

Swindon Borough Council

Communities and Place Overview and Scrutiny Committee

Wednesday, 18 November 2020

In Public Virtual Meeting - LiveStream

At 6.00 p.m.

Conservative Councillors

Matthew Courtliff

Steve Heyes

Vinay Manro

Caryl Sydney-Smith

Vera Tomlinson

Labour Councillors

Steve Allsopp

Jim Grant

Janine Howarth

Committee Officer: Shaun Banks (07980752047) sbanks@swindon.gov.uk

Swindon Borough Council can be contacted at the Civic Offices, Euclid Street, Swindon, SN1 2JH (Telephone 01793 445500)

Access Arrangements - The venue is wheelchair accessible and an infrared receiver hearing system is provided. If you have any special requirements to enable you to attend the meeting or would like to receive any of the pages contained in this agenda in a larger print size, please contact the Committee Officer as soon as possible prior to the date of the meeting.

AGENDA

NOTE:

The link for the public meeting is here:

This link will only work from 6:00 p.m. on 18th November 2020. For help on viewing the meeting, please visit:

[Press and Public Access - Communities and Place Overview and Scrutiny Committee](#)

1. Apologies for Absence

2. Declarations of Interest

Members are reminded that at the start of the meeting they should declare any known interests in any matter to be considered, and also during the meeting if it becomes apparent that they have an interest in the matters being discussed.

3. Minutes (Pages 3 - 8)

To receive the minutes of the meeting held on 1st September 2020.

4. Public Question Time

See explanatory note below. Please phone the Committee Officer whose name and number appears at the top of this agenda if you need further guidance.

5. Covid-19 Update (Pages 9 - 54)

6. Strategic Transport Planning - Proposed schemes 2020/21 (Pages 55 - 60)

7. Work Programme 2020/21 (Pages 61 - 66)

Date of Despatch: 10 November 2020

Public Question Time - Public Question Time - Swindon Borough Council remains committed to increasing its accountability to the public and to promoting active citizenship. 15 minutes will be allowed at the start of all Council meetings for questions to the Chair from the public about the work of the Committee (except for confidential matters, and matters relating to planning and licensing applications). During Covid-19, you must submit your question to CommitteeServices@swindon.gov.uk with your contact details 48 hours before the meeting so the committee officer can send you details about how to participate. The deadline is 15:00 on Monday 16th November 2020 Questions must be relevant, clear, and concise. You may not use Public Question Time as an opportunity to make speeches or statements.

Questions in writing should be sent to the Committee Officer whose contact details appear on the agenda above or to the Chief Legal Officer, we will publish it, along with the answer, alongside the Minutes. The process associated with asking a public question is set out in the "Public Question Time at Council Meetings Protocol and Guidance" available on the Council's Website. ([Public Question Time Guidance Link](#)) or from the Committee Officer named above. A privacy note about how we record Public Questions is available here: https://www.swindon.gov.uk/directory_record/23533/publication_of_public_questions_and_questioners_privacy_notice

COMMUNITIES AND PLACE OVERVIEW AND SCRUTINY COMMITTEE

TUESDAY, 1 SEPTEMBER 2020

PRESENT:- Councillors Matthew Courtliff, (Chair), Steve Allsopp, Jim Grant, Steve Heyes, Janine Howarth, Jenny Jefferies, Vinay Manro and Caryl Sydney-Smith.

An apology for absence was received from Councillor Vera Tomlinson.

1. Declarations of Interest

The Chair reminded Members of the need to declare any known interests in any matters to be considered at the meeting. No declarations were made.

2. Minutes

Resolved – That the minutes of the meeting held on 21st April 2020, be confirmed and signed as a correct record.

3. Public Question Time

The Chair reported that a number of questions had been received in accordance with Standing Order 28 from Mr Johnathan Sheldrake regarding Covid-19 and its impact on Swindon residents. As these questions related to the remit of the Adults' Health, Adult's Care and Housing Overview and Scrutiny Committee he had referred these questions to that Committee for consideration.

4. Update on the Work of the Climate Change CMAG

The Cabinet Member for Climate Change made an oral report to the Committee regarding the Council's response to climate change, including the work of the Climate Change Cabinet Members' Advisory Group.

The Cabinet Member for Climate Change highlighted the following issues as part of his presentation and members' scrutiny:

- That the Cabinet Members' Advisory Group had initially constituted four sub-groups (buildings, transport, policy and lobbying and communications and education) but that these were to be consolidated into two as most of the activity had centred on buildings and transport which were the two largest contributors to climate change.
- The transport sub-group had already identified a lot of work which the Council could influence relating to transport, including alternative forms of transport and strategic planning for transport.
- The LED street lighting replacement programme would offer a major contribution to reducing the Council's carbon footprint by 2030 and would be in place by 2022.
- The issue of buildings was primarily being led by Councillors Williams, Milner-Barry and Sumner who were looking at lobbying; the group had already been in contact with the Housing Minister regarding reducing VAT on works to

retrofit buildings.

