



53 Ballindalloch Drive, Glasgow G31 3DQ

BUSINESS CONTINUITY MANAGEMENT & DISASTER RECOVERY STRATEGY

PH/FEBRUARY 2021/REF.P10



0141 551 8131



0141 550 2060



admin@milnbank.org.uk



www.milnbank.org.uk

A registered Scottish Charity No.SCO39891 Registered: Scottish Housing Regulator.
Registration No. HCB 161 SC Registered: Financial Conduct Authority - 1818 R(S).
Registered under the Co-operative and Community Benefit Societies Act 2014.



Healthy
Working
Lives



DISASTER RECOVERY STRATEGY

1. INTRODUCTION

Milnbank Housing Association (MHA) are fully committed to ensuring that internal processes are robust to ensure that key service delivery can be delivered in the event that any significant incident occurs. This will be achieved by developing appropriate disaster recovery arrangements across the Association.

Disaster Recovery assists in the management of risks which may impact the running of MHA or the delivery of a service. The risks could be from the external environment such as adverse weather, utility related or loss of a key supplier. Internal disruption could be caused by loss of key staff, IT systems failure or loss of offices/premises.

Disaster Recovery provides a framework to minimise interruption to service delivery so that key services and processes can continue. The Disaster Recovery Policy is developed alongside our Business Continuity Management Plan (BCMP) which is included within this document.

The aim of the Strategy is to provide effective and practical policies and procedures which:

- Minimise disruption to our residents in the event of an incident affecting the running of our offices or a significant incident affecting any of our properties.
- Minimise disruption within each function and allows normal service delivery to be resumed in the shortest possible time in the event of an incident affecting the effective running of our offices.

The objective is to ensure that control is established at a senior level within MHA at the critical early stages of a disaster situation and to provide the relevant teams with a detailed list of actions to cover the initial period following a disaster situation.

Given the recent global pandemic with regards to Covid-19 (Coronavirus) separate Covid-19 information forms an annexe to this Strategy. This information provides guidance on the steps that MHA have taken to manage the service during the pandemic in order to minimise the impact upon business activities, employees and residents. It also provides details on how Covid-19 affects MHA and what is being done to assist with this.

2. PRIORITIES TO BE ADDRESSED

In the event of a disaster situation there may be:

- Loss of Life
- Large scale damage or loss to residents homes or MHA offices
- Injury to staff, visitors and committee members
- Loss of computer files and manual records
- No access to computer hardware/software

Immediate questions to be addressed will be:

- Who is contacted within MHA to let them know what has happened?
- What do our tenants do if they cannot get access to their properties?
- Where do we go if cannot get into the office?
- How can we deal with the injured and their relatives
- How quickly can we get access to another office?
- How do we let our residents know that we have relocated and are working at reduced capacity?

This list is not exhaustive and is examples of what MHA could face as a worst case scenario. It is our duty to ensure that the Business Continuity Management Plan considers potential incidents and has procedures in place to deal with any incident that arises.

3 **CONTROL**

This is a controlled document, due to the confidential nature of information, telephone numbers etc., contained within it, and this will not be widely distributed to other parties without permission of the MHA Management Team (MT).

4 **DISTRIBUTION AND UPDATES**

Any errors or omissions should be reported immediately to the Plan Administrator, who is Pauline Hamilton, Data Protection Officer. The Plan Administrator will be responsible for making changes or updating this document and will be responsible for distribution following any major changes. The MT and other relevant staff must retain a full copy of the most current BCMP both at home and at the office.

5 **ROLES AND RESPONSIBILITIES**

- a. **Management Committee (MC)** - Ultimate responsibility lies with the MC to ensure that good practices and policies are in place and that lines of responsibility are clear.
- b. **Management Team (MT)** - In the event of a disaster, the Director will be responsible for coordinating the Business Continuity Plan and heading the Crisis Management Team to deal with financial, office, communication and IT issues. In his absence, responsibility will lie with the Depute Director

It is vital that all decisions taken under the duration of the situation are communicated and circulated via the Directorate. Failure to do this may result in duplication of effort and confusion.

The Management Team has the following responsibilities:

- Ensure that the following measures are in place: emergency evacuation procedures for the office building, emergency exits are clearly marked and that there are primary and secondary evacuation assembly points and to ensure the fire alarm procedures are adhered to.

- Ensure that: the Emergency Controller has provided guidance on how to isolate a utility supply to minimise any damage, the Emergency Controller is provided with the location of the mains switches and valves (i.e. For electricity, gas and water) and that there are clear instructions at the locations of mains switches and valves setting out how to isolate that system.
- Ensure that advice on basic safety measures is communicated to residents in newsletters, website etc.
- Ensure that the Emergency Controller is provided with a high visibility vest (or similar) to identify their role following an incident.
- Ensure that there are leave/home working arrangements in place to enable an appropriate mix of key staff will be available immediately after an incident occurs.
- Ensure that any requirements within the insurance policy for the offices are being met (i.e. Frequency of fire alarm tests etc.)
- Overall ownership of this plan during any incident and for the management of any incident. Approve and authorise any action plans which need to be implemented.
- The MT will ensure that the Community Engagement Team maintain an up to date list of tenants who come under the remit of the Tenancy Support Strategy.
- Resolve conflicts (e.g. use of resources)
- Hold a post incident review following completion of the plan actions.

c. Finance - The Office Insurance for each year should include a contingency for Business Continuity and will be reviewed annually to ensure the level of cover is adequate. This should take into account:

- Second rent on office space (if required)
- Expenses that may arise which are not covered by normal insurance
- Cover replacement of all equipment, office furniture and stationery

d. Emergency Controllers - Frank Boyle, Asset Manager and Matthew Duffy, Asset Officer will assume the roles of the Emergency Controllers who will provide on the ground experience and competence to assist the MT. The Emergency Controllers should:

- Be provided with a high visibility waistcoat (or similar) to minimise confusion of the person's role following an incident.
- Have good knowledge of the BCMP and his role in the event of an incident.

- Keep the MT updated and liaise for direction and instruction.
- Have the knowledge on how to isolate a utility supply to minimise damage where appropriate and knowledge of Health & Safety issues.

