



Disaster Emergency Recovery Plan

EMERGENCY SUMMARY - QUICK GUIDE

- 1** *Contact members of Senior Staff Team*
- 2** *Set up line of communication i.e. remaining office/mobile phones*
- 3** *Assess scale of disaster*
- 4** *Identify emergency meeting place*
- 5** *Contact Insurance Company*
- 6** *Contact Chairperson or member of Board*
- 7** *Take appropriate action depending on scale of disaster*
- 8** *Contact key agencies See Annex 3 – telephone numbers*
- 9** *Communicate with staff members*

IF THE WORST HAPPENS – FIVE GOLDEN RULES

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

In an emergency, ng homes' main priority is to preserve the health and safety of its tenants and staff.

INTRODUCTION

ng homes recognise that disasters and emergencies outwith the control of the Association can occur. We know that it is not possible to cover every eventuality in precise detail. This procedure therefore provides a framework highlighting the key tasks to be undertaken and by whom, especially in the immediate aftermath of an emergency/disaster.

EMERGENCIES

Emergencies fall into two categories

- Part 1 - Emergency which affects resident's homes
- Part 2 - Emergency which affects the running of the business

Part 1 provides The Emergency Procedure that deals with disasters which affect residents' homes. The procedure for an emergency which affects the running of the business such as an office no longer being able to be used is detailed in Part 2 of this document.

In an emergency, ng homes' main priority is to preserve the health and safety of its tenants and staff before any other consideration.

PART 1 EMERGENCY PROCEDURE

A major emergency will be constituted by a situation such as severe weather conditions resulting in a large number of tenants experiencing burst pipes and a consequent loss of supply of water, gas and electricity **OR** a major fire resulting in a number of families having to be rehoused.

A major emergency is not envisaged as being created by an occurrence which affects one tenant only. An emergency would be a fire, or serious damage requiring two or more families to be rehoused immediately.

EXAMPLES OF EMERGENCIES (non-exhaustive list)

Environmental Disasters

- Flood
- Snowstorm
- Electrical storms
- Fire
- Subsidence and Landslides
- Freezing Conditions
- Contamination and Environmental Hazards

Organized and / or Deliberate Disruption

- Act of vandalism
- Act of Sabotage
- Theft
- Arson

Loss of Utilities and Services

- Electrical power failure Equipment or System Failure
- Internal power failure
- Equipment failure (excluding IT hardware) Serious Information Security Incidents –

Cyber crime

- Loss of records or data
- IT system failure

INITIAL ASSESSMENT

During normal office hours the Director of Housing Services (or suitable substitute) will make an initial assessment of any emergency. This will involve attending the site of the emergency in order to determine the scale of the damage and involvement of other agencies. Outside normal working the Concierge Team leader will make the initial assessment to call out the Emergency Team.

THE EMERGENCY TEAM

The Emergency Team will consist of the Directors, representative members of staff and an Executive Member of the Board as appropriate and dependant on the scale and scope of the emergency.

Up to date information on how to contact all of these members is contained in Appendix 2

PROCEDURES

During Office Hours

The Director of Housing Services (or suitable substitute) will inspect the locus of the emergency and, if necessary, call together the Emergency Team to consider what action is required. Points to be considered, though not exhaustive, should include: -

- a) Can the emergency be dealt with within normal working procedures and staffing levels?
- b) If not, which areas require additional personnel and resources?
- c) Are staff clear about what the priorities are during an emergency?
- d) Guidelines must be given to staff by their line manager in prioritising workloads.
- e) Should Insurance Company be notified and involved?

- f) In the event that the emergency is likely to continue for some time, rotas for staff should be introduced.
- g) What other key agencies should be involved?
- h) Inform the Chairperson or Vice Chairperson

Outwith Office Hours

The Balgrayhill concierge station is the out of hours contact point for the Association. The Concierge Team Leader will inspect the locus of the emergency and either:

- a) Instruct the necessary action/remedial work; decide if the emergency services require assistance from our staff or if City Building Emergency Services can resolve the issue without assistance from ng homes staff.
- b) Call together members from the Emergency Team.

Points "c" to "h" above should be considered, the severity, numbers involved and need for tenants to be decanted or given advice. It is important to take into consideration the views of the emergency services and involvement of GCC Emergencies Planning Unit.

Where the emergency services request our assistance or are involving GCC Emergencies Planning Unit then the Emergency Team should be contacted in the order as detailed later in this Policy. If staff are in any doubt, advice should be sought from the Emergency Team immediately.