- The Council could also invest in building energy efficient properties that could be purchased by the public or Council properties that may be used for those that most need them.
- Work was on-going to enable zero carbon construction on Council properties, and although this was costly and currently an aspiration.
- Work on a forthcoming strategy for the October meeting of the Cabinet was continuing to set out deliverable actions in response to the Council Motion on Climate Change agreeing the Council be Carbon Neutral by 2030 and as a Borough being carbon neutral by 2050.
- It was intended that much of the work to ensure the Council's carbon neutrality by 2030 would be put in place within the next three years.
- It was recognised that the Borough carbon neutrality target was not directly under the Council's control who would be working with partners.
- Many companies in Swindon, including energy intensive companies, had obtained or were working towards carbon neutrality.
- That there needed to be a support structure to assist companies working towards carbon neutrality.
- That the sub-group comprised members from outside the Council in order to widen expertise and ideas.
- The ambition to move all the Council's waste management and collection vehicles to electric and to process all the Borough's waste at waterside.
- The auditing of the Council's carbon saving and carbon off-set measures and the use of remote working to reduce the Council's carbon footprint.
- Lessons learnt on carbon reduction arising from the last six months, for instance arising from remote working and previous efficiency initiatives such as the reduction of paper usage, and how this might be carried forward.
- The review of transport strategies to learn lessons from the reduction in COVID 19 traffic levels and encouraging a range of transport options including car sharing, further work to the strategic cycle route within Swindon, the provision of integrated car charging/provision of additional electric charging points in the town centre.
- Plans to work with the private sector (work was already on-going with Nationwide and Network Rail as well as the Local Enterprise Partnership), voluntary sector and interest groups.
- Ideas on how to share best practice on carbon reduction especially with SME companies that may not have the resources to develop these ideas.
- Work to identify the thermal efficiency of domestic properties within the Borough.
- Innovative work within the Borough such as the battery storage trials which included working with third parties.
- The encouragement of other public sector bodies to bring forward ambitious carbon reduction policies.
- The improvement in air quality within Swindon during the pandemic due to the reduction in traffic volumes.
- The provision of additional charging infrastructure in developments to cater for future demand.
- The experience of other local authorities in building passive standard housing and facilities, such as leisure centres (as well as in Swindon, for instance, the central library building).
- The current balance in funding new Council properties that meet desired

- carbon neutral standards with the current need for housing stock.
- The capture of industrial waste heat in order to heat domestic properties.
- The potential for the issue of Council bonds and investment by the general public for environmental programmes or energy efficient housing.
- The potential for a passive house standard development by the Swindon Housing Company.
- The need for central government to raise new housing development standards.
- Whilst building homes to higher energy efficiency standards was more costly this additional cost would be re-cooped over a number of years through, for instance, lower energy bills.

Resolved – That the Cabinet Member for Climate Change be thanked for his attendance and full and informative answers to members' questions.

(Councillor Matthew Courtliff made a non-prejudicial declaration of interest in respect of this item as he worked for Network Rail.)

5. Littering and Enviro Crime

The Head of Streetsmart submitted a report updating Overview and Scrutiny on the current position with Littering and EnviroCrime and any impact as a result of COVID-19.

Following an introduction to the report the Head of Streetsmart responded to members' questions and comments in respect of:

- The last public prosecutions which were undertaken in 2016. Prosecutions were used for the most serious which tended to be commercial in nature rather than individuals.
- The development of an on-line education tool in response to the restraints arising from the COVID pandemic and the uncertainty of school re-opening dates and as a future resources that was publically available.
- The conversion of two posts within the Waste Enforcement and EnviroCrime Team from fixed-term to permanent contracts as well as the recruitment of two additional posts.
- The staffing of the Waste Enforcement and EnviroCrime Team and in particular enforcement officers.
- Revenue generation created through the enforcement team which largely stemmed from abandoned shopping trolleys which helped support education and guidance work. (It was an offence under the Clean Neighbourhoods Act for supermarkets to have abandoned supermarket trolleys and when the Council clears abandoned trolleys this cost is re-charged to the supermarket or store they belong to).
- The impact on the town centre of littering during lockdown.
- Work related to the clearance of littering which had largely been transferred to Parish Councils.
- In respect of fly-tipping there was no evidence to directly link increases to the lockdown during the pandemic and closure of the Household Recycling Centre at Waterside. There had been an increase over the previous year although it was down on the period two years previously.
- Last year there were 321 incidents of envirocrime and 162 actions were

undertaken; this year there had been 493 incidents with 338 actions undertaken.

- The Council was currently trialling new software for the reporting of fly-tipping to improve the methodology of reporting fly-tipping by members of the public; this included the ability to supply photographs and better locate fly-tips. This work had been shortlisted to an AI award (the only public sector body to be in the finals) and feedback to date from the public had been positive.
- The new reporting system had made it easier for members of the public to report fly-tipping and this may have been one of the factors that led to an increase in reported incidents.
- Work to extend the new reporting system to include reports of graffiti.
- The benefits of using drones to identify fly-tippers although no such work had been undertaken to date.
- The potential for the education of small business in respect of the disposal of waste.

Resolved – That the report be noted and officers be thanked for their attendance and informative response to members' questions.

6. Food Waste Collections

The Head of Streetsmart submitted a report updating Overview and Scrutiny on the current position with position with regard to the Food Waste Collection and roll out.

Following an introduction to the report the Head of Streetsmart responded to members' questions and comments in respect of:

- The procurement process and tender thresholds for vehicles and receptacles both currently and post the exit from the European Union.
- The anticipated recycling of 7,000 tonnes of food waste per annum with a gate fee of £45 per tonne.
- The positive feedback received from residents who had participated in the food waste collection trial.
- The tangible benefits arising from recycling waste food and the benefits in other trials of producing good behavioural habits reducing the overall waste collection tonnage over that of food collected.

