

STREETSCENE SERVICES COVID-19 SECOND WAVE PLAN

The following plan sets out Streetscene service delivery arrangements within the ongoing risk presented by Covid-19 and in meeting Government advise ‘*Sometimes it will not be possible as not everyone can work from home. Certain jobs require people to travel to, from and for their work, for instance if they operate machinery, work in construction or manufacturing, or are delivering front line services.*’

Function	Comment	Control Measures
Waste Collection (In-house)	<p><u>Black Bins</u> – collection of residual household waste will have need to be undertaken to maintain the Council’s statutory duty and safeguard public health.</p>	<ul style="list-style-type: none"> • Where LGV (Category C) driver staffing levels reduce to 50% other LGV waste collection functions may have need to be suspended and/or frequency reduced (i.e. bulky waste\green bins) to maintain refuse vehicle driver availability. • Staff from other service functions may have need to be temporarily redeployed in the waste collection function(s) to maintain the Council’s statutory duty. • Maintain communications with Waste Disposal Authority (WDA) Derbyshire County Council to ensure access to Waste Transfer Stations (WTS) is available for all in-house function waste delivery.
	<p><u>Green Bins</u> - collection of organic (garden\food) household waste will have need to be undertaken to maintain the Council’s statutory duty and safeguard public health.</p>	<ul style="list-style-type: none"> • LGV (Category C) qualified staff may be deployed to maintain residual (black bin) waste collections arising from green bin collections suspended and/or frequency reduced. • Green bins suspended from ending November and resource deployed undertaking extra (Christmas) black bin collections up to mid-January. Where LGV driver resource levels is unable to sustain this, black bins may have need to revert back to fortnightly. • Green bin collections resume from early March. Where resource prohibit, suspension may be extended. • Garden and food waste must be collected to maintain Council’s statutory duty. This may be met by diverting garden and food waste to black bin (residual) collections.

Waste Collection (In-house)	<p><u>Bulky Waste</u> - collection of bulky waste will have need to be undertaken to maintain the Council's statutory duty, mitigate risk of fly-tipping and safeguard public health.</p>	<ul style="list-style-type: none"> • Where LGV (Category C) is redeployed to maintain residual (black bin) waste collections, bulky collections may be suspended and/or frequency reduced. • Service is demand driven and reduced by 50% during 1st Covid-19 wave lockdown. • Demand may be affected where DCC close and/or reduce access to Household Waste Recycling Centres (HWRC). • Other service resource may be deployed to assist collecting smaller household items.
	<p><u>Clinical Waste</u> - collection of waste from households receiving medical care within their home will have need to be undertaken to maintain the Council's statutory duty and safeguard public health.</p>	<ul style="list-style-type: none"> • Joint service will be maintained to BDC and NEDDC households will be maintained to household receiving medical health care in their home and separate waste collections organised to avoid residents presenting infectious waste in normal black bin collections. • Relief cover is available in the event established staff member is absent. • Customer disposing of waste known or suspected to have come into contact with Covid-19, will be required to: <ul style="list-style-type: none"> (a) <u>Category E Waste</u> (i.e. incontinent pads) ensure waste is double-bagged (Tiger Bags) before collection and stored securely for 72 hours before being placed in the general waste (black bin) for collection. (b) <u>Category B Waste</u> (i.e. sharps/blood stained) ensure waste is double-bagged (Yellow Bags) before collection and stored securely for 72 hours before presented for separate/special collection and sent for incineration disposal.
	<p><u>Commercial Waste</u> - collection of waste from businesses by way of wheeled bins and/or skips will have need to be undertaken to maintain the Council's statutory duty and safeguard public health.</p>	<ul style="list-style-type: none"> • Business waste demand will reduce arising from staff home working and/or under lockdown arrangements, resulting in reduced collection frequencies. • Staff from other service functions may have need to be temporarily redeployed in the waste collection function(s) to maintain the Council's statutory duty. • Increased administration from varying customer contracts/accounts to reflect reduced service level. • Maintain communications with Waste Disposal Authority (WDA) Derbyshire County Council to ensure access to Waste Transfer Stations (WTS) is available for all in-house function waste delivery.

Waste Collection (External)	<p><u>Burgundy Bin</u> - collection of recyclable waste from households will have need to be undertaken to maintain the Council's statutory duty and safeguard public health.</p>	<ul style="list-style-type: none"> • Ward Recycling Ltd have pool staff in place to mitigate risk of disruptions to kerbside collections. • Bunkered fuel in place with access to private filling stations in event supplies restricted. • From October 2020, Ward's new sorting station at their Corbriggs WTS facility will be operational and reduce reliance on their Teesside Mechanical Recycling Facility (MRF). • Where UK and/or Global materials market end-processors unable to meet demands, temporary waste transfer arrangements may be arranged with Derbyshire County Council (WDA) to sustain burgundy bin collections. • Alternate recyclable waste transfer arrangement may be organised via 3rd party processor and may require Council assistance in meeting increased waste treatment costs. • In event burgundy bin waste not sent for recycling, households may be required to place waste for collection via residual (black bin) waste stream. • Maintain communications with Ward Recycling Ltd to anticipate and/or mitigate risk to service delivery.
Street Cleansing	<p><u>Litter/Animal Waste Bins</u> – collection of litter and animal pet waste from bins will have need to be maintained to meet Council's Principal Litter Authority duty and safeguard public health.</p>	<ul style="list-style-type: none"> • Service resource prioritised to maintain service demand from people exercising and walking pets. • Emptying frequency may require increasing in 2nd lock-down event to meet increased bin usage (i.e. dog walkers) to mitigate risk of overflowing bins and wider wind-strewn littering. • Some service staffing resource may be utilised in other priority (i.e. waste collection) functions.
	<p><u>Street Sweeping & Litter Picking</u> – Service maintained to meet Council's Principal Litter Authority duty.</p>	<ul style="list-style-type: none"> • Service maintained subject to demand and resourcing other priority functions. • Littering may reduce in event of 2nd lock-down influencing reduced sweeping/litter collection frequency. • Some service staffing resource (i.e. Class C License holders) may be utilised in other priority (i.e. waste collection) functions.