6. **IT PROCEDURES**

Procedures are be in place to minimise the risk to IT incidents having an effect on business continuity. These procedures will include the following:

- Back-ups are held offsite with M2
- Arrangements will be made to have access to systems at different sites if necessary
- An Uninterrupted Power Supply (UPS) will be in place to reduce the risk of power failure emergencies.
- It is recognised that if one of the Offices becomes completely unusable, immediate access to systems at an alternative office (e.g. 1 Culloden Street) will be extremely limited. As such, only a few individuals will be able to operate from the premises. Remote access capabilities will be considered and will be put in place for individuals where appropriate.

7. **BUSINESS CONTINUITY MANAGEMENT PLAN IMPLEMENTATION**

The objective of the BCMP is that appropriate procedures are in place to ensure an effective response to an event that has the potential to impact of MHA service delivery. The BCMP will only be implemented in the event of a 'disaster'. MHA has defined 'disaster' as:

"A business interruption event that is extraordinary and that caused disruption to, or loss of key service delivery"

Examples of common disasters falling under the above description include:

- Loss of key premises/offices through major damage or restricted access to buildings;
- Adverse weather conditions preventing staff from attending their workplace;
- Loss of key IT systems;
- Loss of key staff through widespread illness (the possibility of this due to the Covid-19 pandemic) or strike action;
- Loss of life through fire or serious accident in the workplace; and
- Major utility failure or key suppliers/contractors unable to provide critical services to MHA.

8. **INCIDENT REPORTING AND MEDIA**

A disaster or business continuity incident often creates significant interest from local and national media. Therefore, it is essential that only authorised staff can act as the nomination spokesperson for MHA. In most

cases the Director will be the point of contact with the media and will inform the Chair of the disaster/business continuity incident. In the absence of the Director, the Depute Director will have delegated authority to deal with media enquiries and authority to contact the Chair.

The Director will contact the SHR in relation to reporting the incident if it falls within the SHRs definition of a notifiable event.

Details of the disaster/business continuity event will also be reported to the MC at the next appropriate Meeting.

9. TESTING OF THE BUSINESS CONTINUITY MANAGEMENT PLAN

MHA will develop a programme of testing and exercising of the BCMP. Any lessons learned from the testing of the BCMP will be incorporated into the rolling six-monthly review process as part of continuous improvement.

10. MONITORING OF POLICY

An annual report will be submitted to the MC providing details on the following:

- Any incidents that required business continuity arrangements to be implemented;
- Any key findings from testing of the BCMP
- Any recommendations arising from internal or external audits of the business continuity arrangements.

11. REVIEW OF STRATEGY

The Disaster Recovery Strategy will be reviewed on an annual basis, unless otherwise required by the MC.

12. DATA PROTECTION

MHA controls the personal information that we collect, this means that we are legally responsible for how we collect, hold and use personal information. It also means that we are required to comply with the General Data Protection Regulations (GDPR) when collecting, holding and using personal information.

BUSINESS CONTINUITY MANAGEMENT PLAN (BCMP)

The BCMP will be used in the event of interruption to MHA's service delivery. This emergency response procedure will be used to manage the initial response in any emergency/disaster situation. It is structured to deal with the worst case scenario of large scale damage to tenants' homes and/or completely destroyed office building and injury to staff. However, the different elements can be adjusted to accommodate the different levels of severity and impact.

1. DISASTER WHICH AFFECTS LARGE NUMBER OF TENANTS

A number of scenarios could affect a large number of tenants. Such incidents could include:

- Large Scale Fire
- Flooding
- Widespread Storm damage
- Prolonged loss of electricity
- Rail/road accident near properties involving many fatalities

In the event of such a disaster the following procedure should be followed:

<u>ACTON PLAN – Emergency Controllers</u>		
Action Required	Action by	Complete
Obtain incident briefings from other staff members		
Decide if further escalation is necessary i.e. Emergency services, local authority and other necessary parties. Contact as appropriate.		
Ensure any necessary evacuation has taken place and that all residents have been accounted for. Ensure only relevant and authorised persons are allowed in the vicinity of the premises, if appropriate		
If time permits try to gather following answers prior to contacting Emergency Services (Use METHANE form at (Appendix 5))		
If utilities incident contact utilities provider (i.e. gas, water electricity, fire/burglar alarm services, IT) regarding disconnection/connection/redirection, re-configuration etc.		
Identify all substances and materials stored on the premises that are a risk from the effects of the incident in conjunction with the personal responsible for Health & Safety		
Identify Health, Safety and Environmental hazards present as a result of the effects of the incident. (e.g. gas leaks, flooding, dust, asbestos, unsafe structures, potential for fire and explosion). Where appropriate isolate utility supply to minimise damage.		
Obtain list of Vulnerable Tenants & determine if specific action regarding relevant individuals is required.		
Confirm if there are owner occupiers involved. If private landlords, check if they are able to make contact with their landlord for further assistance		

Assist Emergency Services, Local Authority and other services if they are required to be involved in the incident		
<p>If a number of properties cannot be occupied the MT will determine the scale of the incident & the likely duration that residents would not be able to enter their homes.</p> <p>For alternative accommodation MHA would first consider utilising any void properties and secondly contact the following to arrange alternative emergency accommodation:</p> <ul style="list-style-type: none"> • GCC Homeless Team 0800 838 502 • BB/Hotel accommodation (for short term accommodation – see attached list at <u>Appendix 1</u>) • Make contact with other local HAs to see whether they would be able to assist with temporary accommodation 		
Upon receipt of confirmation that relocation to an alternative site is to go ahead, contact telephone numbers of all affected residents to be taken. Ask residents to complete form at <u>Appendix 7</u> . Liaise with MT on potential use of alternative sites such as hotels etc.		
Organise transport requirements to move residents to an alternative location		
Co-ordinate that an alternative site is ready to receive the first phase of residents – refer to alternate accommodation list where available		
Ensure no staff communicate or liaise with media unless assigned to do so and that any requests for information are directed to the MT.		
Organise food and drinks if necessary		
Ensure clothing or medical arrangements are being made if required		
Where feasible establish an Incident Log Summary (<u>Appendix 3</u>) white board, communication routes i.e. Text messages, emails etc.		
An assessment will be made of extent of property damage. If necessary, contact a relevant person to conduct damage assessment and determine what needs to be salvaged		
Liaise with insurers and loss adjustors (see contact details in <u>Appendix 1</u>)		
Ensure security provisions are in place at vacated premises		
Contact relevant contractors to arrange remedial repairs		
Contact key contractors and suppliers where necessary		
Provide status reports to the MT		
Confirm that arrangements are in place for the next day and beyond		
Write a report/sequence of events on the incident and submit to the MT		

