

HINCKLEY HOMELESS GROUP

LAWRENCE HOUSE SUPPORTED ACCOMMODATION

Business Continuity Plan

The primary business of Hinckley Homeless Group (HHG) is the provision of support services to residents at Lawrence House, dependent on the availability of the residential accommodation at Lawrence House. The Group does not itself own or have access to any other residential accommodation in Hinckley. In the event that the residential accommodation was unavailable for any reason, we would seek to place existing residents in alternative accommodation owned by our landlords (Leicester Housing Association) and / or partner agencies (Hinckley and Bosworth Borough Council, Wykin Project).

AIM OF PLAN

The aim of this plan is to set out the procedures and strategies to be followed in the event of a business interruption affecting the ability of HHG to deliver business as usual.

ACTIVATION OF PLAN:

Notification of a business interruption may originate from any source. It is envisaged however that it will come from site staff during occupation of premises, or from one of the emergency services during unoccupied periods.

In any situation it is essential that the relevant nominated Service Area Business Interruption Manager(s) are contacted as soon as possible.

MANAGEMENT OF RESPONSE TO A SERVICE AREA INTERRUPTION

Upon activation of this Plan in response to a Service Area Business Interruption, there will be a need for personnel to adopt specific roles in the response, as follows:

- A Service Area Business Interruption Manager
- B Service Area Business Interruption Co-ordinator
- C Service Area Business Interruption Support Staff

The following personnel have been given responsibility to undertake these roles:

REF	ROLE	OPTION 1	OPTION 2
A	Service Area Business Interruption Manager	Tim Render - Chair	Dave Steer – Vice Chair
B	Service Area Business Interruption Co-ordinator	Andrew Gilroy	Simone Donaghy
C	Service Area Business Interruption Support Officer	Jane Bunting	Sue Clarke

Action Checklists for each of the above roles are included as Appendix 1.

To minimise the risk of the accommodation being unavailable, the Group has a comprehensive Health and Safety Policy for the building, and operations within it, which is regularly monitored by management and trustees. Leicester Housing Association is responsible for regular monitoring of key safety systems such as Legionella and hard wiring. The Group complies with statutory requirements for external equipment testing for safety purposes e.g. PAT testing of electrical items.

To ensure continuity of support for clients even if Lawrence House was unavailable, the Group has made the following arrangements:

- a. All computer records are backed up weekly and stored in a fire-proof safe.
- b. Staff have use of laptops and access to key documentation and records, which can be used off site.
- c. Informal arrangements exist with other local charitable organisations to use office space temporarily to enable support services to be continued in a peripatetic basis (Pathways Centre, St John’s Church Centre). These would be used as the Business Interruption Centre if required.

The functions/activities of Hinckley Homeless Group have been designated a level of priority, as follows:

Priority One Services (within 24 hours)	Priority Two Services (within 3 days)	Priority Three Services (within 7 days)
Ensure the building is secure and maintain/reinstate essential services	Deal with new referrals from other agencies	Payment of invoices
If the above is not possible, identify alternative accommodation for residents if required	Restore IT systems	Collection of rent
Notify referring agencies / partners of current situation and effects on them	Ensure arrangements in place for staff payroll to be run on usual dates	
Ensure immediate cash and finance needs of project, staff and residents are met		

It is the responsibility of the Management Committee to ensure that the Business Continuity Plan is subject to full review on a regular basis, not to exceed a period of 5 years.

APPENDIX ONE

Action Checklist For Service Area Business Interruption Manager

ACTIONS FOR CONSIDERATION:
Locate copy of Business Continuity Plan
Start personal log – ensure it is maintained throughout the interruption period
Obtain fullest details from caller and request further information as required
Activate Business Continuity Plan
Alert Business Interruption Co-ordinator and Support Officer – remind them to start personal log
Arrange for Business Interruption Centre to be opened (determine most appropriate site)
Ask members of Business Interruption Team to go to Business Interruption Centre
Brief all assembled Business Interruption Team members and assign tasks
Review Service Area Priorities in light of interruption and timing
Continue regular briefings to key staff
Establish recovery timetable – re-establish normal service delivery as soon as possible
Consider own domestic arrangements if situation escalates
Consider shift working, rest periods and refreshments for all staff
Authorise phased withdrawal of services provided where convenient to do so
Collect and collate log sheets to prepare final report
Thank all staff involved in response to business interruption

Action Checklist For Service Area Business Interruption Co-ordinator

ACTIONS FOR CONSIDERATION:
Locate copy of Business Continuity Plan
Start personal log – ensure it is maintained throughout the interruption period
Obtain fullest details from caller and request further information as required
Review Service Area Priorities in light of interruption and timing
Review Service Area strategies
Report to Business Interruption Centre if requested
Prepare for and attend briefing with Business Interruption Manager
Authorise procurement of agreed resources/ services as requested by relevant staff
Authorise all business interruption response expenditure as appropriate
Ensure that normal service provision is continued as early as possible
Consider functions which are time sensitive
Consider own domestic arrangements if situation escalates
Attend debrief with Business Interruption Manager to review overall response
Arrange phased withdrawal of provided services
Thank all staff involved in response to business interruption

Action Checklist for Service Area Business Interruption Support Officer

ACTIONS FOR CONSIDERATION
Locate copy of Business Continuity Plan
Start personal log – ensure it is maintained throughout the interruption period
Obtain fullest details from caller and request further information as required
Consider own domestic arrangements if situation escalates
Prepare for and attend meetings as requested by Business Interruption Manager
Provide administrative support in Business Interruption Centre
Arrange procurement of agreed resources/services on request by relevant staff
Maintain records of Service Area's business interruption response expenditure
Arrange coverage of personal work commitments
Supply copies of all business interruption log sheets to Business Interruption Manager
Oversee phased withdrawal of provided services