

COVID 19 RESPONSE SUB-COMMITTEE - 16 NOVEMBER 2020

PART I – NOT DELEGATED

5. SERVICE RESTORATION PRIORITY GENERAL UPDATE REPORT (CED)

1 Summary

- 1.1 This report will give a general update with an emphasis on Service Restoration Priority Ratings 4 and 5, as well as changes as a result of the recent second lock down announced by the Government.
- 1.2 At its meeting on the 21 July 2020 the Covid-19 Response sub-committee agreed the priorities 1, 2 & 3 as those to take forward for service restoration (minute CRSC07/20 refers).
- 1.3 At the meeting on the 3 September 2020 the Covid-19 Response sub-committee agreed and recommended the report and appendix 1 Service Restoration Priorities 1 to 3 to Policy and Resources Committee for adoption (minute CRSC13/20 refers).
- 1.4 At the same meeting it agreed and recommended the report and appendix 1 Service Restoration - Resources and Target Date to be Fully Restored Document to Policy and Resources Committee for adoption (minute CRSC14/20 refers).
- 1.5 At the meeting on the 6 October 2020, the Covid-19 Response sub-committee agreed the report and appendix 1 Service Restoration Priorities 4 and 5 to Policy and Resources Committee for adoption (minute CRSC 19/20 refers).
- 1.6 At the same meeting, the amended recommendation was declared by the Chair of the meeting, the voting being unanimous. 'That external face to face meetings take place with officers and members of the public, with officers being encouraged to wear face coverings where appropriate, that face to face meetings at Three Rivers House be postponed at this time (other than CAB appointments only) and that external face to face meetings requiring home entry be postponed. All to be reviewed at the end of October' (minute CRSC 20/20 refers).

2 Executive Summary

- 2.1 The purpose of this document is to give a general update with an emphasis on Service Restoration Priority Ratings 4 and 5, as well as changes as a result of the recent second lock down announced by the Government.
- 2.2 There is a separate paper on Watersmeet.
- 2.3 **Background**
- 2.4 Following the outbreak of Covid-19, a number of the Council's services were either stopped or partially stopped as a result of the pandemic and Government advice. In preparation for returning all services to business as usual (BAU) a Service Restoration sub-group was established under the Reset strand to lead on restoring Council services.
- 2.5 The Reset sub-group have outlined how services will be restored across the Council to business as usual. In order to identify service areas that were a priority, a priority rating of 1 - 5 was created with specific criteria for each priority. The sub-group comprises of three strands namely reset, reassure and renew.

- 2.6 Heads of Service were then asked to detail all aspects of their respective service, including both aspects that had continued to operate throughout the pandemic, service aspects that were not fully operational and any new services established in response to Covid-19 such as the Food Hub. This information was then collated into one master document detailing all activity the Council carries out.
- 2.7 A way forward for all the priorities have been previously agreed and recommended by the Covid-19 Response sub-committee to Policy and Resources Committee for adoption.
- 2.8 All services would be delivered following strict government guidance with robust risk assessments in place. This would include online bookings only, hand hygiene practices, regular cleaning of any equipment and test and trace practices.

3 Objectives

- 3.1 The following objectives outline how services across the Council will restore their services to full pre-Covid-19 capacity. These will consider how services can establish and implement new and improved ways of working as well as sustaining new services over the short, medium and long term.
- 3.2 To identify, within an action plan, on the priority order and how all services will return to normal delivery over the short, medium and long term.
- 3.3 To cross reference the action plan against the other work streams.
- 3.4 To consider staff working within the office, working from home, site visits and interfacing with the public including interviews under caution and working with key stakeholders.
- 3.5 To communicate and liaise with the Lead Member and appropriate Lead Members with restoring services.
- 3.6 To communicate with customers and local residents and to update the Customer Experience Strategy to reflect new ways of working.
- 3.7 To identify resources required to enable service restoration within the action plan over the short, medium and long term.
- 3.8 To work in partnership with key stakeholders to restore services, for example CAB, MIND, Friends of Groups, YMCA and SLM.

4 Updates

- 4.1 Officers have been working on many projects over the past few months and all of these projects have been managed and monitored closely by the Recovery Leads Group including the Chief Executive, Directors and Acting Head of Community Partnerships.
- 4.2 Appendix 1, Programme Management Monitoring (PMM) outlines the work of the Covid 19 Response Team, which is the three recovery stands of Reset, Reassure and Renew. Actions and progress against the three stands, are compiled under each Strand and listed in a section called Completed or Ongoing. The Ongoing list shows those projects that are not finished at present or not due to be finished at present. Most of the ongoing projects have a start date or a completion date due in the coming months.

- 4.3 The lists of completed projects show those which are either fully completed or partly completed at the present time.
- 4.4 Arts on Prescription will continue under the Government guidance for support groups – many participants are vulnerable and need crisis support. The scheme is already running under a rigid procedure and risk assessment with no more than six people. Participants have highlighted they would not join if it reverted back to online sessions. Sessions will continue to be delivered at Leavesden HIVE, Leavesden Country Park.
- 4.5 The Leisure facilities under the operation must close under the Government restrictions Also, football pitches, MUGA, outdoor gyms and tennis courts must also close.
- 4.6 As things currently stand, play areas and skate parks will remain open, with existing Covid-19 controls in place (e.g. removal/locking up of one swing seat).
- 4.7 Countryside Management Service are suspending their county-wide volunteering programmes and Hertfordshire Health Walks. We have taken their advice as we did previously during the first lock down and are suspending volunteering and friends of working groups activities across the District through the lockdown.
- 4.8 Since the meeting in October, there have been two exceptions to the external face to face meetings including home entry.
- 4.9 Firstly, with regards to Animal Welfare visits. Presently only a couple high priority visits with the police have taken place but the process has started for the general licensing visits.
- 4.10 Secondly, issuing of plates and badges to taxi drivers/operators. A protocol has been put in place for the issuing of plates and badges after a 7 month suspension of the service. Plates and badges are made by CSC and issued by Licensing Officers in accordance with the Covid compliant protocol.
- 4.11 Face to face meetings at Three Rivers House continue to be postponed at this time (other than CAB appointments only) and that external face to face meetings requiring home entry be postponed.
- 4.12 CAB is continuing to operate during the times Three Rivers House is open.
- 4.13 Site tree inspections are continuing particularly around potential issues such as dangerous trees.
- 4.14 External site visits to properties subject to a planning application are continuing as are licensing premises visits.

