officers)	5
Critical management functions for team members – Gartan management and predictions of station availability shortfalls	4
High priority administrative functions (Area Facilitator) – Training administration/course logistics for Area staff/nominations and subsequent Operational Licence impact	3
High priority administrative functions (other team members) - Risk information management, Sytle updates, Fire investigation reports,	3
Lower priority administrative functions – command debriefs, station audits, assessor network support, competence recording, Command Assessment Reports, IRS quality checks,	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 for flexible duty officers and station availability to respond (monitoring and intervention by RDS Support Officers)	x				
2	Critical management functions for team members – Gartan management and predictions of station availability shortfalls into next hour and beyond		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	High priority administrative functions (Area Facilitator) – Training administration/course logistics for Area staff/nominations and subsequent Operational Licence impact	x	
2	High priority administrative functions (other team members) - Risk information management, Sytle updates, Fire investigation reports,		x

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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.

Note: The Dorset Area team is based at the Poundbury site and currently occupies the first floor of the South Building. This floor is shared with the Protection team. Depending on the nature of the disruption, part or all of the Poundbury site may be affected. The south building is also shared with Dorchester fire station (ground floor) and the HR team (second floor).

Prior to the Event (where warning has been received)

	Activity	Recovery Measures	Role Responsible
1	Establish extent of potential BC event	Review potential event and how it will impact upon the department/Service If a wider issue involving more than this department report event to Control Consider if Business Continuity arrangements are required On decision to invoke business continuity use the remainder of the plan. Advise Control of the situation. Anticipate whether department relocation or home working is likely to be required Report event to Area Manager	Most Senior Manager in attendance.
2	Affected Personnel and Departmental Communications	Contact all staff and advice of the event, including on duty watches and area management team. Agree alternative location and work priorities. Affected personnel to consider: <ul style="list-style-type: none"> • Area Commander – Dorset Area • Deputy Area Commander – Dorset Area • All District Commanders • Area Facilitator • Area Business Partner • RDS Support Officers (2) • Administrator – Risk Information • Operational Risk Information Assistant 	Area Commander

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3	Alternative work locations	<p>Work locations will be assessed on a case by case basis depending on the prevailing circumstances however the following options are available:</p> <p>All department staff may relocate to Poundbury North Building temporarily if the wider site is still accessible. If not, alternatives include nearby or strategically located DWFRS premises or working from home.</p> <p>Option for home working in place for the following staff if required:</p> <ul style="list-style-type: none"> • Area Commander – Dorset Area • Deputy Area Commander – Dorset Area • All District Commanders • Area Facilitator • Area Business Partner • RDS Support Officers (2) • Administrator – Risk Information • Operational Risk Information Assistant 	Area Commander
4	Service Communications	Ensure that internal and where relevant external stakeholders are notified of situation. This will include the cancellation or relocation of meetings that were booked for the Poundbury site subject to which areas of the site are still accessible and the projected timeframe for disruption.	Area Commander
5	Ensure Continuation of Operational response	Review potential effects to operational response. Ensure that arrangements are in place to deliver an on-going operational response to emergency calls for flexible duty officers and station availability to respond (monitoring and intervention by RDS Support Officers)	Area Commander
6	Critical management functions for team members	Ensure continued review of Gartan management and predictions of station availability shortfalls into next hour and beyond	Area Commander

First Hour

	Activity	Recovery Measures	Role Responsible
1	Establish extent of	Review potential event and how it will impact upon the department/Service	Most Senior Manager in attendance.

