



## HERTFORD TOWN COUNCIL

TO: ALL MEMBERS OF THE  
HERTFORD TOWN COUNCIL

You are hereby summoned to attend a meeting of Hertford Town Council to be held

Remotely via Zoom: For details contact [Nick.kirby@hertford.gov.uk](mailto:Nick.kirby@hertford.gov.uk)

**ON: MONDAY 13<sup>TH</sup> JULY 2020**  
**At 7.30PM**

The Agenda for the business to be transacted at the Meeting is attached.

Dated **6<sup>th</sup> day of July 2020**

A handwritten signature in black ink, appearing to read 'Joseph Whelan'.

Mr J Whelan  
Town Clerk  
Hertford Town Council

TOWN CLERK – JOSEPH WHELAN MBA

The Castle • Hertford • SG14 1HR • Tel: 01992 552885 • Fax: 01992 505876 • Email: [town.clerk@hertford.gov.uk](mailto:town.clerk@hertford.gov.uk)

## **MONDAY 13 JULY 2020**

**Prayers:** The Mayor's Chaplain will say prayers at the start of the meeting.

### **AGENDA**

#### **1. RECORDING OF MEETING**

To establish if it is the intention of any person present to record the meeting.

#### **2. DECLARATIONS OF INTEREST**

To receive Members' declarations of Disclosable Pecuniary Interests (as defined by the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012) where these Disclosable Pecuniary Interests:

- a) Have not already been entered into the register and
- b) Relate to a matter to be considered

To note that such interests so declared must be formally notified to Town Clerk and the Monitoring Officer at East Hertfordshire District Council of the interest within 28 days.

To receive Members' declarations of Declarable Interests in accordance with Hertford Town Council's Code of Conduct (adopted 8<sup>th</sup> April 2013).

#### **3. MAYOR'S ANNOUNCEMENTS**

#### **4. TO CONFIRM THE MINUTES of the Full Town Council meeting held on 23 March 2020, the Annual Council Meeting held on 21 May 2020 and the Special Town Council Meeting held on 29 June 2020.**

#### **5. QUESTIONS AND/OR STATEMENTS FROM MEMBERS OF THE PUBLIC**

Members of the public may speak about specific items on this agenda which contain a recommendation, provided they have advised the Town Clerk of their wish to speak no later than midday on the Friday before the meeting (or midday of the last working day of the week before the meeting). A list giving details of the name(s) and relevant agenda item(s) will be circulated to Councillors before the meeting commences.

#### **6. COMMUNITY SERVICES**

To receive the report of the Community Services Committee held on 15 June 2020.

**7. DEVELOPMENT AND LEISURE**

To receive the report of the Development and Leisure Committee held on 22 June 2020 (including the reports of the Planning Sub-Committee meetings of 24<sup>th</sup> February, 9<sup>th</sup> March, 6<sup>th</sup> April (which include the notes of 30<sup>th</sup> March), 27<sup>th</sup> April, 4<sup>th</sup> May, 18<sup>th</sup> May and 1<sup>st</sup> June 2020 and the Kingsmead Area Neighbourhood Plan meetings held on 5<sup>th</sup> May 2020)

**8. FINANCE, POLICY AND ADMINISTRATION**

To receive the reports of the Finance, Policy and Administration Committees held on 29 June 2020 (including the report of the Personnel Sub-Committee meetings of 1 June 2020)

**9. CORONAVIRUS ACTION PLAN**

To update the Council on the implementation of the Coronavirus Action Plan, Risk Assessments and the detailed work undertaken by officers - **PAPER A – page 3**

**REPORT TO A MEETING OF THE COUNCIL – 13 JULY 2020**

**AGENDA ITEM 9 – CORONAVIRUS ACTION PLAN**

**1. PURPOSE OF THE REPORT**

- 1.1 To present to the Council an update on the implementation of the adopted Coronavirus Action Plan, present the Risk Assessments undertaken and provide additional evidence of the detailed work that has been undertaken by officers to respond to the Covid-19 pandemic.
- 1.2 The report also presents a framework within which future decisions can be taken as prevailing Government guidance is amended in the future.

**2. BACKGROUND INFORMATION/CONTEXT**

- 2.1 The UK Government made the Health Protection (Coronavirus) Regulations 2020 on 10 February 2020. The Regulations were made by the Secretary of State for Health under section 45R of the Public Health (Control of Disease) Act 1984.
- 2.2 In accordance with section 45R of that Act the Secretary of State was of the opinion that, by reason of urgency, it was necessary to make the (statutory) instrument without a draft having been laid before, and approved by a resolution of, each House of Parliament.
- 2.3 The coronavirus continues to pose a direct risk to the health of individuals and has caused significant disruption to society at large; in England a range of lockdown measures were introduced in March 2020. These have been eased during June and July. This update report provides the information on the extensive work Officers have done steered by the Council decision on 23 March to adopt a Coronavirus Action Plan; and guided at all stages by the published Government Guidance and requirements of legislation.
- 2.4 In addition to its own responsibilities the Council will work collaboratively with other agencies to ensure that good practice is followed and that any actions required of the Council are undertaken. The Council has been working proactively with Councillors and Officers at Hertfordshire County Council and East Herts Council together with the Police, Hertford Hub and local residents to develop and implement measures to assist the re-opening of businesses in Hertford town centre. This work has focused on physical movement of people and traffic around the town and more recently examining the opportunity to provide street licences for businesses to use parts of the public highway to create extensions to their business by the use of tables and chairs.

**3. CURRENT SERVICE PROVISION AND OPERATION**

- 3.1 The Council has continued to provide a number of services without interruption or disruption from the pandemic. The Council's allotments are still open for plot holders and the Cemetery and the parts of Hertford Castle grounds that the Council manages are still available for the public to enjoy. The Council re-opened the Town and Tourist Information Centre on Tuesday 16 June 2020.
- 3.2 The Council continues to support Hertford Museum as its primary funder and the Museum is anticipating re-opening in mid to end of July. The Council has continued to provide important grant funding to a number of organisations and individuals including recent grants awarded to organisations providing support to ease the impact of Covid-19 in Hertford.
- 3.3 The Council is in the process of completely revamping its website to be more modern and user friendly and be accessibility compliant. The new website will be launched in the autumn of this year.
- 3.4 The Council is running all of its Committee and sub-Committee meetings via Zoom with Planning Sub-Committee having led the way by holding the first Zoom meeting on 6 April 2020.
- 3.5 The main areas where normal service has been disrupted are:
- Civic traditions of the Council
  - Castle based and town centre events
  - Venue hire at Hertford Castle and the Mill Bridge Rooms

**Civic Traditions**

- 3.6 The Council elected Cllr Bob Deering as Mayor on 21 May 2020. The meeting for Mayor Making was predominantly undertaken on-line and excellent work was done to showcase the talents of some Hertford residents as well as celebrating the town and its long standing Mayoral traditions.
- 3.7 The more regular programme of visits to local schools, businesses and organisations that previous Mayors have undertaken has not been possible yet. Mr Mayor has been engaging with local business as they re-open supported by the Town Centre Officer. The Mayor's announcements are preceding this item on the agenda for today's meeting

**Castle and Town Based Events**

- 3.7 At the Full Town Council meeting held in March 2020, it was agreed that events scheduled from March until the end of July 2020 should be cancelled due to the COVID-19 pandemic.