	<p><u>Fly Tipping</u> - Service maintained to meet Council's Principal Litter Authority duty.</p>	<ul style="list-style-type: none"> • Demand driven and reduced 50% during 1st Covid-19 wave lock-down. • Hazardous waste posing public health\safety issues collected in 48hours. Non-hazardous, subject to demand, may relax 5day collection target. • Demand may be affected where DCC close and\or reduce access to Household Waste Recycling Centres (HWRC). • Some service staffing resource (i.e. Class C License holders) may be utilised in other priority (i.e. waste collection) functions.
Street Cleansing	<p><u>Gully Cleansing</u> - Service maintained to meet Council's Highway Agency requirement.</p>	<ul style="list-style-type: none"> • Service maintained subject to demand\type (i.e. drainage culverts\silt traps) and resourcing other priority functions. • Demand may increase in event of high rainfall influencing pluvial (surface water) flooding. • Staff resource (i.e. Class C License holder) may be utilised in other priority (i.e. waste collection) functions.
Fleet Transport	<p><u>Fleet Maintenance</u> – Service maintained to safeguard Council's Operator License Duty, support wider frontline service delivery, duty of care and public safety.</p>	<ul style="list-style-type: none"> • Bunkered fuel stocks maintained with re-order levels at 50% to sustain wider frontline service delivery. • Demand on workshop may reduce throughout winter period arising from green bin suspension and grass cutting not undertaken. • In event small staff team affected, external agencies used for support staff and\or consider extended working arrangements (i.e. Strategic Alliance). • Fleet roadworthiness and the Council's Operator License (statutory obligation) is maintained to support key frontline service delivery and wider community support arrangements.
	<p><u>Vehicle Testing Service</u> - Hackney Carriages, Taxis and fleet vehicles will continue to be tested to meet our licensing arrangements and maintain public safety.</p>	<ul style="list-style-type: none"> • Continued testing to meet service demand, fleet vehicle road worthiness and public safety. • Service demand may be affected in event government suspend MOT requirement. • Council's Licensing Team may extend and\or put in place alternate license arrangements reducing service demand. • Vehicle fumigation (V-San) system used to mitigate increased risk from external vehicles delivered to testing station.

Grounds Maintenance	<p><u>Grass Cutting</u> – seasonal service arrangements sustained to maintain highway visibility splays, mitigate road traffic safety risks in front facing highway verges, public open space and recreation grounds for people undertaking physical exercise, pet walking to support their health, wellbeing and mental health.</p>	<ul style="list-style-type: none"> • Some service staffing resource may be utilised in other priority (i.e. waste collection\street cleansing) statutory functions. • Service resource prioritised to maintain service demand from people exercising and walking pets in front facing highway verges, public open space and recreation grounds. • General amenity grass cutting to highway verges, public open space and recreation grounds undertaken mid-March to mid-October (30wks). • Fine turf (bowling green’s\cricket squares) receive monthly grass cutting (topping) through winter to maintain grass sward to meet amateur sporting body requirements and mitigate professional surface degradation.
	<p><u>Hedge Cutting</u> - seasonal service arrangements sustained to maintain highway visibility, mitigate highway user obstruction and Assisted Garden Maintenance customer’s health, wellbeing and mental health in mitigation of hedge encroachment\property access.</p>	<ul style="list-style-type: none"> • Some service staffing resource may be utilised in other priority (i.e. waste collection\street cleansing) statutory functions. • Hedge cutting undertaken November to March. • Service resource may be prioritised to mitigate obstruction from tenant (Assisted Garden Maintenance) hedgerows to adopted footways, housing (HRA) link paths, highways and property access.
	<p><u>Tree Pruning</u> - seasonal service arrangements sustained to maintain public safety and Council’s duty of care.</p>	<ul style="list-style-type: none"> • Some service staffing resource may be utilised in other priority (i.e. waste collection\street cleansing) statutory functions. • Tree pruning undertaken November to April. • Service resource may be prioritised to dealing with dangerous and\or emergency conditions and general formative pruning delayed.
	<p><u>Amenity Shrub\Floral Beds</u> - seasonal service arrangements sustained to mitigate risk to highway visibility and obstruction to front facing public open space, recreation grounds, communal assisted living accommodation and car parks.</p>	<ul style="list-style-type: none"> • Some service staffing resource may be utilised in other priority (i.e. waste collection\street cleansing) statutory functions. • Shrub, rose, flower beds maintained throughout 12 months to meet seasonal (planting\pruning) requirements and mitigate obstructions. • Service resource may be prioritised to dealing with dangerous and\or emergency conditions and general formative pruning delayed.

