

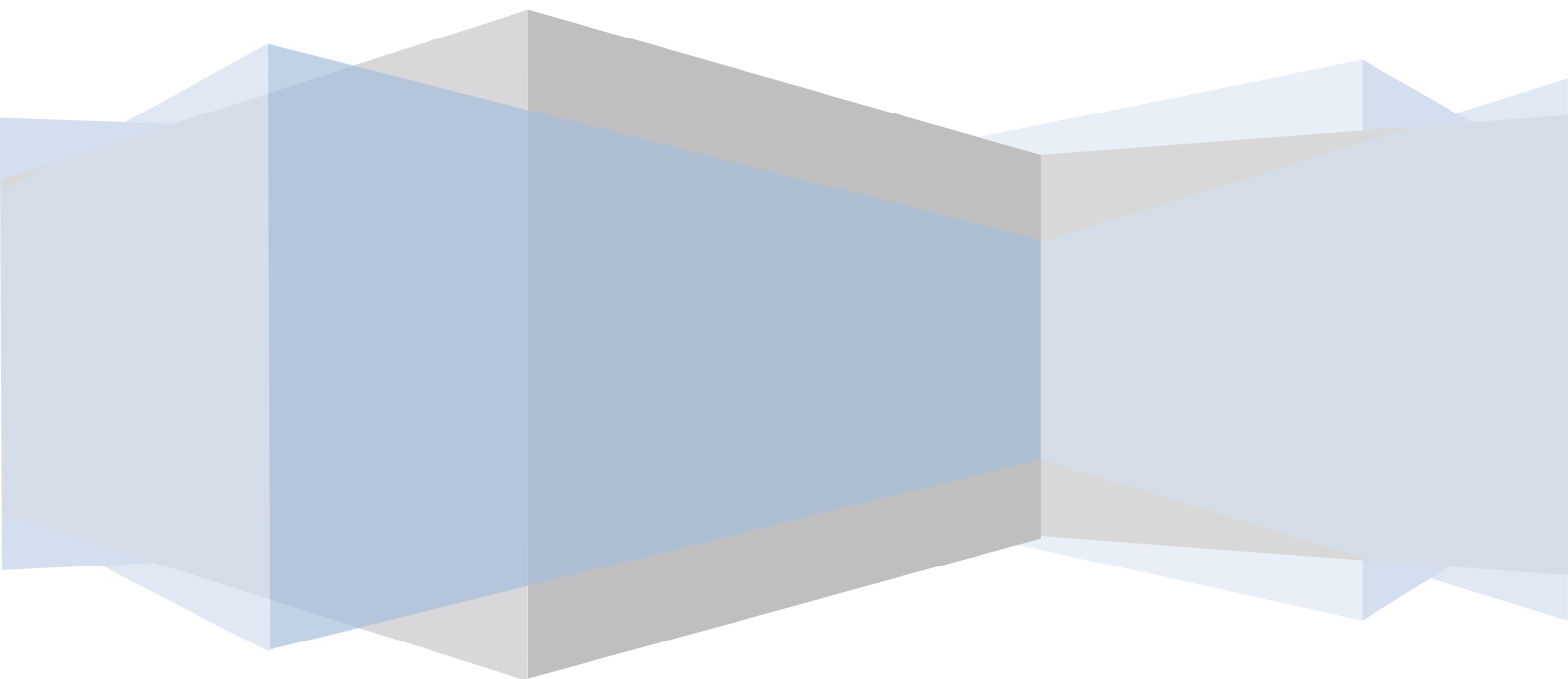


CDHA

Cathcart & District Housing Association

BUSINESS CONTINUITY POLICY

February 2021



All Policies are available on tape, in braille and in translation into most languages. Please ask a member of staff if you would like this policy in a different format.

Date of Policy Review: February 2021
Date of Committee Approval: 16 February 2021
Date of Next Review: February 2024

SCOTTISH HOUSING REGULATOR STANDARDS	<p>STANDARD 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users</p> <p>STANDARD 2: The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>STANDARD 4: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisations purpose</p> <p>STANDARD 5: The RSL conducts its affairs with honesty and integrity</p> <p>STANDARD 6: The governing body and senior officers have the skills and knowledge they need to be effective.</p>
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1. Introduction

- 1.1 Cathcart & District Housing Association Ltd (CDHA) is committed to ensuring that its internal processes are sufficiently robust and aims to provide uninterrupted services to customers in the event of disruptive challenges by implementing a Business Continuity Policy.
- 1.2 This policy sets out the measures in place to deliver business services to all customers during and after a critical incident.
- 1.3 CDHA will operate a clear Business Continuity Policy which will be managed by the Director, Committee of Management and Finance Officer.
- 1.4 Any critical incident would be regarded as a notifiable event which must be reported to the Scottish Housing Regulator.