- 3.8 On 29<sup>th</sup> April 2020, a meeting was held to discuss what should happen with events taking place between August – December 2020.
- 3.9 It was agreed that the matter of whether the Open Air Cinema will take place would be reviewed again in July 2020. An oral update will be provided at the Full Council meeting.
- 3.10 Despite events being cancelled the Council has worked hard to promote virtual content online. This includes the VE Day events that were streamed live on-line including the Mayoral address, school performances of music and local businesses provided on-line demonstrations such as cookery and story reading.
- 3.11 Rock at the Castle will be taking place virtually with artist streaming on social media and you tube platforms throughout the day.
- 3.12 The Council contributed to the Shop Local campaign within Hertford as shops re-opened during June 2020.

**Venue Hire**

- 3.13 Venue Hire will return when it is appropriate and Government Guidance allows. The Council's very flexible policy on cancellation of bookings has proved very popular with customers and many positive comments have been received.
- 3.14 In the meantime a brand new Hertford Castle website has been launched and has been well received.
- 3.15 Significant redecoration work has taken place at Hertford Castle and the Mill Bridge Rooms in readiness for the reopening of venue hire that will take place in future.

**Hertford Castle**

- 3.16 The Castle remains closed to the public and closed for venue hire. The Council staff based at the castle are working from home the majority of the time with many working 100% of their contracted hours at home. Facilities Officers and the Council's Housekeeper are unable to work from home and working at the Castle whilst practicing social distancing. One of the Town Clerk, Civic Administration Manager and Finance Manager are at the Castle each day Monday to Friday.
- 3.17 The re-opening of the Castle to all office based Council staff is not appropriate at present. The Council staff do not fall into the categories of workers in businesses that have been allowed to re-open as part of recent relaxations to lockdown requirements. For staff based at Hertford Castle the requirements of Government guidance is that if staff can work from home then they should. As such, and until that guidance changes, the Castle will not re-open to all staff.

Pinehurst Playground

- 3.18 Government released guidance week beginning 29 June regarding re-opening of outdoor playgrounds. The Council is working to re-open Pinehurst Playground whilst adhering to the guidance. There are a number of features of the guidance that require further work prior to the council being able to implement them. For the time being Pinehurst Playground remains closed to the public.

**4 CORONAVIRUS ACTION PLAN**

- 4.1 The plan was adopted in March 2020 and updated in April 2020. Given the recent significant relaxations on the lockdown, it is now appropriate to ask Council to review an updated plan.
- 4.2 The revised Plan is attached at Appendix 1 of this report and covers the broad areas. There are limited changes and changes made mainly relate to the previous draft looking mainly forward whereas the current draft has a mix of recording actions that have been undertaken and looking forward to further actions that will be required in future.
- 4.3 The Action Plan is accompanied by and refers to a number of risk assessments that have been carried out; namely
- Risk Assessment for the operation of the Town and Tourist Information Centre
  - Risk Assessment for the work undertaken in managing Council land
  - Risk Assessment for the existing and future operation of the Castle as a premises
  - Risk Assessment for Pinehurst Playground
  - Risk Assessment for the Venue Hire that occurs at Hertford Castle and the Mill Bridge Rooms
- 4.4 These important documents provide the evidence of the rigorous that the council has and will continue to undertake. The particular aspects of the cleaning and hygiene for the Council's premises has been a team effort, in common with all of the Officers' work described in this report. All staff have made a positive contribution to the Council's response to Covid-19.

**5. FINANCIAL IMPLICATIONS**

- 5.1. It is too soon in the reporting cycle to fully assess the positive and negative financial impact to the Council of Covid-19. Nonetheless income and expenditure continues to be reported to the individual Council Committees as is the convention.
- 5.2 At present it is not possible to know to what level the Council's events programme will return and the financial implication on cost and income thereof. Further, it is too soon to know to what level venue hire will return. An

assessment of the overall impact on the Council's finances of Covid-19 will be presented later in the financial year.

## **6. FUTURE GOVERNANCE OF COVID-19 DECISIONS**

- 6.1 The Council has taken many decisions utilising the Standing Orders and Scheme of Delegation that allows urgent decisions (essentially those that cannot be slotted into the published calendar of meetings) to be made.
- 6.2 It is sensible to set down how the future decisions related to Covid-19 will be made. This will be done on the basis of the Committee responsible for the work area and will involve the following individuals
- Community Services – Chair of Committee, Deputy Chair of Committee, Leader of the Council – advised by the Town Clerk and other Officers as required
  - Development and Leisure - Chair of Committee, Leader of the Council and Chair of Personnel Sub-Committee– advised by the Town Clerk and other Officers as required
  - Finance Policy and Administration - Chair of Committee, Leader of the Council and Chair of Personnel Sub-Committee– advised by the Town Clerk and other Officers as required
  - Personnel Sub Committee - Chair of Committee and Leader of the Council – advised by the Town Clerk
  - Planning Sub-Committee - Chair of Committee, Deputy Chair of Committee, Leader of the Council – advised by the Civic Administration Manager
  - Full Council – Chairman (Mayor), Vice Chairman (Deputy Mayor), Leader of the Council – advised by the Town Clerk

## **6. RECOMMENDATIONS**

It is RECOMMENDED that Council:

- a) Considers and comments on the draft revised Coronavirus action plan
- b) Considers and comments on the work undertaken in the Risk Assessment
- c) Subject to any comments made at Council; adopts the draft revised Coronavirus Action plan.
- d) Approves the future decision making framework
- e) Notes the report.

Report by Joseph Whelan – Town Clerk



# **Hertford Town Council**

## **CORONAVIRUS ACTION PLAN**

**Adopted March 2020**

**Revision 1 April 2020**

**Revision 2 13 July 2020**

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## **1. INTRODUCTION**

- 1.1 The UK Government made the Health Protection (Coronavirus) Regulations 2020 on 10 February 2020. The Regulations were made by the Secretary of State for Health under section 45R of the Public Health (Control of Disease) Act 1984.
- 1.2 In accordance with section 45R of that Act the Secretary of State was of the opinion that, by reason of urgency, it was necessary to make the (statutory) instrument without a draft having been laid before, and approved by a resolution of, each House of Parliament.
- 1.3 The coronavirus poses a direct risk to the health of individuals and also the threat of significant disruption to society at large; the scale of the impact will depend on the success in containing and, in time, mitigating the impact of the virus itself.

