

# Business Continuity Plan - Coronavirus Position Statement

Jigsaw<sup>®</sup>

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# 1 Background

1. This document has been produced in response to the coronavirus (Covid-19) pandemic now affecting the UK and elsewhere. Whilst the Group's existing business continuity arrangements envisaged risks such as cyber disruption, fire, flood, loss of staff, etc., our plans - like those of many businesses - could not anticipate the unprecedented impact of this emerging pandemic.
2. This position statement describes what actions the Group is taking to respond to Covid-19 and will be updated as necessary, recognising that the current environment is a fast changing one.
3. In producing this position statement, we are taking account of advice from central Government, the NHS and Public Health England as to how best we can protect our workforce and our residents. We are monitoring this advice constantly.
4. This document may be shared with stakeholders.

## 2 Aim

5. We recognise that our services will be impacted severely by Covid-19. Our ultimate priorities will be to provide services to the most vulnerable of our residents and other service users whilst maintaining business critical functions and protecting the health and well-being of our workforce.

## 3 Business Critical Functions

6. Critical tasks that need to carry on:
  - Maintaining staffing and services to our supported housing schemes
  - Services to older residents in our independent living schemes, or living alone in the community
  - Letting vacant properties to new tenants
  - Money advice to tenants struggling to pay rent and other bills
  - Payroll
  - Reduced People team to ensure employees are deployed to the necessary areas
  - Payment of suppliers
  - Emergency repairs and gas servicing
  - BACS payments
  - FM (for access for IT team, etc. if offices closed)

- Contractual obligations
- Delivery of our development programme
- Rent collection - without which we cannot pay for any of the above

## **4 Position as at 19 March 2019**

### **4.1. Repairs**

7. We are planning for a scenario in which, as a result of mass self isolation by tenants, widespread infection or employee absence due to sickness or self isolation, we are unable to deliver our normal day to day repairs service.
8. We are already experiencing some cases of self isolation by tenants who, although not necessarily infected, are seeking to protect themselves from or delay infection.
9. We are therefore moving to an 'emergencies plus' repairs service with effect from 23 March 2020.
10. All emergency and safety critical repairs will be completed. Where these are required in properties with people who have symptoms and are self-isolating, we are providing additional safety precautions to protect our employees who attend.
11. Our call centre staff are being equipped to work from home and residents making inbound calls will notice no difference in service.

### **4.2. Rent Collection**

12. Tenants who get into rent arrears for reasons connected with Covid-19 will be treated sensitively and assisted.

### **4.3. Impact on Workforce**

13. In line with Government projections, we are planning for up to 80% of the workforce becoming infected by Covid-19 with up to 50% being off at any one time. Whilst for many the symptoms will be mild and the workforce will not all be infected at the same time, we have carried out a risk assessment of all our employees and have identified approximately 300 people who have a pre-existing condition, or whose family or caring network includes such persons. Approximately 220 of these have taken the opportunity to self isolate to protect themselves from Covid-19 and we have equipped or are in the process of equipping as many of these to work from home as we can.

### **4.4. Homeworking**

14. Senior managers have identified business critical roles across all departments and where staff can work from home and what IT equipment they have (or need) to enable them to do so.

15. We have placed orders for Chromebooks and are building server capacity to enable all business critical staff to work from home, including those who can use their own devices. Not all staff require full system access and we are taking account of this in our assumptions.

#### **4.5. Supported Housing Schemes**

16. Many of our supported housing schemes have on-site staff providing a 24 hour service. Wherever possible we are continuing to run these services, albeit on some occasions with reduced staffing levels. We will utilise teams from across all services to maintain as many supported housing services as possible both 24 hour and visiting support.
17. Business Continuity plans for our staffed schemes and maintenance services are being reviewed and brought into effect as needed.

#### **4.6. Independent Living and Supported Housing Schemes**

18. We have carried out a business-wide review of all our ILS and supported schemes to ensure that cleaning regimes have been increased in line with government guidelines. We have provided advice to residents on how to protect themselves through proper hygiene. We have liaised with the care teams who work in our buildings but are commissioned by the local authorities to ensure they will continue to provide care to our residents.

#### **4.7. Communications**

19. Communications with tenants are being channelled through all media, including writing out to all our tenants. Updates are provided on our website, with regular emails sent to notify residents of important information.
20. Three sets of FAQs for staff have been distributed via email and fresh FAQs are developed and issued in response to the changing situation and any further issues raised by staff.
21. Tailored messages are also being issued to managers.

#### **4.8. Warning Flags**

22. We have set up warning flags on our IT systems to highlight where tenants or their household members are self isolating because of actual or suspected infection or as a precaution. We have put in place protocols to ensure that this information is shared with employees and contractors as necessary to minimise the possibility of exposure to risk.

#### **4.9. Meetings**

23. We have cancelled all non critical business meetings. We have closed our hubs and the reception areas of our main offices. We have agreed with local authority commissioners to move some services to a telephone only service and so minimise face-to-face contact. In one case, we are contractually obliged to keep it open. We are in discussions with the client in this instance.

#### **4.10. Training to Staff**

24. All staff have been enrolled in an online infection training module with a completion date of 27 March 2020 (to capture staff who may have been on leave when it was launched).

#### **4.11. Assurance**

25. We are reporting to our Board via our Risk and Audit Committee on 16 March 2020 with verbal updates to our landlord and Jigsaw Support boards during the same reporting cycle.

#### **4.12. Action Plan**

26. The Group's response to Covid-19 is being managed by the Business Continuity Group, which comprises directors from a range of disciplines and includes the Group Chief Executive. This group has produced an action plan that is updated daily and reviewed on a weekly basis.

#### **4.13. Stakeholders**

27. We will share this position statement with stakeholders via our website and provide updates as and when we are in a position to do so.



## Creating homes. Building lives.

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