Resolved – That the report be noted and officers be thanked for their attendance and informative response to members' questions.

7. Committee Work Programme 2020/21

The Committee considered a report by the Chief Legal Officer setting out the Committee's proposed Work Programme for the Municipal Year 2020/21.

Resolved – (1) That the report be noted and Work Programme for the current Municipal Year be approved.

(2) That, (a) a Council Bicycling Strategy be added to this Committee's Work Programme for the Municipal Year 2020/21, and (b) the effect on Communities and the Voluntary Sector, including the financial impact, be included as part of the COVID response report:

(3) That a working group be established to address Minute 86 of the Council (Motion - Damaged Verges and Kerbs).

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Operations Directorate Response and Recovery to Covid-19

Communities & Place Overview and Scrutiny Committee

Date: 18th November 2020

Author: Operations Director
Wards: All wards
Parishes Affected: All Parishes

1. Purpose and Reasons

- 1.1 This report sets out how the Council responded to the Covid-19 pandemic and the challenges of lockdown. In particular, the report details how the Operations Directorate (previously parts of the Communities and Housing Directorate) have supported Council staff and services to continue to work safely throughout the pandemic.
- 1.2 The Council's Recovery Plan was approved by Cabinet in July 2020 which sets out the steps that will be taken to meet, amongst other things, operational demands. Work is being undertaken as part of the recovery plan to learn lessons from this unprecedented event and identify opportunities to re-shape the way the Council delivers services to residents.
- 1.3 A successful response and recovery from the pandemic is essential to ensure the Council is able to achieve its plans and priorities.

2. Recommendations

The Committee is recommended to:

- 2.1 Note the work undertaken to respond to the pandemic and lockdown measures and be aware of the planned work ahead.

3. Detail

Context

- 3.1 The majority of the Council's operational services were maintained during the initial Response Phase of the pandemic with increased use of technology and flexible working practices allowing essential services to continue be provided. Some non-critical services were paused by the approval of Silver Command, on the basis of the risk to health and wellbeing of staff and service users from continuing to operate throughout the pandemic.
- 3.2 The response and recovery activity has been split into six interrelated work streams, which report into the Recovery Coordination Group and Recovery Board comprising Senior Officers from across the Council. The Recovery Board provides regular updates to Cabinet.

Further information on the subject of this report can be obtained from Brian Pinchbeck (Operations Director), 07825 550 287, BPinchbeck@swindon.gov.uk.

Operations Directorate Response and Recovery to Covid-19

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- 3.3 Each work stream lead has worked with service areas to identify their key priorities, along with the actions and peaks in demand which will need to be managed to recover from the impacts of Covid-19.
 - 3.4 Work streams have in particular focused on supporting key services to work throughout the pandemic, safely re-starting priority services, managing peaks in demand, reaching out to the vulnerable or those who may not access services, and working with partner organisations to manage the impact of the pandemic.
 - 3.5 Bronze Groups have been set up to support the above work streams, of which Operational Services Recovery Group is one, to allow two-way communication with management teams, staff and the corporate centre throughout the response and recovery period, including cascading important messages to teams.

Operational Response – Waste and Recycling

- 3.6 A significant amount of support has been given to services and staff to enable the Council to continue to provide critical services throughout the pandemic.
- 3.7 SBC Waste & Recycling Collections undertook immediate changes to collection methodologies in order to facilitate a safer environment for all collection staff. This was in accordance with the Waste Industry Safety and Health (WISH) Guidance regarding Covid (see appendix 1 below).
- 3.8 Measures included reduction of crew members to two per vehicle cab; enlisting additional support vehicles and staff to transfer remaining crew members to rounds; risk assessments in place for all changes to services; good hygiene has been in place from day one of Covid; social distancing procedures in place during morning run out and end of day debriefs; cleaning procedures for vehicles (touch points) and equipment including vehicle keys, round files etc; routine inspections and monitoring.
- 3.9 In August, the collection services returned to 3-in-a-cab following discussions with Swindon Public Health and Health & Safety and other surrounding local authorities of the region through the South West Local Waste Authority Forum. The return to this collection methodology was accompanied by creation of systems of “crew bubbles” so as to not mingle with other staff; “*treat the crew as family*” has been the instruction given.
- 3.10 All the above remain in place as of November 2020.
- 3.11 Tonnages of kerbside collected material increased during lockdown, as much as a 25% increase in recyclables in some weeks, with plastics being particularly abundant during this period. Kerbside collected refuse also increased by c. 10-15%

Further information on the subject of this report can be obtained from Brian Pinchbeck (Operations Director), 07825 550 287, BPinchbeck@swindon.gov.uk.

Operations Directorate Response and Recovery to Covid-19

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- 3.12 Garden Waste subscriptions rose significantly this year compared to the previous position in the year previously

2019/20 – 19,822 subscriptions with 20,183 bins

2020/21 – 23,157 subscriptions with 23,586 bins (to date)

- 3.13 All collection services remained operational during this period with the exception of a one cycle (two week) break in the delivery of the Garden Waste Service in April 2020

- 3.14 Prioritisation of collections as per continuity plan and industry best practice is as follows (please note that all services had been maintained previous lockdown, with the exception of those mentioned in 3.12)

P1 - Collect Black Bag Waste (10 HGV Drivers / 20 Loaders)

P1 - Collect Food Waste (1 HGV Driver / 1 Loader)

P1 - Collect Clinical (1 Non-HGV / 1 Loader)

P1 - Collect Green Waste (4 HGV / 8 Loaders)

P1 - Collect Trade Waste (1 HGV Driver / 1 Loader)

P1 - Responsive Collections (inclusive of fly tips) -

P2 - Collect Recycling

P3 - Green Bin deliveries

P3 - Collect Bulky Waste

P3 – Bin / box deliveries

Operational Response – Household Waste Recovery Centre

- 3.15 The Household Waste Recovery Centre (HWRC) closed on 24th March 2020 in line with Central Government advice issued on Monday 23rd March 2020.

