

BUSINESS DISASTER RECOVERY PLAN REVIEW

Report of the Chief Executive

1. SUMMARY

In line with current policy, documents should be reviewed on a regular basis. This report documents the review of the Business Disaster Recovery Plan (BDRP) and the amendments made.

2. RECOMMENDATION

That the Board approves the amendments made to the BDRP and agrees the next review date be set for March 2014 in line with the current review policy.

3. MATTER FOR CONSIDERATION

That the above mentioned policy has been reviewed and no major amendments were required.

4. PERSONNEL IMPLICATIONS

As outlined in the BDRP.

5. EQUALITIES IMPACT ASSESSMENT

- Does this report affect the delivery of a service Yes
- Has an Equality Impact Assessment been completed Yes (attached as Appendix 2).

6. RISK IMPLICATIONS

Derby Homes has highlighted the need for this BDRP as part of its risk management strategy.

7. POLICY REVIEW IMPLICATIONS

This is a key policy of Derby Homes and is included in the Key Policy Review Schedule. In accordance with minute 10/51 this policy will be reviewed no later than 3 years from the date of this meeting.

The areas listed below have no implications directly arising from this report:

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Environmental
- Health & Safety

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: Previous BDRP

Supporting Information: Reviewed BDRP and EIA as attachments



Derby Homes

Business Disaster Recovery Plan

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Revision	Date	Revision Description
Version Draft	19/12/05	Draft issued for discussion
Version 1.0	12/12/06	Issued
Version 1.1	18/03/10	Replaced Capita references with Serco where appropriate
<u>Version 1.2</u>	<u>11/03/11</u>	<u>3 year Review, minor typographical changes made. Inclusion of Repairs Team and London Road references. Equalities Impact Assessment</u>

1.0 Introduction

This Business Disaster Recovery (BDR) plan seeks to set out the actions to be taken by the staff of Derby Homes in the event of 7 identified business disasters and lays out ways for dealing with each. Each potential business disaster creates different challenges hence the requirement to deal with them separately. It must not be confused with the emergency plan, which covers emergency situations potentially effecting the health and safety of members of the public and staff, (such as a fire in a block of flats, a terrorist attack, an industrial accident requiring mass rehousing, or some other major incident). The emergency planning process for Derby Homes is incorporated in the City and County emergency plan, and is led by the nominated emergency plan officer in Derby Homes (~~Steve Humenko~~)

Recovery options will include the use of spare accommodation at Local Housing Offices (LHO's) ~~and~~ Cardinal Square (CS) and London Road (LR) ~~or~~, in the event that CS/LR is not available, within an LHO designated as the BDR suite.

The B-DR plan sets criteria for what constitutes a business disaster and then sets out what the staff need to do in order to ensure that Derby Homes continues to serve its customers.

The plan assumes that, in the event of a business disaster, the Derby Homes Senior Management Team (SMT) together with the Business Disaster Recovery Co-Ordinator (BDRCO) will lead on any assessment, decision making and action planning.

2.0 Business Disaster Definition

A business disaster, for the purposes of this plan, is defined as:

- 1 Flood, fire or other circumstance, which denies staff access to their normal place of work or customers access to their normal service for a period in excess of three working days. This business disaster could effect either LHO's or CS or other services.
- 2 The total loss of the telephone, which means an office, hotline or service has no telephone or e-mail contact for longer than 3 hours, or the loss of e-mail for more than three days
- 3 Loss of staff, and no available DH substitute staff for longer than 3 days (Appendix E – Dealing with loss of staff)
- 4 Loss of the CareLink sheltered housing intercom and/or emergency out of hours telephone response service for longer than 30 minutes (Appendix F – Carelink cover)
- 5 Loss of priority software such as Academy software Meridio, LiveTimesheet, Opti-Time, Consol E Plus, Total Mobile, OracleCODAS, Vision for longer than 3 days. (Appendix G – Capita/Serco procedures)

- 6 Loss of contractor services for longer than one day (i.e. as a result of a dispute with the contractor or strike action) (Appendix H – Contractor Services Procedures)
- 7 An incident which a member of Senior Management Team (SMT) believes will significantly effect our relationship with the council

3.0 The role of the Business Disaster Recovery Co-Ordinator

A member of SMT will be appointed as BDR Co-Ordinator (BDRCO) and will be available during every normal working hour. In their absence, another member of SMT will cover as BDRCO. The name of the BDRCO and their cover will be publicised to all managers

