



Policy Name	Business Continuity Plan
Policy Category	Governance
Policy Number	G06
Date to Committee	November 2021
Previous Review Date	2017
Next Review Date	October 2024
Links to other Policies	G07 Risk Management
Consultation	Staff, Committee

1 INTRODUCTION

The Association recognises that events which are threats to business continuity outwith the control of the Association could occur and in order to be in a position to recover and deal with such events the Association has identified possible risk areas and identified possible solutions.

RISKS TO BUSINESS CONTINUITY

Threats to business continuity fall into two categories

- Events which affects the running of the business
- Events which affects residents homes

The initial part of this plan deals mainly with events which would affect the running of the business. The Emergency Procedure deals with events which affect residents' homes.

2. PRECAUTIONARY MEASURES

- a) The Association has a procedure for backing up data which ensures that that all data on our computer systems is backed up daily to the

cloud. This ensures that all data stored in QL, QLx, Sage,,Estatepro Scanfile, and Microsoft office will be saved in the event of a serious situation where access to Knowes' office was denied.

- b) Daily backs are made through a dedicated line to a back up centre. Storing Knowes' data to the Cloud will ensure that additional backup is available should our systems be affected by a virus or there is complete server failure.
- c) Knowes has a business continuity agreement with Clydebank Housing for the use of premises at the Centre 81 building in Whitecrook. In the event of an emergency staff could move out to the premises in Clydebank and operate Knowes' business from there.
- d) The majority of staff are fully equipped to work from home, this has been tried and tested throughout the covid pandemic. We can also deliver the majority of our services from a homeworking situation, only the property services team require to be on site for sustained periods of time to carry out their work.
- e) Emergency meetings would be held using Zoom or Microsoft Teams. We would also have staff and team meetings at the premises in Clydebank. Emergency co-ordinator would be the CEO or a member of the Management Team in the CEO's's absence.

3 RISK AREAS – SEE ALSO RISK MANAGEMENT PLAN

- Disruption of services to tenants/owners**
- Loss of crucial business information**
- Loss of reputation**
- Loss of money**
- Inability to record transactions/pay suppliers**

What would constitute a threat to business continuity?

An unforeseen interruption in operations that threatens the continuity of business.

For example: -

- Fire
- Extensive vandalism
- Flood
- Theft
- Power Cut
- Security breaches (hacking, sabotage)
- IT failure/cyber attack – complete loss of data
- Loss of key staff e.g. accident, sickness, sudden changes in an individual's personal circumstances
- Pandemic

4 ACTION PLAN

4.1 Business continuity Team

In the event of any serious threat to the business or to resident's homes and/or the physical area, the CEO must be contacted immediately; if this is not possible then a member of the Management Team as above. Mobile and home telephone numbers of the Management Team and senior staff will be available to all staff. Mobile and home telephone numbers will be available to Chairperson, Vice Chairperson, Secretary and Treasurer of the Management Committee. Police and Alarm Company have mobile and home telephone numbers of the Management Team.

A member of Management or nominated deputy shall make an initial assessment of any serious incident. This will involve attending the site of the incident in order to determine the scale of the damage and involvement of other agencies.

The Chairperson will be contacted and a meeting of the Management Committee convened as soon as practicable (i.e. meeting place been identified and members been contacted) to update the Committee and agree solutions on an ongoing basis depending on the circumstances and extent of the threat/incident.

The Business Continuity Team, comprising the members of the management team, executive officers of the committee and other key staff members, will ensure a co-ordinated recovery process as follows: -

- Establish links with all members of staff
- Notify Scottish Housing Regulator
- Inform insurance company if necessary
- Relocate appropriate staff to Centre 81, Ensure IT systems are up and running
- Establish links with main contractors/suppliers
- Communicate with and resume key services to customers
- Communicate with insurance company over essential repairs/rebuild/purchase of new office assets
- Communications (with other relevant agencies, that is. Scottish Housing Regulator, Loan Provider, housing benefit, DWP, social work, bank, contractors, local press,)
- Report on financial and other implication of the incident on Association's future
- Establish appropriate action plan for full recovery of Association's business.

4.2 Extensive damage to office premises at 10 Field Road

The office is alarmed and a member of Management Team or other designated member of staff will be called out if the alarm is triggered.

