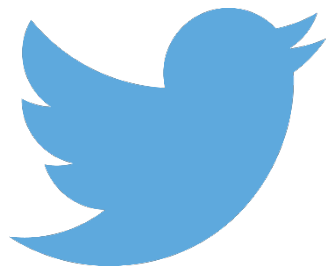




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# Re-mobilising services post lockdown.

The restrictions implemented in response to the COVID-19 pandemic are being lifted, and local government services are now looking to remobilise their services

APSE Remobilisation working groups were established to highlight the plans that councils are considering, and currently implementing.

Remobilisation reports cover four key areas:

- Operational activity
- Regrouping the workforce
- Budget, finance and re-establishing commercial activity
- Technical Considerations

# Waste -Operational changes

Whilst some council services had limited or ceased their operations, waste collection services were identified as a key service to ensure the public's waste was dealt with safely and regularly.

- Prioritisation of waste services – residual, recycling, green waste and bulky collections.
- Closure of HWRC's due to problems with social distancing
- Suspension or scaling down of street cleansing to allow staff to be redeployed to support waste collections
- Operating a 2 or 3 man crew still in the same cab became a major issue.
- Issuing of PPE, additional vehicles and changes to staff working regimes to reduce possibility of infection.

## Operational Changes (2)

- Crews allowed to operate under the task and finish model.
- Providing new risk assessments in vehicle cabs and information on Coronavirus hygiene, symptoms etc.
- Providing handwashing stations, masks if requested, hand gel and gloves, Installing screens in vehicles ,Deep cleaning vehicles, providing driver cleaning kits at the beginning and end of the day, additional toilet facilities
- Constant stream of guidance being provided.
- **Reopening HWRC's** with new measures being introduced: booking or permit systems, restrictions on waste streams and numbers on-site at any given time, traffic management, communication campaigns to ensure problem-free reopening.

# Re-grouping the workforce

- Reduction in numbers of staff available for work at the start of the restrictions (Absences up to 50% reported - **average 20%**)
- Reduced to near normal levels as clarity on shielding measures came into place
- Utilising staff from other areas where services have been temporally suspended or reduced to help with **higher volumes of household waste and recycling** due to more people working from home.
- Reduced numbers in vehicles, staggering finishing times to prevent staff congregating at depots, driver only to pick up the vehicle, picking-up crew at designated locations, keeping the same crews together as much as possible
- Councils have set up facilities for office staff to work from home and divert the phone lines to mobile numbers, thereby reducing exposure of staff to the public

## Re-grouping the workforce (2)

- Most councils now expecting to have their full staff complement over the coming weeks.
- Many are still keeping on temporary staff, to cover increased requests for holiday leave which had been cancelled.
- Noted some staff who may have been classed as being at higher risk from COVID-19 were deployed to areas of less risk.

# Budget, finance and re-establishing commercial activity

- Impacts of COVID-19 are going to be substantial for the short and long term.
- Governments' promise to reimburse councils for costs associated with COVID-19. Still a degree of uncertainty as to whether this reimbursement will cover all lost income.
- Some of the areas where additional costs have been so far incurred include:
  - provision of additional fleet to aid with collections due to increased tonnages
  - extra vehicles being brought in to reduce the number of operatives in vehicles.
  - extra staff, to cover staff who have been off sick with COVID 19 or those shielding.
  - suspended trade waste collections, bulky and chargeable garden waste collections
- Some local authorities have been able to recharge corporately any costs relating to COVID-19
- Services now being re-introduced to allow income generation to be recommenced.

# Technical Considerations

- Most councils felt that there should not be any significant problems in bringing facilities and operational equipment back online as most had been operating.
- Risk assessments will have to be reviewed with particular emphasis being placed on social distancing, hygiene and health and safety.
- practicality of plastic screening within cabs and issues of safe access and egress from vehicles, particularly given the risks presented by an RTA incident
- the wearing of face coverings by drivers and any risk assessments particularly for those wearing spectacles
- lone drivers and the operation of safety switches
- dealing with public disposing of their own masks and face coverings and disposable gloves on to the streets.





# Grounds - Operational changes

Whilst some council services had limited or ceased their operations, parks and greenspaces services have been working at almost full capacity to ensure the public had access to greenspaces as part of their daily exercise routines despite some having to re-deploy staff to support grave digging and waste services

- Issuing of PPE, additional vehicles and lone working to reduce possibility of infection
- Monitoring of visitor numbers and taking enforcement action to comply with social distancing.
- Closure of some services and assets (playgrounds, cafes, toilets, sports pitches, visitor centres, car parks etc.)

## Operational Changes (2)

- Reductions in service standards – grass cutting, fine turf maintenance, bedding etc.
- Increasing cutting heights of grass
- Introduction of differential mowing regimes
- Reductions in the maintenance of highway verges
- Difficulties in the ability to plant annual bedding schemes, either through a lack of availability of plants from nurseries or simply not having the staff available to carry out the task
- Some sports facilities are now being opened including tennis, golf, bowls etc.

