Community Counts
Milnbank
Housing Association
53 Ballindalloch Drive, Glasgow G31 3DQ

TO:	Management Committee
PREPARED BY:	Linda Sichi (Deputy CEO)
SUBJECT:	REVIEW DISASTER RECOVERY & BUSINESS CONTINUITY STRATEGY
DATE OF MEETING:	11 March 2025
APPROVED BY:	Paul Martin (CEO)

DISASTER RECOVERY &

BUSINESS CONTINUITY STRATEGY

LS/MARCH 2025/REF.P10

DISASTER RECOVERY & BUSINESS CONTINUITY MANAGEMENT STRATEGY

CONTENTS

1. MHA's Strategic Objectives
2. MHA's Values
3. Regulatory & Legislative Compliance
4. Policy Introduction
5. Principles of Disaster Recovery & Business Continuity Management
6. Priorities to be addressed
7. Control Measures
8. Distribution and Update
9. Roles & Responsibilities
10. IT Procedures
11. Business Continuity Management Plan implementation
12. Incident reporting to media
13. Testing of Business Continuity Management Plan
14. Equality & Human Rights
15. Data Collection
16. Monitoring & Review of Policy

1. MILNBANK HOUSING ASSOCIATION (MHA) STRATEGIC OBJECTIVES

MHA's mission is to provide excellent homes and services in a thriving community. We believe that people living in the MHA community should:

- Have warm, safe, and affordable homes, and receive excellent services from MHA.
- Live in neighbourhoods that are clean and well cared for, with real community pride.
- Have access to opportunities and services that promote a good quality of life.

2. MHA's VALUES

Working as 'One Milnbank' so that we offer the same quality of services, support and housing to all tenants and residents.

3. LEGAL & REGULATORY COMPLIANCE

The Management Committee leads and directs MHA to ensure good outcomes for its tenants and other service users. MHA adheres to the Scottish Housing Regulator's Regulatory Framework Financial & Regulatory and to all relevant legal employment requirements associated with this policy.

4. POLICY INTRODUCTION

Milnbank Housing Association (MHA) are fully committed to ensuring that internal processes are robust to ensure that key service delivery can be delivered if 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.

MHA shall study all significant 'higher tier' and 'lower tier' emergency situations. The Risk Assessment(s) shall identify the risks to the operation and sustainability of its operations and record the findings in a Risk Register. An on-going process of review and appraisal shall be conducted by the LFS Committee to ensure the content and assessment of risk level remains current. The FSA shall be responsible for ensuring all LFHS&W related issues are referred to the appropriate person or group.

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.

5. PRINCIPLES OF DISASTER RECOVERY POLICY

The above Policy aims 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.

6. 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, committee members and volunteers
- 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. This will take the form of a Business Impact Analysis (BIA) predicating the consequences of a disruption to a business and gathers information needed to recovery strategies. Potential loss scenarios should be identified during risk assessment. Examples of how this applies to MHA is provided in Appendix 1.

7. CONTROLS

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 Leadership Team.

8. DISTRIBUTION AND UPDATES

Any errors or omissions should be reported immediately to the Plan Administrator, who is Linda Sichi, Deputy CEO. 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.

9. 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. Leadership Team (LT) - In the event of a disaster, the CEO 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 CEO

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

The Leadership 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 LT 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 consider:

- 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** - The Asset Manager and Maintenance Co-Ordinator will assume the roles of the Emergency Controllers who will provide on the ground experience and competence to assist the LT. 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 LT 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.

10. IT PROCEDURES

MHA operates 0365 which minimises the risk of IT incidents having an effect on business continuity.

11. 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 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.

12. 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 CEO 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 CEO, the Deputy CEO will have delegated authority to deal with media enquiries and authority to contact the Chair.

The CEO 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.

13. 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.

14. EQUALITY & HUMAN RIGHTS

MHA's is committed to equal opportunities, and we will respond to the different needs and service requirements of individuals, and we will not discriminate against any individual for any reason outlined in Equality & Human Rights Legislation.

15. DATA COLLECTION

MHA will manage all personal data in accordance with our obligations under the GDPR regulations and the Association's Policy.

16. STRATEGY MONITORING & REVIEW

The Disaster Recovery & Business Continuity Management Strategy will be reviewed by the Management Committee every 2 years or as otherwise deemed necessary.

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 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

Several scenarios could affect many 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:

ACTON PLAN – Emergency Controllers		
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 4)*		
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 because 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 can contact their landlord for further assistance		

Assist Emergency Services, Local Authority and other services if they are required to be involved in the incident		
If several properties cannot be occupied the LT will determine the scale of the incident & 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: • GCC Homeless Team (Northeast) 0141 276 6153. Out of hours 0800 838 502 • BB/Hotel accommodation (for short term accommodation – see attached list at *Appendix 1* • Contact 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 *Appendix 6.* Liaise with LT 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 LT.		
Organise food and drinks if necessary		
Ensure clothing or medical arrangements are being made if required		
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 *Appendix 1*)		
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 LT		
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 – Leadership 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 LT 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 LT to convene. Keep rest of LT updated on progress		
Obtain initial update on the situation from the Emergency Services or Emergency Controllers as appropriate: • 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: • 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 LT		
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

Several 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:

DISASTER WHICH AFFECTS SMALL NUMBERS OF RESIDENTS		
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 *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 because 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 can contact their landlord for further assistance		
Assist Emergency Services, Local Authority and other services if they are required to be involved in the incident		
If several properties cannot be occupied the LT 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:		

• GCC Homeless Team (Northeast) 0141 276 6153) out of hours 0800 838 502 • BB/Hotel accommodation (for short term accommodation – see attached list at *Appendix1* • Contact 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 *Appendix 6*. Liaise with LT 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 LT		
Organise food and drinks if necessary		
Ensure clothing or medical arrangements are being made if required		
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 *Appendix 1)*		
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 LT		
Confirm that arrangements are in place for the next day and beyond		

ACTION PLAN – Leadership 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 main MHA framework Contractor/ In-House Team regarding damage assessment and salvage requirements		
If properties cannot be occupied, the LT 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: • 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: • 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 LT		
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 out with office hours, emergency services will contact the key holder who will attend the office.		
Once outside the Emergency Controllers will carry out a headcount and report to the CEO. 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 & contact 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:		
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		
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.		