Additional security measures have been taken – metal fencing around the building with padlocked gates. Security lights and CCTV cameras

In the event of the damage being so extensive as to render the building uninhabitable the Association has the following options.

- 1 Set up base at Recovery Suite in Clydebank at Centre 81
2. Majority of staff to work from home
 - a) The suppliers of hardware and support should be contacted on the same day that a major incident occurs and equipment they need to replace ordered within the week.
 - b) The Association's insurance policy allows for the replacement of equipment and covers for business interruption. The loss adjuster will also assist in finding a solution.

4.3 Loss of IT data/equipment

In the event of a complete loss of the I.T. systems due to failure of the server through fire, flooding or breakdown the Association will in the first instance contact Tecnica to reinstate services to all staff..

4.4 Loss of key staff

1. EVH hold a bank of experienced housing professionals

4.5 Contractor Liquidation/Failure to provide services

In the event of either the reactive repairs contractor and/or the gas repairs contractor being unable to continue to provide a service it is imperative that the Association has another alternative contractor who is available to assist with business continuity until such times as a contract can be legally and appropriately tendered.

With this in mind, the Association has an alternative repairs contractor City Building, and for gas repairs The McDougall Group. The Association has experience of working with both contractors and this arrangement would allow the services to our tenants to continue for the intervening period between losing our main contractor and appointing a new one.

QUICK GUIDE

- 1** *Contact all members of Management Team*
- 2** *Contact Chairperson or member of Management Committee*
- 3** *Set up line of communication i.e. mobile phones*
- 4** *Assess scale of threat/incident*
- 5** *Invoke Clydebank H.A. recovery centre*
- 6** *Contact Tecnica for IT support*
- 7** *Contact Insurance Company*
- 8** *Identify emergency meeting place*
- 9** *Contact all staff members*
- 10** *Notify Scottish Housing Regulator*
- 11** *Take appropriate action depending on scale of incident*
- 12** *Contact key agencies See Annex 1 – telephone numbers*

IF THE WORST HAPPENS – FIVE GOLDEN RULES

- **DON'T DELAY**
- **GET EXPERT HELP**
- **FOLLOW THE PLAN, BUT USE JUDGEMENT**
- **KNOW WHO'S IN CHARGE**
- **COMMUNICATE, COMMUNICATE, COMMUNICATE.....**

ONGOING ACTION

Keep staff and Management Committee up to date on situation at all stages. The Business Continuity team will be responsible for this.

Record all decisions and action taken.

FOLLOW UP ACTION

Draw up full report of incident, action taken, reasons, costs and examine thoroughly with Management Committee.

Review Business Continuity Plan and adjust where necessary in light of experience

EMERGENCIES

8. EMERGENCIES

A major emergency will be constituted by a situation such as that which occurred during the Christmas period in 1995, when temperatures across the country fell as low as – 20C, resulting in a large number of tenants experiencing burst pipes and a consequent loss of supply of

water, gas and electricity **OR** a major fire resulting in a number of families having to be rehoused. A major emergency is not envisaged as being created by an occurrence which affects one tenant only. An emergency would be a fire, or serious damage requiring two or more families to be rehoused immediately.

9. INITIAL ASSESSMENT

The CEO or a member of the Management Team shall make an initial assessment of any emergency. This will involve attending the site of the emergency in order to determine the scale of the damage and involvement of other agencies.

10. THE EMERGENCY TEAM

The emergency team will consist of the Management Team, representative members of staff and executive member of the management committee as appropriate and dependant on the scale and scope of the emergency.

Up to date information on how to contact all of these members is contained in Appendix 1.

11. OTHER KEY PERSONNEL

Key personnel and/or agencies will differ dependant upon the nature of the emergency. Examples of such personnel and agencies whose assistance might be necessary in the event of a major emergency are:

Fire Brigade	Social Work Department
Police	Advice Centres
Ambulance	DSS
Local Hospital	Community Groups
Contractors	Doctors/Health Centre
Scottish Power	WDC Homeless Unit
Transco	Suppliers of dehumidifiers/vaxes
Street Lighting	Environmental Health
Insurance Company	
Faifley Housing Association/Other WD RSLs	

12. PROCEDURES

During Office Hours

The CEO (or if not available Head of Finance, and, or Housing Manager, and or Property Services Manager will inspect the locus of the emergency and, if necessary, call together the emergency team to consider what action is required. Points to be considered, though not exhaustive, should include: -

- a) Can the emergency be dealt with within normal working procedures and staffing levels?
- b) If not, which areas require additional personnel and resources?
- c) Are staff clear about what the priorities are during an emergency?
- d) Guidelines must be given to staff by their line manager in prioritising workloads.
- e) Should Insurance Company be notified and involved.
- f) In the event that the emergency is likely to continue for some time, rotas for staff should be introduced.
- g) What other key agencies should be involved?

