

Lochfield Park Housing Association Ltd

Business Continuity Plan in light of Coronavirus

The following are measures which the Association is putting in place to mitigate and cope with the current Covid-19 pandemic. The aim is to protect our tenants and staff and to provide the best services possible in the prevailing circumstances.

1.0 Risks of service disruption – Lochfield Park Staff Team

Reducing the risk of illness amongst staff by:

- Promoting increased awareness of personal cleaning regimes and circulating the most current advice and information from Scottish Government, UK Government, NHS Scotland and partner organisations e.g. EVH.
- Following the most current government and NHS advice and carrying out proportionate risk assessment of practises.
- Identifying staff with specific health or other vulnerabilities and developing individual action plans for these staff,
- Reducing workplace risks by supplying where possible, sanitizers, paper tissues, disinfectant wipes, enhanced office cleaning and any other measures deemed practical
- Promoting opportunities for home or remote working where possible / practical and reducing travel to work risks.

If we have significant illness and absence amongst Lochfield Park Housing Association staff

- In collaboration with our contractors we will continue to prioritise service delivery but we may eventually need to concentrate on critical services e.g. Emergency Repairs (life and limb emergency only, where resident safety is compromised)
- Levels of service may require to be reduced due to reduced numbers of staff both at Lochfield Park and our contractors. This will change on a daily basis as the situation develops and government guidelines change.
- **We will close our office to the public from Friday 20th March and provide services through telephone, email and social media.**
- Home visits will only be made in urgent or emergency situations and in line with government and NHS guidelines.
- In the worst case scenario we will ensure that sufficient staff will be resourced to work from home and a level of service continuity is maintained.

2.0 Risks of Service Disruption –Lochfield Park Housing Association Ltd – Suppliers / Contractors

We will minimise the risk of service disruption by:

- Seeking business continuity and advice from all of our key suppliers/contractors, and sharing Lochfield Park Housing Association's business continuity plan with them,
- Working with suppliers / contractors to prioritise services i.e. emergency repairs, tenant safety services etc.
- Working with contractors/suppliers to identify risks to their workforce from customers who are infected and/or self-isolating,
- Maintaining real time communication with contractors/suppliers, even if our office is closed to the public. (normal phone procedures will be available despite the office being closed to the public)
- Ensuring a staff presence at our office to support contractors with access to keys, common areas etc.
- Maintain a Finance function throughout the crisis to ensure payments to suppliers are processed timeously.

3.0 Risk of Service Disruption – Lochfield Park Housing Association Ltd Tenants and Customers

We will try to minimise the risk of service disruption by:

- Communicating daily through our website and providing up to date information on changes to working arrangements i.e. limitations to and/or prioritisation of services, changes to office access arrangements etc.
- Maintaining key services throughout the crisis.
- **Asking all tenants and contractors the recommended questions regarding symptoms before actioning requests for repairs or emergency home visits.**
- Asking customers to help us manage the risks by early advice on cases of illness or self- isolation to allow contractors and Lochfield Park staff to take the necessary precautions in line with government guidelines.
- Identification of vulnerability or isolation particularly amongst elderly and at risk groups / customers
- Working with statutory and voluntary sector partners (e.g. NHS, Social Work and FARE) along with suppliers and contractors to ensure support and services can be delivered to those in greatest need.

This document will be reviewed and updated as new guidelines and information becomes available from national and public authorities.