ACTION PLAN – Management Team (potentially off-site)

Action Required	Action by	Complete
Allocate roles based on key skills, expertise, knowledge, experience and competencies required for incident to on-site team		
Liaise with the Emergency Controllers regarding customer and any other person(s) welfare who were involved in the incident.		
Liaise with the Emergency Controllers about the movement of residents to an alternative site. Deciding on the use of the alternative sites such as hotels etc.		
Liaise with the property care representative regarding damage assessment and salvage requirements		
If properties cannot be occupied, the MT will determine the scale of the incident and the likely duration the residents would not be able to enter their homes		
Where the incident is escalated from the Emergency Controllers liaise with the emergency service, local authority etc.		
If appropriate contact other members of the MT to convene. Keep rest of Management Team updated on progress		
Obtain initial update on the situation from the Emergency Services or Emergency Controllers as appropriate: <ul style="list-style-type: none">• Casualties• Customer welfare• Media involvement• Communication/translation services• Premises• IT/telephones• Damage assessment• Salvage requirements• Any other areas of risk		
If possible, determine approximately how long the incident is likely to last		
Determine the status of any casualties: <ul style="list-style-type: none">• Have the next of kin been informed• Is there a representative from MHA at the hospital – if not liaise with Emergency Controllers to determine if appropriate• Confirm if residents are being successfully relocated• Assess level of damage of affected building• Estimate how long reinstatement will take		
Communicate actions to relevant parties		
Communicate with other residents where appropriate		
Provide status reports to MT		
Determine if contact details of any counselling services should be made available to residents and if so ensure these are communicated		

2. **DISASTER WHICH AFFECTS SMALL NUMBERS OF RESIDENTS**

A number of scenarios could affect a small number of tenants. Such incidents could include:

- Fire
- Flooding
- Storm damage
- Prolonged loss of electricity
- Rail/road accident near properties involving many fatalities

In the event of such a disaster the following procedure should be followed:

<u>DISASTER WHICH AFFECTS SMALL NUMBERS OF RESIDENTS</u>		
Action Required	Action by	Complete
Obtain incident briefings from other staff members		
Decide if further escalation is necessary i.e. Emergency services, local authority and other necessary parties. Contact as appropriate.		
Ensure any necessary evacuation has taken place and that all residents have been accounted for. Ensure only relevant and authorised persons are allowed in the vicinity of the premises, if appropriate		
If time permits try to gather following answers prior to contacting Emergency Services (Use ETHANE form at <u>Appendix 6</u>)		
If utilities incident contact utilities provider (i.e. gas, water electricity, fire/burglar alarm services, IT) regarding disconnection/connection/redirection, re-configuration etc.		
Identify all substances and materials stored on the premises that are a risk from the effects of the incident in conjunction with the personal responsible for Health & Safety		
Identify Health, Safety and Environmental hazards present as a result of the effects of the incident. For example, gas leaks, flooding, dust, asbestos, unsafe structures, potential for fire and explosion. Where appropriate isolate utility supply to minimise damage.		
Obtain list of Vulnerable Tenants and determine if specific action regarding relevant individuals is required.		
Confirm if there are owner occupiers involved. If private landlords check if they are able to make contact with their landlord for further assistance		
Assist Emergency Services, Local Authority and other services if they are required to be involved in the incident		
If a number of properties cannot be occupied the MT will determine the scale of the incident and the likely duration that residents would not be able to enter their homes. For alternative accommodation MHA would first consider utilising any void properties and secondly contact the following to arrange alternative emergency accommodation:		

<ul style="list-style-type: none"> • GCC Homeless Team 0800 838 502 • BB/Hotel accommodation (for short term accommodation – see attached list at <i>Appendix 1</i>) • Make contact with other local HAs to see whether they would be able to assist with temporary accommodation 		
Upon receipt of confirmation that relocation to an alternative site is to go ahead, contact telephone numbers of all affected residents to be taken. Ask residents to complete form at <i>Appendix 7</i> . Liaise with MT on potential use of alternative sites such as hotels etc.		
Organise transport requirements to move residents to an alternative location		
Co-ordinate that an alternative site is ready to receive the first phase of residents – refer to alternate accommodation list where available		
Ensure no staff communicate or liaise with media unless assigned to do so and that any requests for information are directed to the MT		
Organise food and drinks if necessary		
Ensure clothing or medical arrangements are being made if required		
Where feasible establish an Incident Log Summary (<i>appendix 3</i>) white board, communication routes i.e. Text messages, emails etc.		
An assessment will be made of extent of property damage. If necessary, contact a relevant person to conduct damage assessment and determine what needs to be salvaged		
Liaise with insurers and loss adjustors (see contact details in <i>Appendix 1</i>)		
Ensure security provisions are in place at vacated premises		
Contact relevant contractors to arrange remedial repairs		
Contact key contractors and suppliers where necessary		
Provide status reports to the MT		
Confirm that arrangements are in place for the next day and beyond		

ACTION PLAN – Management Team (potentially off-site)

Action Required	Action by	Complete
Liaise with the Emergency Controllers regarding customer and any other person(s) welfare who were involved in the incident.		
Liaise with the In House Team regarding damage assessment and salvage requirements		
If properties cannot be occupied, the MT will determine the scale of the incident and the likely duration the residents would not be able to enter their homes		

Where the incident is escalated from the Emergency Controllers liaise with the emergency service, local authority etc.		
Obtain initial update on the situation from the Emergency Services or Emergency Controllers as appropriate: <ul style="list-style-type: none"> • Casualties • Customer welfare • Media involvement • Communication/translation services • Damage assessment • Salvage requirements • Any other areas of risk 		
If possible, determine approximately how long the incident is likely to last		
Determine the status of any casualties: <ul style="list-style-type: none"> • Have the next of kin been informed • Is there a representative from MHA at the hospital – if not liaise with Emergency Controllers to determine if appropriate • Confirm if residents are being successfully relocated • Assess level of damage of affected building • Estimate how long reinstatement will take 		
Communicate actions to relevant parties		
Communicate with other residents where appropriate		
Provide status reports to MT		
Determine if contact details of any counselling services should be made available to residents and if so ensure these are communicated		