Outwith Office Hours

As above the CEO/Head of Finance/Housing Manager or Property Services Manager will inspect the locus of the emergency and either:

- a) instruct the necessary action/remedial work or
- b) call together the emergency team.

Here also points “b” to “g” above should be considered: -

13. SITUATION REPORTING

Staff must ensure that situation reports are compiled with immediate effect from the commencement of the disaster/emergency. These reports should contain information on: -

- a) the nature of the disaster/emergency
- b) the date and time at which it began
- c) length of time it is anticipated to last
- d) number of tenants/owners affected
- e) other agencies involved
- f) number of staff called in
- g) number of hours worked in total
- h) brief details of action taken
- i) anticipated approximate cost
- j) photographs where possible

14. EMERGENCY ACCOMMODATION

Each Social Work area has a “Civil Emergency Plan” which will be followed by them in the event of an emergency. This will address many issues, which will not necessarily all be of concern to the Housing Association. However, the following functions/services, which may be undertaken by the Social Work Department in the event of an emergency, are of potential interest to the Housing Association: -

- The establishment and staffing, in conjunction with the Housing Department of reception centres.
- The establishment, in conjunction with the Education Department, of feeding stations if necessary at these centres.
- Support in evacuation to, and dealing with family situations at the reception centres.
- Activation of voluntary services
- Work in conjunction with other services and departments to offset the worst effects of any emergency.

15. STAFF REQUIRED IN EMERGENCY CONDITIONS

Staff are entitled to payment if they are called on urgent and unforeseen Knowes business out with normal working hours, provided that: -

- a) the member of staff must be called out from home
- b) the reason for the callout must be an unforeseen emergency

All reasonable travel costs to and from the scene of the emergency and other journeys in relation to the emergency will be paid.

Payment for actual time (including travel) will be made in accordance with EVH terms and conditions.

Claims should be made using the normal overtime claim forms. The times of leaving and returning home should be shown and the whole entry clearly marked "call out".

16. FOLLOW UP TO EMERGENCY

Follow up visits should be carried out to tenants/residents affected by the emergency as appropriate.

Property Services Manager/ Property Inspector as appropriate should carry out all necessary inspections and the required remedial work instructed.

The Management Team should, as soon as is practicable and no later than for submission to the next full Management Committee Meeting undertake an evaluation of the emergency and the procedures followed. A report should therefore be compiled for submission to the Management Committee and forwarded to the CEO. This report should include an estimate of costs where possible, as well as conclusions and recommendations for future similar emergencies.

17. INSURANCE CLAIMS

The contact details are as follows: -

Andrew Shearer BA (Hons), Cert CII
Account Handler Scotland

Zurich Municipal
St Vincent Plaza,
7th Floor,
319 St Vincent Street,
Glasgow,
G2 5LP

e-mail – andrew.shearer@uk.zurich.com
mobile - 07812265539

Motor Claims

Tel new claims - 0800 916 8872

Tel existing claims - 0800 232 1913

Email: zmmotorclaimsoffice@uk.zurich.com

Property Claims

Tel: 0800 028 0336

Email: farnboroughpropertyclaims@uk.zurich.com

Glasgow Casualty Claims

Tel: 0800 328 8491

Email: glasgowcasualtyclaims@uk.zurich.com

anne.norrie@uk.zurich.com

[07875 888996](tel:07875888996)

Policy numbers

Property Tenants JHA 22S010-0033-00

Property Factored owners JHA 22S010-0043-00

Terrorism TER 22S010-0031-00 (0041 for owners)

APPENDIX 1

The first person (be it Committee Member or Staff Member) alerted to an emergency situation should immediately telephone the Office 01389 877752 if it is in office hours. Outwith Office hours (holidays, weekends) they should contact a staff member as follows: -

