

# **West Whitlawburn Housing Co-operative**

## ***Severe Weather Emergency Plan***

Following the service disruptions due to severe weather in 2010, we have put in place an emergency plan to minimise possible future disruptions as far as possible.

Staff will always make best efforts to attend work during periods of severe weather but this may not be possible on occasion.

### **1. Office Closure**

During periods of severe weather, the Director will determine if the office is to close in consultation with the Chairperson.

### **2. Service Levels**

Various levels of staff attendance will affect the service we are able to offer. At periods of minimal attendance, staff will deal with emergency items. Appointments will be covered where possible and cancelled with as much notice as possible, where cover is not possible.

We will attempt to have at least a skeleton staff in the office as many days as possible, however it may not be possible to have even a skeleton staff operating on all days, depending on the severity of transport disruption.

The news feed on the website will be updated on any service disruption due to severe weather.

Information will also be provided through the newsletter and posters as far as possible.

### **3. Concierge Service**

The Concierge Manager will endeavour to ensure there is concierge cover at all times, with a minimum of two staff on duty.

At such times concierge staff will need to prioritise work and deal with emergency items.

### **4. Gritting and Snow Clearing**

We will ensure that paths are kept as clear as possible.

This will, at times, be dependent on contractor's ability to travel to the area.

### **5. Resource Centre**

Service levels will be determined based on which staff are present. eg. the centre may be open but the café closed. If the Centre is closed, user groups will be informed with as much notice as possible.

## **Out of School Care**

Locally based OOSC staff will attend and maximise service provision and minimise disruption as far as possible. We will extend the service where possible to offer childcare for periods when schools are closed due to severe weather.