

FORTH HOUSING ASSOCIATION LIMITED

BUSINESS CONTINUITY PLAN

Code: GOV08

Approved: May 2024

Next review: By May 2027

Cross reference: GOV01 Standing Orders
FIN01 Financial regulations
FIN02 Financial Procedures



This document can be made available in alternative languages or formats (such as large print, audio etc). Please contact staff as required.

Policy Summary

This policy has been developed to outline how Forth HA will respond to accidents, disasters, emergencies or threats to ensure continuity of service delivery in emergency situations.

Equalities

No equalities issues have been identified in the Equalities Impact Assessment Screening Questions and there is therefore no requirement to do a full Equality Impact Assessment.

Privacy

This policy fully complies with Forth's Data Protection Policy, the Data Protection Act 1998 and good practice.

Policy Owner

Name: Head of Corporate Services

Date of Next Review: May 2027

FORTH HOUSING ASSOCIATION LIMITED




BUSINESS CONTINUITY PLAN

1. Introduction

- 1.1 Forth aims to have in place a range of documents, instructions, and procedures to enable it to respond to accidents, disasters, emergencies, and/or threats without any stoppage or hindrance in its key operations.
- 1.2 Normal operations may be affected by a wide range of factors such as fire, flood, other severe weather conditions, loss of utility services, cyber-attack, transport disruption, civil disorder, sabotage, contamination (chemical etc), epidemics/pandemics, major illness etc.
- 1.3 Such situations may involve varying degrees of risk and severity, ranging from widespread “disaster” to less serious, but still disruptive, localised incidences.
- 1.4 It is inevitable that all circumstances will require some judgement and discretion in respect of the particular action to be taken. However, the purpose of this Plan is to ensure that as far as possible situations are thought through in advance and that there is clarity about who is responsible for responding, and how.

2. Basic principles

- 2.1 Where accidents, disasters, emergencies or threats occur the Association will aim to minimise

-  disruption of its business operations
-  disruption to its service delivery
-  threats to the health, safety and wellbeing of tenants/residents, employees and agents

3. Aims & Objectives

Arrangements and precautions for organisation resilience

3.1 Roles and responsibilities

- 3.1.1 The “Chief Emergency Contact” (CEC) will be the Director and in their absence Heads of Service, Senior Property Officer or another manager present

- 3.1.2 The “Emergency Team” (ET) will consist of the Senior Management Team, supplemented by such other staff members as considered appropriate, depending on the nature of the particular incident or threat.
- 3.1.3 The Chair, office bearers and members of the Management Committee will be kept closely informed of any incidences.
- 3.1.4 The Association’s Standing Orders provide for the Chair and Office Bearers, in conjunction with the Director, to take emergency decisions on behalf of the Committee.



3.2 Notification and response arrangements

- 3.2.1 All key contact details are listed at Appendix 2.
- 3.2.2 Any potential emergency situation should be immediately notified to the Director or in their absence to a Management Team member during office hours or at the earliest possible time. An immediate decision will then be made as to whether or not to implement a meeting of the Emergency Team and/or any other actions.
- 3.2.3 The contact details for the Emergency Team have been passed to the emergency services and the out of hours emergency repairs service with instructions to contact the Director first and then, where necessary, the other names (as listed at Appendix2) in the event of significant incidences out-with office hours.
- 3.2.4 The Association’s tenants have access to an out of hours emergency repairs service. Should any emergency issues arise that renders the property uninhabitable the out of hours contractor will contact the association staff who will then arrange suitable temporary accommodation. The contractor holds emergency contact details for relevant stand and in such cases the Association’s Head of Tenant Services (and failing that the next person on the list) will also be notified.

3.3 Emergency Base

- 3.3.1 Where an incident prevents the normal access to or use of the office an emergency base may be required at which members of the Emergency Team can initially convene to plan and agree action. Unless an alternative venue is agreed at the notification of the Emergency Team meeting this will be at the offices of Rural Stirling Housing Association.