## **2. PURPOSE OF THE PLAN**

- 2.1 To provide the framework and action plan to achieve a timely and efficient response by Hertford Town Council to the coronavirus. It is important to note that the Council will be working collaboratively with other agencies.
- 2.2 The Council will be responding to the advice provided by the Government and undertaking any actions required by the Government.
- 2.3 The key external partners in relation to coronavirus are the National Health Service and Hertfordshire County Council Public Health. The Council continues to be provided Human Resources (HR) advice by Officer Colleagues at East Herts Council.
- 2.4 The Council will take all reasonable steps to continue to provide the fullest range of services it can during this period.

## **3. CORONAVIRUS**

- 3.1. The current Government Guidance explains that main symptoms of COVID-19 (the illness caused by the coronavirus). These can be viewed at :  
  
<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- 3.2 The UK has been significantly affected.
- 3.3 In relation to coronavirus the Council has a direct responsibility for the minimising the risk of contracting the virus to its councillors, the Sergeants at Mace Team (for the purposes of this report to be included in the Officer Group), its Officers and all of its customers and visitors to its premises and the land the Council manages or owns.

- 3.4 In addition to this responsibility the Council can work collaboratively with other agencies to raise the profile of the careful measures that individuals and organisations can take to help to deal with the coronavirus.

#### **4. ACTION PLAN**

- 4.1. The Action Plan covers people, premises and land, services and governance; though there will be significant overlap between these threads. It should be noted that since the adoption of the plan in March 2020 that:

- the Castle and Mill Bridge Rooms remain closed to the public until further notice
- the Town and Tourist Information Centre re-opened on 16 June 2020.
- all sub-tenants at Hertford Castle are working remotely with one tenant explaining that socially distanced working is required at the Castle for some of their staff.
- A number of Castle based Council staff are working from home for 100% of their contracted time.
- staff who require continued access to the Castle are operating under social distancing and other Government guidance

##### Councillors, Staff and the public

- 4.2 The actions that the Council will undertake are attached as Appendix 1 of this plan. This should be read in conjunction with the Risk Assessments noted below.

##### Premises

- 4.3 The actions that the Council will undertake are attached as Appendix 2 of this plan. This should be read in conjunction with the Risk Assessments noted below.

##### Services and Governance

- 4.4 The actions that the Council will undertake are attached as Appendix 3 of this plan. This should be read in conjunction with the Risk Assessments noted below.

##### Risk Assessments

- 4.5 The Council has undertaken Risk Assessments for the following area of work:
- Risk Assessment for the operation of the Town and Tourist Information Centre – Appendix 4
  - Risk Assessment for the work undertaken in managing Council land – Appendix 5
  - Risk Assessment for the existing and future operation of the Castle as a premises – Appendix 6
  - Risk Assessment for Pinehurst Playground – Appendix 7
  - Risk Assessment for the Venue Hire that occurs at Hertford Castle and the Mill Bridge Rooms – to follow

## **Hertford Town Council**

### **Coronavirus Action Plan**

#### **Appendix 1 – People**

The Council will take the following actions in relation to staff, Councillors and the general public:

##### **Risk Reduction**

- The Foreign and Commonwealth Office is advising on travel at the following webpage:

<https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

The Council does not require its Councillors to Officers to travel overseas.

- The Town Clerk's Office at Hertford Castle is designated as the safe area to self-isolate and use the advice provided at:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

- Staff who cannot work from home are permitted by the current Government Guidance to attend their normal place of work subject to adhering to the advice that includes regular hand washing and working with appropriate social distancing between colleagues.
- Support will be given to any Officer that suspects they have been infected to get them home to self-isolate.
- If a member of an Officer's family becomes infected and resides at the same address as the Officer, the Officer shall work from home until the infection has passed and the patient has been certified clear of infection by their GP or other medical professional.
- If a Councillor or member of a Councillors family becomes infected the Councillor shall not enter any premises of the Council until the Councillor the patient has been certified clear of infection by their GP or other medical professional.
- Where staff are working from home support is in place from line managers and also a weekly virtual team meeting has been instigated.

##### **Infection**

- Officers that are infected shall remain self-isolated at home until the infection has completely passed and they have been certified clear of infection by their GP or other medical professional.
- Councillors that are infected shall remain self-isolated at home until the infection has completely passed and have been certified clear of infection.

- The Council shall provide support where staff or Councillors are in self-isolation (or being treated) through regular contact via email and phone calls.

### **Salaries, Sick leave, Annual Leave and Bereavement Leave**

- Staff will continue to receive their salaries subject to the Green Book and their own Terms and Conditions of employment including if they are self-isolating due to coronavirus, are sick or absent from work for any reason or are working from home because the Council's premises are closed.
- On a case by case basis, consideration will be given to extending the prescribed periods contained in an employee's contract/terms and conditions that are related to sick leave and absence from work.
- The policies of the Staff Handbook will also apply.

### **Annual Leave**

- Any annual leave booked over any period of self-isolation, illness or working from home because the Council's premises are closed will carry over in accordance with Green Book, the Staff's Terms and Conditions of Employment, the Staff Handbook and Government guidance.

### **Bereavement**

- The Town Councils Bereavement Policy and Officers contracts will be followed in accordance with compassionate leave and salary payments.

### **Temporary Staff**

- The Council will seek temporary staff to cover for staff who are unable to attend their normal place of work resulting from the impact of the coronavirus. It is difficult to predict when and for how long such cover will be required/provided.

## **Hertford Town Council**

### **Coronavirus Action Plan**

#### **Appendix 2 – Premises**

The Council will take the following actions in relation to the premises it owns and manages and also Council's landholdings and land it manages.

#### **Hertford Castle, Hertford Town and Tourist Information Centre and the Mill Bridge Rooms**

- Any decision to close and re-open any Council building will be taken by the Town Clerk and Leader in consultation with the relevant Chair(s) of Committees and will be based on the advice and/or requirements of the Government.
- If one or more of the Council's buildings are closed then Staff will carry out Council work from home where practical to do so.
- Town Council and Committee Meetings are taking place as virtual meetings.
- Councillors will carry out Council work from home.
- In accordance with the following Standing Orders the Council shall function under the Town Clerks delegated powers.

#### **Hertford Cemetery, Pinehurst Play area and the Closed Churchyards**

- The Council's Grounds Staff shall continue to undertake outside activities where the risk of infection has been assessed as low or where there is little contact with the wider public and subject to the matters above.
- The Grounds Staff shall carry hand sanitiser to use while out working.
- Grounds Staff shall return to the Cemetery Hut Depot if they believe they may be infected and seek advice from the following website:  
<https://www.nhs.uk/conditions/coronavirus-covid-19/>
- Support shall be given to ensure the Officer can get home to self-isolate.
- Any decision to close the Cemetery or re-open Pinehurst Play area will be taken by Town Clerk, Leader of the Council and the Chairman of the Community Services Committee based on the advice and/or requirements of the Government.