Burial Service	<p><u>Interment of the dead</u> - maintained to ensure deceased arising from natural and Coronavirus cause are interred.</p>	<ul style="list-style-type: none"> • Staff from the wider grounds maintenance team will be deployed to this function subject to demand. • Service demand may be affected by extent of Covid-19 impact on society and undertakers.
Drainage	<p><u>Drains Jetting\Cleaning</u> – service maintained to meet HRA (Housing) landlord duty and support tenant occupancy needs.</p>	<ul style="list-style-type: none"> • Staff from the wider grounds maintenance team will be deployed to this function subject to demand. • Service requests from tenants for unblocking of toilets, drains and sinks will continue to operate subject to service demand received by way of the Councils' Engineering Teams. • Service demand may be affected by extent of Covid-19 impact on society and require increased support and\or control measure when entering property of customers affected by Covid-19.
Streetscene Back Office	<p><u>Frontline Service Management & Supervision</u> - staffing arrangements will be in place to support wider frontline service delivery as set out herein.</p>	<ul style="list-style-type: none"> • Staffing arrangements with at least 50% of each grounds\street cleansing\waste collection\transport positions in place to support continued service delivery. • Rota system (50\50) for staff working alternate day in office and onsite.

CORONA VIRUS METHOD STATEMENT
FRONTLINE SERVICE DELIVERY

Scope of Works:

Location of Works: Depot and outdoor working arrangements district wide with associated vehicle operations.

Description of works: Waste Collection, Street Cleansing, Grounds Maintenance and Transport Operations.

Personnel:

Waste Collection, Street Cleansing, Grounds Maintenance, Transport and back office staff.

Manager: Joint Head of Streetscene, Joint Waste & Streetscene Services Manager

Method of Work:

- Inform staff of known or reported incidents of staff or visitors either testing positive for COVID-19 or displaying symptoms of COVID-19.
- Staff will report to their line manager immediately if they display any of the known symptoms of COVID-19 and remain at home in self-isolation and arrange Covid-19 Testing via the HNS scheme. Symptoms include the following:
 - A high temperature – feeling hot to touch on the chest or back
 - A continuous cough (coughing repeatedly)
 - Feeling weak and not being able to do anything they normally would be able to do.
- Where staff report they are displaying symptoms, they may be required to undertake a Covid-19 test for 'key workers' and share results of any test outcome to facilitate their return to the workplace as soon as possible

To mitigate risk of viral transfer, observe the following control measures:

- Social distancing of 2m (1m minimum) is to be observed where practical to do so. Where not practical or reasonable, other control measures and/or PPE should be considered.
- Follow on-site guidance of social distancing at Council facilities and/or other 3rd party facilities (i.e. waste transfer stations) accessed as part of service delivery.
- Raise awareness of social distancing requirements to 3rd parties visiting Council premises to deliver service (i.e. delivery drivers) and acceptable permitted numbers in facility areas (i.e. mess facilities, toilets, showers, reception areas).
- Regular hand washing should be undertaken with soap and hot water for at least 20 seconds.
- Use hand sanitiser gel/wipes if soap and water are not available
- Always wash hands when you get home or arrive at work and removing protective clothing.
- Clean frequently touched areas and surfaces of immediate work station and/or vehicles such as door handles, switches, grab rails, telephones, printers and vending machines with disinfectant and/or steri-wipes.
- Fumigation (V-San) of customer vehicles (i.e. taxis) due to increased risk from unfamiliar footfall. Where operators refuse to accept cleansing system, they will be required to self-wipe frequently touched contact points on their vehicles presented for MOT and Safety Inspections.
- Operational vehicles fumigated (V-San) where delivered to/from external service supply (i.e. test station/dealer warranty support) and/or Council team/staff member isolating with suspected symptoms.