3.4 Short-term temporary office base

- 3.4.1 A reciprocal agreement is in place with our Strath For partners (Ochil View HA and Rural Stirling HA) whereby short-term temporary office accommodation will be made available for some staff for a limited period of time, with access to telephone and IT. (See Appendix 1 – Strath For Business Continuity Co-operation Agreement.)
- 3.4.2 Unless alternative venues are notified when an incident occurs which prevents the normal use of the Association's office staff should attend as follows:
-  Emergency team members: Rural Stirling HA
 -  All other staff members: Ochil View HA

3.5 Medium/long-term relocation options

- 3.5.1 Depending on the extent of damage to the office it may be necessary to source other medium/long-term office accommodation. Relevant contact details are listed at Appendix 2.

3.6 Storage of data

- 3.6.1 All important data/files should be stored on the server so that it is backed up regularly. Any data held on individual PCs or memory pens will not be backed up. Data on the server is backed up daily, in the evening, to the cloud.
- 3.6.2 Staff will have access to SDM either via the 'My Home' portal or via a VPN, as will the L Drive.
- 3.6.3 An image of a live copy of all system information on the server, including operating system, mail server, applications and user folders, is also backed up regularly to the cloud.
- 3.6.4 Any data taken off site by staff via memory pen, CD or DVD should be encrypted.

3.7 Personal safety

- 3.7.1 The Association will help to prevent/minimise the impact of certain emergency situations by ensuring that clear arrangements are in place for ensuring the safety of staff and service users. These are detailed within the Association's health and safety policies and plans, including the office evacuation procedure.

3.8 Utilities and other emergency supplies

- 3.8.1 The Association maintains a small supply of electric heaters which are able to be used in the event of a lack of heating in the office (to enable continued working in cold weather) or in tenants' homes during periods of heating failure. A small dehumidifier is also available.

3.8.2 Other heaters, portable emergency hot water tanks, dehumidifiers and similar equipment may be supplied by contractors. In addition, where necessary such equipment may be available from other Strath For Housing Alliance members (see appendix 2) or may be hired or purchased, subject to normal financial procedures.

3.8.3 The Association can access sand-bags when required through Stirling Council (via contact centre).

3.9 Arrangements for redirecting phones, e-mails, post etc

3.9.1 Telephone calls can be answered via laptops or mobiles on cloud-based system Glocom and post can all be redirected to ensure ongoing communication links are maintained. Any decision to arrange such a redirection will be made by the Chief Emergency Contact and details of how this can be achieved are outlined in the relevant Business Continuity Procedure Guide which supports this document Emails are accessible online via Microsoft Office 365 website.





3.10 Communicating with tenants, service users and others

3.10.1 Appropriate communication with tenants, service users and other parties such as contractors, partner agencies etc may be of vital importance to ensure minimum disruption to services and to prevent inaccurate assumptions or information being disseminated regarding the Association.

3.10.2 A key role for the Emergency Team will be to agree what information needs to be communicated to whom, when and by whom. We will make full use of our Website, texting service, emails and Facebook as means of communication where appropriate Letters can be sent via Strahfor partners or via electronic mail services.

3.11 Service delivery

3.11.1 The resumption and maintenance of “normal services” will be a primary responsibility for the Emergency Team. The following are the priority services:

-  Safe/secure accommodation for all tenants
-  Telephone contact for tenants
-  Provision of maintenance services
-  Rent accounting facilities

Once the above services have been established/secured the Emergency Team will agree further priorities.

3.11.1 The Strath For Housing Alliance Business Continuity Co-operation Agreement (Appendix 1) provides for member Associations to provide temporary staffing and contractor support to provide assistance.


3.12 Insurance

- 3.12.1 The Association will maintain insurances to cover identified risks and will review these annually.
- 3.12.2 Copies of key policies are held /on the cloud and key contact numbers are listed at Appendix 2.