Outside of normal working hours, the rota-ed *out of hours member of staff* will take note of the problem reported to them. They will then use their discretion as to whether the BDRCO needs to be contacted immediately or nearer to the start of the working day. The out of hours member of staff will provide the BDRCO with the following:

- Who reported the problem
- The nature of the problem
- Contact details for any external agencies involved
- Assessment as to whether the problem is contained or may spread

The BDRCO will liaise with the Chief Executive Officer (CEO) or other member of the executive team in their absence, before invoking the BDR Plan. The CEO or a member of the executive, will ensure Board members are informed of any business disaster. However, in the event that no member of executive is available, then the BDRCO has the authority to invoke the BDR Plan without recourse to any other officer and will inform Board members directly.

3.1 Factors for the BDRCO or deputy to consider when deciding whether or not to declare a disaster:

- What services will be affected.
- Do you have sufficient information on which to decide how long the problem will last
- Do you need a Health and Safety assessment.
- Do you need a surveyors assessment on any structural damage
- Is there another professional (police, fire etc) whose opinion should be sought.
- Have you answered all the questions on the Disaster Declaration Form (Appendix A)

If the BDRCO decides not to declare a business disaster then the relevant Manager or member of SMT must be informed that they need

to take charge of the situation and take the necessary action/make the necessary alternative arrangements.

3.2 Lessons Learned Meetings

Once the business disaster has been resolved, a lessons learned meeting will be held. Notes from this meeting and a report will be prepared for the Audit Committee and their recommendations will be forwarded to the Board. Any information which could assist in future incidents will be recorded and amendments made to this procedure where necessary.

4.0 Dealing with a business disaster at an LHO, remote locations and mobile workers

4.1 It is the responsibility of the person discovering a potential business disaster at their LHO, other remote location or vehicle used to carry out their role, to contact their LHO manager/Patch manager/Line manager in the first instance, the manager will then contact the BDRCO. In the event that the manager cannot be contacted, then the BDRCO should be contacted direct.

4.2 The BDRCO will then assess the situation with the manager and may need to visit the LHO/remote location before making their assessment as to whether or not to declare a business disaster.

4.3 If the BDRCO in consultation with SMT and the manager agree not to declare a business disaster then staff will be informed of the actions proposed/alternative arrangements agreed on. (See Appendix B for alternative procedure)

4.4 In the event that the manager and the BDRCO/SMT cannot reach agreement then the CEO of Derby Homes or a member of the executive will have the final decision.

4.5 The BDRCO Manager will create a folder on the P drive under *Staff Information*, in a sub folder named *Business Disaster Recovery Information*. Name the folder with the date and office/location/vehicle effected. They will save any relevant documents in this folder, including minutes of any reviews and lessons learnt reports.

4.6 Once a Business Disaster is declared the BDRCO will take responsibility for all arrangements, working with the manager where necessary.

4.7 If an LHO office is unable to operate then the options to be considered will include:

- diverting staff and customers to another nearby LHO,
- diverting staff and customers to an alternative Council office if that is possible
- diverting staff and customers to the IT Training Suite at CS to be made available exclusively to the LHO staff.

Where the alternative office will not allow all staff to be accommodated the remaining staff will be dispersed to available desks at CS, LR and other LHO's.

If possible a local surgery will be set up in the nearest sheltered scheme common room, agreed surgery location, or a local library could be approached to act as host for an ad hoc surgery. (See Appendix E for Staff implications)

4.8 The BDRCO will arrange for the ~~Telephony section at DCC to be contacted and for the~~ phone numbers of the LHO to be diverted (in the first instance to the Enquiry Centre)

4.9 The BDRCO will liaise with the Communications team to have signage printed for the LHO, and consider public adverts and press releases, informing tenants of the alternative arrangements in place and how to contact staff. The BDRCO will also ensure that the communications team place a notice on the Derby Homes Website.

4.10 The BDRCO will contact senior officers (~~Paul Dransfield, Mark Menzies~~) at DCC to inform them that a Business Disaster has been declared.

4.11 Regular meetings will be held, chaired by the BDRCO to assess the duration of the problem. These meetings will be minuted.

5.0 Dealing with a business disaster at CS or LR

5.1 Having first ensured that any emergency services necessary have been contacted, it is the responsibility of the person discovering a potential disaster at CS/LR to contact the BDRCO.