- Cover mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing and place used tissues in the bin and wash your hands afterwards.
- Avoid moving furniture and obstacles in tenant gardens (mow around them).
- Respectfully ask members of the public to maintain their distance if they approach you onsite (i.e. when undertaking assisted bin collections and assisted tenant garden maintenance).
- Do not touch your eyes, nose or mouth unless hands have been washed/sanitised
- Wear disposable gloves when handling waste receptacles and dispose/change these when re-entering vehicle cabs.
- Where possible, operate vehicles with driver and passenger door window in the open or part open position to increase in-cab air flow and ventilation to dissipate potential aerosols.
- Use screens or barriers to separate people from each other where practical and reasonable; for instance, reception areas and front/rear seated vehicle compartments.
- Where possible, ensure static team staffing arrangements are maintained (max 3 persons) to ensure familiarity and reduce the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
- Use back-to-back or side-to-side working (rather than face-to-face) where possible. Where this is not practical or reasonable to do so and staff must work face-to-face for a sustained period, then consider additional control measures and/or PPE (i.e. face masks).
- Where obeying the 1 metre minimum (2 metre optimum) rule of Social Distancing is difficult and impractical all of time; in particular, staff who travel together in vehicle cabs, PPE (face masks) will be provided and/or one staff may use their own car to follow operational vehicles to and from site during the working day with mileage payments authorised where necessary.
- Fit screens in crew-cab type vehicles with front and rear seating to mitigate risk of forward projection of Covid-19 aerosols; in particular, where 'side by side' seating arrangements cannot be fully maintained.
- Where staff have concerns in taking breaks in vehicles, they may take breaks at depots and/or other facilities, insofar as this is not detrimental to service delivery and completion of their daily task (i.e. waste collection round).
- When pre-arranging service at and/or within customer premises (i.e. Drainage Team Works) the customer will be asked if anyone in the household is self-isolating, displaying symptoms or fall in to one of the 'vulnerable groups'.
- If a customer is self-isolating due to Coronavirus and/or either of the wider residents, then we may enter household to undertake the service wearing extended PPE (i.e. face mask, full body disposable coverall, surgical type gloves) to mitigate risk to our staff and/or wider residents. In doing so, ensure the resident(s) moves to another area or room of the property to maintain social distancing and avoid any close proximity with each other. When having completed the works, staff will 'double bag' PPE they used (i.e. face mask, full body disposable coverall, surgical type gloves) and return them back to the depot to be stored for 72hours (i.e. in wheeled bin) before disposing in the normal residual waste stream.
- Winter extreme weather events (i.e. snow & ice) may present increased operational delivery pressure on frontline (Streetscene) service, which will be managed in accordance with Streetscene's Severe Weather Contingency Arrangements.

If staff feel unwell:

1. Do not leave your house and do not have visitors – Self Isolate for the proscribed period 7/14 days.
2. Contact 'Test and Trace' and organise a Covid-19 test and update your manager when results received.
3. Protect others DO NOT go to a GP, pharmacy or Hospital.
4. Keep at least 2 metres from other people in your home.
5. Ask friends and family and delivery services to deliver things like food shopping and medicines – but avoid contact with them.
6. Sleep alone if possible.
7. Regularly wash your hands with soap and warm water for at least 20 seconds.
8. Stay away from older people and those with long-term health conditions.
9. Drink plenty of water and take everyday painkillers such as paracetamol.
10. ONLY call the NHS 111 service if you feel you cannot cope with your symptoms at home, your condition gets worse, or if your symptoms do not get better after 7 days.
11. To help maintain the safety of our visitors and staff during the COVID-19 pandemic, all visitors will be asked to provide the Council with their contact details. This information will be used for the purpose of 'NHS Test and Trace' in line with Government guidance. Data will be held in accordance with the provision of the Data Protection Act 2018 for a period of 21 days.

Site:	Streetscene Operational Service Delivery Arrangements			Assessment No:	STR1		Initial Assessment Date:	21.05.2020				
Task:	COVID-19 Safety Procedures			Original assessor:	Head of Streetscene		Date of Next Review:	30.6.20				
Groups at Risk:	Employees	X	Building Occupants	X	Contractors	X	Members of the Public	Overall Risk Rating	Medium			
Hazards		Risk Rating			Control Measures					Residual Risk		
		S	L	RR						S	L	RR
PLEASE READ THIS RISK ASSESSMENT WITH ANY OTHER JOB SPECIFIC RISK ASSESSMENTS AND SAFE SYSTEMS OF WORK												
Virus Spread	6	4	24	<ul style="list-style-type: none"> • Working from home wherever possible. • Office\site working rota to reduce numbers present and maintain social distancing. • Cover mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze and place used tissues in the bin and wash your hands afterwards. • Staff reminded if they demonstrate symptoms to self-isolate in accordance in line with government guidance and not come to work to prevent spread of virus. • Use screens\barriers to separate people from each other where practical and reasonable (i.e. reception areas\crew cab vehicles); in particular, where familiarity is not able to be assured with visitors. • Where staff self-isolate, require them to access 'key work testing' arrangements. • Maintain static team members to ensure familiarity and limit contact. • Office space re-organised to maintain social distancing • Working start/finish times staggered • Demarcation of distancing on floors • Physical barriers for separation in place • Report any loose tape from markings or missing signs • No hot desking • Plan work spaces with staff positioned 'side by side' or 'back to back' where possible 					6	2	12	