Function	Office	Home
Leadership Team		
Housing Services		
Maintenance Staff		
Finance		
Reception Staff/CS		
Estates		
Community Engagement		
Factoring		

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 several 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.

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 Maintenance staff to appropriate alternative work		
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		
LT 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 - Example scenarios Business Impact Analysis

APPENDIX 2 – Emergency Contact Details

APPENDIX 3 – GCC Resilience Unit

APPENDIX 4 – Methane Form

APPENDIX 5 – Ethane Form

APPENDIX 6 – Resident Questionnaire

APPENDIX 7 – Notifiable Events Guidance

APPENDIX 1 – EXAMPLES SCENARIOS BUSINESS IMPACT ANALYSIS

A disaster recovery plan (DRP) impact assessment examines potential disruptions and their effects on a business, guiding the development of recovery strategies. Scenarios include data breaches, natural disasters, or infrastructure failures.

SCENARIO A - Data Breach/Cyberattack:

- **Scenario:**
  A ransomware attack encrypts critical business data, rendering systems inaccessible.
- **Impact Assessment:**
  This could halt operations, lead to data loss, and potentially damage the company's reputation. Revenue loss, legal fees, and recovery costs are also potential impacts.
- **DRP:**
  The DRP would include data backups, incident response procedures, and a plan to restore systems and data from the backups.

SCENARIO B - Physical Disruption (e.g., Fire, Building Damage):

- **Scenario:** A fire damages the company's office building, making it unusable.
- **Impact Assessment:** This could halt all physical operations, including access to hardware, office space, and potentially impact personnel.
- **DRP:** The DRP would include a plan to relocate employees and operations to a temporary location, restore IT infrastructure at the new location, and communication plans to inform employees and clients about the situation.

APPENDIX 2: 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 308 1070	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 414 6600	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 22 44 88	

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 22 44 88

GLASGOW CITY COUNCIL CONTACTS		
Name	**Telephone No**	**Address**
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 03000 996 699	Glasgow Office, Law House, Todd Campus, West of Scotland Science Park, Maryhill Road, Glasgow, G20 0XA
HSE (Health & Safety Executive)	0141 275 3000 0300 003 1747	1st Floor, Mercantile Chambers, 53 Bothwell Street, Glasgow, G2 6TS
Scottish Water	0800 077 8778	The Bridge, 6 Buchanan Gate, Stepps, Glasgow, G33 6FB
Scottish Gas Networks (SGN)	0800 111 999 0800 001 5400	1 Fullarton Drive, Glasgow, G2 5AD
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	Port Dundas Business Park, 100 Borron Street, Glasgow G4 9XE
Travelodge	08719 846141	Glasgow Centre, 5/11 Hill Street
Premier Inn	08715 278440	George Square
Premier Inn (Stepps)	08715 278542	Stepps

MHA APPROVED CONTRACTORS		
Name	**Telephone No**	**Service Provided**
Timetra	01698 746 091	Out of hours, multi trades
Probe	0141 363 0121	Drains
BW Heating	07719 904543	Plumbing and Gas Engineer
ARK	07815 485399	Builders/Roofers
Sound Service	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
HF Fire & Security	0141 529 5575	Fire Alarms & smoke vents at Great Eastern

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 Leadership Team.

FIRST AIDERS FOR MHA

Ballindalloch Drive Office
Danielle Cameron

Culloden Street
Denise Robertson (07493 868789)
Denise Burke (Ext 501)

Estates
Graeme King (07468-863949)

Bluevale Hall
Margaret Cameron (Ext 601/602 07341-562430)

Sports Hub
Krystian Gdanski (0141-551-8065)

FIRE MARSHALLS FOR MHA

Lynsey McKinna – Ground Floor (Ext 200)
Claire Robinson – Ground Floor (Ext 210)
Denise Robertson (Ext 501)
Denise Burke
Slyvia Pollock
Andy Honest
Margaret Cameron
Krystian Gdanski

APPENDIX 3 – 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 4 – 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 – **T**ype – *of incident e.g. explosion, building collapse*

H – **H**azards – *present, potential or suspected*

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

N - **N**umber – *type, severity of casualties*

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

APPENDIX 5 – 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 – **T**ype – *of incident e.g. explosion, building collapse*

H – **H**azards – *present, potential or suspected*

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

N - **N**umber – *type, severity of casualties*

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

APPENDIX 6 – RESIDENT QUESTIONNAIRE

Please complete and return this to the Emergency Controller (Director of Asset or Maintenance Co-Ordinator).

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

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

APPENDIX 7 – NOTIFIABLE EVENTS - SCOTTISH HOUSING REGULATOR

An RSL must tell the Scottish Housing Regulator (SHR) 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 the SHR with a reasonably detailed explanation as to why a significant change has been implemented.

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