3. **DISASTER WHICH AFFECTS THE OFFICE PREMISES**

The most likely incident that would result in limited or no access to office premises would be a fire. Even a minor fire is likely to render parts of the office unusable and destroy equipment. Other 'disasters' could be flooding, rail/road accident near MHA's premises involving many fatalities, or any loss of essential services. This list is not exhaustive. In the event of such a disaster, the following should be followed:

ACTION PLAN		
Phase 1: IMMEDIATE ACTION (WITHIN THE FIRST 4 HOURS)		
Action Required – EMERGENCY CONTROLLERS	Action by	Complete
Evacuate building and contact emergency services. If incident occurs outwith office hours, emergency services will contact the key holder who will attend the office.		
Remove emergency contact pack/encrypted memory stick and any mobile devices without risking life. A copy of the Disaster Recovery Policy and Business Continuity Management Plan is stored at all office locations.		
Once outside the Emergency Controllers will carry out a headcount and report to the Director. They will carry out a check of who is in and out and advise the		

emergency services of anyone left in the building, as per the evacuation procedure.		
Assign 2 people to stay at the emergency scene to assist the emergency services.		
Assign 2 people to contact staff members who are out in the field		
Coordinate staff safety measures		
All staff should make their way to the Agreed Recovery Point (ARP) once they have fulfilled any duties set for them. If Ballindalloch Drive office comprised the ARP would be 1 Culloden Street. If any of the other offices are compromised the ARP would be the Ballindalloch Drive office.		
If there are any injuries a Depute Emergency Controller should be assigned to accompany injured staff to hospital & make contact with their relatives.		
Contact Office Bearers of the MC and inform them of the situation.		

Phase 2: SECONDARY ACTION (5 TO 48 HOURS)																													
Action Required	Action by	Complete																											
Call phone provider and divert calls to alternative office (1 Culloden Street). Determine if NCS should be requested to divert landlines to mobiles																													
It is recognised that if one of the offices becomes completely unusable, immediate accommodation is available at the alternative office (1 Culloden Street). As such, only a limited number of staff will be able to operate from these premises. Staff will therefore be advised whether they are required to work from home or in the office. Table with staff numbers to be confirmed once agreed, as follows:																													
<table border="1"> <thead> <tr> <th>Function</th> <th>Office</th> <th>Home</th> </tr> </thead> <tbody> <tr> <td>Management Team</td> <td></td> <td></td> </tr> <tr> <td>Housing Services</td> <td></td> <td></td> </tr> <tr> <td>Repairs Staff</td> <td></td> <td></td> </tr> <tr> <td>Finance</td> <td></td> <td></td> </tr> <tr> <td>Reception Staff</td> <td></td> <td></td> </tr> <tr> <td>IT Staff</td> <td></td> <td></td> </tr> <tr> <td>Estates</td> <td></td> <td></td> </tr> <tr> <td>Community Engagement</td> <td></td> <td></td> </tr> </tbody> </table>	Function	Office	Home	Management Team			Housing Services			Repairs Staff			Finance			Reception Staff			IT Staff			Estates			Community Engagement				
Function	Office	Home																											
Management Team																													
Housing Services																													
Repairs Staff																													
Finance																													
Reception Staff																													
IT Staff																													
Estates																													
Community Engagement																													
IT Contractors to arrange additional computers in alternative offices																													
Emergency Controllers to ensure all staff informed																													
Staff not required immediately will be sent home & told to call the office daily for information updates																													
Contact key contractors and suppliers to arrange repairs and inform of situation																													
Contact insurers																													
Contact IT providers, M2, to enable system restore to servers at alternative offices																													

Finance staff to contact bank to make alternative arrangements for the payment of Staff Payroll and Contractor payments		
Ensure website is updated to inform tenants/staff of situation		
Liaise with postal service to arrange for diversion of postal mail to another MHA Office (e.g. 1 Culloden Street)		
Approve requests for additional resources, allocate roles based on expertise and prioritise work where necessary.		

Phase 3: OFFICE RECOVERY (48 hours – 5 days)

Action Required	Action by	Complete
Organise an emergency MC meeting		
Contact local businesses or possible alternative office accommodation		
Where local accommodation is not available contact a "Portable Office Accommodation Supplier"		
Contact local radio and newspapers to keep tenants/contractors informed		
Contact SHR with regards to notifiable events		

4. IT SYSTEM FAILURE/DATA LOSS

IT systems failure could result from a number of instances including:

- Loss of electricity
- Data corruption
- Hard drive failure
- Virus attack

Due to the high reliance MHA has on IT systems, system failure is likely to severely restrict operations. Daily system back-ups are stored offsite with M2 and are available in the Cloud.

Action plan - only for severe system failure where IT contractor has confirmed that systems are unlikely to be available for more than 2 days.

Action Required	Action by	Complete
Assign Housing Services and Asset staff to appropriate alternative work		
Finance staff to contact bank to make alternative arrangements for Staff Payroll and Contractor payments		
Contact office bearers and inform them of the situation		
Organise an emergency committee meeting if systems are likely to be down for more than 5 days		
MT to make assessment of whether to redeploy staff and/or to send staff home		
Ensure staff keep written notes of all contact made with residents so that systems can be updated once up and running		

APPENDICES

APPENDIX 1 – Emergency Contact Details

APPENDIX 2 - Homeworking Policy

APPENDIX 3 – Incident Log

APPENDIX 4 – GCC Resilience Unit

APPENDIX 5 – Methane Form

APPENDIX 6 – Ethane Form

APPENDIX 7 – Resident Questionnaire

APPENDIX 8 – Link to SHR, Notifiable Events Guidance

APPENDIX 1 : EMERGENCY CONTACT DETAILS

EMERGENCY SERVICES – 999 – STATE THE SERVICE(S) YOU REQUIRE FROM FIRE, POLICE AND AMBULANCE

EMERGENCY SERVICES		
Name	Telephone No	Address
Police Scotland, London Road	101 0141 532 4600	851 London Road, Glasgow, G40 3RX
Scottish Fire and Rescue Service Springburn	101 0141 558 2223	47 Milton Street, Glasgow, G21 4RS
Scottish Fire and Rescue Service Calton	101 0141 553 4350	30 McFarlane Street, Glasgow, G4 0TL
Scottish Fire and Rescue Service Cowcaddens	101 0141 302 3111	91-123 Port Dundas Road, Glasgow, G4 0ES
Parade Group Practice	0141 531 8970 111 (out of hours)	16 Alexandra Parade, Glasgow, G31 2ES
Meadowpark Surgery	0141 554 0464 111 (out of hours)	568 Alexandra Parade, Glasgow, G31 3BP
Glasgow Royal Infirmary	0141 211 4000	84 Castle Street, Glasgow, G4 0SF
Queen Elizabeth University Hospital	0141 201 1100	1345 Govan Road, Glasgow, G51 4TF
NHS 24	111 0800 028 2816	

