



Gardeen Housing Association Ltd
Building a Better Future

Gardeen Housing Association

Disaster Recovery Plan

Reviewed	2021
Next Review	2023

A. Governance And Accountability **2021 Review**

Background

It is essential that every business plans for risk and part of a risk strategy is to consider how the Association would function in the event of a disaster.

Fire, flood, explosion, IT failure, cybercrime and data loss would all require to be managed in a way which protected the services to tenants and allowed Gardeen Housing Association to continue to operate in an effective manner.

The risk of a pandemic must now be added to the disasters that can affect the Association.

The purpose of this disaster recovery plan is to plan:

1. How the Association would operate in the event of a fire, flood explosion which destroyed all IT equipment;
2. How the Association would deal with a breach of data or loss of data
3. What impact a disaster would have on the business of the organisation;
4. The impact of lockdowns and home working that arises from a global pandemic

The implementation of the disaster recovery plan would be the responsibility of the Director and the Senior Housing Officer.

All communication should be made through the Director and the Senior Housing Officer.

Communication

In the event of a disaster, the Management Committee shall be advised of the situation and kept up to date with progress. Auditors, Bankers, Consultants, Suppliers Contractors and the Scottish Housing Regulator shall also be advised of the position. Tenants will be kept up to date through social media and newsletters. Visits to tenants will also take place to advise them of the position.

Scottish Housing Regulator

The implementation of the disaster recovery plan will be treated as a notifiable event and the Scottish Housing Regulator will be advised on 0141 242 5642 and by updating the SHR portal. Communication will continue with the Regulator until the issue is resolved and regular updates will be provided by the Senior Officer

Loss of Computer Equipment/Damage to Office

In the event of a fire flood or pandemic , the Association require in the first instance to contact the insurance company on **0141 354 2883**

The Association is currently insured through Bruce Stevenson – an insurance broker. One call will be made to the insurance broker and they will assist with the emergency by contacting key personnel. Advice will be provided on home working and the impact on insurance

IT Equipment

The Association operates a daily, weekly and monthly back up and the back-up data is stored off site and thereafter in a fire proof safe.

The Association also has a contract with Clearview who act as a support organisation for the computer software and hardware. Clearview would be contacted to provide IT support to establish the IT network on **0845 557 0091**

The cost of the computers would be recoverable from insurance. All computers and laptops have been installed with constantly updating anti-virus equipment.

Cybercrime

The Association has a cybercrime insurance policy and staff receive training on an annual basis to update on potential data breaches.

Global Pandemic

In the event of a pandemic, the Association will follow Scottish Government advice and revert to home working and remote meetings.

Office Re-Location

The Association could function from the following alternative sites:

- a) Barlanark Community Centre - this building has spare accommodation for permanent let.
- b) Sandaig Primary School for the use of emergency accommodation.
- c) Calvay Housing Association and Calvay Community Centre on 0141 771 7722.

All locations would be suitable for tenants as they are both close to the existing office.

Office Equipment

Replacement office equipment will be purchased following discussion with the insurance broker.

Fire

The computers are located throughout the office. Visitors to the office are escorted to the meeting room or interview room.

Fire extinguishers are located next to each room and are serviced as per the Association's annual contract. There is a fire risk assessment, a fire plan for the Association and an evacuation plan. All staff members have received fire safety training. Two members of staff are trained safety wardens. Committee members have taken part in the evacuation process.

The office is also protected by a fire and intruder alarm system which is maintained twice yearly by Pointer Alarms. There are smoke alarms throughout the office that are maintained and serviced by Pointer Alarms.

Fire point checks are carried out on a weekly basis and full evacuation fire drills are carried out on a 6 monthly basis as per the Health & Safety Procedure.

Health and Safety

Monthly inspections take place to ensure that the office is clear of obstacles and fire hazards.

Flood

As the computers are located throughout the office it is not possible to exclude water pipes from computers. There is also the risk of flooding from the tenants located above the office. There is a risk of flooding as a result of extreme weather conditions. Weather

Keyholders

Two keyholders to the office are members of the Management Committee who would be called to the office in an emergency. They would be able to attend emergency within minutes. They can be contacted by the Police, members of staff and Pointer Alarms. The keyholders would then contact the relevant staff.

Power Supply

Computing equipment is on the same power circuit as all other electrical equipment and the equipment will fail in the event of a power failure. Negotiations would have to take place with Scottish Power to reinstate the power. If this was likely to take a long time, then the Association could take the back-up information and restart at an alternative location.

Accidental Or Deliberate Damage

As the result of any such incident, the Association would recover the cost of replacement equipment through insurance. If the incident was caused by a staff member then this may result in disciplinary behaviour. The Police would be contacted if the problem was a criminal act.

Poor Weather

As a result of poor weather, gale force winds, ice and snow or volume of rain then the Association may require to be closed for periods of time to protect the safety of staff, contractors and the general public. This will not be treated as a notifiable act but reference will require to be made to the disaster recovery plan.

Staff Issues

The Association would require to assess the impact on the business caused as a result of personnel problems and manage this in accordance with the disaster recovery plan. This could include staff absence. If the absence involved the Director and this proved to be long-term then the Scottish Housing Regulator would require to be informed As a

notifiable event. The Senior Housing officer would take over Director duties as per the Association's succession planning. EHRA members have agreed to provide senior staff support in the event of an emergency. Chairperson to contact Chairs of Provanhall and Blairtummock for information.

Disaster Recovery Planning

In the event of a disaster, Gardeen Housing Association will follow the proposals obtained in this Disaster Recovery Plan.

The document will be approved by Management Committee and adopted by staff and Committee Members.

Key steps will be followed to allow the recovery of the services to Gardeen Housing Association tenants:-

Assessment of Damage	Director/Senior Housing Officer
Contact Insurance Company	Director/Senior Housing Officer
Organise Alternative Premises	Director/ Senior Housing Officer
Contact Computer Support	Director/Senior Housing Officer
Relocate to Temporary Accommodation	All Staff
Advise Tenants/Contractors/Consultants	All Staff

Business Impact Analysis

The staff and Committee have all been involved in the discussion of this document.

The priorities for the organisation:-

- reinstate phones
- reinstate rent accounting system
- reinstate financial accounting system
- reinstate word processing packages
- reinstate repairs reporting system

These systems will require to be recovered through back-up system on remote site immediately after disaster.

Timescales

Every effort will be made to ensure that the transfer to an alternative site will be operational as quickly as possible. This will permit all staff to continue with carrying out their role within the organisation. All staff will be update of the position.

Disaster Recovery

The Association's IT consultant tests the recovery of the server every two years to ensure that data can be transferred from the server and reinstated following any breach or loss of data.

Testing And Revising The Plan

The disaster recovery plan is only of benefit if it is constantly under review and tested.

This disaster plan was tested due to the global pandemic and staff began working from home in March 2020.

The person responsible for this plan is, Roslyn Crawford, Director, but all staff members are involved in the effectiveness of the plan. The plan will be reviewed every two years.