

STC Services and Operational Recovery Plan – Phase 5 as of 8th **March to 21st June 2021**

The recovery plan phase 5 version 1.1 has been worked up following the Prime Ministers address to the nation held on the 22nd February 2021 in line with the Governments Covid-19 Response – Spring 2021.

Guildhall:

Step 1 in line with Government guidance no earlier than 8th March / 29th March 2021:

- Guildhall to remain closed. No Guildhall bookings.
- Staff to continue working from home where they can. Option for the Town Clerk / Assistant Town Clerk to work from the Guildhall where necessary but otherwise continue working from home as advised by the Government.
- To maintain safe working practices, Councillors will not be required to visit the Guildhall and may continue to communicate via phone, email or Zoom.
- All Committee and Sub Committee meetings to be conducted via Zoom as currently in place.
- The council and staff to continue supporting the community by phone, email, and social media, to maintain services as can be best achieved under the current circumstances.

Step 2 in line with Government guidance no earlier than 12th April 2021

- Guildhall to remain closed. No Guildhall bookings.
- Staff to continue working from home where they can. Option for the Town Clerk / Assistant Town Clerk and any other member of staff to work from the Guildhall where necessary to fulfil the council's obligations during the period of elections but otherwise continue working from home as advised by the Government.
- To maintain safe working practices, Councillors will not be required to visit the Guildhall and may continue to communicate via phone, email or Zoom.
- All Committee and Sub Committee meetings to be conducted via Zoom as currently in place. Online council meetings to cease after 7th May 2021. Awaiting Government guidance and legislation.
- The council and staff to continue supporting the community by phone, email, and social media, to maintain services as can be best achieved under the current circumstances.

Step 3 in line with Government guidance **no earlier than 17th May 2021:**

- To be considered in line with measures in step 2 as above and as further Government guidance is received.
- To consider face to face council meetings subject to further Government guidance and legislation.

Step 4 in line with Government guidance **no earlier than 21st June 2021:**

- Guildhall reception to re-open to members of the public and bookings to be accepted as of Monday 21st June 2021 for both the Council Chamber and Guildhall. This falls in line with the Government guidance; no legal limits on social contact, no legal limit on all life events and larger events permitted.
- Staff working locations:
 - i. Town Clerk – **Ground floor office**
 - ii. Receptionist/Mayors Secretary – **Reception office**
 - iii. General Administrator/Planning Administrator – **Top office**
 - iv. Administration Officer – **Top office**
 - v. Assistant Town Clerk – **Top office**
 - vi. Finance Officer – **Top office**
 - vii. Finance Assistant – **To be reviewed at the time due to personal circumstances**
 - viii. There may be an option to locate the Finance Officer and Finance Assistant to the library mezzanine floor, however, there would be no privacy and could be noisy at times. IT connection by Wi-Fi adaptor at a cost of approximately £200.00
 - ix. There may be an option to consider the Station building verses the library building to locate the Finance Officer and Finance Assistant subject to the library works programme.

Library:

Step 1 current service in line with Government guidance until 12th April 2021:

- Saltash library to remain open during the easing of the lockdown in line with government guidance. Libraries are classed as an 'essential service' in terms of people's mental health and learning.
- Saltash library to remain open for a click and collect service only. Opening hours, Monday, Tuesday, Thursday, Friday, and Saturday 11am to 2pm. Reservations can be accessed online. At present Cornwall Council deliveries are to continue on a Tuesday and Thursday morning.
- Various community activities will continue on social media and a collection service will continue to take place for those that are unable to access online under the safe covid-19 working practices.

Step 2 in line with Government guidance no earlier than 12th April 2021:

- Saltash library building to reopen to members of the public providing a small browsing section limited on numbers and one pre booked PC / scanner service whilst continuing to provide a click and collect service only. No activities.
- Social distancing and safe working practices to be maintained at all times and robust deep cleaning schedules to be put in place.
- Staff to continue working from home where they can.

Step 3 in line with Government guidance no earlier than 17th May 2021:

- Saltash library building to reopen to members of the public providing a small browsing section limited on numbers and one pre booked PC / scanner service whilst continuing to provide a click and collect service only. No activities.
- Social distancing and safe working practices to be maintained at all times and robust deep cleaning schedules to be put in place.
- Staff to continue working from home where they can.

Step 4 in line with Government guidance no earlier than 21st June 2021:

- Saltash library to fully reopen the library building and service to members of the public providing a full library and IT service and events/activities to commence. This follows Government guidance; no legal limits on social contact, no legal limit on all life events and larger events permitted.
- Operational hours:
 - Monday, Tuesday, Thursday and Friday – 09:30 a.m. to 5 p.m.
 - Wednesday – Closed
 - Saturday – 10 a.m. to 1 p.m.

Service Delivery:

Step 1 in line with Government guidance current Service and operations until 21st June 2021:

- Full service and operations to continue under the safe covid-19 working practices and risk assessment. Full PPE provided and staggered start and finish times.
- Staff operating in bubbles of two to help reduce the potential spread of the virus.
- One member of staff per working vehicle. To be reviewed as staff become vaccinated and staff protection increases.

Step 2 in line with Government advice no earlier than 21st June 2021:

- Service Delivery Department to resume full normal service and operations. This falls in line with the Government guidance; no legal limits on social contact, no legal limit on all life events and larger events permitted.
- But do we continue with Covid-19 hygiene roles and responsibilities for hand sanitisers in Fore Street?
- But do we reduce the public toilet cleaning schedule?

Costings:

- There are no further costs at this stage.

Summary:

- All areas of the council reflect Government guidance to date as we work towards easing the restrictions.
- During each step the Government will announce one week in advance whether restrictions will be eased as planned.
- Some measures may be required even after all adults have been offered a vaccine, because neither coverage nor effectiveness of the vaccine will be 100%. As a result, significant proportion of the population will remain vulnerable to infection, some of whom will also be vulnerable to severe disease and death.
- Operational activity and risk assessments to be reviewed and updated as Government guidance is given and approved by council.

Recommendations:

- Delegated authority in line with the revised Covid-19 Emergency Scheme of Delegation to continue with the Town Clerk to manage each department in adopting all time lines as the Government announces the changes as we work towards easing the restrictions.
- Town Clerk and Assistant Town Clerk to report back to the Chairman and Vice Chairman of the relevant Committee / Sub Committee, Mayor and Deputy Mayor for agreement for any change of service across the council.

End of Report