General concern that when lock down ends, the public may expect the same standards of parks as before. Some things may be less well manicured and if social distancing continues some things may not be opened (e.g. playgrounds)

# Re-grouping the workforce

- Issued hand sanitisers and enhanced access to hand washing facilities
- Reduced numbers in vehicles
- Enhanced the information being given to staff regards the need for social distancing
- Issued face masks
- Spreading staff more widely across parks when working
- Introducing week on week off rotas
- Staggering finishing times to prevent staff congregating at depots
- Single operative working across parks
- Councils have set up facilities for office staff to work from home and divert the phone lines to mobile numbers, thereby reducing exposure of staff to the public

## Re-grouping the workforce (2)

- Most friends groups and volunteers are not working on physical projects within parks, although protocols and guidelines are being developed by a number of authorities whereby volunteers can be re-introduced.
- One area which was still causing staff concern was the ability to effectively enforce social distancing and manage anti-social behaviour.
- It was felt one of the main reasons there needs to be an ability to control numbers was that if there was a second wave of infection, then it may be difficult to re-enforce the stricter social distancing measures used at the start of the lockdown period leading to increased levels of ASB and threats to staff.

# Budget, finance and re-establishing commercial activity

- COVID-19 and the closures and restrictions it has caused in parks has clearly impacted on the financial state of chargeable services offered in parks which have been a key source of income in the face of continued budget cuts over the last decade. Many parks services rely on the external income they generate from fees and charges, events, cafes, car parks and other activities.
- Governments' promise to reimburse councils for costs associated with COVID-19. Still a degree of uncertainty as to whether this reimbursement will cover all lost income.
- Most income is generated during the spring and summer months.
- Common problem was the ability of holders of franchises or those renting facilities within parks to pay their fees.
- future sustainability of sports clubs, such as bowling and football clubs, who use facilities within the parks.

## Budget, finance and re-establishing commercial activity (2)

- As a result of lost income both capital and revenue spend is being closely scrutinised and many non-essential activities are being curtailed or stopped altogether.
- Ability of parks managers being able to manage their service budgets was highlighted in that wider corporate priorities are needing to be taken into account which could impact on future parks budgets.

## Technical Considerations

- Most councils felt that there should not be any significant problems in bringing facilities and operational equipment back online as most had been maintaining many parks features and assets on a daily basis.
- Bringing horticultural features, sports pitches etc, back to the required standards.
- Most facilities requiring safety inspections had continued to receive them, mainly because some were still being illegally used despite notices and temporary fencing trying to prevent this.
- Opening of public conveniences is a concern due to easing of lockdown and DDA requirements.
- Many parks toilets do not have an attendant on duty which raises concerns as to enforcing social distancing and the cleaning specifications that would need to be in place alongside removing any payment slots or taping off sinks / cubicles to ensure social distancing.

## Changes in service delivery

- Because of the reduction in high maintenance levels, the ability to introduce more naturalised and biodiversity friendly landscapes within parks will be possible – ‘biodiversity bonus’
- Reduced mowing regimes have seen increases in wildflowers and wildlife species which may have struggled to establish themselves in the past due to high maintenance mowing regimes.
- Potential for home working has increased for administration staff.
- Consideration of less high maintenance horticultural features such a bedding schemes, but also self reliance for plants from local nurseries.
- Push to raise the profile of parks and open spaces and their financial sustainability due to large reliance on these features during current pandemic.



### Internal vehicle partitions

- Not hinder vision of the driver
- Not hinder vehicle controls
- Not shatter on impact
- Not hinder escape from the vehicle





# Highways

Yellow highlights above denote Tier ‘3’ major maintenance and “shove-ready” essential highway projects that local highway authorities should proceed with

TIER 3 – Programmed Service & Works	
Routine maintenance	Litter picking (highway)
Routine maintenance	Sign repairs & maintenance – non-mandatory
<b>Routine maintenance</b>	<b>Street lighting: lantern and lighting column replacement</b>
Routine maintenance	Street lighting: night scouting
Routine maintenance	Street Cleansing/ sweeping rural areas
<b>Routine maintenance</b>	<b>Carriageway/footway surfacing work</b>
<b>Routine maintenance</b>	<b>Carriageway patching and surface dressing pre-patching</b>
<b>Routine maintenance</b>	<b>Surface treatments inc surface dressing</b>
Routine maintenance	Minor pothole repairs
<b>Routine maintenance</b>	<b>Capital scheme works</b>
Routine maintenance	Grass cutting (low risk areas)
Routine maintenance	Road marking maintenance
Employers Premises	Electrical testing and other compliance test
Employers Premises	Routine inspections



**Parks and open spaces  
Remobilisation Report**



[Parks and Open Spaces  
Remobilisation Report  
\(June 2020\)](#)





**APSE Highways Services  
remobilisation report**



# Highways Services Remobilisation Report (June 2020)



**APSE Transport and Fleet  
Services remobilisation report**



# Transport and Fleet Services Remobilisation Report (June 2020)



# Waste, Refuse Collection and Street Cleansing Services Remobilisation Report (June 2020)



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# Introduction to Parks Management

Mel Henley, APSE Associate

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14/07/2020	09:00 - 16:00
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Mel Henley, APSE Associate

## UPCOMING MASTERCLASS DATES

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25/08/2020 + 26/08/2020	13:00 - 16:00
15/09/2020 + 16/09/2020	13:00 - 16:00

£249+VAT (APSE members) £429+VAT (Non-members)





# Working with Volunteers and the Voluntary Sector

Fiona Sutton-Wilson, Head of APSE Training

## UPCOMING TRAINING DATES

02/07/2020	09:00 - 12:00
05/08/2020	13:00 - 16:00
08/09/2020	13:00 - 16:00

Volunteers can make a huge difference to the quality of life of local communities. This half day course will help local authorities to understand their obligations and responsibilities... to ensure community benefits and local authority outcomes are realised.

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