5.2 The BDRCO will visually assess the situation, take information from any professionals present (Police, Fire etc) and then discuss the situation with SMT. They will then make their assessment as to whether or not to declare a business disaster.

- 5.3 If the BDRCO and SMT agree not to declare a business disaster then staff will be informed of the alternative arrangements agreed on. (See Appendix C for alternative procedure)
- 5.4 In the event that the BDRCO and SMT cannot reach agreement then the CEO of Derby Homes will have the final decision.
- 5.5 The BDRCO Manager will create a folder on the P drive under business Disaster Recovery. Name the folder with the date and office effected. Save any relevant documents in this folder, including minutes of any reviews and lessons learnt reports.
- 5.6 Once a business disaster is declared the BDRCO will take responsibility for all arrangements, working with SMT members where necessary.
- 5.7 The BDRCO will arrange if necessary for the nominated BDR suite to be made available. (See Appendix D for minimum environmental considerations)
- 5.8 Previously agreed staff will be directed to the BDR suite. Remaining staff will be dealt with by their respective SMT member. A variety of options being available, including available accommodation at other DH sites, LHO's, setting up surgeries at sheltered housing scheme common rooms, working from home or other Council/Serco accommodation. In extreme circumstances staff may be informed to stay at home until contacted and alternative accommodation discussed.
- 5.9 Regular meetings will be held, chaired by the BDRCO to assess the duration of the business disaster. These meetings will be minuted.

5.10 Other Services Disaster

There are a wide range of other services, such as

Concierge office service at Rivermead House
Sheltered Housing services provided from some offices based on some schemes, or as a mobile service
Caretaking and Community Watch Patrol services provided from vans

By their nature these other services are flexible, and the loss of an office or a van would be resolvable by an alternative office or van

5.11 Loss of telephone / email system

In the event of a disaster involving part of the telephone and /or e-mail system, impacting on customer services, then the BDRCO will liaise with ~~the telephone administrator at DCC~~ IT Business Support and Serco to resolve and provide an alternative. Alternatives may include a mobile phone solution and suitable redirection of phone calls.

The BDRCO will liaise with the Director and Company Secretary to ensure adequate insurance cover to recover the costs incurred during a business disaster.

Loss of the e-mail system is covered by a service agreement with DCC and Serco. Should the service not be restored within the agreed timescale then notice will be posted on the DH web site and DH staff will be informed by phone call to section managers. Extended loss of service may require access granting to "free" mail service providers such as Microsoft Hotmail and temporary addresses set up. The BDRCO will liaise with the IT Manager at DCC to ensure that the service is restored within the agreed timescales.

5.12 Loss of staff

The BDRCO and the Personnel Manager will establish a mutual arrangement with other ALMO's RSL's and Council staff to provide emergency cover in the event of a loss of staff disaster. The details of this arrangement will be publicised to SMT.

5.13 Loss of Carelink intercom/telephone service

The loss of the 24 hour a day intercom sheltered housing and / or emergency repairs response service from Carelink for longer than 30 minutes would be a disaster. The BDRCO will ensure that the Carelink

disaster recovery plan includes provision of an alternative intercom service in the event of this occurrence.

5.14 The loss of priority software

If we lose the use of the software we will resort to Microsoft Word or pen and paper and enter all relevant data once the system is restored. The BDRCO will ensure that all contracts and SLAs provide for replacement and compensation clauses in the event of a disaster of the loss of software for over 3 days.

5.15 The loss of a contractor

The BDRCO and the relevant SMT member will liaise and ensure the replacement of the contractor service if it effects emergency issues, within 24 hours, or otherwise within 5 days. They will discuss these issues with the Director and Company Secretary and if necessary with the Councils Strategic Director of Resources. Legal advice will be required before the replacement service is commenced.