If unsure about availability of Chemists being opened for medicines and treatment advice direct the person to their GP, nearest hospital and/or advise people to contact NHS 24 on 111 or 0800 028 2816

GLASGOW CITY COUNCIL CONTACTS		
Name	Telephone No	Address
GCC Homeless – single males/females	-	Attend Glasgow City Mission, 20 Crimea Street, Glasgow, G2 8PW
GCC Homeless – Women and families with children	0800 838 502	
GCC – Social Work Services	0141 287 0555 (out of hours 0300 343 1505)	
GCC – Street Lighting	0800 373 635	
GCC – Roads Department	0800 373 635	
GCC – Environmental Health Department	0141 287 1059	
GCC – Neighbourhood & Sustainability	0141 276 7559	

TAXI SERVICE		
Name	Telephone No	Address
TOA Taxis	0141 429 6666	Account: D348 (Pin 8131)

EXTERNAL AGENCIES		
Name	Telephone No	Address
SEPA (Scottish Environmental Protection Agency)	01409 456 350 0800 807 060	Glasgow Office, Law House, Todd Campus, West of Scotland Science Park, Maryhill Road, Glasgow, G20 0XA
HSE (Health & Safety Executive)	0141 275 3100 0845 345 0055	1 st Floor, Mercentile Chambers, 53 Bothwell Street, Glasgow, G2 6TS
Scottish Water	0800 077 8778	
Scottish Gas Networks (SGN)	0800 111 999	
Scottish Power	0800 001 5400	
Bield	0844 415 2414	Culloden Street Alarms
Tunstall	0141 941 1459 01977 661234	Culloden Street Alarms
Cordia	0141 353 9000	
Seton Guest House	0141 56 7654	6 Seton Terrace
Onslow Guest House	0141 554 6797	2 Onslow Drive
Craigielea Guest House	0141 554 3446	35 Westercraigs
Travelodge	08719 846141	Glasgow Centre, 5/11 Hill Street
Premier Inn	08715 278440	George Square
Premier Inn (Steps)	08715 278542	Steps

MHA APPROVED CONTRACTORS		
Name	Telephone No	Service Provided
Probe	0141 363 0121	Drains
BW Heating	07719 904543	Plumbing and Gas Engineer
ARK	07815 485399	Builders/Roofers
Sound Service	0141 237 7674 07831 537415	Door Entry Systems
The City Electric	07860 716323	Electrician
Colin Robertson	07767 464438	Electrician
James Frew	01294 468113	Gas Engineers
Orona Lifts	08458 949 127	Lifts at Great Eastern Development
Vipond	01355 237 525 (Out of Hours 08445 619 851)	Fire Alarms at Great Eastern Development

OTHER MHA CONTACTS		
Name	Telephone No	Service Provided
Alarmfast (Main Office)	0141 630 4650	Office password – Milnbank Code Account 1314 To reset main office alarm code is 08131
Alarmfast (Sannox)	01752 204911 01752 512191	
NCS	0141 847 2022	CCTV – Sannox)
ADT	08448 001999	Fire & Security (CFN)
M2	0141 552 3877 07760 174452 tom@m2ltd.co.uk	IT Support
NCS	03452 000012	Phone faults

Clydesdale	07884 266560 07775 690205	Photocopier
Bruce Stevenson Insurance Brokers	0141 354 2895	Insurance
Scottish Housing Regulator	0141 889 8896	
TC Young	0141 221 5562	Solicitors
Scott Moncrieff	0141 567 4500	Auditors
Bank of Scotland		Bank
Allpay Enquiries	0844 557 8320 enquiries@allpay.net	Rent/Factoring payments
Allpay Direct Debits	0844 557 8323 directdebits@allpay.net	
Kypera		Housing IT System

CONTACTS FOR MHA STAFF & MANAGEMENT COMMITTEE

A database providing all staff contact information including next of kin will be held securely and will be accessed only by the Management Team.

MANAGEMENT TEAM:

Alan Benson	07050-297546
Linda Sichi	07765-084521
Joe Scott	07527-306748
Frank Boyle	07545-104819
Joanne MacMillan	07837-373858
Collette Anderson	07423-694050
Gordon Kerr	07917-906461

ASSET MANAGEMENT (MHA mobiles)

Adam Scott	07341-562434
Andy Adair	07393-461960
Chris Kirkham	07392-872059
Craig Brown	07341-562423
Curtis Adair	07471-035141
Danielle Cameron	07341-562432
David Haith	07341-562435
David McLaughlin	07392-872058
Graham Maycock	07392-872057
Graham Maycock Jnr	07971-407666
Harry McEwan	07891-479014
Iain Russell	07866-757442
Marc Hannah	07341-562420
Michael Harvie	07855-490319
TJ Langford	07341-562428
Yvonne Johnstone	07341-562427
REFERRAL PHONE	07866-757338

ESTATES (MHA mobiles)

Alan Brown	07341-562422
Allyson Robertson	07891-479008
Andrew Eardley	07392-872060
Andrew Honest	07552-248708
Billy Stevenson	07468-863950
Connor Baird	07976-251924
Craig Scott	07341-562425
Darren Morier	07388-995150
Derek McNeil	07471-035140
Gillian McGuinness	07966-590975
Graeme King	07468-863949

John O'Donnell	07341-562431
Kevin McDaid	07545-104717
Liam Murray	07388-995147
Neil Young	07866-755858
Reece Kearney	07341-562421
Stephanie Findlay	07545-104719
Stephen Tierney	07392-872061
William Halferty	07341-562433

HOUSING SERVICES (MHA mobiles)

Julie Walker	07432-466544
Lauren White	07471-037011
Lori Strang	07471-037012
Lorraine McKenna	07947-377145
Mark MacPherson	07393-011946
Robert Imrie	07966-411640
Rosemary Breslin	07866-757336