3.13 Capacity within the staff team

- 3.13.1 The Association minimises the risks arising from loss of key personnel by ensuring all tasks essential to the operations of the Association are known by more than one member of staff and covered by written procedures.
- 3.13.2 Minimum acceptable levels of staffing cover have been identified and planned leave will not be authorised where these limits cannot be maintained.
- 3.13.3 With regard to unplanned leave staff will adhere to the procedures relating to the Attendance Management Policy and Appendix 4 provides additional information relating to attendance in emergency situations.
- 3.13.4 The CEC will ensure staff comply to any local and central government guidance/regulations.
- 3.13.5 In emergency circumstances where staff are unable to attend their normal place of work, due to travel restrictions or similar, the CEC may, following consultation with the Office Bearers, authorise temporary working from home arrangements and relaxation of the normal flexitime limitations (for example to allow an increased deficit to be carried forward from one month to the next).
- 3.13.6 The Strath For Housing Alliance Business Co-operation agreement provides for some staff cover in emergency situations. In addition recruitment of additional temporary staff can be pursued if necessary, in line with the Staff Recruitment Policy.
- 3.13.7 Where recruitment of temporary staff is being considered the advice and services of EVH should be strongly considered, as they are well placed to provide guidance and assistance regarding this.

3.14 Supporting tenants and promoting neighbour action

- 3.14.1 The Association's lead responsibility is restricted to its role as landlord and in many other areas responsibility will lie with other statutory agencies, private companies and/or tenants and residents themselves.
- 3.14.2 The Association is however aware that  the agencies in question may not have the resources to respond effectively

- some individual tenants, especially those who are vulnerable, may struggle to cope.

3.14.3 The Association will seek to ensure that there is a clear awareness regarding where responsibility lies and will seek where appropriate and possible to assist tenants to liaise with the appropriate organisations.

3.14.4 Our database records allow us to identify tenants who may be particularly vulnerable so that staff will be best placed to direct any assistance in times of crisis.

3.14.5 We will seek to support self-help amongst tenants and in particular we will seek to assist any tenants' groups or community groups who wish to provide additional support to vulnerable individuals during a period of crisis.

4 Specific Action Plans

4.1 It is not possible to pre-empt every possible accident, disaster, emergency or threat which may affect the Associations' normal service. However, for the most likely events it is possible to undertake a degree of planning to minimise their impact and to outline actions to be taken to ensure a resumption of normal service delivery at the earliest possible time.

4.2 There are a range of actions plans as part of our Business Continuity Procedures which support this policy.

5 Monitoring of the Policy

Awareness and understanding of the plan

5.1 All members of staff and Management Committee will be given access to a copy of the plan and all members of the Management Team will be expected to retain a copy at home for access out-with office hours as required.

5.2 Action plans will be considered at all Staff Meetings and Team Meetings as necessary to ensure familiarity.

6.0 Complaints and Appeals

6.1 Forth Housing Association welcomes complaints and positive feedback, both of which provide information which helps us to improve our services. We use a complaints procedure developed by the Scottish Public Services Ombudsman (SPSO) and the Scottish Housing Regulator.

6.2 The complaints procedure allows for most complaints to be resolved by front line staff within a five-day limit (first stage), or if the complaint is complex, a detailed investigation will be made by a manager within a 20-day limit (second

stage). At the end of the second stage our response will be made by a director. If the customer remains dissatisfied, he/ she may then refer the matter to the SPSO.

At each stage we will advise the customer how the complaint should be taken forward and advise which agency would be most appropriate to consider the case.

7.0 Equalities

7.1 Equality and diversity underpin all our activities and services. When delivering our services, we never discriminate on the basis of sex or marital status, race, disability, age, sexual orientation, language, social origin, or of other personal attributes, including beliefs or opinions such as religious beliefs or political opinions. Full details of our Equalities Policy can be found on our website www.forthha.org.uk or can be obtained from our office.

8.0 Data Protection - Privacy

8.1 We recognise the importance of data protection legislation, including the General Data Protection Regulation, in protecting the rights of individuals in relation to personal information that we may handle, use and disclose about them, whether on computer or in paper format. We will ensure that our practices in the handling, use and disclosure of personal information as part of the processes and procedures outlined in this policy comply fully with data protection legislation.