Virus Spread (Cont'd)	6	4	24	<ul style="list-style-type: none"> • Allow 1m (2m optimum) circulation routes where possible to limit contact with others. • Avoid moving furniture and obstacles in tenant gardens (mow around them). • Record all office users and length of time for tracking. • Pedestrian flow routes demarcated • Turn face away when passing in corridors or limit inhaling when passing others within a 2m distance. • Communicate the rules • Documented, enhanced cleaning regime in place for ALL areas; in particular, contact points (i.e. handles). • Cleaning products are accessible for staff to use • Clean workstations regularly • Disinfectant stations with disposable cloths provided; in particular, shared areas. • Doors held open where safe to do so to increase air ventilation\circulation • Adherence to building protocol and procedures. • Staff in 'high risk' categories have option to stay away from workplace and\or adopt other ways of working • Raise awareness of social distancing requirements to 3rd parties visiting Council premises to deliver service (i.e. delivery drivers). • Minimise un-necessary contact between employee teams restricting instruction issue to Team Leaders and\or supervisor communication via phones where necessary. • Site\position vehicle keys outside Supervisors office to prevent gathering in office. • Exclude members of public from depot and respectfully ask to maintain their distance and leave premises if not on official business. • Where new license plates issues\itted to taxis, driver to remain outside transport garage facility and asked to remain in car when plate being fitted. • Fumigation (V-San) of customer vehicles (i.e. taxis) due to increased risk from unfamiliar footfall. Where operators refuse to accept cleansing system, required to self-wipe frequently touched contact points on their vehicles presented for MOT and Safety Inspections. • Operational vehicles fumigated (V-San) where delivered to\from external service supply (i.e. test station\dealer warranty support) and\or Council team\staff member isolating with suspected symptoms. 	6	2	12
					6	2	12

Meetings rooms	6	4	24	<ul style="list-style-type: none"> • Avoid face to face meetings • Use Video Conferencing in the first instance • Face to Face meeting room numbers limited – inform by signage • Meeting rooms locked off to avoid use, where possible 	6	2	12
Face Coverings	3	3	9	<ul style="list-style-type: none"> • May be worn at work. • Wash hands before donning (putting on) • Wash hands after doffing (taking off) • Replace if you touch it; in particular, when hands not cleansed. • Replace when damp • Dispose in residual waste stream; or, if used in known high risk Covid19 situation (i.e. in isolating customer property) place in sealable bag and dispose as infectious waste or double bagged and left separately for 72 hours before placing in normal household waste stream. • Wash hands or use alcohol sanitiser when leaving the premises. • Wash reusable coverings daily 	3	2	6
Common Areas including kitchens, canteens, Changing facilities, showers, lifts, stairs and corridors	6	4	24	<ul style="list-style-type: none"> • Communal eating areas restricted to acceptable user numbers at any one time and tables\chairs arranged to meet 2m distancing where possible. • Stagger staff break times (i.e. Housing\Rykneld\Transport) • 1 person in confined kitchen areas at a time with clear access and egress • Clean frequently touched points • Clean equipment after use • Disinfectant stations with disposable cloths provided • Clear signage posted • Limit contact points • Disinfect communal fridge handles after access • Wash hands after using equipment before eating or drinking • No access to communal cupboards • Employees use and store their own cutlery/pots etc. • Lift capacities limited to one person only 	6	2	12
Ventilation	6	4	24	<ul style="list-style-type: none"> • Ensure air circulation is not recycling air • Open windows and doors for fresh air • Fresh air to blow away residual particles • Operate vehicles with driver and passenger door window in the open or part open position to increase in-cab air flow and ventilation to dissipate potential aerosols. 	6	1	6

Use of toilet facilities	6	4	24	<ul style="list-style-type: none"> • Toilets are single use where possible. • Restrict use of urinals by blocking alternate urinal. • 1m (2m optimum) markings for wait areas • Clear signage on all toilets • Ensure ventilation at all times (where possible\appropriate) • Ensure toilet lids are fully closed prior to flushing • 1 in 1 out due to corridor pinch points or place signage advising others not to enter. • All rooms have adequate ventilation at all times 	6	1	6
External areas including car parks and smoking shelters	6	4	24	<ul style="list-style-type: none"> • Park in alternate bays where possible and\or maintain social distancing when accessing\egressing personal vehicles. • Staggered start and finish times of service functions dependant on numbers • Where provided, cycle racks/shelters accessed by 1 person at a time whilst maintaining social distancing • Smoking and vaping at facility access – maintain social distancing 	6	1	6
Vehicle Cabs	6	4	24	<ul style="list-style-type: none"> • Operate vehicles with driver and passenger door window in the open or part open position to increase in-cab air flow and ventilation to dissipate potential aerosols. • Regular hand washing with soap\water for 20 seconds or hand sanitiser where soap and water not available, ensuring to include backs of hands, fingertips, top of wrists • Maintain vehicle cleanliness, in particular attention contact points (i.e. handles). • PPE provided (i.e. disposable gloves, face masks) • Cover mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing and place used tissues in the bin and wash your hands afterwards. • Wear disposable gloves when handling waste receptacles and dispose\change these when re-entering the vehicle cab. • Staff offered alternative transport if available or use of own car to meet on site with public transport mileage rate approved where required. • Use 'back-to-back' or 'side-to-side' working (rather than face-to-face). Where this is not practical or reasonable and staff must work face-to-face additional control measures and\or PPE (i.e. face masks) to be considered. • Welfare facility list provided to remove need for staff taking breaks in vehicle cabs. • Facilitate lone working where service arrangements permit and alternate lone working assessments are followed. 	6	2	12

