

## Appendix 2 - Service Restoration – Face to Face Public Interaction

### External to Three Rivers House

#### Executive Summary:

Cell Leads have completed risk assessments for the services which have face to face public interactions and can be restored.

Of these risk assessments the vast majority have indicated they would like to have these services restored. To do so, they will need PPE equipment, guidance and some training. The requests vary for each service. None of the risk assessments have identified high risks associated with the restoration of the service.

The Facilities team have stocked enough PPE for three months. Guidance has been provided by managers: a PPE Policy from HR, a Site visit protocol from Regulatory services, Government guidance as lockdown restrictions develop. Training will be provided by line managers, following the policy and guidance.

The HR PPE Policy, having taken advice from our health and safety advisers at Herts CC, recommends that officers should try to meet customers outside. If doing so, no PPE is required, unless this is desired by the officer or customer. The 2mtr Social Distancing rule should be maintained at all times and in all circumstances. An assessment of the site visit should be taken by the officers involved. Further details are provided in the PPE Policy.

#### Decision Required:

- **Agree for services to restore and begin face-face site visits or meetings externally as outlined below.**
- **Agree provision of PPE for staff when required according to the PPE policy and for facilities to maintain a rolling stock of PPE until further notice.**
- **External services recommence w/c 28<sup>th</sup> September 2020, unless otherwise agreed.**

Service	Function	Restore - Y/N?	What further action is necessary?	Resolution	Risk Assessment Complete - Y/N

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<b>Community Partnerships Priority 1 and 2</b>	ASB Low Priority Home visits	N	<ul style="list-style-type: none"> <li>Currently postponed until changes in government guidance and reduction in Covid as involves entering properties.</li> </ul>	Not restored at this time.	Y
<b>Environmental Protection – Priority 1, 2, &amp; 3</b>	Issuing Simple Caution – external to office	These need to be restored now	<ul style="list-style-type: none"> <li>Document will be stored for 72 hours before passing to other required signatories</li> </ul>	PPE and Guidance	Y
<b>Electoral Services – Priority 1, 2, &amp; 3</b>	Note, in October the personal canvass commences (if safe to do so).	These need to be restored now	The Service is still on schedule to do the door to door canvass. Plan 'B' would be to do some of this task by email and phone. Decision is made by Electoral Registration Officer	PPE and Guidance	Y
<b>Housing – Priority 1, 2, &amp; 3</b>	Homelessness home visits – to be restored. This is essential try to mediate with family members and prevent fraudulent applications.	Decision needed now to help to verify applications	<ul style="list-style-type: none"> <li>Officers asked to flag at the start of each week which homes they need to visit and the reason. Manager to review the justification to ensure the visit is genuinely required. Manager to record decision and reason.</li> <li>Officers to confirm with family being visited that nobody has any symptoms of virus</li> <li>Family being visited to be advised for others in the family home not needing to be seen to wait in the garden if possible.</li> <li>PPE must be worn by officers when entering homes.</li> </ul>	PPE and Guidance	y

Service	Function	Restore - Y/N?	What further action is necessary?	Resolution	Risk Assessment Complete - Y/N
<b>Housing – Priority 1, 2, &amp; 3</b>	Pollution control – not running site visits – to be restored. Some site visits are essential but alternative methods to be exhausted in the first instance. This includes photographic or video evidence, audio recording and use of Noise App.	Service needs face to face to be an option	<ul style="list-style-type: none"> <li>• we are not getting the evidence for enforcement action</li> <li>• Officers asked to flag up at the start of each week which sites they need to visit, and the reason. Manager to review the justification to ensure the visit is genuinely required. Manager to record decision and reason.</li> <li>• If agreed, Officers to confirm the arrangement for the visit and to confirm the safety precautions taken to ensure social distancing.</li> <li>• Officers to be offered suitable PPE should they require it</li> </ul>	PPE and Guidance	
<b>Housing – Priority 1, 2, &amp; 3</b>	Housing Enforcement – not running site visits – to be restored. Some visits are essential with tenants and landlords in attendance. Alternative methods to be exhausted in the first instance. This includes photographic or video evidence, audio recording and use of Noise App.	Needs to be restored now	<ul style="list-style-type: none"> <li>• Officers asked to flag up at the start of each week which properties they need to visit and reason. Manager to review the justification to ensure the visit is genuinely required. Manager to record decision and reason.</li> <li>• Officers to confirm with family being visited that nobody has any symptoms of virus</li> <li>• Family being visited to be advised for others in the family home not needing to be seen to wait in the garden if possible.</li> <li>• PPE must be worn by officers when entering homes.</li> </ul>	PPE and Guidance	