REPORTING OF INCIDENT

Staff must ensure that reports are compiled from the commencement and throughout the disaster/emergency. The incident will need reported to the Board and may be a notifiable incident. These reports should contain information on:

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

EMERGENCY ACCOMMODATION

Glasgow City Council – Emergency Support

Resilience Unit

During major incidents the Resilience Unit provides a single point of contact between the Emergency Services and all Glasgow City Council departments.

The Resilience Unit is on call 24 hours a day, 365 days a year and is normally alerted by Police, Fire & Rescue, or other emergency services. The unit will usually be called out where 6 or more households are affected.

The Resilience Officer for North Glasgow will immediately assess the situation and decide which Council services should respond, and then arrange the deployment of the appropriate officers.

The Emergency Services are responsible for evacuation of the public from the area of the incident, and the Resilience Unit will thereafter arrange for a rest centre or other place of safety to be opened, and for trained staff to attend to look after those who are affected by the incident but who do not require medical treatment.

Social Work Services

Each Social Work area has an Emergency Plan.

The following functions/services may be undertaken by the Social Work Department in the event of an emergency: -

- The establishment and staffing of reception centre;
- The establishment of feeding stations if necessary, at these centres;
- Support in evacuation to, and dealing with family situations at the reception centres;
- Activation of voluntary services;
- Work in conjunction with other services and departments (e.g. NHS) to offset the worst effects of any emergency.

The following Social Work teams cover the Springburn & Possilpark areas.:

North East (Springburn)

Office: 0141 277 7615

North West (Possilpark)

Office: 0141 314 6281

Out of Hours – Standby:

Glasgow and Partners
Emergency Social Work
Services

Tel: 0300 343 1505

Accommodation

The City Council can assist with temporary accommodation where residents are unable to return to their homes. Either temporary furnished accommodation or hotel rooms will be arranged depending on availability at the time.

During Office Hours

North Community Casework Team

30 Mansion Street

G22 5SZ

Tel: 0141 276 6169

Out of Hours Service

Tel: 0300 343 1505

Building Control

Building Control officers can give advice and / or take action when public safety may be jeopardised by unsafe buildings or structures. An emergency out of hours service is available.

Tel: 0141 287 8555

Out with Office Hours: 0141 287 1059 select option 2

Alternative Emergency Accommodation

Should Glasgow City Council be unable to assist with emergency accommodation we should consider decant arrangements from within our own stock. If this is not possible there are hotels listed in Appendix 3 who may be able to assist. This list provides examples and other suitable hotels can be contacted. Consideration should be given regarding rehousing tenants pets.

STAFF REQUIRED IN EMERGENCY CONDITIONS

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

- a) the member of staff must be called out from home
- b) the reason for the callout must be an unforeseen emergency
- c) the member of staff must not already be in receipt of a payment which covers such contingencies

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

Payment for actual time (including travel) will be made at time-and-a-half.

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

FOLLOW UP TO EMERGENCY

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

Maintenance Officers as appropriate should carry out all necessary inspections and the required remedial work instructed.

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

A Notifiable Event to SHR may be done depending on the nature of the event.

INSURANCE CLAIMS

Contact details are contained in Appendix 3.

MEDIA

The CEO or Corporate Services Director will liaise with ng homes staff on site and will respond to enquiries from local Press, radio, politicians, etc, or to issue information to the media. The communications officer will be involved in handling this. On site staff will ensure they are kept up to date as the situation progresses.

OUT OF HOURS MONITORING

Housing Services will during times of prolonged office closure e.g. public holidays; Christmas /New Year will contact City Building to ensure there is no dramatic increase in certain repair categories. For example when there is a high volume of burst pipes during very cold conditions the responsible officer would invoke the emergency procedures.

PART 2: EMERGENCIES AFFECTING RUNNING OF BUSINESS

PRECAUTIONARY MEASURES

- a) The Association has a procedure for backing up data which ensures that that all data on our computer systems is backed up daily and that copies of data are kept off site. This ensures that all data stored will be saved in the event of a serious situation where access to offices was denied.
- b) The Association is in the position that if necessary, The Ron Davey Enterprise Centre, the Bob Allan Conference Suite and other locations could be brought into use as additional office space should a disaster result in access to one of the offices not being possible. This reduces the need for external disaster recovery agreements that some associations enter into, with back up servers at offsite premises with software pre-loaded and access to office space.
- c) Staff who have personal mobile telephones would be given authority and assurance they would be reimbursed for using their mobile telephones until such times as telephone lines were established.
- d) Emergency meetings would initially be held in an unaffected office or if not available Glasgow North Meeting Centre, Queens Cross HA, Maryhill HA, or a vacant flat which was immediately available.
- e) Emergency co-ordinator would be the Chief Executive Officer (CEO) or DCEO/Director.
- f) Each office has its own separate telephone operating system
- g) The offices are alarmed, and a member of Management Team or other designated member of staff will be called out if the alarm is triggered. Additional security measures have been taken – window and door shutters, security lights and CCTV
- h) The Associations insurance policy provides the following cover for the replacement of equipment and covers for business interruption

RISK AREAS – SEE ALSO RISK MANAGEMENT PLAN

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

What would constitute a disaster - An unforeseen interruption in operations that threatens the continuity of business.