COMMUNITY ENGAGEMENT/IMO (MHA mobiles)

Denise Roberson	07493-868789
David Hannah	07817-835796
Patricia McDonald	07990-572222
Sylvia Pollock	07493-868790
Thomas White	07866-757331

OTHER MHA NUMBERS

Joanne Leggat (IT)	07786-757438
John Hunter (IT)	07341-562426
Joanne MacMillan	07493-868788
Andy Torrance	07970-562660
John Gormlie	07341-562424
Margaret Cameron (Bluevale Hall)	07341-562430
Culloden Street Hall	0141-554-0896
Bluevale Hall	07947-377145
Café	0141-556-3446
Circus Drive	0141-550-8244
Carbon Footprints Nursery	0141-548-6500
Recycle Shop	0141-551-8365
Sports Hub	0141-551-8065
Walpole	0141-554-6943

MANAGEMENT COMMITTEE

Allan Scott (Chair)	0141-553-2016 07837-094460
John O'Donnell (Vice Chair)	0141-564-4944 07592-868902

Cathy McGuire (Secretary)	0141-556-4946 07789-314275
Rose Tinney (Treasurer)	0141-554-8628 07944-319475
Josephine Donachy	0141-551-0310 07443-904279
Nick Halls	0141-554-4349 07986-691781
May Hutchison	0141-548-8620 07833-010439
Louise Williams	0141-554-7335
Alex Young	0141-551-9408
Ann Jenkins	0141-582-0718 07864-589110
Margaret Anderson	07874-842608
John McGuirk	0141-550-4811
Georgina O'Hara	07759-543986 07565-303625
Margaret Smith	07518-522768
Councillor Elaine McDougall	0141-287-5619 0141-556-5007 07771-816567

FIRST AIDERS FOR MHA

Ballindalloch Drive Office

Joanne MacMillan (Ext 208)

Culloden Street

Denise Robertson (07493 868789)

Denise Burke (Ext 501)

Asset/Estates

Danielle Cameron (Ext 308)

Graeme King (07468-863949)

Supported Accommodation

Donna Goldie (0141-554-6943)

Carbon Footprints Nursery

Nicola Haxton (0141-548-6500) being trained

Bluevale Hall

Margaret Cameron (Ext 601/602 07341-562430)

Sports Hub

Krystian Gdanski (0141-551-8065)

FIRE MARSHALLS FOR MHA

Ballindalloch Drive Office

Lynsey McKinna – Ground Floor (Ext 200)

Claire Robinson – Ground Floor (Ext 210)

Collette Anderson – First Floor (Ext 206)

Darren Ward – First Floor (Ext 207)

Culloden Street

Denise Robertson (Ext 501)

Asset/Estates

TJ Langford (Ext 305)

Matthew Duffy (Ext 303)

Supported Accommodation

Jean Nixon (0141-554-6943)

Carbon Footprints Nursery

Joanne Paulley (0141-548-6500)

Carly Morrison (0141-548-6500)

Finance

Gillian Orton (Ext 401)

Bluevale Hall

Margaret Cameron (Ext 601/602)

APPENDIX 2 – HOMEWORKING POLICY

NOTE 4



53 Ballindalloch Drive, Glasgow G31 3DQ

HOMEWORKING POLICY

CA/JANUARY 2021/REF.P80



0141 551 8131



0141 550 2060



admin@milnbank.org.uk



www.milnbank.org.uk

A registered Scottish Charity No.SCO39891 Registered: Scottish Housing Regulator.
Registration No. HCB 161 SC Registered: Financial Conduct Authority - 1818 R(S).
Registered under the Co-operative and Community Benefit Societies Act 2014.



1. INTRODUCTION

Homeworking is a type of employment arrangement that permits employees to work from home, on a temporary basis, or in extreme circumstances, instead of the workplace. This policy is designed to explain the arrangements in place for homeworking within Milnbank Housing Association (MHA), initially introduced as a temporary measure, due to the ongoing Covid-19 (Coronavirus) Pandemic.

It should be stressed that homeworking within MHA will not be an indefinite option and as such, this situation will be continuously assessed and managed appropriately, by the Management Committee and Management Team.

This Policy applies to all employees within MHA, who have been identified as being permitted to work from home, where necessary, using MHA's IT equipment.

2. HOURS OF WORK

The core hours of work from home are between 9am – 5pm, Monday - Friday, unless other arrangements are already in place with regards to working hours (e.g. reduced working arrangements). During this time employees' must be available to respond to any calls or emails etc. Depending on the role, and in line with Government Guidelines, employees may be required to work in the office periodically.

Whilst working from home, the employee should ensure the following:

- Break up long spells of Display Screen Equipment (DSE) work with rest breaks (at least 5 minutes every hour)
- Avoid awkward, static postures by regularly changing position
- Get up and move or do stretching exercises
- Avoid eye fatigue by changing focus from time to time

MHA's IT & Acceptable Use Policy outlines that Remote Access for home working is restricted to the hours of 7am – 7pm for the majority of employees with the following exceptions:

- Management Team
- Management Committee
- Support Accommodation Staff
- Any staff who have received authorisation for additional access to meet business needs

If remote access is required out with the hours of 7am to 7pm, Appendix 1 should be completed/authorised, and emailed to IT, by the employees' Line Manager.

3. EQUIPMENT AND EXPENSES

MHA will provide the relevant equipment required for staff to work from home, which will remain the property of MHA. Staff will be provided with either a laptop or iPad – this equipment will be authorised for home

working only. Staff **must not** use their own IT equipment whilst working from home.

Where equipment is provided, the undernoted must be adhered to:

- Only use it for the purposes for which it was provided
- Take reasonable care of the equipment
- Make it available to MHA for collection on the termination of employment and at any other time, if requested to do so.

MHA shall maintain the equipment at our own expense. However, staff shall be responsible for any damage to the equipment which goes beyond ordinary wear and tear.

MHA are not responsible for any costs associated with homeworking, including the costs of heating, lighting, electricity, broadband internet charges, telephone calls or printing. It is considered that the saving in time and money travelling to and from work is a reasonable notional offset to any personal costs incurred whilst working from home.