9.0 Availability

9.1 This policy is available on our website and can be made available in a number of other languages and other formats on request.

10 Review

10.1 Management Committee will review this policy at least every 3 years, and Staff are responsible for ensuring that they meet legal and good practice requirements.

10.2 The Senior Management Team will review the action plans at least annually.

Business Continuity Co-operation Agreement

STRATHFOR

1 Introduction

It is recognised that each association within the StrathFor Housing Alliance (Strath For) maintains its own operational independence and its own Business Continuity Plan, to ensure continuity of service delivery in emergency situations. However it is also recognised that in the spirit of collaboration the associations will be able to provide assistance, expertise and support to each other should the need arise.

This document outlines the broad areas that the StrathFor member associations agree to provide assistance. The specific details to be adopted by each association will be incorporated, subject to agreeing detailed arrangements, into their respective policies as they are established or reviewed.

Primary liaison between the StrathFor members, to establish detailed working relationships, will be via their respective Chief Executives.

2 Areas of collaboration

The following outline the broad areas in which the StrathFor member associations will agree to provide support and assistance to each other, subject to capacity:

Office accommodation	To provide access to office accommodation for up to 5 staff for a minimum of 1 week. This to include the availability of at least one telephone and one internet enabled computer.
Provision of staff/personnel/ equipment	<p>To provide emergency staff assistance to cover situations including the following:</p> <ul style="list-style-type: none"> • Staff to answer and deal with diverted telephone calls. • Emergency administrative back up to assist with notifications relating to a major disruption of service. • Short-term provision of staff to cover widespread illness etc. • Provision of specialist staff to assist with large scale disaster recovery (eg Technical staff to assist with recovery from wide scale flooding) • Provision of maintenance contractors to assist with large scale disaster recovery or short term loss of contractor cover. • Provision of available equipment to assist in emergency situations (e.g. dehumidifiers, sand bags etc). <p><i>Above subject to resources/availability.</i></p>

Technological support	To provide IT and technological support including the following: <ul style="list-style-type: none"> • Secure storage of basic information files. • Temporary telephone answering via acceptance of diverted calls. • Access to emergency equipment such as heaters, dehumidifiers, sandbags etc.
Temporary provision of housing	To provide temporary decant accommodation, to tenants, in the event of home loss and an inability of the statutory authorities to make suitable provision.

3 Recovery of costs

Each StrathFor member association will agree to provide support and assistance to another member association for up to 1 week at no cost and thereafter to provide any agreed support on an at cost basis. Cost from 3rd parties, such as contractors, will be charged on at standard rate and will normally be paid directly to the supplier.

Invoicing arrangements will be agreed according to circumstances and payment will be made within 1 month of invoice issue.

4 Signatures

By signing this agreement the StrathFor member associations agree to adopt the co-operation principles outline above and incorporate these into respective policy statements, subject to mutual agreement of specific details.

Signed for and on behalf of Forth Housing Association:

Signature:  Date: 03 December 2023

Signed for and on behalf of Ochil View Housing Association:

Signature: _____ Date: _____

Signed for and on behalf of Rural Stirling Housing Association:

Signature:  Date: 30 November 2023

Key contact details

1 Committee member contacts

Committee member	Title	Contact number	E mail
Ann Dickson	Chairperson	07831 339955	ann@dargai.co.uk
Andrea Finkel-gates	Vice-Chair	07951977323	andrea.finkel-gates@scotlandshousingnetwork.org
Kenny Hutton	Vice-Chair	07580838680	KennyHutton50@gmail.com
Lyndsay Moffat	Member	07590571167	lyndsay@gardeen.org.uk
Priscilla Maramba	Member	07853842116	priscillamaramba@yahoo.co.uk
Abira Sarwar	Member	0785 900 7735	Abira.sarwar@gmail.com
John Jenkins	Member	07460980001	Jtj.dullatur@gmail.com
James Bryce	Member	07944547500	jgbryce@outlook.com
Callum Wynd	Member	07852845545	callum.wynd@gmail.com