Vehicle Cabs (Cont'd)	6	4	24	<ul style="list-style-type: none"> • Where possible, maintain static team staffing arrangements to ensure familiarity and reduce number of people each person has contact with by using 'fixed teams or partnering' so each person works with only a few others. • Use screens or barriers to separate people from each other where practical and reasonable; for instance, reception areas and front/rear seated (crew-cab) vehicle compartments. • Maintain static team staffing arrangements (max 3 persons) to ensure familiarity and reduce the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others). • Use back-to-back or side-to-side working (rather than face-to-face) where possible. Where this is not practical or reasonable to do so and staff must work face-to-face for a sustained period, then consider additional control measures and/or PPE (i.e. face masks). 	6	2	12
Onsite Site Working (Open Air)	6	4	24	<ul style="list-style-type: none"> • Maintain social distancing (2m optimum) where practical and reasonable subject to one/two person task. • Open air working environments provide greatly reduced risk of aerosol spread due to faster dissipation and ultra violet light desecration. • Regular hand washing with soap and water for 20 seconds or hand sanitiser\ sterile wipes where soap and water is not available • PPE provided (i.e. coveralls, gloves, face masks) • Respectfully ask members of the public to maintain distance if they approach onsite (i.e. when undertaking assisted bin collections or assisted tenant rear gardens). • Avoid touching eyes, nose or mouth where ever possible; in particular, if hands are not clean and/or sanitised. • Avoid moving furniture and obstacles in tenant gardens (mow around them). • Wear disposable gloves when handling waste receptacles and dispose/change these when re-entering the vehicle cab and dispose appropriately. 	6	1	6

<p>Onsite Site Working (Open Air) Cont'd</p>	6	4	24	<ul style="list-style-type: none"> • Wear disposable gloves when handling waste receptacles and dispose\change these when re-entering the vehicle cab and dispose appropriately. • Staff offered alternative transport if available or may use of own car to meet on site. • Use back-to-back or side-to-side working (rather than face-to-face) where possible. Where this is not practical or reasonable to do so and staff must work face-to-face, then consider additional control measures and\or PPE (i.e. face masks). • Welfare facility list provided to remove need for staff taking breaks in vehicle cabs. • Staggered breaks where service allows. • Modify working hours\arrangements to minimise exposure to employees (i.e. job rotation). • Only undertake essential operations as governed by Council's priorities. • Facilitate lone working where service arrangements permit and alternate lone working assessments are followed. • Where possible, ensure static team staffing arrangements to ensure familiarity and reduce number of people each person has contact with by using 'fixed teams or partnering' so each person works with only a few others. 	6	1	6
<p>Onsite Site Working (Within Customer Properties)</p>	6	4	24	<ul style="list-style-type: none"> • When pre-arranging service at and\or within customer premises (i.e. Drainage Team Works) establish with customer if anyone in the household is self-isolating, displaying symptoms or fall in to one of the 'vulnerable groups'. • Confirm whether resident is self-isolating due to Covid19 symptoms or vulnerable person via telephone and\or contact centre (scripts updated). • Provide resident with estimate time of arrival and request household is ventilated for 20 minutes by opening windows and doors. • On arrival all residents in household to be asked to move to separate room in house. • Ensure hands are washed or use alcohol hand sanitiser before they enter the premises. • Take detergent and disposable cloths or appropriate cloths to wipe down the work area before commencing work. • Wear PPE provided i.e. disposable gloves, disposable boiler suit, face mask/shield • Wipe down work area afterwards with detergent and disposable cloths\wipes. • Wipe down tools, equipment and non-disposable personal protective equipment such as goggles, face shield with detergent and disposable cloths or appropriate wipes after use and before being put into any vehicle. 	6	2	12

Onsite Site Working (Within Customer Properties) Cont'd	6	4	24	<ul style="list-style-type: none"> Wipe down tools, equipment and non-disposable personal protective equipment such as goggles, face shield with detergent and disposable cloths or appropriate wipes after use and before being put into any vehicle. Waste placed in sealable bag and dispose as infectious waste or double bagged and left separately for 72 hours before placing in normal household waste stream. Wash hands or use alcohol sanitiser when leaving the premises. 	6	2	12
Lone Working	5	3	15	<ul style="list-style-type: none"> Ensure operator's work mobile is full charged and operational at all times. Make sure mobile phone is readily accessible at all times whilst undertaking tasks. Ensure ID badge is visible at all times and appropriate work wear is worn. Vehicle fitted with GIS tracking system. Operator\supervisor to maintain contact throughout working period. 	3	1	3
First aid provision	6	4	24	<ul style="list-style-type: none"> Sufficient First Aiders on site Appointed person when First Aider not available No hazardous procedures on site PPE to be issued to first aiders in case of an emergency Wash hands before and after treatment 	6	2	12
Emergency procedures	6	4	24	<ul style="list-style-type: none"> Leave building by nearest emergency exit Gather at Assembly point Maintain social distancing so far as possible Fire evacuation drills will take place Wash hands on re-entry to building Senior person on each floor/depot building to assume role of Fire Warden Senior person on site to assume role of Fire Coordinator 	6	1	6
Anxiety and stress	3	3	9	<ul style="list-style-type: none"> Any return to work is sensitively managed Consult HR for stress risk assessment Individual risk assessments available to staff Consider vulnerabilities and anxieties Teams managed throughout the process when back at work Staff stress and anxiety kept under constant review 	3	2	6