For example:

- Fire
- Extensive vandalism in offices
- Flood
- Theft
- Power Cut
- Security breaches (hacking, sabotage)
- IT failure – complete loss of data

ACTION PLAN

Disaster Recovery Team

In the event of any disaster the CEO must be contacted immediately but if this is not possible then DCEO/Director. Mobile and home telephone numbers are detailed in Appendix 1. Members of the Housing and Maintenance Teams should also be expected to be available to be called out in the event of an emergency situation. Police and Alarm Company have mobile and home telephone numbers of relevant members of the Management Team.

A Director or nominated deputy shall make an initial assessment of any disaster. This will involve attending the site of the disaster in order to determine the scale of the damage and involvement of other agencies, and to take whatever immediate action that is required to mitigate the disaster and inform appropriate bodies.

The Chairperson will be contacted and a meeting of the Office Bearers convened as soon as practicable (i.e. meeting place been identified and members been contacted) to update available Office Bearers and agree solutions on an ongoing basis depending on the circumstances and extent of the disaster.

The Disaster Recovery Team, comprising office bearers of the Board, available Directors and other key staff members, will ensure a co-ordinated recovery process as follows:

- Establish links with all members of staff
- Communicate with insurance company over essential repairs/rebuild/ purchase of new office assets
- Relocate appropriate staff to still operational ng homes premises.
- Ensure IT systems are up and running with sufficient workstations available to maintain acceptable services to tenants and other users
- Establish links with main contractors/suppliers
- Resume key services to tenants

- Communications (with other relevant agencies e.g. housing benefit, social work, bank, contractors, local press, etc)
- Report on financial and other implication of disaster/emergency on Association's future
- Establish appropriate action plan for full recovery of Association's business.

Extensive damage to office premises at Reidhouse Street

In the event of the damage being so extensive as to render the buildings uninhabitable the Association should:

- 1 Move key staff to Possilpark offices
- 2 Call in the Associations' IT consultants and have server set up for a new backup site off Saracen Street and to a new location (servers at Reidhouse Street now not accessible)
- 3 Arrange with companies supplying lines to redirect Springburn telephone and other lines into Possilpark
- 4 Issue information documents to media and poster immediate area
- 5 Arrange additional processing facilities and have them connected to rest of the system
- 6 Order in additional equipment and supplies to allow the increased number of staff to properly function
- 7 Identify any staff who are not essential to the site and seek alternative locations, arrange for home working, or sent home
- 8 Identify vacant flats available near the damaged office to be used as emergency office and allow staff to have a base in the short term and/or set up a porta cabin in the near vicinity to enable tenants to deal with the Association and provide a base for recovering documents and files from Reidhouse Street.

Extensive Damage to office premises at Saracen Street

- 1 Move key staff to Springburn office and other Saracen Street office.
- 2 Call in the Associations IT consultants and have additional workstations set up. Arrange for copies of backups to be moved off site
- 3 Arrange with companies supplying lines to redirect Possilpark telephone into Springburn
- 4 Issue Saracen Street information documents to media and poster immediate area
- 5 Arrange additional processing facilities and have them connected to rest of the system
- 6 Order in additional equipment and supplies to allow the increased number of staff to properly function
- 7 Identify any staff who are not essential to the site and seek alternative locations, arrange for home working, or sent home
- 8 Provide assistance to other tenants at Saracen Street office.
- 8 Identify vacant flats available near the damaged office to be used as emergency office and allow staff to have a base in the short term and/or set up a porta cabin in the near vicinity to enable

tenants to deal with the Association and provide a base for recovering documents and files from Saracen Street office

Loss of key staff

EVH hold a bank of experienced housing professionals.

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- 9 Contact all staff members**

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ONGOING ACTION

Keep staff and Board up to date on situation at all stages. The disaster recovery team will be responsible for this.

Record all decisions and action taken.

FOLLOW UP ACTION

Draw up full report of disaster, action taken, reasons, costs and examine thoroughly with Board.

Lessons learned

Review Disaster Emergency Recovery Plan and adjust where necessary in light of experience.

Compliance

Complies with: Performance Standard GS4.4 - Raising Standards Chapter 17 – Risk Management