#### **Re-opening of Premises**

- Hertford Castle and the Mill Bridge Rooms shall be subject to a deep clean before Officers return to work and the premises are re-opened to all officers, private hire customers and the public.

- No persons displaying coronavirus symptoms should enter any premises of the Council.
- The Town Clerk shall continue to briefing Councillors, Officers and tenants.
- Any decision to re-open the Castle will be taken by Town Clerk, Leader of the Council and the Chairman of the Finance Policy and Administration Committee and the Chairman of the Development and Leisure Committee based on the advice and/or requirements of the Government.



## **Hertford Town Council**

### **Coronavirus Action Plan**

#### **Appendix 3 – Service Provision and Governance**

The Council will take the following actions in relation to the services it provides to try and maintaining services wherever possible. This Appendix should be read in conjunction with Appendices 1 and 2.

#### **Remote Working**

- Staff are working remotely including using IT equipment provided by the Council.
- Officers are continuing to pick up their Council e-mail whilst working remotely.
- The Castle is closed; the Council's switchboard number is being answered remotely. A full list of officer contacts is published on the Council's webpages.
- Officers shall create a folder with hard copies of documents they require to carry out their work if working from home (if needed). In removing copies or original documents from the building then officers must adhere to the Council's GDPR policies and the GDPR legislation and GDPR regulations.
- All hirers have been notified of the closure of the Castle and Mill Bridge Rooms.

#### **Governance**

- The Town Clerk will be responsible for overall management of assets and the services that the Council continues to provide.
- The Town Clerk and other nominated Officers shall in accordance with Standing Orders and the Scheme of Delegation take actions or make decisions regarding the provision of Council services.
- The Town Clerk, the Civic Administration Manager, the Marketing and Events Manager and the Finance Manager will keep Councillors updated on Council activities.

#### **Finance**

- The Finance Manager shall authorise payments in accordance with Standing Orders.
- Officers will adhere to any amendments the Council makes to its current practice (including the matter of the issuing of refunds to customers in the event that private hire bookings cannot be fulfilled).

- Officers will adhere to any amendments the Council makes to its current practice including refunds to commercial sponsors and stallholders for Events that are scheduled to take place during 2020 as part of the Council's approved and published Events Programme.
- The Finance Manager will to operate PAYE, pension, salary and day to day payments remotely from home in accordance with Standing Orders.
- The Finance Manager will continue to process the accounts and provide financial updates to the Town Clerk and Chairman of Finance Policy and Administration Committee.
- The Finance Manager provide financial reports to the Council and operate within the Councils agreed budget.

## Appendix 4

**EVENT:** COVID-19 – Return to work – Hertford Town Council Offices – Hertford Town & Tourist Information Centre

**ASSESSOR:** Jenny Bullen – Town & Tourism Development Manager

**ACTIVITY:** Return to work and reopening Hertford Town & Tourist Information Centre

**EXPECTED ATTENDANCE:** 2 members of staff and unknown members of the public

**DATE CARRIED OUT:** June 2020

**REVIEW DATE:** Ongoing and Immediately Following Issue of Revised Government Guidance

Risk No.	Risk	Risk description	Actions to mitigate	Responsible Officer	Deadline
1	If staff are infected, then transmission of virus to customers, other staff, staff families leading to service disruption	Inadequate infection control measures could put others in danger, also could lead to staffing resourcing issues and subsequent service disruption.	<ol style="list-style-type: none"><li>1. Implementation of safe system of operation detailed below table.</li><li>2. Extra staffing resource availability</li><li>3. Officers to adhere to government guidelines of social distancing and rules in place.</li><li>4. Officers to report if have symptoms, seek medical advice, get tested, self isolate for 14 days if showing symptoms.</li></ol> <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a>	TTIC Manager	16th June

## Appendix 4

2	Test and Trace If suspicion of infection impacts staffing (potentially all staff) then service is disrupted	Government guidelines state if a person receives an alert, they must act immediately, go home, book tests, get results. There is a likelihood staff may also infect each other given existing premises so this may impact multiple members of staff at any one time, which may require alternative staffing resource or service disruption	<ol style="list-style-type: none"> <li>1. Extra staffing resource available</li> <li>2. Agreement from wider staffing team / management to provide cover</li> <li>3. Ensure Officers adhere to government guidelines of social distancing and rules in place. <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a></li> </ol>	TTIC Manager	16th June
3	If there is insufficient space for staff to store personal transport (bicycles), then staff may not be able to follow government guidelines by avoiding public transport or not be able to reach TTIC leading to service disruption	To avoid contamination, any personal transportation should be kept clean. As government guidance already discourages the use of public transport, bicycle use should be encouraged, leading to public bicycle storage facilities may become overwhelmed.	<ol style="list-style-type: none"> <li>1. Approval the use of clean, secure storage local to site; Millbridge Rooms</li> <li>2. Store in the TTIC courtyard</li> <li>3. Walk to work</li> </ol>	TTIC Manager	16th June
4	Queue Management If there is insufficient space for queuing then the potential for road traffic incidents, violence and antisocial behaviour leading to service disruption, reputational damage and possible legal action.	TTIC is situated on a busy road next to a traffic crossing across the road to a tourist destination, the site has a slender pavement area outside on a street with high footfall. The TTIC has never operated a queuing system before, neighbouring retailers may also be operating their own queuing systems, this area is popular with children.	<ol style="list-style-type: none"> <li>1. Sufficient, clearly marked queuing area approval sought from HCC to widen footpath to include bay outside the TTIC.</li> <li>2. Signs placed in the second door.</li> <li>3. Queue is managed by member of staff.</li> <li>4. One in one out protocol.</li> <li>5. Door to remain closed, visitors to push door own and on exit use a foot opener. Sanitiser station available on entry.</li> </ol>	TTIC and HCC  Facilities Officer  TTIC Manager	16th June