Name	Contact Details
Erica Davidson - CEO	0141 570 1651 07527 741833
Joe Wilson – Property Services Manager	01389 386733 07464 008694
Martin Harvey – Housing Manager	0141 942 3860 07484 859674
Elaine Lewty – IT Manager	07585903725

Committee

Name	Contact Details
Steven McCabe	07540 730294
Billy Stevenson	01389 890439 07534 349 614
Katie Devaney	0141 561 6568 07880 708 520

Emergency Services

Police Scotland	999 – emergency 101 – non emergency
Fire Station Kilbowie Road	01389 872223
Queen Elizabeth University Hospital	0141 201 1100
Health Centre	0141 531 6400

Local Authority WDC

Homeless Unit/Housing Department	01389 776400 0800 1971004 emergency
Social Work Department	0800 811505 – emergency 0141 562 8800 – office hours
Environmental Health	01389 738652 07899 076204 – emergency
Sewerage	01389 738542

Street Lighting
Building Control

0800 373635
01389 783575

Clydebank Recovery Centre –

During Office Hours – 0141 941 1044
Outwith Office Hours – 07973 869204

This will provide for 9 workstations, 12 phones, reception desk and storage space

Also for IT recovery:

Tecnica: 01383 722757 support@tecnica-ltd.co.uk

Public Utilities

Name	Contact Details
Highland Network Ltd	03454504502
Virgin Media Business	08000520800
Scottish Water	01389 62495
British Gas	0141 429 6161
Scottish Power	0141 887 7557

Local Press/Media

Clydebank Post 80 Dumbarton Rd. 0141 951 0565
Radio Clyde 0141 306 2281

Name	Contact Details
Marie McNair – MSP	Marie.McNair.msp@parliament.scot
Councillor Jim Finn	01389 738520
Martin Docherty-Hughes - MP	0141 952 2988

Hotels

Radnor Park	Tel	0141 954 2537
	Fax	0141 951 0167
Boulevard	Tel	01389 879803
	Fax	01389 879803
West Park	Tel	01389 872333
	Fax	01389 878599

Other useful numbers

QL/QLx	Ashley Dutton Account Development Manager Building 500, Abbey Park, Stareton, Kenilworth CV8 2LY Mobile : 07967 676714	Helpdesk: 01792 656699 0845 1259464 Mobile: 07879532760	qlsupport@aareon.com ashley.dutton@aareon.com
Tecnica	Colin Archer Tecnica Ltd 5 Castle Court Carnegie Dunfermilne KY11 8PB Phone 01383 722 757 E-Mail support@tecnica-ltd.co.uk Colin.archer@tecnica-ltd.co.uk	Telephone – 01383 722 757	support@tecnica-ltd.co.uk
Arthur McKay (Phone System)	Darren Pickering 42 Dryden Road Bilston Industrial Estate Loanhead Edinburgh EH20 9LZ	Tel: 0131 440 6006	Darren.pickering@atalianworld.com Services.gb.amk@atalianworld.com
Concept Scanfile	t: 0870 241 1241 f: 0141 559 7801 e: john.hughes@concept-group.co.uk Concept House, Fairbairn Road, Livingston, EH54 6TS	08702411241	Scanfile To reinstall the scanfile software on our back up server at Clydebank the details are as follows: - Gary Henderson - Glasgow office - 0141 559 7800 Scanfile Serial no 10- 6007327 v8
Photocopiers /printers	NCS. 65 Rodney Street Glasgow G4 9SQ	Service Desk: 0345 200 0057 fax: 0141 353 0011	servicedesk@ncs-ltd.com

Asset management system – E-state pro and component pro	Nick Fowler Asprey Management Solutions	T: 01564 771600	nick.fowler@aspreysolutions.co.uk
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Name	Contact Details
McDougalls	0141 951 1900 0800 975 1234 (out of hours)
Transco (Gas Leak)	0800 111 999
Housing Benefit WDC	01389 738555
Clairemont Office Furniture	0141 427 5364
Alarm Company	0141 772 2500 Contract No. 13155 Password – Foxknowe
Shutters 24 hours	0870 000 5231 Cust No. M13173 Site No. M212672