5 Policy/Budget Reference and Implications

- 5.1 The recommendations in this report are within the Council's agreed policy.
- 5.2 There may be budget implications and these are being assessed and reported to Policy and Resources Committee.

6 Financial Implications

- 6.1 See paragraph 5.2 above.

7 Legal Implications

- 7.1 The Council has acted and continues to act in accordance with Covid related Legislation and guidance in the suspension and restoration of its various services.

8 Equal Opportunities Implications

8.1 Relevance Test

Has a relevance test been completed for Equality Impact?	No
Did the relevance test conclude a full impact assessment was required?	No

9 Staffing Implications

- 9.1 A Covid-19 Action Group has been formed in response to the second national lock down. The group comprises of Officers from Community Partnerships, Leisure, Watersmeet, Regulatory Services, Communications and the Customer Support Centre. Officers will be coordinating tasks across the different services, utilising specific skillsets of team members in response to the needs of the local community.
- 9.2 Some staff remain re-deployed within Watersmeet and Leisure Development in order to support Community Partnerships and Grounds Maintenance. Both Community Partnerships and Grounds Maintenance have plans in place to no longer need these re-deployments at the appropriate time.

10 Environmental Implications

- 10.1 None specific.

11 Community Safety Implications

- 11.1 None specific.

12 Public Health implications

- 12.1 The second lock down has put a number of restrictions in place, which means that the priority 4 and 5 activities continue to remain on hold.
- 12.2 The second lock down is likely to have a number of adverse effects on the local community, including those suffering with mental health issues, a potential rise in Domestic Abuse and those on low incomes or who may have been made redundant recently as well as a negative effect on physical health and wellbeing.
- 12.3 The Covid-19 Action Group and Designated Safeguarding Leads will work with partners to support those most in need and make any referrals into key services.
- 12.4 Arts on Prescription will continue to be delivered to support those suffering from mental health issues and the Three Rivers Leisure Website will be updated with

advice and guidance on how people can stay both mentally and physically active during the lock down period.

13 Customer Services Centre Implications

13.1 None specific.

14 Communications and Website Implications

14.1 The website and communications will take place accordingly in line with when services are restored.

15 Risk and Health & Safety Implications

15.1 The Council has agreed its risk management strategy which can be found on the website at <https://www.threerivers.gov.uk/service/risk-management>. In addition, the risks of the proposals in the report have also been assessed against the Council's duties under Health and Safety legislation relating to employees, visitors and persons affected by our operations. The risk management implications of this report are detailed below.

15.2 The subject of this report is covered by the Corporate Framework. Any risks resulting from this report will be included in the risk register and, if necessary, managed within this/these plan(s).

Nature of Risk	Consequence	Suggested Control Measures	Response <i>(tolerate, treat, terminate, transfer)</i>	Risk Rating <i>(combination of likelihood and impact)</i>
Description of the risk	What happens if the risk was to occur	List control measures that are, or could be put in place	How will the risk be dealt with *	Enter the residual risk score
Services are not fully or partially restored.	Three Rivers residents do not receive full or partial services following the covid-19 pandemic.	Priorities agreed and service restoration takes place as soon as possible.	Risk Assessments and Government guidance will be followed and services restored.	4
Negative Public Perception on Council Services	Satisfaction ratings within the Council will reduce and the number of complaints may increase	Priorities agreed and service restoration takes place as soon as possible.	Risk Assessments and Government guidance will be followed and services restored.	4

Spread of COVID-19 within services restored	Negative publicity and further spread of the illness	Risk assessments completed and procedures implemented in line with Government guidance.	Responsible officers will complete risk assessments and procedures and ensure compliance.	4
---	--	---	---	---

Likelihood Very Likely ----- Remote	Low 4	High 8	Very High 12	Very High 16
	Low 3	Medium 6	High 9	Very High 12
	Low 2	Low 4	Medium 6	High 8
	Low 1	Low 2	Low 3	Low 4
	Impact Low -----> Unacceptable			

Impact Score

4 (Catastrophic)

3 (Critical)

2 (Significant)

1 (Marginal)

Likelihood Score

4 (Very Likely (≥80%))

3 (Likely (21-79%))

2 (Unlikely (6-20%))

1 (Remote (≤5%))

16 Recommendation

16.1 That the Covid-19 Response sub-committee, agrees and recommends the General Update report to Policy and Resources Committee for adoption.

Report prepared by:

Ray Figg, Head of Community Services

Data Quality

Data checked by: Rebecca Young, Acting Head of Community Partnerships

Charlotte Gomes, Landscape and Leisure Development Manager

Data rating:

1	Poor	
2	Sufficient	✓
3	High	

Background Papers

None

APPENDICES / ATTACHMENTS

1. Programme Management Monitoring (PMM)