## Appendix 4

			6. Visitors to use their own initiative and take into account government guidelines and rules in place. <a href="https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people">https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people</a> 7. Town Marshalls provided by EHC	TTIC Manager	
5	If staff concerns are not responded to clearly, then staff may not feel confident in returning and providing service.	Clarity is still required for the following items for the staff to feel assured to return to work and continue to provide service: the use of air conditioning as it pertains to infection transmission, adequate sustainable supplies of PPE and sanitiser, likelihood of repeated deep clean requirements (who will provide emergency deep cleaning?), installation of equipment as per safe operating plan, liability from potential lawsuits covered by insurers.	1. Clear response communicated to staff before commencement of service 2. Do not use air conditioning, TTIC Manager and F/O to research further. 3. Ensure TTIC is ventilated with doors open including the courtyard door. F/O to purchased safety chain locks. Officers to have access to cold drinks and fridge. 4. PPE provided including gloves, sanitiser, masks, protective screen, signage, antibacterial wipes. 5. Housekeeper to provide deep cleaning service on regular basis.	TTIC Manager	16th June
6	IF traffic/parking/loading are adversely affected by social distancing design measures, THEN suppliers or visitors may be unable to deliver stock/provide	Traffic and parking issues from recent roadworks and road closures may be worsened as lockdown is eased and people are discouraged from using public transport, driving up car journeys. The TTIC sits on a busy road with a narrow pavement and potential for local loading bays to be converted to manage social distancing/shop	1. Encourage local cycling initiatives 2. Advise customers on social media of potential parking or traffic issues and offer information by phone or email. 3. Approval to use parking / loading bay/s at other site eg Castle Theatre 4. Encourage staff to cycle/walk to work 5. Police can close road if required for emergency services.	TTIC Manager	16th June

## Appendix 4

	services/maintain equipment/emergency access/use TTIC services	queuing. It may be difficult to access TTIC by car, truck or ambulance, leading to potential stock issues (Inc PPE) and/or equipment not being maintained/Emergency access/customer visits.	Emergency services can pull in by Maidenhead Street gates in close proximity to TTIC if required. 6 PPE stock can be hand delivered or vehicles can park down Maidenhead Street during out of working hours if required or delivered to the castle and manually delivered.		
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### Covid-19 Pandemic

#### Hertford Town and Tourist Information Centre (TTIC)

##### Safe system of operation

##### Access

- Inform public and visitors by social media, on the website and notices in town boards and window of TTIC prior to opening on how we are operating
- Queuing area designated outside shop
- Limitation of 1 person at a time for social distancing
- Possible queue control, deploy member of staff to manage, seek assistance from Town Wardens via town radio.
- All door handles and surfaces cleaned routinely with antiviral wipes
- Signage required detailing to not enter if have COVID-19 symptoms

##### Interaction

- Seating removed
- Floor stickers to indicate 2 metre distance from desk
- Sanitising station for Officers and public on entry
- Signage to discourage touching stock
- Display tables with most popular stock, as a physical barrier as well as being helpful and efficient service, tables to be removed once measures are eased
- Stock items remain away from customers
- Perspex screen

## **Appendix 4**

- Screen to be cleaned routinely as per guidance
- Encourage card payments as can be done contactless and PDQ machine is wireless (making every attempt to comply with PCIDSS), placed on surface and retreat 2 metres
- Stock bagged by staff wearing gloves, placed on surface and retreat 2 metres
- Customer advised to depart and maintain social distancing and surfaces cleaned
- Face masks and visors available for Officers

### **Staff**

- Discouraged from using public transport as per government guidelines
- Socially distancing, dividing communal areas (bathrooms and work stations) and stagger entry and exit
- Wearing suitable PPE as per government advice and working within 2 metres to include hand sanitiser, washing facilities, face masks, visors, gloves, protective shield from public.
- Individual hand sanitiser available for staff
- Encourage frequent hand washing – paper towels be provided for turning taps off in kitchen.
- Staff encouraged to wash clothes worn for work as soon as possible at 60 degrees or as high as the garment will allow
- Potentially infectious waste, including PPE, tissues etc to be double bagged and placed in a safe area by recycling station or alternative location for 72 hours with a date label attached and disposed of in commercial waste (post 72 hours)

### **Process for Test and Trace alert**

- If staff receive an alert, alert line manager and go home and book test. TTIC manager to arrange cover in the TTIC
- If test result is negative, they can return to work
- If test result is positive or inconclusive, they must remain at home for 7-14 days
- Secondary member of staff/Line Manager must co-ordinate an immediate deep clean
- Carry out risk assessment for secondary member of staff whilst remaining socially distant
- If any risk, other staff members must go home and book a symptomatic test as above if result is negative, they return to work, if positive or inconclusive they must remain at home for 7-14 days
- If immediate family members of staff receive track and trace alert, it will trigger the same as above

## Appendix 5

### COVID-19 RISK ASSESSMENT

**EVENT:** MANAGING COUNCIL LAND

**ASSESSOR:** NICK KIRBY – CIVIC ADMINISTRATION MANAGER

**ACTIVITIES:** SITE MAINTENANCE

**EXPECTED ATTENDANCE:** 3 staff and members of the public

**DATE CARRIED OUT:** MAY 2020 – **Version 4, 28<sup>th</sup> May 2020**

**DATE OF REVIEW:** **ON GOING AND IMMEDIATELY FOLLOWING ISSUE OF REVISED GOVERNMENT GUIDANCE**

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

Hazard	People at risk	Remove, reduce and protect from risk	Responsible person for risk management	Additional Controls	Person responsible for taking additional controls	
<b>CEMETERY</b>						
Spread of Covid-19 Corona-virus	<b>Visitors to the cemetery</b> <b>Public</b> <b>Contractors</b> <b>Vulnerable groups – Elderly, those with</b>	<u><b>Site Open to the Public</b></u> FDs advised to ensure/ advise mourners of Gov advice: <a href="https://www.gov.uk/government/publications/covid-19-guidance-for-care-of-the-deceased/guidance-for-care-of-the-deceased-with-suspected-or-confirmed-coronavirus-covid-19">https://www.gov.uk/government/publications/covid-19-guidance-for-care-of-the-deceased/guidance-for-care-of-the-deceased-with-suspected-or-confirmed-coronavirus-covid-19</a>	Town Clerk & Line Managers  Line Managers	Information on HTC Website  Continuous contact with funeral directors to remind and advise current status	Town Clerk & Line Managers  Line Managers	



## Appendix 5

	<p><b>existing underlying health conditions</b></p> <p><b>Staff</b></p> <p><b>Anyone else who physically comes in contact with working staff member in relation to the business</b></p>	<p>FDS to restrict the number of mourners who attend so that a safe distance of at least 2 metres (3 steps) can be maintained between individuals</p> <p>only the following should attend:</p> <ul style="list-style-type: none"> <li>- members of the person's household</li> <li>- close family members</li> <li>- if the deceased has neither household or family members in attendance, then it is possible for a modest number friends to attend</li> </ul> <p>Staff to keep distance from families</p> <p>ICCM advice states Covid-19 virus dies with the person</p> <p>If a death is COVID-19 related, this will likely increase the risk that immediate family members will have been exposed to the virus. (see separate risk assessment by national association of funeral directors)</p> <p>The virus may rest on hard surfaces or be transmitted by funeral directors staff, their equipment or mourners.</p> <ul style="list-style-type: none"> <li>- Social distancing observed</li> <li>- Hand washing</li> </ul>	<p>Funeral directors</p> <p>Supervisor / Grounds team</p>	<p>Employees to advise Line Managers immediately of any changes to specific personal medical advice in respect of shielding and protecting vulnerable persons they may be in contact with.</p> <p>Continue to review situation</p> <p>Controls to be based on ICCM and Govt advice</p>	<p>Grounds team &amp; Line Managers</p>	
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## Appendix 5