- 3.16 The site was re-opened to on 20th May 2020 with a limited capacity in order to maintain social distancing. In order to facilitate this a customer booking system was created to allow for a reduced number of tipping spaces and regulate the flow of customer traffic on site.

- 3.17 Actions were taken by the Head of StreetSmart and other Officers under Delegated Powers from the Cabinet Member Briefing Note. The Police were made aware of the plan and acted in an advisory capacity with the Highways Team as regards a traffic management solution. Sufficient staffing levels put in place with assistance from the Council's Redeployment Hub and a Traffic Management Plan, including a one way system to direct non-HWRC traffic away from Darby Close is in place, with trained traffic marshals was put in place.

- 3.18 General Communications: residents informed of new booking system, of the site segregation rules (limited to no more than two persons per vehicle), to maintain a

Further information on the subject of this report can be obtained from Brian Pinchbeck (Operations Director), 07825 550 287, BPinchbeck@swindon.gov.uk.

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2 metre distance, wash hands before visiting the site and double bag waste before bringing to site and informed to attend site only if they have a pre-booked slot.

- 3.19 Site operations, risks, opening times and dates remained under constant review with gradual increase in booking slots, tipping bays and extension of opening hours, including resumption of weekends by July 2020.
- 3.20 The booking system has been widely well received by Council Members, members of the public and HWRC site operations.
- 3.21 The Cabinet Member has indicated that the system should be maintained for the foreseeable future, whilst Covid restrictions are still required.
- 3.22 The HWRC is processing less tonnage –
 - April to September 2020 = 4,387 tonnes
 - April to September 2019 = 9,879 tonnes

Operational Response - Grounds, Country Parks, Trees, Cleansing, Toilets

- 3.23 Reduction in service delivery largely based on staff reductions due to shielding. Also, vehicles were prioritised for Priority One service delivery, that is, to assist with waste and recycling collections. However crews eventually caught up on grass mowing during the mowing season and the Town Centre Cleansing crews maintained good levels of litter picks, sweeping and bin emptying.
- 3.24 Town Centre toilets reopened; both the Bus Station & Wharf Green toilets open Monday - Friday 10am – 4pm and have attendants to ensure social distancing and good hygiene standards
- 3.25 Country Parks remained open for exercise, however, ancillary provisions such as golf, splash park, play area, BBQ's, bird hides and event hire, water sports, model railway and volunteer groups were suspended.

Operational Response - Fleet, Transport Compliance, Abandoned vehicles, Stores Function

- 3.26 All enabling services remained in operation in order to support front line, Priority One services whilst maintaining compliance and ensuring safe provision of vehicles and equipment. Only abandoned vehicles that were deemed to be dangerous or obstructive were collected

Operational Response – Highways Maintenance & Operations

Further information on the subject of this report can be obtained from Brian Pinchbeck (Operations Director), 07825 550 287, BPinchbeck@swindon.gov.uk.

Operations Directorate Response and Recovery to Covid-19

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- 3.27 SBC Highway Maintenance and Operations undertook immediate changes to the delivery of the front line service in reducing the inspections carried out on the Highway, but continued with all essential repair activities. Due to the reduction of staff in the business over the period from March to July we were able to implement the following safety measures:
- 1 person per vehicle initially, increasing to 2 people per vehicle whilst wearing masks and or windows open.
 - 1 in and 1 out signing in mechanism for collection of works and keys
 - Reminders of good hygiene practices including hand washing and the provision of personal hand sanitiser bottles.
 - Renewed risk assessments in place from the start of lock down
 - Daily Tool box talks to relay corporate messaging
 - Additional cleaning regimes for both the office and vehicles, including all touch points.
- 3.28 In August, the majority of the 'at risk' staff returned to the work place and were inducted back to the service as if they were new employees, reviewing risk assessments, having individual risk assessments carried out and an introduction to the new working practices. The new working practices such as signing in, wearing masks in vehicles are still in place with the exception of the driven inspections who also have the option of a Perspex screen in the cab.
- 3.29 Material availability has been an issue throughout the time period with the local tarmac plant only opening at the beginning of November. This has meant that there has been an increase in the number of temporary repairs being carried out on the carriageway. The plant is open again now and we are revisiting those areas that need more robust treatments.
- 3.30 The driven inspections have resumed due to the increased safety measures put in place in relation to Perspex screens in the vehicles where required.
- 3.31 All work was delivered with the adherence to the construction guidance given by the Department for Transport (see Appendix 2 below)

Operational Response – Housing Repairs

- 3.32 A full repairs service has been in operation since September 2020 with the instigation of new major repairs service to help manage larger or more complex repairs.

Further information on the subject of this report can be obtained from Brian Pinchbeck (Operations Director), 07825 550 287, BPinchbeck@swindon.gov.uk.