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	potential BC event	<p>If a wider issue involving more than this department report event to Control</p> <p>Consider if Business Continuity arrangements are required</p> <p>On decision to invoke business continuity use the remainder of the plan.</p> <p>Advise Control of the situation.</p> <p>Anticipate whether department relocation or home working is likely to be required</p> <p>Report event to Area Manager</p>	
2	Affected Personnel and Departmental Communications	<p>Contact all staff and advice of the event, including on duty watches and area management team.</p> <p>Agree alternative location and work priorities.</p> <p>Affected personnel to consider:</p> <ul style="list-style-type: none"> • Area Commander – Dorset Area • Deputy Area Commander – Dorset Area • All District Commanders • Area Facilitator • Area Business Partner • RDS Support Officers (2) • Administrator – Risk Information • Operational Risk Information Assistant 	Area Commander
3	Department Management	<p>Review work priorities and ensure that staff are clear of commitments during disruption.</p> <p>Confirm any activities that can be delayed/stopped during event.</p>	Area Commander/Deputy Area Commander
4	Tenability of operation at current location	<p>Review activities of affected personnel above. Consider if the officers/vehicles need to remain on site of operate from a remote location.</p> <p>Depending on prevailing circumstances, there may be a need to distribute officer cover.</p>	Area Commander/Deputy Area Commander
5	Ensure Continuation of Operational response	<p>Review potential effects to operational response. Ensure that arrangements are in place to deliver an on-going operational response to emergency calls for flexible duty officers and station availability to respond (monitoring and</p>	Area Commander

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		intervention by RDS Support Officers)	
6	Relocation of operational staff and appliances	<p>Site locations: Prevailing circumstances will dictate locations. All core members of Dorset AMT are provided with laptops, remote access and teleconference software. Core AMT Members (those who attend the Area Management Team Meetings as standing invitees) are</p> <ul style="list-style-type: none"> • Area Commander – Dorset Area • Deputy Area Commander – Dorset Area • All District Commanders • Area Facilitator • Are Business Partner <p>Non-members of Dorset AMT need to relocate to other DWFRS premises with IT workstations. This will be assessed at the time by the lead core member on site. Non-Core members of AMT are:</p> <ul style="list-style-type: none"> • RDS Support Officers (2) • Administrator – Risk Information • Area Administrative Assistant • Operational Risk Information Assistant 	Area Commander/Deputy Area Commander
7	Relocation site staff	<p>Advise relocation site of relocation of vehicles and staff, expected arrival time and requirements. Work with managers to ensure that both sets of staff are considered. Home Address locations not detailed in this plan.</p>	Area Commander/Deputy Area Commander
8	Salvage of Key equipment	<p>Consider, where appropriate, the salvage of equipment. Some laptops may be left in situ rather than taken home so staff need to be contacted to assess this.</p>	Area Commander/Deputy Area Commander
9	Isolate Services	<p>Refer to Cofely and DWFRS Estates Team for property issues as the site is PFI Consider also Door locks (8 Hours max battery back-up). Contact logistics for advice.</p>	Area Commander/Deputy Area Commander
10	Critical	<p>Ensure continued review of Gartan management and predictions of station</p>	Area Commander

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	management functions for team members	availability shortfalls into next hour and beyond	
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4-8 Hours

	Activity	Recovery Measures	Role Responsible
1	Review Status of event	Review current situation Review availability of the remainder of the Service. Review arrangements at relocation (where required). Speak to effected staff and ensure their welfare and address any issues confirm actions or plan alternative	Area Commander/Deputy Area Commander
2	Welfare of personnel	Maintain regular contact with staff who are working remotely as necessary to keep them up to date with developments and when normal business may be resumed.	Area Commander/Deputy Area Commander
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	Area Commander/Deputy Area Commander
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	Area Commander/Deputy Area Commander
5	Premises security	Review arrangements and consult Cofely to ensure that the building is secure. Review security arrangement of the relocation site ensuring that any equipment and personnel are secure.	Area Commander/Deputy Area Commander
6	Update affected staff	Provide on-going updates to affected personnel.	Area Commander/Deputy Area Commander
7	Area Management	Consider availability of personnel and arrangements for Gartan reviews Laptop availability	Area Commander/Deputy Area Commander
8	Gartan Availability	Consider arrangements for Gartan updates and reviews. Arrange for ICT to review Wifi options and where possible arrange for a	Area Commander/Deputy Area Commander