2 Staff contacts

Staff member	Title	Contact
Sharon Brady-Wardrope	Director	07805474603
Mareta Greig	Head of Tenant Services	07860167724
Samantha Buggy	Head of Corporate Services	07586 055593
Elaine Shepherd	Housing Services Officer	07340 377017
Kelly Cadden	Housing Services Officer	07716 095925
Ann Gordon	Assistant Housing Services Officer	07749 904817
Kevin Milne	Assistant Housing Services Officer	07739 872588
Paul Fraser	Senior Property Services Officer	07905 531938
Stephen Dougherty	Property Services Officer	07930 270834
Calum Carberry	Assistant Tenant Services Officer	07955 205982

Shona MacLeod	Finance Officer	07766 767291
Carol Niven	Finance Assistant	07505 120037
Tracy Doran	Income Maximisation Officer	07949 672138
Kieron O'Hara	Income Maximisation Assistant	07742 456919
Callum MacDougall	Corporate Services Officer	07711 278864
Becky Ramage	Customer Services Assistant	07808 543183
Zofia Chamczyk	Modern Apprentice	07916 920475
Daradjeet Jagpal	Data Protection Officer	07378 635275

3 Key contacts

Company	Business Area	Phone Number	E-mail
OchilView HA	StrathFor	01259 722899	
Rural HA	StrathFor	01786 841101	
Strattis	IT Suppliers	0330 3335140	ithelpdesk@stratiis.com
Brightridge	Telephony	0131 2020777	help@brightridge.co.uk
Stirling Council	Local Authority	0800 277 7000	

4 Key business contacts

Organisation	Contact	Address	Phone/E mail
Adam Domestic	Scott Adams	118 Alloa Road Stenhousemuir Falkirk FK5 4HQ	01324 562502
Alex Brewster Electrical	Nikki Giannandrea	32 Maxwell Place Stirling FK8 1JU	01786 473851
Ally Baird (Roofer)	Alistair Baird	Greystone Cottage Dunblane FK15 9NZ	01877 330389 (Ally 07833 312346)
Aquaklenz	Clare/Pat Duffy	11 Glasgow Road Stirling FK7 0PA	01786 474049 (Clare 07730 599862) (Pat 07802 180807)
Arthur J Gallagher	Alex Hall	27-30 Railway Street Chelmsford Essex CM1 1QS	Alex_hall@ajg.com
Bank of Scotland Commercial	Douglas Spowart	1st Floor New Uberior House 11 Earl Grey Street Edinburgh EH3 9BN	Mobile: 07789 745 928 Fax: 0131 659 0795 Douglas_Spowart@Bankofscotland.co.uk
BJ Joiners	Brian McKenna	29 Montrose Way Dunblane FK15 9JL	07967 870569

Clydesdale Bank PLC	Nina Sutherland	Corporate & Strucral Finance, 1 st Floor, 30 St Vincent Place, Glasgow G1 2HL	0141 958 6092 Nina.M.Sutherland@cybg.com
D&S Slater	David O' Hare	2 Hill Terrace Cottage Cowie FK7 7DH	01786 816286 (Davy 07831 271321)
FMD Financial Services Ltd	Howard Dales	KCEDG Commercial Centre Unit 29 Ladyloan Place Glasgow G15 8LB	0141 944 6600 Howard.Dales@fmdfinance.co.uk Howard- 07595 271609
Forth Plumbing & Heating	Hugh Lawson	Unit 1, 22 Broadleys Road Stirling FK7 7ST	01786 461093 Hugh 07753 84512
Grahame Robertson Electrical part of Stirling Electrical Group	Grahame Robertson	Unit 2 15 Borrowmeadow Road Springkerse Industrial estate Stirling FK7 7UW	01786 468050
Housing & Social Justice - More Homes Division	Maureen Esplin - North East Area Manager Scottish Government	Endeavour House 1 Greenmarket DUNDEE, DD1 4QB	0131 244 8081 Mobile: 07920 549740 Maureen.esplin@gov.scot
Brightridge Technology	Iain Bett (Phones)	6a Nasmyth Court	0131 2020777 help@brightridge.co.uk