Appendix A - Disaster Declaration Form

Office Effected	
Name of Senior Officer to liaise with (LHO Manager, CEO or other Director)	
Mobile/Phone number	
Date	
Brief description of problem	
Initial estimate of office closure	
Estimate on review	
Dates of review meetings	All minutes to be saved in P drive folder
Health and safety assessment required	YES/NO If Yes date ordered: Save report in P drive folder
Surveyors Assessment required	YES/NO If Yes date ordered: Save report in P drive folder
Any Other Professional report	YES/NO If Yes date ordered: Profession: Save report in P drive folder
LHO only section	
Staff relocated to Cardinal Square	YES/NO
If NO, address of relocation office	
Communication team informed	YES/NO Date:
CEO informed	YES/NO Date:
CS/LR only section	
Staff relocated to disaster suite	YES/NO
If NO, address of relocation office(s)	
Contact names and number (s)	

Appendix B – LHO procedure when a disaster is not declared

If the problem at the LHO is not of sufficiently serious a nature to warrant declaring a disaster, then it is the responsibility of the LHO Manager (having agreed with the BDRCO) to inform their staff of the alternative arrangements.

Options

1. Send staff home for the duration of the problem.
2. Arrange for staff to work at other offices for the duration of the problem, the training suite at CS being the first option considered.
3. Split staff as necessary to maintain a limited response capability. This option should only be considered in the event that sufficient alternative accommodation is unavailable.

In addition the LHO manager will:

- a. Inform the Enquiry Centre manager or supervisor that the LHO will be closed until the date agreed with the BDRCO
- b. Request from the communications team [a](#) message board for the front of the office, informing tenants of the problem and giving them alternative contact details.
- c. Request that the communications team post information on the Derby Homes Website.
- d. Request that the communications team inform local media.
- e. Inform the CEO of Derby Homes of the problem and the duration of the closure.
- f. Ensure that Board Members and local Councillors are informed.
- g. Create a folder on the P drive under disaster recovery with the date and name of the LHO. All relevant documents, minutes and lessons learned report will be saved in this folder.

Appendix C – CS/LR procedure if a disaster is not declared

If the BDRCO does not declare a disaster at CS/LR then it is still their responsibility to co-ordinate with SMT the response to the problem.

Options

1. Send staff home for the duration of the problem.
2. Arrange for agreed DR staff to work at other offices for the duration of the problem.

In addition the BDRCO will:

- a. Inform the Enquiry Centre manager or supervisor that CS/LR will be closed until the date agreed with SMT.
- b. Request that ~~the telephony team at DCC arrange for~~ phone extensions ~~to~~ be redirected where possible and for the Enquiry Centre lines to be redirected to Carelink (if issue is at CS).
- c. Request from the communications team a message board for the front of the office, informing tenants of the problem and giving them alternative contact details.
- d. Request that the communications team post information on the Derby Homes Website.
- e. Request that the communications team inform local media.
- f. Ensure that Board Members are informed.
- g. Create a folder on the P drive under disaster recovery with the date and CS. All relevant documents, minutes and lessons learned report will be saved in this folder.

Appendix D – Minimum Environmental Considerations

The Local Office chosen by SMT and the BDRCO to be the disaster recovery centre, must be chosen with the following minimum environmental considerations:

- Adequate transport links
- Adequate parking either on site or nearby
- Desks, Chairs
- Functioning lighting, heating, toilets and drinking water supply
- Sufficient IT network access
- 1 phone or company mobile phone per four members of staff
- 1 Printer
- 1 PC or laptop to every two people – laptops from IT Business support loan equipment

Appendix E – Procedure for dealing with loss of staff

Loss of staff due to flu pandemic is covered in Derby City Council's Business Continuity Plan.

Loss of staff, due to any other reason which cannot be covered by other seconded members of Derby Homes staff, will be dealt with primarily from the hire of temporary staff to cover posts. The cost of hiring those staff may be claimed back through the Derby Homes insurance policy.

Any such staff recruited need to have a minimum level of experience in a customer services environment. They must have previously used word processing and spreadsheet software, preferably matching the software used by Derby Homes.

Initially calls will be routed through the Enquiry Centre and any staff will be recruited and co-ordinated through a central point such as the Personnel section or the SMT member with the largest number of staff to replace.

Appendix F – Carelink Cover

The document below sets out Carelink's contractual arrangement with Tunstall to ensure that life critical services are maintained in the event of a loss of service.

The Derby Homes emergency repair work that is done by Carelink is not felt to be life critical and does not therefore form part of any recovery plan.

Emergency repairs will have to be phoned through to the Derby Homes on call manager who will then deal with the issue.