	<ul style="list-style-type: none"> <li>- ICCM suggest may use rope rather than webbing to lower the coffin and for the rope to be buried with the coffin</li> </ul> <p>Any person in contact with anyone within their household listed within the vulnerable groups have taken specific personal medical advice in regards to shielding and protecting and are following advice accordingly.  <a href="https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19">https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</a></p> <p><b>Ashes interments</b>          Ashes interments to still take place provided care is undertaken to follow government guidelines and social distancing .</p> <p>To ensure social distancing one operative to prepare at a time.</p> <p>Take sufficient breaks if difficult work</p> <p>If a reopened grave, as per council policy, removal of the tablet should be organised by the family or Funeral directors.</p>	Grounds team	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with warm water and soap and the importance of proper drying. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice</p>	Line Managers	
	<p><b>Ashes interments</b>          Ashes interments to still take place provided care is undertaken to follow government guidelines and social distancing .</p> <p>To ensure social distancing one operative to prepare at a time.</p> <p>Take sufficient breaks if difficult work</p> <p>If a reopened grave, as per council policy, removal of the tablet should be organised by the family or Funeral directors.</p>	Grounds team	<p>Monitor number of burials – if becoming busy, consider informing Committee Chairman that ashes interments suspended</p> <p>If necessary consider appropriate measures to keep mourners back from staff</p>		

## Appendix 5

		<p>Funeral directors to be advised to ensure mourners are sufficient distance from staff and keeping social distancing maintained at all times.</p> <p>Where possible forms should be by electronic means.</p> <p>Care undertaken to ensure social distancing when accepting the ashes.</p> <p>The ashes urn should be wiped down, in a dignified and subtle manner.</p> <p>Handwashing / sanitisers should always be used after handling items from others.</p>		<p>close family only and social distancing must be maintained. The family of the deceased will not be able to get close during the interment to protect staff.</p> <p>Therefore the family may prefer to have it as a later time, once the restrictions around social distancing have relaxed to enable more friends / family to attend. This decision would be made by the family.</p> <p>We would cease carrying out ashes interments if this was the government advice, or we have no staff to carry these out and/or we were fully booked with burials. Or for a reason identified through the risk assessment.</p>	<p>Line Managers</p> <p>Line Managers</p> <p>Line Managers</p>	
		<p><b><u>Working Hours</u></b></p> <p>Staff to be flexible in their work pattern to minimise use of communal facilities</p>	<p>Grounds team</p> <p>Grounds team</p>	<p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p>		

## Appendix 5

		<p>at the same time – a trial work pattern is attached</p> <p><b><u>Hand Washing</u></b></p> <p>Hand washing facilities with soap and hot water in place. Stringent hand washing taking place. Paper towels/hand dyers for drying of hands See hand washing guidance. <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a> Gel sanitisers in any area where washing facilities not readily available</p>	<p>Grounds team</p> <p>Line Managers &amp; Grounds team</p>	<p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed</p> <p>Staff to be regularly reminded of the importance of social distancing both in the workplace and outside of it.</p> <p>Flexible work pattern to avoid taking rest breaks at same time.</p> <p>Management checks to ensure this is adhered to.</p> <p>Management checks to ensure this is adhered to.</p>	<p>Line Managers</p> <p>Grounds team / Supervisor</p> <p>Line Managers</p> <p>Line Managers</p>	
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## Appendix 5

		<p><b><u>Cleaning</u></b></p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, using appropriate cleaning products and methods.</p> <p><b><u>Use of Tools and machinery</u></b></p> <p>All staff to have their own set of PPE – to be stored separately</p> <p>Gloves to be worn when operating machinery Where possible items can be labelled and allocated to specific person. Where not possible all handles etc on items to be wiped with sanitiser after use</p> <p>Tasks to be split so social distancing can take place – see gov guidance</p>	<p>Grounds team</p> <p>Grounds team</p> <p>Grounds team</p> <p>Grounds team</p>	<p>PPE to be stored to avoid cross contamination</p> <p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p> <p>Continue to review situation</p>	Town Clerk & Line Managers	
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## Appendix 5

		<p><a href="https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance">https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance</a></p> <p><b><u>Work Van</u></b></p> <p>See Government advice regarding driving work vehicles  <a href="https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance#transport-businesses">https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance#transport-businesses</a></p> <p>Only one operative to use at a time.  Minimise driver changeover per day.  Where possible keep window open.</p> <p>Wipe down surfaces with sanitiser after using (steering wheel, control, door handles etc)</p> <p><b><u>Social Distancing</u></b></p> <p>Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency:  <a href="https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people">https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people</a></p>	<p>Grounds team &amp; Line Managers</p>	<p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.</p> <p>Continue to review situation</p> <p>Continue to review situation</p>	<p>Line Managers</p> <p>Line Managers</p>	
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## Appendix 5

		<p>Taking steps to review work schedules including start &amp; finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time.</p> <p>Redesigning processes to ensure social distancing in place.</p> <p>Staff to use telephone calls where possible to keep in contact</p> <p>Ensuring sufficient rest breaks for staff.</p> <p><b><u>Mess Room</u></b></p> <p>Social distancing to be observed at all times – due to the size of the facility only one member of the team can use this at a time</p> <p>Follow Govt advice  <a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19</a> </p>	<p>Grounds team &amp; Line Managers</p>	<p>Continue to review situation</p>	<p>Line Managers</p>	
			<p>Grounds team &amp; Line Managers</p>	<p>Continue to review situation</p>	<p>Line Managers</p>	

## Appendix 5

		<p>Frequently clean and disinfect surfaces that are touched regularly, using your standard cleaning products</p> <p>Stagger start &amp; lunch &amp; tea break times – as per schedule given to staff</p> <p>This area is kept as tidy as possible.</p> <p>Have hand sanitiser available for use as required</p> <p><b><u>Wearing of Gloves</u></b></p> <p>Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided.</p> <p>Staff to advise of depletion of PPE Equipment</p> <p><b><u>PPE Equipment</u></b></p> <p>Where PPE is a requirement for risks associated with the work undertaken the following measures will be followed-</p>	<p>Grounds team &amp; Line Managers</p>		<p>Line Managers</p>	
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## Appendix 5

	<p>Tight-fitting face masks rely on having a good seal with the wearer's face. A face fit test must be carried out to ensure the protective equipment can protect the wearer.</p> <p>Wearers must be clean shaven.</p> <p>Staff to advise of depletion of PPE Equipment</p> <p><b><u>Symptoms of Covid-19</u></b></p> <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance.</p> <p>Line managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the</p>	<p>Grounds team &amp; Line Managers</p>	<p>Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.</p>	<p>Line Managers</p>	
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## Appendix 5

