

Station Business Continuity - Poole

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| Station: | Poole Fire Station |
| Plan Owned by: | District Commander Poole & Hamworthy |
| Nominated Manager: | District Commander Poole & Hamworthy |
| Date Completed: | 6 th November 2016 |
| Review Date: | 6 th November 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 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. |

| List the activities within Department or Station | Impact Score (1-5) |
|--|-----------------------|
| Operational Response to Emergency calls | 5 |
| Station training | 2 |
| Community Fire Safety | 2 |
| Operational Risk Information | 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

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 | Station Training | X |
| 2 | Community Fire Safety | X |
| 3 | Operational Risk Information | 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. | Duty Watch/Crew 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 | Duty Watch/Crew Manager |
| 2 | Identify the Lead Business Continuity Manager | Control to contact Duty Manager to confirm situation and for confirmation of the invocation of the Business Continuity (BC). If confirmed, Duty Manager becomes Lead Business Continuity Manager (LBCM) | Control |
| 3 | Establish Incident Response team (IRT) | LBCM to select an Incident Response Team (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 Poole & Bournemouth 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. 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). If Station is required on the run, consider what appliances are required. | IRT Lead Control IRT Team |

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|---|---|---|---|
| 5 | Affected Personnel | Identify staff on duty and whereabouts, communicate with effected staff <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 - Ensure RDS section is aware of the situation and impacts upon their response. | IRT |
| 6 | Relocation of operational staff and appliances | When relocation required <ul style="list-style-type: none"> • Contact relocation site at Hamworthy or Redhill Park • 18P1, 18P4, 18R1 & 18R2 to Hamworthy or Redhill Park • 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 FDO to manage move into the new site. • Contact Service Support Logistics to assist with transport arrangements for equipment, including PPE. • Contact Retained OIC Poole to update on the situation. | IRT |
| 7 | Salvage of Key equipment | 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. | IRT |
| 8 | Consider what equipment required | Operational equipment including:- <ul style="list-style-type: none"> • BA cylinders • Non mobile equipment • National Resilience assets Supporting equipment including:- <ul style="list-style-type: none"> • Stationery • Petty Cash • Contact numbers for station personnel • IT – laptop | IRT |
| 9 | 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. Ensure that PFI facilities Manager (ENGIE) is contacted and advised of the situation Email all staff to advice of the situation. Consider advising neighbouring Services | IRT via Control IRT IRT Lead via Control IRT via Control |

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| 10 | Isolate Services | PFI Facilities Manager to be contacted to isolate all services in to the station. Consider station security, faults with the fire alarm will cause fob entry doors to remain unlocked. Without electricity supply the door locks have a maximum of 8 hours battery backup. | IRT IRT |
| 11 | 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 of the delayed response time. Ensure that all staff can respond appropriately. | IRT/Control |
| 12 | Decisions and Issues | Set up a folder and appropriate access levels for the management of the event Set up an issues and decisions log using the templates provided within the BC procedure, available on the staff site. Ensure that all issues and decisions are logged and reviewed on-going through the event. Admin member of IRT to be assigned to support IRT Lead. | IRT Member IRT IRT IRT Lead |

4-8 Hours

| | Activity | Recovery Measures | Role Responsible |
|---|---|--|---------------------------------|
| 1 | Media | Consider media attention and the requirement of public advice 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 | IRT Lead 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. Consider Transport home or sleeping arrangements. | IRT 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 & vehicle requirements on station. Consider movement and storage for duration of the event. Consider transport arrangements for equipment and staff. | IRT |

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|----|---|--|-----|
| | | Consider parking arrangements for extra vehicles at the new location. | |
| 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 | Contact staff 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. | Ensure that as contact is made with partner agencies using the station to advise them of the situation and cancel Station use until further notice. 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). Speak to affected staff and ensure their welfare and address any issues. Consider further actions as issues arise. | IRT |
| 10 | Area Management | Consider availability of personnel Review mobilisation protocols. | IRT |
| 11 | 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 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 |