Section 4 Contingency Procedures

- 4.1 Back up disc**
- 4.2 Power failure**
- 4.3 Diverting calls to Tunstall Response**
- 4.4 Evacuation of Call Centre**
- 4.5 Computer system failure**
- 4.6 Operators**
- 4.7 Support Officers**

Section 4 Contingency procedures

4.1 Back up disc

Two back-up copies of the database are made on a daily basis. The night shift operator makes the copies as follows:

- Insert the disc identified for that day of the week into the PNC
- Click onto System, then Back-up
- Choose the option 'Database to station' and click on OK. The back-up will then start to run. You will then receive a message to say 'job done'.
- Eject the disc.
- The operator should record details of when the tape was made in the log book.

One copy of the back up disc is placed in the metal key cabinet. The second copy is taken home by the night shift Operator and brought back when next on duty. This is recorded in the back up disc register held at Care Link.

If the PNC system fails and the back up disc is required, the on call Support Officer will be asked to collect this from the Operators home.

A third copy of the database is made every Tuesday night on the disc marked Back up to Tunstall response. This disc should be placed in a padded envelope and addressed to:

FAO Jan Pickersgill
Tunstall response
Whitley Lodge
Whitley Bridge
Yorkshire
DN14 0HR

The envelope should be marked recorded delivery and placed in the outgoing mail tray. This will be sent on Wednesday by the Roman House Admin team.

4.2 Power Failure

In the event of a power failure, there is an emergency battery power supply on the computer system, which will last for approximately 7 hours.

The Operator should initially establish what the problem is. Check if it is just Roman House affected or a general power failure in the area.

If the fault is with the electricity mains supply, contact EMEB (Tel: 0800 056 8090) and find out how long the disruption is likely to be. A decision can then be made if it is thought necessary to divert the calls to Tunstall response.

If the fault is with the power supply within the building, the operator should contact the public buildings emergency number (07970 380181). An electrician can then be sent to sort out the problem. Once on site an assessment can be made by the electrician as to how long the power is likely to be off. A decision can then be made if it is thought necessary to divert the calls to Tunstall response.

Inform the Community Services Manager of the situation. The decision to divert the calls should be made by the Manager, or if he/she can't be contacted, the on call duty manager from Derby Homes.

The calls will be diverted if power is off for 6 hours, or if working conditions following the power failure have become impossible to safely maintain.
Torches are available in the call centre for short periods of power failure.

Whilst the mains power is off, whenever practical preserve power from the UPS battery in the following ways:

- Do not use the printer
- Switch off one of the call receiving stations and the computer in the Community Service Managers Office

The stair wells in Roman House and main corridors have low level emergency back up lighting which would enable you to evacuate safely if it becomes necessary.

4.3 Diverting calls to Tunstall response

Calls can be put through to Tunstall response using a smart divert. This has been set up through BT. The divert can be put on using any telephone line, including a mobile phone.

Before diverting the calls, the operator should phone Tunstall response Tel: 01977 660324 to inform them of the situation and to request a telephone number to transfer to. Tunstall have a number of lines they can use and will supply the Operator with a number. The Operator should inform Tunstall Response of a contact telephone number. This could be the line you are using to place the divert, or the on call Support Officer for emergency response.

To divert call

- Dial 01332 840086 and wait for dial tone
- Press *44*1258*01332 384782*(tel number supplied by Tunstall)#
- You will then hear a message saying the divert has been accepted.

To remove divert

- Dial 01332 840086 and wait for dial tone
- Press #44*1258*01332 384782#
- You will then hear a message saying the divert has been cancelled

If the smart divert fails to work, BT can divert the calls. To arrange this you should:

- Contact BT and inform them that the PNC 3 number 01332 384782, needs to be diverted to Tunstall response and give them the telephone number supplied.
- If this is between 8.30am and 5.00pm, Monday to Friday – contact BT Telephone No. 0800 9178327 or 154
- At all other times contact BT Telephone No. 0800 679829 or 154

To remove the divert, BT need to be contacted as above and the process reversed.

Calls will be put through to Tunstall response once a month at a time convenient to both Tunstall and Derby call centres to test the divert works correctly and to ensure that Operators are familiar with the procedure. Details should be entered into the back up tape log to show when the divert was tested.

If calls are diverted to Tunstall, inform Derby Homes of the situation. This should be to the Sheltered Housing Manager or Team Leader during normal working hours or the on call Derby Homes duty manager if out of hours.

4.4 Evacuation of the call centre

If the call centre has to be evacuated due to circumstances such as fire, bomb scare, gas leak etc., the safety of the staff must be a priority.