		<p>management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</p> <p><a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a></p> <p><b><u>Mental Health</u></b></p> <p>Management will promote mental health &amp; wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p> <p><a href="https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</a></p> <p>Staff have been advised of the useful contacts through the weekly bulletin</p>		<p>Regular communication of mental health information and open door policy for those who need additional support.</p> <p>One to ones to continue</p>	Line Managers	
<b>LONE WORKING</b>						
Safety and	Grounds team	Workspace kept clean and tidy and free from debris.	Grounds team	Follow first aid and H&S procedures and report any incidents through the correct channels currently in place.	Grounds team & Line Managers	

## Appendix 5

well-being  Slips, trips, falls		<p>Liquid spills mopped up immediately.</p> <p>Staff to wear correct and appropriate workwear.</p> <p>No high ladder systems to be used.</p> <p>Staff advised not to carry heavy objects (over restricted weight) alone.</p> <p>Agree working times and sites and maintain contact during these times.</p> <p>Ensure mobile contact is up to date with alternative contact number and mobile phones are fully charged.</p>	Grounds team & Line Managers	<p>Any problems or discomfort should be reported</p> <p>Staff members to be reminded of Health &amp; Safety training procedures and ensure it is being adhered to. (e.g climbing ladder – Working at Heights)</p> <p>If contact is lost/not maintained Line Manager to seek clarification of the Officers safety via other contacts or physical visit.</p>	Line Managers	
<b>ALLOTMENTS</b>						
	<p>Grounds team</p> <p>Public</p>	<p>Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency</p> <p>Gates locked to exclude general public from site to reduce numbers and</p>	Grounds team & Line Managers	Work on site may take longer if carried out by on operative only. On visit grounds operative to identify areas where work can take place safely to ensure social distancing. This may include only strimming parts of the allotment and avoiding busy areas	Grounds team & Line Managers	

## Appendix 5

		<p>therefore risk to vulnerable people on site</p> <p>Signage placed on site to inform public about Government guidance</p> <p>Where the Council has allow public access across the land this has temporary been closed to safeguard allotment ploholders.</p>		<p>where it is not possible for work to be carried out safely.</p> <p>Informal monitoring of site use by council staff when carrying out site visits to ensure</p> <p>Feedback from ploholders / tenants forums</p>		
<b>CLOSED CHURCHYARDS</b>						
	<p>Grounds team</p> <p>Public</p>	<p>Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency</p> <p>Churches closed</p> <p>Only one operative to attend using van and equipment</p>	Grounds team & Line Managers	<p>Work processes redesigned to reflect social distancing and ensure key areas of sites maintained at an appropriate frequency given that this may be difficult due to resource levels.</p> <p>For example: Access paths to be kept clear, front areas round Churches to be mown more often ie every 3 weeks while areas used less often to be left longer.</p>	Grounds team & Line Managers	

## Appendix 6

### RISK ASSESSMENT

**EVENT:** COVID-19 –RETURN TO WORK – HERTFORD TOWN COUNCIL OFFICES - CASTLE

**ASSESSOR:** NICK KIRBY – CIVIC ADMINISTRATION MANAGER

**ACTIVITIES:** RETURN TO WORK – HERTFORD CASTLE

**EXPECTED ATTENDANCE:** Staff / tenants / members of public

**DATE CARRIED OUT:** v1MAY 2020

**DATE OF REVIEW:** **ON GOING AND IMMEDIATELY FOLLOWING ISSUE OF REVISED GOVERNMENT GUIDANCE**

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

Hazard	People at risk	Remove, reduce and protect from risk	Responsible person for risk management	Additional Controls	Person responsible for taking additional controls	
<b>Hertford Castle</b>						
Spread of Covid-19 Coronavirus	<b>Visitors to the premises</b> <b>Public</b> <b>Cleaners</b> <b>Contractors</b> <b>Drivers</b>	<u><b>Premises Open to the Public</b></u> Hertford Castle and the MillBridge Rooms have been closed to the public (25.03.20) and access has been restricted to Staff only (for all organisations with tenancy at the Castle)	Town Clerk  Venue Hire Administration Manager	Information on HTC Website  Continuous contact with customers to remind and advise current status	Town Clerk & Line Managers  Venue Hire Administration Officer	

## Appendix 6

<p><b>Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions</b></p> <p><b>Staff</b></p> <p><b>Anyone else who physically comes in contact with working staff member in relation to the business</b></p>	<p>Any person in contact with anyone within their household listed within the vulnerable groups have taken specific personal medical advice in regards to shielding and protecting and are following advice accordingly.</p> <p><a href="https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19">https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</a></p>	Town Clerk	<p>Employees to advise Line Managers immediately of any changes to specific personal medical advice in respect of shielding and protecting vulnerable persons they may be in contact with.</p>	Staff & Line Managers
	<p><b><u>Hand Washing</u></b></p> <p>Hand washing facilities with soap and hot water in place.</p> <p>Stringent hand washing taking place.</p> <p>Paper towels/hand dyers for drying of hands</p> <p>See hand washing guidance.</p> <p><a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p>Bottle of gel sanitiser on every desk.</p> <p>Also in any area where washing facilities</p>	Line managers	<p>Employees are reminded on a regular basis to wash their hands for 20 seconds with warm water and soap and the importance of proper drying. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice</p>	Line Managers

## Appendix 6

		<p>not readily available. Specifically at entrances to building.</p> <p>Prior to reopening to the public additional sanitising stations to be installed in key areas.</p> <p><b><u>Cleaning</u></b></p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</p>	<p>Venue Hire Administration Manager / Housekeeper</p>	<p>Posters are on display throughout the building.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Signage in place to remind to sanitise hands.</p> <p>One way system in place on staircases.</p> <p>When Castle reopens the Lion door to be used as entrance and the lawn door as exit to the building.</p> <p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p> <p>Increased cleaning when officers return to work.</p> <p>Staff to clean own desk areas after use</p>	<p>Line Managers</p> <p>Line Managers</p>	
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## Appendix 6

		<p><b><u>Social Distancing</u></b></p> <p>Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency</p> <p><a href="https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people">https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people</a></p> <p>Review work schedules including start &amp; finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks.</p> <p>Redesigning processes to ensure social distancing in place.</p> <p>Screens on order and to be installed between desks where social distancing cannot be maintained</p>	<p>All Staff</p> <p>Line Managers &amp; staff</p> <p>Civic Admin Manager</p>	<p>Staff to be regularly reminded of the importance of social distancing both in the workplace and outside of it.</p> <p>Management checks to ensure this is adhered to.</p> <p>One way system to be put in place to avoid crossovers on stairs.</p> <p>Management checks to ensure this is adhered to.</p> <p>Ongoing Rota of staff working in office to ensure Government guidance is followed. Everyone should work from home, unless they cannot work from home.</p> <p>Follow further advice</p>	<p>All staff</p> <p>Line Managers</p> <p>Line Managers</p>	
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## Appendix 6