Communication	3	3	9	<ul style="list-style-type: none"> Tell employees what is happening Inform employees what they must do Provide signage to remind Visible marking of distancing areas Regularly update and remind employees Clear and consistent 	3	2	6
Facilities maintenance by contractors	6	4	24	<ul style="list-style-type: none"> Request contractor COVID19 risk assessments prior to carrying out specific works Raise awareness of Council Social Distancing arrangement with contractor and check their health and safety standards where required RAMS approved prior to any contractor\project commencing on site. Stagger contractor working Designate toilets subject to regular cleaning Contractors' and/or external suppliers delivering goods and service to adhere to the Council's social distancing arrangements. 	6	1	6

RISK RATINGS:

H = High M = Medium L = Low

SEVERITY		LIKELIHOOD					
		CERTAIN (6)	VERY LIKELY (5)	LIKELY (4)	MAY HAPPEN (3)	UNLIKELY (2)	VERY UNLIKELY (1)
MULTIPLE DEATH	(6)	36	30	24	18	12	6
SINGLE DEATH	(5)	30	25	20	15	10	5
MAJOR INJURY	(4)	24	20	16	12	8	4
LOST TIME INCIDENT	(3)	16	15	12	9	6	3
MINOR INCIDENT	(2)	12	10	8	6	4	2
DELAY ONLY	(1)	6	5	4	3	2	1

ASSESSMENT REVIEW				
REVIEW	DATE	ASSESSMENT STILL SUITABLE	REVIEW CARRIED OUT BY	POSITION
1ST REVIEW	1.6.20	Yes (included control measure on moving tenant garden obstacles & lone working)	Head of Streetscene	Head of Streetscene
2ND REVIEW	23.7.20	Yes (included vehicle V-San fumigation system and sneeze-screens for crew-cab vehicles with front and rear seating.	Head of Streetscene	Head of Streetscene
3RD REVIEW				
4TH REVIEW				

THE RISK LEVELS HAVE BEEN REDUCED AS LOW AS IS REASONABLY PRACTICABLE					
SIGNED	Head of Streetscene	DATE	28.5.20	POSITION	Head of Streetscene

SEVERE WEATHER CONTINGENCY ARRANGEMENTS

STREETSCENE SERVICES

In the event of further severe weather resulting in significant snow falls the following contingency arrangements will be effected.

DOMESTIC HOUSEHOLD WASTE COLLECTIONS

Significant snow fall will restrict and / or suspended waste collections, which will be further compounded where scheduled collections fall on black bin or burgundy bin collection days.

In anticipation of significant snow fall which may result in service suspension we will endeavour to collect missed collections over a period of 7 calendar days following the suspension. This will be subject to ongoing weather conditions.

Residents should be advised to:

Wheelie (Black) Bin Collections

Present your bin as normal (6.am BDC & 6.30am NEDDC) on the nominated collection day. If your bin is not emptied and you do not have sufficient capacity in the bin to contain your waste until the next scheduled collections, leave it out (making sure it is not blocking the footway) and we will endeavour to collect it.

Wheelie (Burgundy) Bin Collections

Present your bin as normal (6.am BDC & 6.30am NEDDC) on the nominated collection day. If your bin is not emptied and you do not have sufficient capacity in the bin to contain your waste until the next scheduled collections, you may present bagged recyclable wastes along with your burgundy bin at the next scheduled collection.

Bulky Waste Collections

Bulky collections may be suspended and customers advised by the Streetscene Team of a rescheduled date.

If required, excess waste can be taken to the Household Waste Recycling Centres at Stonegravels, Chesterfield, or Buttermilk Lane, Duckmanton. These are open as usual from 8.30am to 6pm every day.

Customers should be reminded that heavy and overloaded bins may not be collected as they pose health and safety risks to employees - it is common for heavy bins to be thrown from the mechanical lifters when being emptied and lids that are left even one inch ajar can create a health and safety risk for employees, for instance:

- In blustery conditions lids not closed can blow in the face of employees, and/or items from bins can spill on employees causing injury.
- Give callers practical advice to help contain their waste until the next collection by:
 - Tearing/flat packing boxes
 - Squashing plastic containers
 - Using burgundy bins to recycle glass bottles, cans, paper, card and plastics.
 - Taking bottles, cans, papers, and textiles to Household Waste Recycling Centres (as stated above)

In the event of the refuse service being suspended, employees may be allowed to go home if alternative duties are not allocated (i.e., Snow and Ice Policy treatment arrangements); however, this is on the understanding and undertaking that employees will commit to recover missed collections as far as reasonably possible subject to weather conditions at the time.

Where severe weather results in significant missed bins, management will consider allocating extra resource to assist in the recovery operation.

Employees whose normal function is stood down will be deployed in other activities which will be prioritised around Snow and Ice Policy treatment arrangements.

COMMERCIAL WASTE

If their collection is not undertaken and we are unable to recover the collection promptly, we will remove a reasonable level of sidewaste at their next scheduled collection.

Please note that sidewaste presented should not exceed the equivalent number of bags relevant to the capacity of their container as set out below:

Size of Container	Bag Capacity
240 litre	3 black sack
360 litre	5 black sacks
660 litre	9 black sacks
770 litre	10 black sacks
1100 litre	15 black sacks

(Please note sidewaste will be taken on only one week after the severe weather event if a customers bin was missed and not recovered within 2 or 3 days).