		Houston Industrial Estate Livingston EH54 5EG	
idverde Landscaping and Grounds Maintenance Services	Stuart Dillett	First Floor, 3 Cambuslang Court, Cambuslang, Glasgow, G32 8FH	07836 573 550 02476 405 660 Stuart.Dillett@idverde.co.uk
JLL	Kirsteen Barclay		0131 225 8344 0160 377 4645 kirsteen.barclay@eu.jll.com
John Swain	John Swain	15 Gogar Place St Ninian's Stirling FK7 0EZ	077490353516
Nationwide Building Society	Martyn Furman	Nationwide Building Society. Commercial, Public Sector Team Kings Park Road Moulton Park Northampton NN3 6NW	01383 627710 Martyn.furman@nationwide.co.uk
Ochil View Housing Association	George Tainsh	Director Ochil View Housing Association Ochil House Marshall Alloa, FK10 1AB	01259 722899 george.tainsh@ochilviewha.co.uk

Rural Stirling Housing Association	Donna Birrell	Director Rural Stirling Housing Association Stirling Road Doune, FK16 6AA	01786 841101 Donna@rsha.org.uk
Robertson Partnership Homes	James Freel	Managing Director	01786 431 600 Mobile: 07885 224 474 j.freel@robertson.co.uk
Saltire		Saltire Facilities Management Limited 10 James Street Righead Industrial Estate Bellshill, ML4 3LU	0800 048 2710 01698 743 645
Scottish Building Society	Agnes Campbell	SBS House 193 Dalry Road Edinburgh EH11 2EF	0131 313 7734 a.campbell@scotbs.co.uk
Scottish Power	Customer Services Advisor.		0141 568 6315
Scottish Water	24 hr help line		0845 6000 8855
SEPA Floodline			0845 988 1188
SG-Pro Cleaning	Douglas Smith	SG Pro Cleaning Ltd Unit 4, Block 1 Cooperage Way Business Village Alloa FK10 3LP	01259 722237 07783937218 douglas@sg-procleaning.com

SSE	Customer No - 2000050418		0345 0701706
Stirling Community Enterprise	Tom Wallace	Community Enterprise Kildean Hospital 146 Drip Road, Raploch Stirling, FK8 1RW	01786 472885
Stirling Council	Stephen Clark	Allan Water House Chief Officer - Housing Stirling Council, Allan Water House, Kerse Road Stirling FK7 7SG	01786 237652 clarks@stirling.gov.uk
Stirling Council	Gillian Taylor (Housing Benefits)	Customer Services Corporate Services Viewforth Stirling	01786 443246 taylorg@stirling.gov.uk
Stirling Council	Coreen McNeill	Accommodation Manager Allan Water House Kerse Road Stirling FK7 7SG	01786 432400
Stirling Council	Contact Centre		0800 277 7000
Stirling Council Maintenance	David Sharp	Kerse Road Stirling FK7 7TE	01786 443564 237733 Emergency call out- 07715 004265
Stirling Electrical Services	Scott McLean	Stirling Road Fallin Stirling, FK7 7JB	01786 813916

Strattis Limited	Gerry Malloy / Alan Borland	Ellismuir House, Ellismuir Way, Uddingston, Glasgow, G71 5PW	Helpdesk – 0330 3335140
Stuart MacLaren Plumbing & Heating	Stuart MacLaren	48 Birch Avenue Torbrev Stirling FK8 2PN	07703 386258
CAF Bank	Stuart Niven	44 Ashley St, Glasgow, G3 6DS	07585790526 sniven@cafonline.org
MP Group	Martin Munro	324 Drumoyne Road Glasgow G51 4DX	0141 237 1970 07985 413 626
Dumbreck Decorators	Kenny Malone	42 Loanbank Quadrant Govan Glasgow G51 5HZ	0141 419 1940 07889 718816