	<p>Staff to use telephone calls where possible to keep in contact</p> <p>Ensuring sufficient rest breaks for staff. Meetings take place via via conferencing facilities – Zoom</p> <p><b><u>Wearing of Gloves</u></b></p> <p>Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided.</p> <p>Staff to advise of depletion of PPE Equipment</p> <p><b><u>PPE Equipment</u></b></p> <p>Where PPE is a requirement for risks associated with the work undertaken the following measures will be followed-</p> <p>Tight-fitting face masks rely on having a good seal with the wearer’s face. A face fit test must be carried out to ensure the</p>	<p>Relevant staff</p> <p>Only Relevant staff</p>	<p><a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</a> titled: Working safely during COVID-19 in offices and contact centres</p> <p>Housekeeper using gloves while undertaking cleaning duties</p> <p>Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p>	<p>Line Managers</p>	
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## Appendix 6

		<p>protective equipment can protect the wearer.</p> <p>Wearers must be clean shaven.</p> <p>Staff to advise of depletion of PPE Equipment</p> <p><b><u>Symptoms of Covid-19</u></b></p> <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance.</p> <p>Line managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team of the workplace will contact the Public Health Authority to discuss the case, identify people who</p>	<p>All staff &amp; Line Managers</p>	<p>Staff informed though action plans sent on 24 March and 3 April</p> <p>Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.</p>	<p>Town Clerk &amp; Line Managers</p>	
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## Appendix 6

		<p>have been in contact with them and will take advice on any actions or precautions that should be taken.  <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a></p> <p><b><u>Mental Health</u></b></p> <p>Management promote mental health &amp; wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p> <p><a href="https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</a></p> <p>Weekly staff meeting via Zoom to keep staff updated and enable staff interaction</p> <p>Email bulletins to update officers and councillors on important issues</p>			<p>Line Managers</p> <p>Civic Admin Manager</p> <p>Civic Admin Manager</p>	
<b>LONE WORKING</b>						
Safety and well-being	Facilities Officer undertaki	Workspace kept clean and tidy and free from debris.	Staff / Line Managers	Follow first aid and H&S procedures and report any incidents through the correct channels currently in place.	Line Managers	Safety and

## Appendix 6

Slips, trips, falls	ng work in buildings / other staff or tenants in buildings	<p>Liquid spills mopped up immediately.</p> <p>Staff to wear correct and appropriate workwear.</p> <p>No high ladder systems to be used.</p> <p>Staff advised not to carry heavy objects (over restricted weight) alone.</p> <p>Agree working times and sites and maintain contact during these times.</p> <p>Ensure mobile contact is up to date with alternative contact number and mobile phones are fully charged.</p>	Line Managers	<p>Any problems or discomfort should be reported</p> <p>The majority of staff members have undertaken comprehensive Health &amp; Safety training in 2019 and are required to ensure this is being adhered to. (Some staff also have had additional training in specific areas e.g climbing ladders – Working at Heights)</p> <p>If contact is lost/not maintained Line Manager to seek clarification of the Officers safety via other contacts or physical visit.</p>	<p>All Staff</p> <p>Line Managers</p>	<p>well-being</p> <p>Slips, trips, falls</p>
<b>SAFETY &amp; SECURITY OF BUILDINGS</b>						
Fire	Staff & Tenants in building	Rota of managers to provide office presence, collect post etc	Staff / Line Managers	Maintenance ongoing. No additional controls required	Line Managers	
Vandalism		Facilities officer to carry out alarm testing and weekly building checks				
Legionella						
Theft						

## Appendix 7

### RISK ASSESSMENT

**EVENT:** COVID-19 –REOPENING PINEHURST PLAY AREA

**ASSESSOR:** NICK KIRBY – CIVIC ADMINISTRATION MANAGER

**ACTIVITIES:** PLAY AREA

**DATE CARRIED OUT:** 3 July 2020

**DATE OF REVIEW:** **ON GOING AND IMMEDIATELY FOLLOWING ISSUE OF REVISED GOVERNMENT GUIDANCE**

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

Hazard	People at risk	Remove, reduce and protect from risk	Responsible person for risk management	Additional Controls	Person responsible for taking additional controls	
<b>PINEHURST PLAY AREA - MEMBERS OF THE PUBLIC</b>						
Spread of Covid-19 Coronavirus	Visitors to the premises Public Cleaners Contractors Drivers	<u>Premises was closed to the Public as directed by the Government</u>  Guidance was published by the Government on 26 June regarding managing playgrounds and outdoor gyms so they can reopen from 4 <sup>th</sup> July	Town Clerk / Civic Admin Manager	As of the 3 <sup>rd</sup> July 2020, the play area remains closed until it can be confirmed that it is safe to reopen safely.  It will reopen with the controls in place:  Signs to remind users of the need for and adherence to social distancing in accordance with existing government	Town Clerk & Civic Admin Manager	

## Appendix 7

				<p>guidance (2m). It is noted that adults and children with certain conditions will find social distancing difficult.</p> <p>Advise to avoid overcrowding and limiting the amount of time spent at the play area</p> <p>Request those using the play area to only have 1 family member accompanying a child</p> <p>Encourage effective sanitation by users, parents, guardians and carers.</p> <p>Cleaning high use areas with sanitiser</p> <p>Promote cleaning of equipment by users</p> <p>Encourage hand sanitizing/hygiene more often than usual, for 20 seconds using soap and water or approved gel particularly at the beginning and end of play</p> <p>Advise no face touching or mouth contact with the equipment.</p>		
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## Appendix 7

				<p>Advise to cough or sneeze into a tissue or arm when a tissue is not available</p> <p>Increase waste facilities /emptying frequency may be required – monitor use and adjust</p> <p>Consumption of food or drink on play equipment or in the playground area is banned</p> <p>To encourage members of the public not to use the playground if they are showing symptoms of Covid</p>		
<b>MAINTENANCE / CLEANING</b>						
Spread of Covid-19 Corona-virus	Staff / Contractor s	<p>PPE - gloves / litter picking equipment provided for litter picking the area</p> <p><b><u>Wearing of Gloves</u></b></p> <p>Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided.</p> <p><b><u>Social distancing</u></b></p>	Staff / Line Managers	<p>Staff to advise of depletion of PPE Equipment</p> <p>Staff to advise if any of the signage needs replacing</p>	Staff / Line Managers	

Appendix 7

		<p>Cleaning / litter picking to be undertaken in early morning or at other times when play area less busy.</p> <p>Where social distancing cannot be maintained during maintenance work, play area to be closed during maintenance work.</p>				
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