On hearing the fire/evacuation alarm, staff should evacuate the call centre by the nearest safe exit and proceed to the main entrance of Roman House. They should remain there under the direct control of the fire evacuation co-ordinator for Roman House. Staff should not attempt to return to the call centre until they are informed that it is safe to do so by either the Fire evacuation co-ordinator or the chief fire officer.

Out of normal working hours staff should assemble at the main entrance of Roman House to meet the fire service and not re-enter the call centre until instructed to do so by the Senior Fire Officer.

If there is a genuine fire or bomb scare and it is not safe to remain in the foyer, the assembly point for the building is Saxon House car park assembly point 2. To get to this point walk past the Friary Hotel and walk down the alleyway towards Saxon House, go under the archway and the main car park is in front of you. The assembly points are at the far end of the car park.

If a full evacuation has to be made the situation should then be assessed. If the operators are not allowed back into the building within 20 minutes, arrangements should be made to pass the calls through to Tunstall, using the procedure detailed under 'Power Failure'. This can be remotely accessed from any touch button phone or via BT on a mobile phone.

During normal working hours a temporary base can be established at the Housing Option Centre, Bio House Derwent Street as a contact point for Tunstall response or Derby Care Link staff.

Out of normal working hours a temporary base should be established, in liaison with the Derby Homes on call manager, in one of the common rooms within the sheltered housing schemes.

The temporary base will only need to be established if a major incident has occurred and the operation of the call centre cannot continue from Roman House for several hours/days.

4.5 Computer system failure

If the computer system fails the operator should contact Tunstall immediately (tel: 0990 661234) quoting agreement number 409018. They may be able to diagnose the problem and offer possible solutions remotely.

If the engineers are unable to get the system working again immediately, the calls should be passed through to Tunstall response following the procedure above.

The Community Services Manager should be made aware of the situation.

4.6 Operators

A standby rota is in place to ensure there is another Operator able to cover for absences such as holiday or sickness. The rota is held in the call centre.

The staff member should give as much notice as possible to allow for cover to be arranged by the Senior Operator or Community Services Manager. This may not be possible if a staff member is taken ill whilst on duty and can't continue with the shift. In these circumstances, the Operator should contact the 'on call' operator to come in to continue the shift.

If the 'on call' operator is already providing the cover, the staff member should phone the remaining operators from the contact numbers in the call centre. If no-one is available contact the Community Services Manager.

If possible, the Operator should remain in the call centre until a replacement Operator has arrived. If this is not possible the work station should be switched off and the second Operator should temporarily handle all calls.

If illness occurs when only one Operator is on duty, the operator should follow the guidelines above. If it is a serious illness making it impossible to continue or make phone calls, the CCTV team should be advised to contact the Community Services Manager or Senior Operator. The calls should be remotely transferred to Tunstall Response until a replacement Operator is on site.

4.7 Support Officers

If the Support Officer is on annual leave or sick, the Senior Support Officer will arrange any visits within the patch and ensure lifelines continue to be installed.

If the Support officer rota'd to be on call is absent due to annual leave or sickness, the Support Officer who is due to cover the following day will be asked to cover for the 48 hour period. In general, this is scheduled in advance by the Senior Support Officer.

However, if the 'on call' Support Officer is taken ill or can't continue with the on call duties, staff should be contacted as follows until someone is able to cover the on call emergency's:

- The Support Officer who is due to cover the next day
- Senior Support Officer
- Remaining Support Officers
- Community Services Manager

There should be no periods when emergency cover is unavailable.

Appendix G – Capita/Serco Procedures

The Academy Housing system is covered by a disaster recovery contract, such that a new system will be loaded with backup tapes and made available to Derby Homes within an agreed time limit.

The current SLA with Serco provides for problem resolution and target times. In the event of a problem accessing the Council network or other systems a standard helpdesk call will be raised. A problem with the network will usually be given a very high priority and should be fixed within a maximum of 6 hours if logged as a priority two. These calls will be dealt with by the IT business support section.

Appendix H – Contractor Services Procedures

In the event of a dispute with the contracted repairs service or industrial action which results in the loss of service to Derby Homes then the following procedure will be adopted.

Non Urgent Repairs – Enquiry Centre staff will be instructed to take all the details of the repair and will enter it on the system once normal service has been resumed.