Try to reassure customers their waste will be collected ASAP so that they do not take their business to other organisations which could affect the viability of our service, and that we are allocating resources to ensure commercial collections are recovered promptly, although advise customers these could be two or three days late.

Employees whose normal function is stood down will be deployed in other activities which will be prioritised around Snow and Ice Policy treatment arrangements.

BURIAL SERVICE (NEDDC Only)

Bookings for interment of the dead which fall on severe weather days will be influenced by the undertaker's decision to proceed or cancel.

In the event of a cancellation, the Streetscene Team will arrange this with the undertaker. In the event the interment proceeds, the Grounds Maintenance Team will ensure the immediate grave side and cortège's path to it is cleared of snow and arrange for other reasonable requests to be undertaken.

STREET CLEANSING

Litter and dog waste bins shall be emptied as normal as far as reasonably possible.

Employees whose normal function is stood down will be deployed in other activities which will be prioritised around Snow and Ice Policy treatment arrangements.

GROUNDS MAINTENANCE

Activities which are able to continue either in whole or in limited capacity shall do so where reasonably possible.

Employees whose normal function is stood down will be deployed in other activities which will be prioritised around Snow and Ice Policy treatment arrangements.

TRANSPORT SERVICE

Bookings for undertaking licensed taxis/hackney carriages will continue to be undertaken, subject to extent of customer's ability to access the Council's MOT Station. In ensuring continuity of MOT Service provision, the Transport Team will give priority consideration to customer's who may be affected by 'service suspension' arising from inclement weather; in particular, where this may detrimentally affected their taxi operating license position.

In the event of customer cancellation, the Transport Team will undertake other fleet transport works which may require bringing forward some vehicle inspections and/or servicing where availability of fleet vehicles is permissible.

COMMUNICATION AND REPORTING LINES

Decision to suspend any service, in particular the highest risk service (refuse collection) will be taken by the Joint Strategic Management Team. Prior to such decision being taken, the Joint Head of Streetscene who will liaise with respective service managers and supervisors.

Should service(s) be suspended arising from severe weather, it will be a priority for:

- Frontline service supervisors will provide timely daily reports to their respective service manager at commencement of each working. Service managers will provide a combined service report to the Joint Head of Streetscene by not later than 3.00 p.m. each working day. Reporting frequency will increase subject to events and activities which require reporting immediately (i.e. accidents, changing circumstances requiring changing directions).
- The Joint Streetscene & Waste Services Manager(s) will co-ordinate advice to Communications and Contact Centre Teams in order they may advise customers contacting the Council about services.
- The Joint Streetscene & Waste Services Manager(s) will collate daily reports to advise Strategic Management Team, Elected Members and the Council's Communications Team.
- The Communications Team will produce official media releases and statements which may be posted on the Council's Website and Intranet.

STAFFING ARRANGEMENTS

- Employees whose normal function is stood down will be deployed in other activities prioritised around Snow and Ice Policy treatment arrangements; this will then include estate link footpaths (non-highway authority adopted) and sheltered OAP housing complexes. However, in the first instance arrangements identified in the Snow and Ice Policy will be undertaken.
- All staff is expected to report to their normal place of work to receive instructions and direction; staff normally picked up on site (i.e. refuse collection) will be expected to report to their normal operational working base in the event that service vehicles are not able to operate.
- In the event of 'severe' snow fall which grossly impacts of the districts highway and transport infrastructure; consideration will be given to directing staff to Snow and Ice Policy arrangements in their near (home) locality. However, Managers and Supervisors will satisfy themselves that adequate equipment and tools are available, in particular if they are supporting operational resource undertaking Snow and Ice Policy arrangements in their near (home) locality and that the Council's duty of care afforded to staff is not undermined.
- Staff who decide not attend for work may take annual leave in accordance with;
 - (a) Employee (NEDDC) Handbook (Section 25 ss13 Absence During Inclement Weather) which states;

'Employees who are absent from work because of inclement weather will not be paid for the period of such absence. They will be able to opt, however, for such absence to be taken as part of their paid annual leave, and will be able to anticipate annual leave from the next year's leave entitlement if necessary.'

- (b) Employee (BDC) Annual Leave Guidelines (Section 5 Absence Due to Emergencies/Transport Disruptions/Severe Inclement Weather)

'Where an employee is unable to attend work or continue to work due to emergencies (e.g. fire/bomb alert) standard hours shall be recorded. In the case of 'transport disruptions' (e.g. industrial action) or 'severe inclement weather' any lost time will not be credited as working time and employees will be required to use flexi-time or annual leave to cover such absences.'

Staff working within the Flexi Time scheme may cover such time within the parameters of the Flexi Time Scheme.

Grounds maintenance staff may recover un-worked time on their 'accrued day'. However, this will be subject to sufficient staff numbers requesting this and the degree of lost time and the period over which to recover such.

Time off arrangements are to ensure that staff do not feel pressurised to travel to work in dangerous circumstances, and/or where the impact of other events (i.e. school closures) demand they unable to access the workplace during severe weather (snow fall) conditions.