4. MANAGEMENT OF HOMEWORKING

Working from home presents a particular challenge to normal management controls but the risk of potential abuse can still be managed. To ensure MHA receives value for money, home working will be managed as follows:

- Prior to any homeworking arrangement being agreed, the employee must complete a Homeworking Risk Assessment form (Appendix 2) to assess if their home environment is suitable for working.
- The number of days working from home must be agreed by the employees Line Manager and HR. This will allow for consistency and fairness across the Organisation. Any request for home working must detail the benefit(s) to the employee, and equally MHA, that the arrangement will have.

As a result of the ongoing Coronavirus Pandemic, MHA currently operates a Rota detailing staff homeworking/office based days.

- All staff working from home are required to complete a Work Record and submit to HR on a daily basis (Appendix 3). The purpose of the record is to determine if any amendments are required to roles and/or job descriptions and subsequently MHA's service delivery. Furthermore, the Work Record will gauge if staff are managing their workload effectively or if any adjustments are required.
- When working from home staff will be subject to all their usual contractual obligations, duties/responsibilities, terms and conditions, MHA's policies/procedures and expected standards of conduct and performance.
- All staff are expected to maintain daily contact with Line Managers via email or telephone and provide regular updates on the work undertaken.

- Any IT issues/concerns, preventing the employee working from home effectively, should be directed to Joanne Leggat or John Hunter by email at IT@milnbank.org.uk or by telephoning their company mobile phone.
- If as a result of illness or injury, the employee cannot work from home on a day which was previously agreed, the Managing Attendance Procedures for reporting an absence should be followed.
- The Association recognises that working from home can at times feel lonely. Employees are encouraged to contact their Line Manager or HR if they are feeling isolated, require guidance or support. Furthermore, the Association's Community Wellbeing Service is available for staff to access, free of charge.
- Any breaches of the Homeworking Policy will result in the arrangement being withdrawn immediately, and could potentially lead to formal disciplinary action.

5. INSURANCE

Working from home may affect an employees' home and contents insurance policy. It is the responsibility of the employee to assess the personal implications of homeworking and make arrangements, if necessary, to ensure the equipment they are using to work from home is adequately covered under their policy.

6. SECURITY

The employee will be responsible for ensuring the security of all equipment, documents and information and must take all necessary steps to ensure that private and confidential material is kept secure at all times. In particular, the employee must:

- Lock their laptop/iPad/phone whenever it is left unattended
- Store confidential papers securely when not in use
- Ensure the secure disposal of any confidential papers. For example, use a shredder if possible. If the employee does not have a shredder at home, they should retain the information in a safe place until it can be disposed of in the confidential waste bins within the office.
- Comply with MHA Data Protection and IT and Acceptable Use Policies
- Report any data security breach to the Data Protection Officer (Pauline Hamilton) as soon as possible

7. HEALTH AND SAFETY

Homeworkers have the same health and safety duties as other workers. The employee will be required to take reasonable care of their own health and safety whilst working at home and follow health and safety instructions.

The employee should not provide residents, contractors or any other third parties, with details of their home address or personal phone number.

Any accidents at home, whilst working, must be reported immediately to HR. Any other health and safety concerns should be reported to Line Managers and/or the Health and Safety Officer.

In circumstances where the homeworking arrangements become permanent or semi-permanent, MHA will be responsible for providing office furniture (desks, chairs etc.) However, for temporary homeworking arrangements, it is the employee's responsibility to ensure they can work comfortably from home and their health is not at risk.

8. TERMINATION OF HOMEWORKING PERIOD

MHA reserves the right to withdraw the homeworking arrangement for business reasons, at any time, with immediate effect. Staff will be notified accordingly when their period of homeworking comes to an end.

The current homeworking arrangements as a result of the Covid-19 Pandemic are exceptional and do not provide employees with the rights to work from home indefinitely.

9. MONITORING OF POLICY

It is anticipated that the Homeworking Policy will be reviewed on an annual basis, or if otherwise deemed necessary by the Management Team. Regular updates are provided to the Management Committee.

10. DATA PROTECTION

MHA controls the personal information that we collect, this means that we are legally responsible for how we collect, hold and use personal information. It also means that we are required to comply with the General Data Protection Regulations (GDPR) when collecting, holding and using personal information.

HOMEWORKING POLICY - APPENDIX 1
REMOTE ACCESS REQUEST

1) Please state reason for requesting remote access?

.....
.....
.....

2) Duration you require remote access:

From (date): to (date):

3) Will you require access outside 7am to 7pm? Yes / No

STATEMENT

Employees are reminded that the Association's IT & Acceptable Use and Data Protection Policies remain applicable when using MHA systems outside the office.

Name:

Signed: Date:

Request authorised by: (Line Manager)

Access granted: (IT Co-ordinator)

Equipment Issued:

HOMWORKING SELF RISK ASSESSMENT FORM

HOMWORKING POLICY - APPENDIX 2

Employee
Name: _____

Job Title: _____

Address: _____

General conditions	Employee Response	Satis Y/N	Employer Response	Satis. Y/N
Location/Security of Residence (see guidance note 1) Security of employee? Security of visiting staff? Access and egress?				
Workroom (see guidance note 2) Location of room within property? (upper/ground floor) Ease of access and egress in case of emergency? Workroom dimensions/size (11m ³ suggested minimum) Workroom Lockable? Secure storage facilities?				

General conditions	Employee	Satis.	Employer	Satis.
	Response	Y/N	Response	Y/N
<p>Lighting (see guidance note 3)</p> <p>Natural/artificial lighting (specify type and no. e.g. windows, pendant/ upright/ fluorescent)</p> <p>Blinds/curtains installed?</p> <p>Is the lighting likely to cause a glare problem?</p>				
<p>Heating (see guidance note 4)</p> <p>Type e.g. gas central heating?</p> <p>Room temperature easily adjusted/ maintained?</p>				
<p>Ventilation (see guidance note 5)</p> <p>Natural/mechanical e.g. window vents, air conditioning, fans?</p>				
<p>Floor Surfaces (see guidance note 6)</p> <p>Absence of slip/trip hazards?</p> <p>Floor covering type suitable?</p>				

General conditions	Employee	Satis.	Employer	Satis.
	Response	Y/N	Response	Y/N
DSE Workstations (see guidance note 7) Workstation equipment suitable for purpose e.g. desk, <u>adjustable</u> chair, IT equipment? Workstation equipment of sufficient size e.g. desk? Workstation equipment set up correctly? Any additional equipment required to facilitate home working?				