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- 3.33 A normal service has resumed for all statutory compliance safety checks. Improvements to the online repairs portal has made it easier for tenants to log or amend their appointment for repairs and a new video interaction is being set up to help reduce in home visits.
- 3.34 The majority of capital works have restarted apart from major adaptations, which is due to restart in December 2020. Kitchen modernisation work is due to restart, at a lower level, in January 2020. The pandemic has delayed the delivery of the annual capital programme of work for 2020/21 and officers are putting framework contracts in place to provide flexibility for future programmes of work.

Lessons Learned – feedback from Operational staff working at Waterside from start of lockdown in March 2020

Communications

- 3.35 Being directed to the website to help yourself wasn't always easy and left different implementation due to varying interpretations of the message
- 3.36 Relaying messaging to Operational staff took significant time and resource.
- 3.37 There were challenges around ensuring all of the information needing to go to furloughed staff without the ability to use a SBC Email and staff also accessing the SBC Intranet etc.
- 3.38 More recognition for enabling services please ie Stores and Fleet Maintenance
- 3.39 Social Media posts have been good and messaging has been effective – greater reach to staff should be encouraged
- 3.40 Because Operations kept going and continued to deliver a service this gave the impression that everything was ok when in fact there was high impact behind the scenes and with the management teams in ensuring we were compliant.
- 3.41 Managed internal Communications really well with lots of Teams Meetings and sharing advice, guidance and documentation
- 3.42 Statements from Parish Council's / Councillors demonstrated in some cases there appeared to be a limited understanding of the rationale behind decisions and also the government guidelines.
- 3.43 A reduction in Line Managers created challenges at times in operational decision making.

Further information on the subject of this report can be obtained from Brian Pinchbeck (Operations Director), 07825 550 287, BPinchbeck@swindon.gov.uk.

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- 3.44 Internal Communications went really well with daily meetings and calls to support the challenges seen at times in using IT to communicate etc.

ICT

- 3.45 Working from home on Wi-Fi connections had challenges in some cases. The use of certain applications such as AutoCAD was difficult and time consuming.
- 3.46 In office the office, there were some non-responsive programmes and network problems
- 3.47 Teams and Skype platforms worked reasonably well but were poor for some members of staff.
- 3.48 Response from ICT has been good but support for new laptops was over-reliant on someone in the office getting them set up – demand for their services far outstripped the resource available to deliver ICT

Operations

- 3.49 The fleet workshop should remain open with vehicles being maintained and serviced
- 3.50 Business continuity plans were implemented effectively from the start and have been resilient to date
- 3.51 Priority 1 Services were maintained to high standard with limited impact on customers and service users
- 3.52 Priority 1 Services were maintained although materials meant some works could not go ahead as planned. (pothole temporary repairs)
- 3.53 High impact on Supervisory and Management teams at Waterside to keep operations organised and running
- 3.54 Enabling services and support services at Waterside continued to function effectively
- 3.55 More efficient working has evolved from COVID-19 so we need to ensure this continues

HR / OD / L&D

- 3.56 Challenge in dealing with large operational teams especially around communication.
- 3.57 A reliance on council systems that most operational staff do not have easy access to.

Further information on the subject of this report can be obtained from Brian Pinchbeck (Operations Director), 07825 550 287, BPinchbeck@swindon.gov.uk.

Operations Directorate Response and Recovery to Covid-19

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- 3.58 An attempt to ensure normal processes continued ie PDPs Recruitment E Learning created a significant challenge through what was a difficult period to manage.
- 3.59 Mental Health champion availability and involvement was good, supporting front line staff that needed it.
- 3.60 The use of Managers to support mental health challenges was positive however we need to consider how we provide this to managers who may also need support.

Health and Safety

- 3.61 Really good working relationship; mutually supportive which generated good and robust working practices and adaptations
- 3.62 Recognised the operational difficulties faced by the operational service and provided support that assisted the management of this

Personal lessons

- 3.63 A recognition of the impact on the wellbeing of individuals who have kept services running and the extraordinary efforts that have been undertaken
- 3.64 A need to review how service areas work and look at the business models and implement positive learning from the crisis
- 3.65 Maintained compliant services and fleet whilst dealing with significant change on a daily basis
- 3.66 Need to review the ability of Operational teams to maintain BAU (PDPs, E-Learning, Recruitment, SLA targets etc.) whilst managing an every changing and challenging operation.

4. Alternative Options

- 4.1 None.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 There are no financial and procurement implications arising from this report.

Legal and Human Rights Implications

- 5.2 None.

Further information on the subject of this report can be obtained from Brian Pinchbeck (Operations Director), 07825 550 287, BPinchbeck@swindon.gov.uk.

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All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

5.3 There are no other implications at this time.

Diversity Impact Assessment

5.4 Not required.

Risk Management

5.5 No direct risks have been identified as a result of the publication of this report.

6. Consultees

6.1 The Corporate Director of Finance and Assets (s151 officer) and Chief Legal Officer (Monitoring Officer) are consulted in respect of all reports.

7. Background Papers

7.1 None.

8. Appendices

8.1 Appendix 1 – Waste Industry Safety and Health (WISH) Covid Guidance

8.2 Appendix 2 – Department for Transport Covid Guidance

www.ciht.org.uk/coronavirus

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COVID-19 AND WASTE MANAGEMENT ACTIVITIES

This is version 6 of WISH's COVID-19 information document released on 4 June 2020. It is based on HM Government advice, industry experience and current knowledge, all of which may change. You should first always follow the latest HM Government advice (<https://www.gov.uk/coronavirus>). Please note this is still a developing situation and links may be superseded between revisions of this document – check that the information used is the most recent.