2. Aims and Objectives of CDHA Business Continuity Policy

- 2.1 To identify and manage all risks which could affect the organisation and put in place systems to manage these risks in the event of a critical incident.
- 2.2 To arrange appropriate training for staff and committee members.
- 2.3 To assign responsibilities to members of staff.
- 2.4 To ensure ongoing management of our systems, procedures and policies.
- 2.5 To protect the reputation of the Association.

3. Responsibilities

- 3.1 The overall responsibility for Business Continuity Management sits with the Director and Committee of Management who will ensure that the appropriate structures and policies are developed and implemented. The Committee of Management will review the policy every 3 years or more frequently should any circumstances or risks change.
- 3.2 To support the Director the Finance Officer will assist in managing any emergency/disaster situation.
- 3.3 The Maintenance Department will implement all Health & Safety requirements for the staff, offices and Sheltered Housing.
- 3.4 The Finance Officer will be responsible for making sure that the offices and properties are adequately insured.

4. Risks and plans in place

Risk	Details	Likelihood of risk occurring	Impact	Arrangements in place
IT Systems	Loss of IT & telecommunications	Low	Medium	All data is backed up each day to Veeam Cloud Connect and the HomeMaster web-based system has an external server. We have network support supplied by external consultants. All members of staff are supplied with mobile phones and laptops which provide access to their desktops. We have a backup BT phone line which can be used if VOIP were to let us down. CDHA has an active Facebook page which can be used to alert customers to any change in office services. There is a more detailed IT Continuity & Disaster Recovery policy in place.
Fire	Fire damage to the office	Low	High	We have a Health & Safety Control Manual which contains a Fire Policy and Risk Assessment. Our compliance with the control manual is Audited every two years by an external Auditor. The office is fitted with fire alarms, smoke alarms, emergency lighting, emergency signs and fire equipment. All staff are aware of the evacuation procedure. As above we have systems in place to protect our IT data. We also use a digital filing system therefore most of our documents are scanned off site.
Accidents	Injury to a member of staff or a member of the public	Medium	Low	As above our H&S Manual has a first aid policy which contains all emergency numbers and contact details for RIDDOR & COSHH. There are trained first aid staff and adequate first aid supplies.
Financial	Risk of theft and management of the Association's cash flows	Low	High	The Treasury Management policy is in place to control risks to the Association's cash flows, banking, deposits and capital market transactions. Gearing ratios and bank covenants are in place and accounts are produced and presented to the Committee of Management. Accounts are Audited annually and presented to members at our AGM. The Accounts are also sent to the Scottish

				<p>Housing Regulator, our banks, OSCR and the Financial Conduct Authority.</p> <p>Account balances are monitored regularly and strict procedures and levels of authority are in place for Finance Staff who have access to bank accounts. The Finance and Audit Sub Committee has a role to scrutinise all areas of internal and external audit, management accounts and risks to the organisation</p>
Weather /disruption to transport	Staff unable to reach the office due to weather conditions	Medium	Medium	In extreme circumstances the office may be closed. Senior Management will be on call and the local police station and emergency contractors have their contact numbers. Two members of staff live very close to the office and therefore would be able to arrive on foot. Staff can log on their desktops from home.
Loss of suppliers/trades	Contractors unable to carry out or finish repairs	Medium	Low	We have an approved list of sub-contractors including several for each trade. Contractors invoices are paid on completion of work and therefore would not receive any payments unless the work had been completed to the satisfaction of our tenants and maintenance staff.
Staff sickness	Staff on sick leave	High	Low	All departments use the HomeMaster Housing Management System which contains notes therefore members of staff are able to cover for each other in the event of a colleague being sick. We have 13 office based members of staff.
Succession Planning		Medium	High	It is crucial that new members of staff have the correct training to allow them to take over any role. Senior staff have attended management courses and step by step procedures have been written to assist new members of staff. Our committee are also working on succession planning through training events and recruiting new members to the board.

5. References to other policies

5.1 Health & Safety Policy

5.2 Treasury Management Policy

5.3 IT Continuity & Disaster Recovery Policy