

**Policy**  
Planning and Resilience  
**Business Continuity**

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If you wish to respond or make comment on this procedure, please contact [Data and Organisational Assurance](#).

<b>Major/significant changes</b>	None
<b>Brief reason for change:</b>	Annual review

## References

[Fire and Rescue Services Act 2004](#)

[Fire and Rescue Services \(Emergencies\) \(England\) Order 2007](#)

[Regulatory Reform \(Fire Safety\) Order 2005](#)

[Civil Contingencies Act 2004](#)

SE FRS Authorities Business Continuity Framework Agreement

[Fire Service National Framework Document 2018](#)

BSI ISO 22313

BSI ISO 22301

No Risk Assessment required



## **1 Introduction**

- 1.1 Surrey Fire and Rescue Service (SFRS) have the duty to provide various services to the communities of Surrey. Many of these duties are defined by legislation and other duties come from common law. Many have a direct impact on the health and quality of life of the residents of Surrey.
- 1.2 The Fire and Rescue Services Act 2004, Fire and Rescue Services (Emergencies) (England) Order 2007 and Regulatory Reform (Fire Safety) Order 2005 define the core functions of SFRS as:
  - a) Firefighting
  - b) Promoting fire safety
  - c) Fire safety enforcement
  - d) Responding to road traffic collisions
  - e) Responding to other emergencies.
- 1.3 Underlying the core functions, the following mission critical services have been identified as being essential in enabling SFRS to fulfil its expectations:
  - a) Emergency call handling and mobilising resources
  - b) Emergency response to fires, road traffic collisions and other emergencies
  - c) Fire safety enforcement
  - d) Promoting fire and road safety
  - e) Warning and informing the public
  - f) Information sharing with other responders.
- 1.4 The Civil Contingencies Act 2004 places a duty on SFRS to put in place Business Continuity arrangements.
- 1.5 The scope of this policy is to ensure:
  - a) That SFRS has a business continuity process in place to enable core functions to be maintained in the face of a serious and/or widespread disruptive event, including disruption to services during an emergency.
  - b) That SFRS has in place business recovery plans to ensure a rapid return to normality or a new normal.

- c) The policy will cover any serious or widespread disruptive event, which results in the loss of critical services that threatens personnel, buildings, equipment, reputation or operational infrastructure which is beyond the immediate ability of the services staff, business processes and normal management structure to control or resolve.
- d) Any plans that are developed by the Service will take into consideration national and regional arrangements.

## **2 Policy**

### **2.1 Preparedness and Resilience Commitment**

- a) SFRS accepts responsibility for the provision of services to the citizens of Surrey and acknowledges that many of these services are critical to health and quality of life within Surrey.
- b) SFRS is committed to ensuring critical services will continue to be delivered and that increased demand for services due to emergencies are met.
- c) SFRS will adopt and promote best practice for preparedness, response and resilience including minimising the impact of emergencies.
- d) SFRS will comply with the Civil Contingencies Act 2004, regulations and statutory guidance.
- e) SFRS has adopted ISO 22301 Code of Practice for Business Continuity Management as its business continuity standard.
- f) SFRS will provide information, instruction, training and supervision for employees to help them understand their role in the preparedness, response and business continuity processes of SFRS and to allow them to contribute positively towards the preparedness and resilience of the organisation.
- g) SFRS is committed to the effective management of critical contractors and suppliers to ensure preparedness and resilience standards.

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- h) SFRS is committed to working with employees and their representative bodies to develop and implement preparedness and resilience measures that ensure SFRS's ability to deal with disruptive events.
- i) The Chief Fire Officer shall ensure, on behalf of SFRS, that the provisions of this Policy are fulfilled.
- j) This Policy will be reviewed annually or be amended, if necessary, to take into account new legal requirements, non-statutory guidance from central government and revisions and implementation of relevant British Standards and lessons learned from events, testing and or audit.
- k) SFRS is committed to continual improvement of the Business Continuity Management System (BCMS).

- 2.2 **Mission Critical Services:** The SFRS BCMS shall cover all mission critical services as defined in the South East Fire and Rescue Authorities Overarching Business Continuity Framework Agreement. By doing so SFRS will be able to maintain delivery of its core functions as defined in The Fire and Rescue Services Act 2004.
- 2.3 **Scope:** The scope of the SFRS Business Continuity plan (BCP) covers all mission critical services, sites and personnel.
- 2.4 **Out of Scope:** All other non mission critical services, sites and personnel are out of scope.
- 2.5 **Criteria and Scale:** It must have a direct effect and goes beyond the preparedness of the established procedures for maintaining mission critical services.
- 2.6 The BCMS extends to all departments directly responsible, or that support critical dependencies, for the delivery of core functions. A BCP will be produced together with supporting Standard Operating Procedures (SOPs) to ensure SFRS is able to operate at defined levels of capability during any disruption. Additionally, where services have been outsourced, either to other Surrey County Council (SCC) departments, contractors or suppliers those responsible for the management of those services within SFRS must establish suitable business continuity arrangements with the provider of those services.
- 2.7 Contingencies will also be made with regard to any other function identified as posing a risk to the delivery of mission critical services through the business impact and risk assessment processes.

### **3 Review**

3.1 The Standard Operating Procedure shall be reviewed following:

- a) Receipt of new information.
- b) As a result of an investigation.
- c) When introducing change to or new working procedures.
- d) In any event after a period of one year.
- e) At any other time when the current procedure is deemed to be invalid.

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