*It is **NOT** the intent of this information sheet to provide a general and comprehensive 'one-stop-shop' for advice on COVID-19. The emphasis is on waste management specific issues. You should also read and understand the available HM Government and other advice (such as at the above web address, and the links given in section 6 and throughout this document) and use these in conjunction with this document.*

This is a 'live' document and may be further updated. If you have any comments please send them to info@wishforum.org.uk.

Note – public health is devolved in Scotland and Wales. The HM Government guidance noted above should be considered alongside local public health and similar requirements and legislation in Scotland and Wales. For advice to businesses in Scotland and Wales see guidance set by the Scottish Government, and the Welsh Government. Please see links provided in section 6 of this document.

Tip – advice, guidance and resources on COVID-19 are available from various sources, including graphics on how to wash your hands, symptoms and similar. These are generally free to download and use. You may want to use this type of resource as posters, hand-outs for employees and similar to reinforce issues such as good hygiene.

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 - Handling wastes – can I catch it this way?
 - PPE (personal protective equipment)
 - Vulnerable and extremely vulnerable persons
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 - Returning to 'business as usual'
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 - CA/HWRC sites
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 - Weighbridges
6. Other information and links
 - Disclaimer and WISH

For ease of accessing updates a brief summary of significant changes since the last version of this document is provided in green italic text at the start of each section.

1. COVID-19 and waste management

Changes from previous version: The only significant change to this section is to add reference to the NHS track-and-trace system.

The COVID-19 pandemic represents an unprecedented situation. The below is based on advice and information available at the time of preparation and this information sheet may be updated over time. Please check the issue number and date against the WISH website (<https://wishforum.org.uk/>) to ensure you have the most recent version.

What is COVID-19 and why is it a problem?

Coronaviruses are a large family of viruses that can cause illness such as respiratory tract infections. This novel coronavirus, known as SARS-CoV-2, is a new strain that had not been previously identified in humans. The virus is a problematic pathogen because of how easily it is apparently spread from human to human. Currently it is thought that when uncontained one person may infect up to three others, even when asymptomatic.

Why COVID-19 can be a problem for the waste industry?

To limit the spread of the disease it is important that individuals self-isolate if they, or their family, have symptoms, they have been instructed to do so via the NHS track-and-trace system or if they are extremely vulnerable. This could result in significant absence from work. While initial indications are that absence in the waste management sector have been lower than may have been originally estimated, clusters of absence as the result of COVID-19 could still have a significant effect on the delivery of essential waste management activities.

COVID-19 and RIDDOR reporting

The HSE (Health and Safety Executive) has released guidance on reporting of COVID-19 cases under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). See: <https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm>. However, just because a waste operative may potentially have contracted COVID-19 from a workmate, such as if they shared a vehicle cab during their work, would not on its own make this reportable as an exposure to a biological agent at work without further evidence of direct causation. Reporting would likely only be applicable if a worker is knowingly dealing with those with COVID-19 or symptomatic persons as part of their job, such as those working in the healthcare sector. Further information is available at the link above and in section 6 of this document. If in doubt, contact the HSE for advice.

2. Symptoms and what to do if an employee shows or reports the symptoms

Changes from previous version: The only significant changes to this section are the addition of mention of the NHS trace-and-track system, testing, the addition of some devolved administration links and smell and taste as potential COVID-19 symptoms.

What are the symptoms?

The primary symptoms are reported as being fever, dry cough and in some cases a loss of the senses of smell and/or taste. For more detail see

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms-and-what-to-do/>.

What to do if an employee shows the symptoms of COVID-19

Please also first see <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19#what-to-do-if-someone-develops-symptoms-of-coronavirus-covid-19-on-site>.

Current Public Health England (PHE) advice is that: *“If anyone becomes unwell with a new, continuous cough or a high temperature in the business or workplace they should be sent home and advised to follow the stay at home guidance*

(<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>).

“If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection.”

From the above, if a person with no symptoms themselves has only been in indirect or potential contact with someone who has or is suspected of having COVID-19, there is no reason for them to stop work and go home. Likewise, if one employee has been confirmed or is suspected of having COVID-19 there is in general no need to send the whole of the rest of the workforce home (unless they are instructed otherwise via the NHS track-and-trace system), although thorough cleaning of the area they work in (office/cab/rest room etc) is recommended (see links below under cleaning procedures for advice).

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Should an employee show the symptoms of COVID-19 while at work:

- Instruct them to leave work immediately and follow HM Government (or devolved administration) advice, including to apply for a COVID-19 test, even if they state they feel well enough to continue to work
- Instruct them to stay at home to recover and follow HM Government advice, which is currently to self-isolate unless symptoms become worse, in which case they should follow NHS advice via <https://111.nhs.uk/covid-19> (or for the devolved administrations at <https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19>, or at <https://www.nhsdirect.wales.nhs.uk/contactus/> as appropriate)
- Instruct them not to return to work until free of fever, feeling well enough **AND** a minimum of 7 days have elapsed since the first onset of symptoms (see also HM Government advice on this – as isolation may need to be longer). See: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877678/coronavirus-leaflet.pdf
- Instruct them to contact their workplace should they subsequently be confirmed as having COVID-19 (provided they are well enough to make such contact)
- Instruct them to contact their workplace after the 7 days (as above) have elapsed and if they are well enough to return to the workplace
- Clean their work area (office, vehicle cab and similar) thoroughly before allowing other persons to access them (see links below under cleaning procedures for advice)

Should an employee develop symptoms while not at work, they should be instructed to notify their employer via telephone, e-mail, text or similar as soon as they believe they have the symptoms. They should be instructed **NOT** to come into work to inform their employer. The same basic process as above should then be followed.