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<b>Housing – Priority 1, 2, &amp; 3</b>	Housing Allocations – not running home visits – to be restored. Home visits are essential to verify customer’s current housing situation, if not done, potential for fraudulent applications to increase.	Decision needed now to help to verify applications	<ul style="list-style-type: none"> <li>• Officers asked to flag up at the start of each week which properties they need to visit and reason. Manager to review the justification to ensure the visit is genuinely required. Manager to record decision and reason.</li> <li>• Officers to confirm with family being visited that nobody has any symptoms of virus</li> <li>• Family being visited to be advised for others in the family home not needing to be seen to wait in the garden if possible.</li> <li>• PPE must be worn by officers when entering homes.</li> </ul>	PPE and Guidance	Y
<b>Housing – Priority 1, 2, &amp; 3</b>	Temporary accommodation visits (TRDC owned and managed properties) – to be restored. Home visits with tenants are essential to ensure tenancy conditions are being adhered to.	Need to be restored in the next couple of months	<ul style="list-style-type: none"> <li>• Officers asked to flag up at the start of each week which TA properties they need to visit and reason. Manager to review the justification to ensure the visit is genuinely required. Manager to record decision and reason.</li> <li>• Officers to confirm with family being visited that nobody has any symptoms of virus</li> <li>• Family being visited to be advised for others in the family home not needing to be seen to wait in the garden if possible.</li> <li>• PPE must be worn by officers when entering homes.</li> </ul>	PPE and Guidance	y
<b>Leisure Development – Priority 1, 2, &amp; 3</b>	Arts on Prescription –	Needed now to be restored.	<p>This has been delivered via Zoom and is now having a break (presently). Looking to have face to face sessions to resume from September (to be restored) Decision.</p> <p>A comprehensive description of how this service will operate has been developed by the Arts officer: cleaning plans, PPE, signage, communications, reduced numbers of customers, etc</p>	A comprehensive description of how this service will operate has been developed by the Arts officer. PPE and Guidance	Y

<b>Service</b>	<b>Function</b>	<b>Restore - Y/N?</b>	<b>What further action is necessary?</b>	<b>Resolution</b>	<b>Risk Assessment Complete - Y/N</b>
<b>Leisure Development – Priority 1, 2, &amp; 3</b>	Eastbury Outdoor Gym -	Will be required in Sept/Oct	On site meetings will be required as part of the project delivery (to be restored).	PPE and Guidance	
<b>Leisure Development – Priority 1, 2, &amp; 3</b>	Formal openings for capital projects – formal openings with no more than 6 people, socially distanced (e.g. The Swillett play area and Hornhill MUGA) (to be restored)	Not needed to be restored at present	N/A	N/A	
<b>Property Services – Priority 1, 2, &amp; 3</b>	Rent collection and pursuing arrears	Restore	Both of these areas have been heavily restricted by the Pandemic and specifically the Corona Virus Act which has precluded landlords from taking arrears enforcement action such as bailiffs and evictions and may courts have not been sitting. Some tenants have taken advantage of this situation and some arrears have built up which Finance/Sundry Debtors will continue to pursue with support from Property	PPE and Guidance	Y
<b>Trees &amp; Landscapes – Priority 1, 2, &amp; 3</b>	Project based site work –	To be restored	Green Flag judging to take place between 3rd August and 25th September – site visits may be needed. Friends of Groups – site meetings to discuss programmes and any other issues. Projects relating to site management plans will require on site meetings	PPE and Guidance	Y
<b>Trees &amp; Landscapes – Priority 1, 2, &amp; 3</b>	Dangerous Trees/TPO applications –  To increase the number of site visits	Restored  To be restored	Site visits only on an exceptional basis only and using information being e-mailed to Trees and Landscapes Officers including photographs.	PPE and Guidance	

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<b>Regulatory Services – Priority 1, 2, &amp; 3</b>	Planning department (includes planning enforcement) – site visits to be restored.	Needs to be restored now to reduce the risk in determining planning applications/allegations of planning breaches	<ul style="list-style-type: none"> <li>• Each site visit will be considered and only attended as appropriate in accordance with the site visit protocol.</li> <li>• Officers asked to flag up at the start of each week which sites they need to visit, and the reason. Team Leaders to review the justification to ensure the visit is genuinely required.</li> <li>• If agreed, Officers to confirm the arrangement for the visit and to confirm the safety precautions taken to ensure social distancing.</li> <li>• Officers to follow Site Visit Protocol (to be agreed)</li> </ul>	PPE and Guidance	Y
<b>Regulatory Services – Priority 1, 2, &amp; 3</b>	Licensing enforcement site visits – to be restored.	Needs to be restored now –	<ul style="list-style-type: none"> <li>• each site visit will risk assessed and only visited as appropriate</li> <li>• Officers to take “key worker letter” with them.</li> <li>• Officers to assess risk upon entering site</li> <li>• Officers to avoid body contact with hard materials, other persons while on site;</li> </ul>	PPE and Guidance	

Service	Function	Restore - Y/N?	What further action is necessary?	Resolution	Risk Assessment Complete - Y/N
<b>Revenues &amp; Benefits – Priority 1, 2, &amp; 3</b>	Recovery site visits - Enforcement Agents to re-start home visits to collect debts (to be restored)	To be restored	<p>Collection rates have dropped significantly and the restarting of recovery action has been approved</p> <p>Courts are operating strict Covid compliance procedures and the majority of activity will be carried out remotely. If by exception staff are required to attend the Courts Service social distancing measures will be complied with.</p> <p>Bailiffs have their own Covid compliant procedures established by their trade body and will be expected to comply with these.</p>	PPE and Guidance	Y