



Reidvale Housing Association

Business Continuity Policy

Policy Approved	30.03.22
Due for Review	March 2025
Author	Interim Director

POLICY SUMMARY

Purpose:	The purpose of this policy is to set out the framework for ensuring business continuity in the event of a serious disruption to business.
Legislation/Guidance:	The Association is a company under the Co-operative and Community Benefit Societies Act 2014, and a company regulated by the Financial Conduct Authority (FCA).
Regulatory Compliance	<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 4 - The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p> <p>Standard 6 - The governing body and senior officers have the skills and knowledge they need to be effective.</p> <p>Standard 7 - The RSL ensures that any organisational changes or disposals it makes safeguard the interests of, and benefit, current and future tenants.</p>
Linked policies and Plans	<p>Risk Register</p> <p>Business Continuity and Disaster Recovery Plan</p> <p>Health and Safety Policies and risk assessments</p>
Financial Impact	Medium dependent on the nature of the incident
Risk Assessment	Medium dependent on the nature of the incident
Equalities Impact Assessment	Low
Date Reviewed	30 March 2022
Date approved by Management Committee	30 March 2022

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1. INTRODUCTION

- 1.1 Reidvale Housing Association (RHA) is a community based organisation based in Dennistoun. Our core business is the provision of affordable housing and related services to our tenants and factoring services to our owner occupiers. The provision of these services is essential to the health and safety and wellbeing of our customers.
- 1.2 Business Continuity is the means by which we set out a framework for improving resilience to interruption so that key business systems can be recovered whilst ensuring the provision of critical services to customers.

2. AIMS AND OBJECTIVES

- 2.1 The key aim of the Business Continuity Policy is to:
 - To improve the resilience through identifying and managing the many and varied operational risks inherent in the delivery of services;
 - Minimise disruption to our tenants in the event of an incident affecting the running of our office or a significant incident affecting any of our properties
 - Minimise disruption and enable normal working to be resumed in the shortest possible time in the event of an incident affecting the effective running of our offices.
 - Ensure control is established at a senior level within the Association at the critical early stages of a disaster situation
 - establish the policy context for the Business Continuity and Disaster Recovery Plan

3. LEGAL AND REGULATORY FRAMEWORK

- 3.1 Reidvale Housing Association is a registered society under the Co-operative and Community Benefit Societies Act 2014; a registered social landlord; and regulated by the Financial Conduct Authority (FCA).
- 3.2 The Management Committee, as the governing body, is responsible for safeguarding our tenants income and our reputation for honesty and transparency in all that we do as an Association and through our subsidiary in furthering our aims and objects.

3.3 We are regulated by the Scottish Housing Regulator (SHR). Their Regulatory Framework sets out seven Standards of Governance and Financial Management. Relevant to this Policy are particular elements under these Standards:

- **Standard 1**

The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.

- **Standard 4** - The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
- **Standard 6** - The governing body and senior officers have the skills and knowledge they need to be effective.
- **Standard 7** - The RSL ensures that any organisational changes or disposals it makes safeguard the interests of, and benefit, current and future tenants.

4. BUSINESS CONTINUITY POLICY

4.1 Definition to Interruption of Normal Business

An abnormal incident or situation arising or threatened, is something which:

- would have a significant impact on the Association's normal business operation or future existence as a business;
- requires special mobilisation and deployment of staff, resources or facilities to deal with it
- a national or civil emergency

Such incidents include major flooding or fire; gas explosion or building collapse; bomb explosion, airplane crash; a national pandemic such as Coronavirus; cyber-attack resulting in loss of systems and any event impacting on our ability to deliver services.

4.2 Essential Business

During any crisis the Association will ensure that legal obligations are met (i.e. in terms of essential repairs to houses unaffected by the crisis); and that income continues to be received and processed.

4.3 Prevention, Preparation and Business Continuity Planning

Reidvale Housing Association will put in place measures to ensure we are as prepared as practicably possible to deal with a situation where there is a major disruption to business.

Risk Register

RHA has in place an operational risk register which is monitored and reported to Management Committee quarterly. This register identifies potential risks to business and the measures in place to mitigate those risks.

Business Continuity and Disaster Recovery Plan

The Business Continuity and Disaster Recovery Plan sits alongside this policy and sets out procedures to be followed in the event of major disruption to service, and lists contractors and emergency contacts.

Health and Safety

Health and Safety procedures, risk assessments and policies are in place to reduce, as far as possible, the risk of a major event taking place within our properties

4.4 Responsibilities

Should a crisis arise, it is the responsibility of the Director (or in their absence a member of the Senior Management Team) to identify the nature of the situation and to initiate the Business Continuity processes.

4.5 Communications

It is the responsibility of the Director and the Senior Management Team to ensure that the Management Committee is kept informed of decisions.

Every effort will be made to ensure that tenants will be kept updated of any major situation impacting on services through use of the website, social media, and where appropriate face to face contact.

Media relations will be controlled by the Director in conjunction with the Chairperson of the Association.

4.6 Notifiable Event

The Scottish Housing Regulator requires all Association's to notify them as soon as practically possible of any "significant or exceptional issue". Notifiable events are serious events:

- that may seriously affect tenant safety or service delivery arrangements
- that may significantly threaten the stability, efficient running or viability of the organisation.

The SHR gives the example of a significant natural disaster such as fire, flood or building collapse which affects the RSL's normal business as being a Notifiable Event.

4.7 Recovery

Following completion of the immediate response phase and management of the incident the strategic role for recovery and resumption is the responsibility of the Director and Senior Management Team. The process for restoration of critical services will be flexible and dependent upon the nature of the crisis. The Business Continuity and Disaster Recovery Plan will provide the necessary information/guidance to restore the agreed level of business and critical activities.

5. STAFF TRAINING

- 5.1 RHA will ensure that all staff are aware of the Business Continuity Policy and have attended awareness training in relation to the Business Continuity Plan.

6. EQUALITY AND DIVERSITY

- 6.1 Reidvale Housing Association is an equal opportunities organisation. We are committed to providing an environment of respect, understanding, encouraging diversity and eliminating discrimination. No person or group of persons applying for housing and housing services will be treated less favourably than any other persons or groups of persons because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

7. COMPLAINTS

- 7.1 Although we are committed to providing high levels of service, we accept that there may be occasions where a service user may not be satisfied with the service received from the Association. We value all complaints and use this information to help us improve our service. Any service user, complying with the procedure, but remaining dissatisfied with any aspect of the service they have received have the right to submit a complaint to the Association in accordance with the Complaints Handling Procedure.

8. GDPR

- 8.1 Reidvale Housing Association will treat your personal data in line with our obligations under the current General Data Protection Regulation and our Privacy Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notice.

9. POLICY REVISION

- 9.1 The Association undertakes to carry out a comprehensive review of all aspects of this policy at least every three years. The review will take account of legislative changes, new policy guidance, best practice advice and the views of service users.