Employees returning to work after a period of self-isolation, or having recovered from COVID-19, may face adverse reaction from their workmates for reasons of a perceived continuing risk of infection. Whatever the validity or otherwise of such reactions, employers should be aware of this risk and manage returns to work to avoid potential discrimination. For example, the reinforcement of anti-bullying policies and similar.

Employers should also consider, dependent on the length of absence, whether returning workers require reinforcement or repeat training and/or updating on any changes in work methods, processes and controls which may have been made during their absence.

3. Controlling the spread of COVID-19 – general precautions

Changes from previous version: Significant changes to this section include the addition of some devolved administration links, clarifications on risk assessment, the release of a new WISH reference document including example COVID-19 checklists, and further information on COVID-19 testing.

Controlling the spread of COVID-19 and workplace advice

Full details of how COVID-19 is transmitted are still unknown (see:

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms-and-what-to-do/> for more details). The two main methods currently being used to reduce the risk of transmission are good hygiene and 'Social Distancing'.

HM Government has issued various workplace guidance documents. While none of these is specific to waste management, they provide useful advice on reducing the risk of COVID-19 in the workplace. For example, the guidance on warehousing may be of use to recycling plants, that on vehicles to collection activities and on construction to HWRC/CA sites and landfills. See: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>.

Advice has also been produced by the devolved administrations. For example, see as appropriate: guidance <https://www.gov.scot/collections/coronavirus-covid-19-guidance/> and <https://www.gov.scot/publications/coronavirus-covid-19-social-distancing-in-non-healthcare-public-services/pages/implementing-social-distancing-in-the-workplace/> and/or <https://gov.wales/coronavirus-covid-19-guidance-prioritisation-waste-and-recycling-collection-services>.

The HSE has also released advice on COVID-19 working safely. This is available at: <https://www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm>, at: <https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf> and at: <https://www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf> and has commenced operating a COVID-19 enquiry service at: <https://www.hse.gov.uk/contact/index.htm>.

Tip – in addition to the workplace advice provided by HM Government, the devolved administrations, and the HSE, a variety of guidance and 'rules' documents for the public have been released. Waste operators may want to be careful that they are applying overall and workplace advice, which may differ in some respects to advice and rules aimed at the public.

Risk assessment

Employers must undertake their own assessments which take account of their situation and circumstances. It is not the intention of this document to dictate a specific format or content for assessments – this is a matter for individual employers. However, the suggestions and considerations given below may assist. Please also see HSE advice at: <https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf>. Please note that the below are suggestions and not intended as requirements. Please also note that having a risk assessment in place would not, by itself, ensure that a workplace is 'COVID-19 secure'. Employers need to go beyond simply writing a risk assessment – the precautions arrived at actually have to be in place, monitored to ensure compliance and updated as required to reflect experience, new information and developments. 'COVID-19 secure' is an expression and not the whole of, or the end of a process.

Tip – WISH has produced a reference document (WISH REF 07 example COVID-19 checklists – available on the WISH web site). While the checklists provided in this reference document are only starting-point examples and need customising and adding to take account of an employer's specific circumstances, they may be useful in checking that your risk assessment covers the general areas it needs to. See: <https://wishforum.org.uk/> under resources and reference documents.

Risk assessment is one of the fundamental underpinnings of health and safety management. Assessments may be workplace, task specific assessments or aimed at specific risks. For example, an asbestos risk assessment aimed at the specific risk of exposure to asbestos. A COVID-19 risk assessment may be best, at a business level at least, considered in this latter category. In this case, the specific risk is the spread of COVID-19. The hazards are situations, activities, tasks, work areas and similar where transmission may occur. It may also be useful to consider the pathways through which a hazard may result in the risk occurring, such as spread via shared touchpoints, direct physical contact, and aerosol transmission.

Many employers may have taken overarching precautions to reduce the risk of the spread of COVID-19. For example, requiring those who can work from home to do so, providing information to employees such as on what to do if an employee starts showing the symptoms and similar, staggering work hours etc. This type of overarching precaution may best be considered in a 'general work hazards' or 'business-level' assessment or assessment section with the aim of assessing if the overall precautions being taken at a business level are adequate. This approach may avoid significant repetition within an assessment.

Beyond these business-level precautions, specific controls may be required for specific activities, tasks, work areas etc. For example, in a recycling plant the 'task-hazard' of picking from a picking line may be identified as requiring specific controls. The transmission routes by which spread could occur can then be considered to arrive at controls such as reducing the number of persons in a picking cabin at any one time by running two shifts instead of one, glove use and frequent hand washing, using every other waste chute and staggered entry to picking cabins to provide Social Distancing, regular cleaning of touchpoints such as conveyor controls etc. The specific advice in section 5 of this guidance may assist in identifying tasks, work areas etc and controls. Likewise, the HM Government workplace advice documents and HSE advice noted above may also be useful.