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		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.	
9	Partners and other Agencies	Consider our partners and other agencies and who should be advised of the situation.	Area Commander/Deputy Area Commander

24 Hours

	Activity	Recovery Measures	Role Responsible
1	Sustainability of relocation (where appropriate)	Consider the venue. 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 Director of Operations to look at the options available, consider the venue and on-going welfare of personnel	Area Commander/Deputy Area Commander
2	Review Station Premises	Ensure that an update on the status of the site is received, visit site where appropriate	Area Commander/Deputy Area Commander
3	Relocation site management	Keep relocation site management updated of the situation and ensure that they are okay with the current arrangements.	Area Commander/Deputy Area Commander
4	Visit relocation site	Ensure that all information, equipment and appliances are secure and all facilities are up and running.	Area Commander/Deputy Area Commander
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. 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.	Area Commander/Deputy Area Commander
6	Post to premises	Consider how this will be received. this is likely to be part of a wider BCP for	Area Commander/Deputy Area

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		the site	Commander
7	Media	Consider media attention and local communities, and provide communications where required, approved appropriately via the Media & Communications Officer	Area Commander/Deputy Area Commander

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 put together to manage this, team to include a Lead Member.	Area Commander
2	Restoration of Station	Estates to review the situation, repairs, timeframe, etc.	Area Commander
3	Communication	Arrange regular meetings with affected personnel including staff at relocation site. Ensure continued communication with all staff. Ensure a relationship with the media is maintained.	Area Commander
4	High priority administrative functions	Ensure continuation of training administration/course logistics for Area staff/nominations and subsequent Operational Licence impact	Area Facilitator
5	Site Visits	Continue to visit relocation sites to ensure staff welfare	Area Commander

+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	Area Commander
2	Business as usual	Ensure that all department staff are relocated and able to work. Full BAU required.	Area Commander
3	High priority administrative functions	Ensure continuation of Risk information management, Sytle updates, Fire investigation reports	Area Commander
4	Longer term	Alternative premises for BAU should be reviewed and put into place. For	Area Commander

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	arrangements for relocation.	long term relocation requirements, consider alternative sites. 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.	
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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	Area Commander
First Hour	Area Commander and Deputy Area Commander Relocation for up to 15 personnel though this may be at a range of different locations, particularly for flexi officers.
4-8 Hours	As above
24 Hours	As above
48 Hours	As above – plus Area Facilitator and Admin post
3-7 Days	As above
+ 7 Days	Full staff - BAU

Vehicles & Equipment

Prior to event	None
First Hour	Vehicles for moving equipment and personnel (where available use Logistics van)

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	Consider mini bus and the use of flexi officer vehicles
4-8 Hours	As above
24 Hours	As above
48 Hours	As above
3-7 Days	As above
+ 7 Days	As above

ICT	
Prior to event	Full ICT
First Hour	Full ICT
4-8 Hours	Full ICT
24 Hours	Full ICT
48 Hours	Full ICT
3-7 Days	Full ICT
+ 7 Days	Full ICT

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Relocation Site

Relocation site details and options for the Department/Station

Site Name	Address/Location	Contact Name	Telephone No	Additional Information
Consider Poundbury North Building if unaffected by disruption if not see alternatives in		Deputy Area Commander – Dorset Area	Contact via Control	
Working from home where possible.				

Additional Information

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

Volunteers (contact Volunteer Coordinator for Volunteer list)

Stake holders	Employees	Community	Suppliers	Partners	The Media	The Government
Place X in box	x	x		x	X	X

Elected Members	Users of Services	Neighbouring FRS's
	x	X (addressed though mobilising system)

Vital Records

List any vital records that are not computerised and not held on a centrally backed up servicer.

Record	Location	Format
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None		
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