Department Business Continuity Plan Template

Department/Station:	**Wiltshire Area Management Team**
Plan Owned by:	AM G Cuthbert
Nominated Manager:	GM B Standen
Date Completed:	15/11/16
Review Date:	15/11/17
Version	1.2

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 arrangement	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 performance management development and administration	2
Maintenance of records	1
Partnership working and development administration	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	None					

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	Departmental management		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 Performance Management	x
2 Maintenance of records	x
3 Partnership working and development	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	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	Duty Area Commander (DAC) Wiltshire
2	Report event to Area Manager	Report potential event to Area Manager	DAC Wiltshire
3	Consider business continuity requirements	Review business continuity procedure and consider implementation of arrangements appropriate to the event Ensure vehicle available and ready from Trowbridge or Workshops for relocation Ensure receiving station has room capacity to meet requirements of all associated BCP. If not consider early invocation of working from home	DAC Wiltshire DC Trowbridge DC Trowbridge
4	Communicate to	Make staff aware of the potential situation.	DAC Wiltshire

	effected staff	Make arrangements for alternative working locations/work from home Make arrangements for on-going communications with effected staff	
5	Service wide communication	Consider Service wide notification Advise all relevant stations of situation Ensure Service wide contact details are available for relevant teams	DAC Wiltshire

First Hour

	Activity	Recovery Measures	Role Responsible
1	Identify situation	Determine extent of the situation. Consider implications for station business continuity plan. Consider implication for Resources (flexi duty officer) business continuity plan Consider implications for Estates business continuity plan	DAC Wiltshire
2	Communicate with team and Service	Advise individuals of the situation and immediate action to be taken Report outcomes to duty Area Manager Report to Estates and / or Resources as required	DC Trowbridge DAC Wiltshire DAC Wiltshire
3	Ensure alternative location remains viable	Contact alternative location to ensure continued viability. If not, advise effected staff to work from home until further notice	DC Trowbridge
4	Communicate implementation of BCP	Report invocation of business continuity event to the Duty Area Manager Advise Control of invocation and request log initiated Advise Business Continuity Manager	DAC Wiltshire

4-8 Hours

	Activity	Recovery Measures	Role Responsible
1	Monitor situation	Review actions taken by department and / or wider Service Ensure staff relocation completed Ensure ICT functioning as planned Management support to be provided by host DC	DAC Wiltshire SDF Wiltshire SDF Wiltshire DC Devizes
2	Identify arising issues	Anticipate situational development and implications for the department and wider Service Take appropriate action to mitigate developments Communicate expected actions to Duty Area Manager, Control and Business Continuity Manager	DAC Wiltshire

24 Hours

	Activity	Recovery Measures	Role Responsible
1	Ensure welfare	Review welfare arrangements and take action as required	DC Devizes
2	Review situation	Anticipate situational development and implications for the department and wider Service	DAC Wiltshire
		Take appropriate action to mitigate developments	DAC Wiltshire
		Communicate expected actions to Duty Area Manager, Control and Business Continuity Manager and wider Service	DAC Wiltshire
		Review relocation, facilities and effectiveness	SDF Wiltshire
		Consider continuation of relocation position; benefits of home working.	SDF Wiltshire
		Undertake risk / benefit analysis of any change	SDF Wiltshire
		Ensure infrastructure available before implementation	SDF Wiltshire
3	Recording and learning	Ensure records of activities captured by Control	DAC Wiltshire
		Initiate Identification of areas of learning and development for post analysis	

48 Hours

	Activity	Recovery Measures	Role Responsible
1	Ensure welfare	Review welfare arrangements and take action as required	DC Devizes
2	Review situation	Anticipate situational development and implications for the department and wider Service	DAC Wiltshire
		Take appropriate action to mitigate developments	DAC Wiltshire
		Communicate expected actions to Duty Area Manager, Control and Business Continuity Manager and wider Service	DAC Wiltshire
		Review relocation, facilities and effectiveness	SDF Wiltshire
		Consider continuation of relocation position; benefits of home working.	SDF Wiltshire
		Undertake risk / benefit analysis of any change	SDF Wiltshire
		Ensure infrastructure available before implementation of any change	SDF Wiltshire
		Review planned meetings, training and partnership working events	SDF Wiltshire

+7 days (review on-going until longer term arrangements in place or event over)

	Activity	Recovery Measures	Role Responsible
1	Situational assessment	Working with the wider Service to determine the likely period of relocation	DAC Wiltshire
		Implement changes to working practices to ensure business as usual is maintained for the anticipated period of business continuity event	

		Advise partners of the situation and any changes impacting on their expectations	SDF Wiltshire
2	Communication	Ensure that a Service wide communication is complete to advise staff of ongoing situation and changes for the department. Liase with Media and Communications Manager.	DAC Wiltshire
2	Post event analysis	Initiate report of learning points and organisational development	DAC Wiltshire

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	DAC Wiltshire, DC Trowbridge, SDF Wiltshire.
First Hour	DAC Wiltshire, DC Trowbridge, SDF Wiltshire.
4-8 Hours	DAC Wiltshire, DC Devizes, SDF Wiltshire.
24 Hours	DAC Wiltshire, DC Devizes, SDF Wiltshire.
48 Hours	DAC Wiltshire, DC Devizes, SDF Wiltshire.
3-7 Days	DAC Wiltshire, DC Devizes, SDF Wiltshire.
+ 7 Days	DAC Wiltshire, SDF Wiltshire. All staff BAU

Vehicles & Equipment	
Prior to event	Throughout the period of business continuity event: Flexi duty officers require use of their vehicle, laptop and mobile phones. Area support requires a vehicle from Trowbridge or Workshops and their own laptops and mobile phones. DC Trowbridge to co-ordinate and implement.
First Hour	If no warning given for business continuity event the DC Trowbridge to co-ordinate and ensure implementation of the above as part of the overall BCP.

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	Individual mobile phones and laptops in place for all staff in Wiltshire Area Command. Will require full ICT and mobile access for the full period of the business continuity event.
First Hour	Review ICT availability at the alternative location (Devizes Fire Station) and ensure the ICT department is immediately notified of any business continuity issue
4-8 Hours	Conduct regular reviews and advise ICT accordingly
24 Hours	As above
48 Hours	As above
3-7 Days	As above
+ 7 Days	Full BAU

Relocation Site				
Site Name	**Address/Location**	**Contact Name**	**Telephone No**	**Additional Information**
Devizes Fire Station	Devizes SN10 5AA	SM Nicholson AM Cuthbert	07809 548048 07739 899634	AM Cuthbert's office and 1st floor meeting room

				required.

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		

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
None		