Urgent Repairs – Enquiry Centre staff will take details of the repair and inform the tenant that they are operating under emergency procedures which may mean having to call out a contractor not used to working in the area. Enquiry Centre will then raise a call with local contractors where possible, but may have to contact tradesman from outside Derby in order to ensure the repair gets completed.

Invoices for work completed will then be processed by business processing and a note made of the totals involved. Compensation will be sought from the contracted repairs organisation.

Appendix I – Equalities Impact Assessment

Equality impact, needs and requirements assessment form

Please use this form to record your findings, proposed actions, equality objectives and targets. Use the guidance notes to help you do the assessment or contact the Equality Standard Project Manager if you need some advice

About the policy, practice, service or function you are assessing

Name of policy, practice, service or function: Business Disaster Recovery Plan

Assessment team leader name: Mark Fairweather

Date of assessment: 11/03/11

Department responsible: Derby Homes

Service Area: Derby Homes

Other members of assessment team:

Name	Position	Area of expertise	Comments

Question	Response/ findings
<p>What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?</p>	<p>To set out Business Disaster Recovery Procedures</p>
<p>Who implements, carries out or delivers the policy, practice, service or function? Please state where this is more than one person, team, department, or body – and include any outside organisations who deliver under procurement arrangements</p>	<p>Derby Homes staff Capita Serco</p>

Question	Response/ findings
Who is affected by the policy, practice, service or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?	<p>All employees Tenants Capita Serco Staff from DCC including Revenues and Benefits Section and retained Housing</p>
What outcomes do we want to achieve, why and for whom? For example, what do you want to be providing, how well, what changes or improvements, and what should the benefits be for customers, groups or communities?	Continuation of service to tenants
Question	Response/ findings
<p>What existing or previous inspections of the policy, practice, service or function are there? For example, Best Value Inspections, policy reviews, research into the effects of a policy or practice.</p> <p>What did they tell you?</p>	This is the first review of this policy.

Identifying potential equality issues and factors

Question	Response/ findings
What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring	Individual staff have some specialist equipment. In the event they have to re-locate during a disaster this equipment may not be available to them and decisions will have to be made about how they can best be utilised.
Question	Response/ findings
Is there any evidence of higher or lower take up under the policy or practice, or of the service or function for any particular groups? For example, who uses the service, who doesn't and why not?	Not applicable to this policy document.
Have there been any important demographic changes or trends locally? For example is the population changing, and if so, how and what might that mean for the service or function?	Not applicable to this policy document

Question	Response/ findings
<p>Is there an indication that any of the policies or practices involved with the service or function creates particular problems or difficulties for any groups of customers or communities?</p>	<p>Not applicable to this policy document</p>
<p>What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?</p>	<p>Not applicable to this policy document</p>

Question	Response/ findings
Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?	Not applicable to this policy document
Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?	The policy is designed to have a positive impact on a potentially negative situation

Collecting the information and data about how the policy, practice, service or function, impacts on communities

Please record your information and data in this table and think about:

- what information or data you will need
- using both quantitative and qualitative data
- making sure that where possible there is information that allows all perspectives to be considered
- identifying any gaps in the information/ data and what it can tell you

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Customer feedback and complaints	Following any incident	Enquiry Centre calls		
Consultation and community involvement	NA			
Performance information including Best Value	NA			
Take up and usage data	NA			

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Comparative information or data where no local information	NA			
Census, national or regional statistics	NA			
Access audits or assessments such as DDA assessments	NA			
Workforce profile	Personnel			
Where service delivered under procurement arrangements – workforce profile for deliverers	NA			

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Monitoring and scrutiny outcomes	Resource, Remuneration and Regeneration Committee	Minutes		

Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?

Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

Objective/Target:	None Identified in this strategy document
Specific	
Measurable	
Achievable	
Relevant	
Timed	

Objective/Target:	
Specific	
Measurable	
Achievable	
Relevant	
Timed	

Objective/Target:	
Specific	
Measurable	
Achievable	
Relevant	
Timed	

Monitoring and reviewing - incorporating into performance management

Please summarise your objectives and targets in this table with your proposed monitoring and reporting arrangements

Objective	Planned action	Target performance			Responsible lead officer	Reporting cycle, for example, quarterly
		2016				
Review	To be reviewed in line with next planned review of the strategy				Business Disaster Recovery Officer	Every three years