<p>Electrical Safety (see guidance note 8)</p> <p>Estimated age of property?</p> <p>Confirm 13A single phase 240V AC supply</p> <p>State number of sockets in room used?</p> <p>State number of plugs required for I.T. or other relevant appliances used?</p> <p>Confirm fuses / circuit breakers in place on electrical distribution box?</p> <p>Confirmation that all electrical wiring, fixtures and fittings are electrically sound and that no known electrical defects exist.</p>				
---	--	--	--	--

General conditions	Employee	Satis.	Employer	Satis.
	Response	Y/N	Response	Y/N
Fire Safety (see guidance note 9) Smoke detectors: number and locations? Show suitable fire escape routes? Is a fire extinguishers available for use? (State location and type)				
Use of Hazardous Substances (see guidance note 10) Are you required to use any hazardous substances during the course of the work? Are appropriate storage facilities in place? Has a COSHH Assessment been carried out for the substance?				
Working Practices (see attached guidance 11) Is the workroom suitable for the task(s) to be carried out?				
Communications (see attached guidance 12) Appropriate means of communication in place?				

Declaration

I declare that I have been issued with and read the Association’s Homeworking Self Risk Assessment Guidance Note and the HSE Homeworking Guidance Note INDG226.

I confirm that I have carried out the above self-risk assessment in accordance with the guidance issued by the Association and in accordance with the Association’s Homeworking Procedure. Should my homeworking request be authorised I will take all reasonable precautions to ensure my own safety and that of any others who may be affected by my activities while I am working at home.

Signed: _____ Date: _____ (Employee)

HSA Review Comments

Signed: _____ Designation: _____ Date: _____

Employer Recommendation

Signed: _____ Designation: _____ Date: _____

STAFF WORKING RECORD

HOMEWORKING POLICY - APPENDIX 3

NAME: _____

DESIGNATION: _____

<u>Date</u>	<u>Details of Work Carried out/Contacts Made with Residents/Contact with Staff/Records Updated</u>

APPENDIX 4 – GLASGOW CITY COUNCIL RESILIENCE UNIT

Local Authorities and the Civil Contingencies Service have a responsibility under the civil Contingencies Act (CCA) to provide advice and assistance to local businesses and charities in the event of an incident where appropriate.

Glasgow City Council Resilience Unit

Get in touch

- Email: emplan@glasgow.gov.uk
- Phone 0141 287 8011

What is the Council Resilience Unit?

The emergency services, local authorities, health boards and utilities within the West of Scotland, all work together under the name of the West of Scotland Regional Resilience Partnership (WoS RRP) at strategic, tactical and local levels. During major incidents the Council's Resilience Unit provides an important single point of contact between the Emergency Services and all GCC departments.

The Resilience Unit is on call 24 hours a day, 365 days a year and is normally alerted by Police Scotland. There are many scenarios which require action by the Resilience Unit, including Fire, Flooding, Explosion, Chemical Spill and Dangerous Buildings.

The Resilience Unit plans for major incidents by writing contingency plans which are either required by legislation or by good practice.

Contact us

Glasgow City Council Resilience Unit Contact:

The Resilience Unit can be contacted on the following number:

- General Enquiries: 0141 287 8011
or email: emplan@glasgow.gov.uk

What is an emergency?

- An event or situation which threatens serious damage to human welfare in a place in the UK
- An event or situation which threatens serious damage to the environment of a place in the UK, or
- War, or terrorism, which threatens serious damage to the security of the UK

Additionally, to constitute an emergency, an event or situation must pose a considerable test for an organisation's ability to perform its functions.

APPENDIX 5 – METHANE FORM

These questions (the **METHANE** acronym) are Standard Operating Procedures for the UK Emergency Services, and will ensure an appropriate response in a timely manner:

M -Has a Major Incident been Declared?

E - Exact location. Postcode / GPS Location

T - Type - *of incident e.g. explosion, building collapse*

H - Hazards - *present, potential or suspected*

A - Access - *routes that are safe to use*

N - Number - *type, severity of casualties*

E - Emergency - *services now present and those required*

APPENDIX 6 – ETHANE FORM

These questions (the **ETHANE** acronym) are Standard Operating Procedures for the UK Emergency Services, and will ensure an appropriate response in a timely manner:

E – Exact location. Postcode / GPS Location

T – Type – *of incident e.g. explosion, building collapse*

H – Hazards – *present, potential or suspected*

A - Access – *routes that are safe to use*

N - Number – *type, severity of casualties*

E - Emergency – *services now present and those required*

APPENDIX 7 – RESIDENT QUESTIONNAIRE

Please complete and return this to the Emergency Controller.

<p>DETAILS</p> <p>Name</p> <p>Address</p> <p>Telephone/Mobile No. Number in Family and ages</p> <p>Pets</p>	
<p>SPECIAL NEEDS</p> <p>Do any members have disabilities, specialist needs, require specialist medication etc.?</p>	
<p>RELATIVES</p> <p>Name, Address and Telephone number of relatives who can accommodate the family</p>	
<p>MEDICAL</p> <p>Does any of your family need medical attention?</p> <p>Are there special adaptations that any member of your family needs?</p>	

<p>IMMEDIATE REQUIREMENTS What are your immediate requirements e.g. clothing, personal effects etc?</p>	
<p>CONTENTS OF YOUR HOUSE Insurance Company or Brokers' Name and Address (if known)</p>	
<p>Items in your house required urgently or needing storage?</p>	
<p>HOUSING SUPPORT Name, address and telephone number of any organisation that provides care or housing support to your family</p>	
<p>TRANSPORT Does your family have access to a car?</p>	
<p>BENEFITS Are you receiving any benefits? If so, which ones?</p>	

APPENDIX 8 – NOTIFIABLE EVENTS - SCOTTISH HOUSING REGULATOR

NOTE
5

An RSL must tell us about any material, significant or exception issue, event, or change within its organisation and how it intends to deal with it, or where appropriate provide us with a reasonably detailed explanation as to why a significant change has been implemented.

This link below will redirect to the SHR Guidance that sets out the events that Registered Social Landlords (RSLs) must tell them about. It explains why they have a regulatory interest in these events, what RSLs must notify them about, and what they will do with the information RSLs give them.

<https://www.housingregulator.gov.scot/for-landlords/statutory-guidance/notifiable-events>