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|---|-----------------------------|--|-----------|
| 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 | <p>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.</p> <p>Send an all staff communication to ensure understanding of the situation.</p> <p>Ensure all FDO's are aware of the on-going issue.</p> <p>Ensure Control have a full update.</p> | IRT |
| 6 | Post to station. | Consider how this will be received - Re direct if required | DC |
| 7 | Media | Consider media attention, and provide a response where required, approved appropriately by the IRT lead and LBCM. | IRT Media |
| 8 | Station Notices | <p>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.</p> <p>Ensure that a contact telephone number provided is manned and staff are aware the message that needs to be communicate to the callers.</p> | IRT |

48 Hours

| | Activity | Recovery Measures | Role Responsible |
|---|---------------|---|---|
| 1 | Communication | <p>Arrange regular meetings with affected personnel.</p> <p>Ensure continued communication with all staff and external stakeholders.</p> <p>Ensure a relationship with the media is maintained.</p> | <p>IRT Lead</p> <p>IRT Media</p> <p>IRT Media</p> |
| 2 | Site Visits | Continue to visit site to ensure welfare | IRT |

+7 days

| | Activity | Recovery Measures | Role Responsible |
|---|--|---|--|
| 1 | Longer term arrangements for relocation. | Alternative premises for ISU and Prime mover should be reviewed and put into place. For long term relocation requirements, consider alternative sites within the conurbation or at Westmoors Training Centre. 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 & PFI facilitator(ENGIE) 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. Ensure a relationship with the media is maintained. | IRT Lead IRT Media IRT Media |

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| Service Impact Analysis |
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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 | LBCM IRT including Lead, Admin and Control Manager (Watch or Station) Local Station Manager As above – use Business Continuity Procedure for full list for roles and responsibilities |
| 4-8 Hours | As above plus; IRT Media IRT Estates including PFI Facilities Manager (ENGIE) 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 |

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|----------|---|
| 48 Hours | As above |
| 3-7 Days | As above - Consider Service Recovery Team (SRT) requirements. |
| + 7 Days | As above – plus and SRT |

| Vehicles & Equipment | |
|----------------------|---|
| Prior to event | |
| First Hour | Vehicles for moving equipment and personnel Consider mini bus and station vans |
| 4-8 Hours | As above |
| 24 Hours | As above |
| 48 Hours | As above |
| 3-7 Days | Consider larger vehicle for removal of non-mobile equipment. |
| + 7 Days | ISU and National Resilience equipment to alternative venue. |

| ICT | |
|----------------|---|
| Prior to event | |
| First Hour | Radio Communication and Mobile Phone. |
| 4-8 Hours | Radio Communication and Mobile Phone. |
| 24 Hours | Radio Communication and Mobile Phone. Lap top, Wifi, ICT Access. |
| 48 Hours | Full ICT Requirements |
| 3-7 Days | As above |

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| + 7 Days | ISU and National Resilience equipment at alternative site. |
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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 |
|------------------------|------------------|------------------|--------------|-------------------------------------|
| Hamworthy Fire Station | Blandford Road | SC Wayman | 07787713567 | Short/Medium term relocation option |
| Redhill Park | Redhill Avenue | Duty Watch WM/CM | 01722 691022 | Short/Medium term relocation option |

Additional Information

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

Poole RDS Commander – WM Ian Crabb - Tel: 07899764833

Engie (PFI Facilitator) – Colin Tasker - Tel: 07973 972955 email: colin.tasker@engie.com

Estates Officer- Sue Harris - Tel: 07825676419

Fire Safety Manager-South - SM Stuart Granger – Tel: 07796278248

Volunteers – Safe & Well Manager – Vikki Thomas Tel: 01722691274 or 07788305006

Marie Curie – Pool Cars - Clare Head - Tel: 07515134191 email: clare.head@mariecurie.org.uk

Fleet Management Officer – Ian Tucker - Tel: 01722691354 or 07901515790

Health and Safety – John Lincoln Tel: 01722691092 or 07825378654

Water and Foam Officer – Ian Crabb - Tel: 07899764833

| 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 |

NOT PROTECTIVELY MARKED

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

NOT PROTECTIVELY MARKED