Assessments should also consider who may be harmed. For task assessments this may be those involved in the task or in the work area or third parties such as members of the public. For business-level assessments this may, for example, include how any vulnerable or extremely vulnerable persons are being protected.

As for many assessments, involvement of the workforce and worker representative can provide useful input. Such involvement may also assist in achieving workforce buy-in and help with compliance.

Ultimately, the purpose of a risk assessment is to ensure that adequate controls are in place. In this case to reduce the risk of COVID-19 spread. These controls may be at a business level, or specific to a task, work area etc. In addition, and as for other specific risks assessments, being able to demonstrate a clear link from hazard, through pathway to risk may provide the best approach to ensuring control adequacy.

Tip – employers, in consultation with employees, decide how they structure their risk assessments. COVID-19 issues and controls may be added to existing task or activity assessments. However, an overarching assessment of precautions taken at a business level may be required. This could be in the form of a statement of the approach the organisation has taken to dealing with COVID 19 issues. In addition, having a single assessment summary taken from task assessments, or statement, may be better when communicating with employees. This is a matter for employers to decide.

Good hygiene

The **MOST** important control for preventing the spread of any infection is good hygiene. This cannot be over-emphasised. Good hygiene practices should already be in place in waste management operations – these **MUST** be maintained. Employees should be instructed to:

- Use tissues to cover mouth and nose when they cough or sneeze (**CATCH IT**)
- Place used tissues in a bin (or bag) as soon as possible (**BIN IT**)
- Wash their hands regularly with soap and water (**KILL IT**)
- Clean surfaces and contact points regularly to get rid of germs (**KILL IT**)

For the above to be effective, employees need to have tissues available and, if they are not site based, bags available to dispose of used tissues. Employers should provide these.

‘Social Distancing’

In addition to good hygiene, the use of ‘Social Distancing’ is also included in HM Government advice (see: <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>). This, in general, means keeping 2 metres (>6 feet) away from other people.

Social Distancing can pose issues for some waste management activities – see specific advice section below. In general, you should consider precautions such as staggering shift changeovers, not requiring drivers to collect lorry keys in person, staggering use of welfare facilities, limiting the number of people allowed at any one time in offices, welfare facilities and other areas and similar. While not aimed specifically at waste management, see also HM Government workplace advice documents at <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19> for examples of workplace advice on Social Distancing.

Note – searches on the internet and similar may reveal older and superseded advice on Social Distancing. Such searches may also reveal definitions from other countries and/or guidance aimed at industries and sectors other than waste management. Current HMG and waste management industry applicable definitions and advice should be used.

Cleaning procedures etc

Cleaning procedures should already be of a high order in any waste activity for basic hygiene reasons. HM Government advice specifically in relation to COVID-19 is available at: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>. You should reinforce cleaning arrangements and consider the below:

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- Ordinary cleaning, such as with soap and water, alcohol sprays, normal cleaning agents or disinfectant, will kill virtually all virus
- Damp dusting should replace any dry dusting
- Telephones and computer equipment should also be cleaned with wipes or by other means by following HM Government guidance
- If an employee has gone off sick with COVID-19, their workstation, including telephone and keyboard, vehicle cab etc should be cleaned using normal cleaning materials and methods
- Cleaning of crockery and utensils can be conducted using hot water and detergents
- Shared facilities, such as toilets and showers, should be cleaned frequently, including door handles, toilet flush handles/buttons and similar 'touch surfaces'
- Staggering access to shared facilities may also assist with social distancing. For example, staggering times during which employees change out of/into workwear in facilities such as locker rooms
- Good hygiene should be maintained regards workwear and laundry services. Used workwear should be placed in bags for laundry and not left in a 'pile' on the floor. Laundry bags should themselves be laundered (to prevent secondary contamination) or disposable bags used and suitably disposed of when the workwear is laundered. See also guidance at <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>
- In some cases, employees take their workwear home to launder. In these situations, employees should change out of their workwear before going home (see also above regards staggering of access to locker rooms and similar). Workwear should be bagged, such as in a 'bin-bag', and the same precautions as in the link above taken, such as using a 'hot' wash-cycle

Handling wastes – can I catch it this way?

Research indicates the virus could survive on cardboard for 24 hours, and metal/plastics for up to 72 hours. It is important to note this work exposed surfaces to high concentrations in a laboratory environment and is likely to be the 'worst case' scenario, and indications are that its survival in the environment is likely to be lower. It is good practice to ensure a high standard of hygiene when handling waste materials, as should always be the case in all waste management activities. The virus survives on the skin for more than enough time to allow hand to mouth/nose/eyes transmission.

There may be discarded materials from individuals who are themselves infected with COVID-19. Members of the public who have the symptoms or are confirmed cases and are self-isolating are being educated to double bag any discarded tissues etc and leave for 72 hours before placing them in their main residual waste bin/bag (see:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>.

Waste management employees undertaking tasks which may bring them into contact with wastes should already be working under appropriate precautions, such as glove use. Outside of the issue of COVID-19, wastes by their nature may be contaminated, including biological contamination. These normal precautions should continue.

Where waste has already been designated as 'clinical waste', clinical waste procedures should already be in place. Those procedures can be followed as normal.

PPE (personal protective equipment)

Two types of PPE are often quoted in relation to COVID-19: gloves and masks.

Gloves

To be effective glove use needs to be in conjunction with good hygiene measures, and good 'glove discipline'. For example, if an employee stops work to eat/drink/smoke the basic process is gloves off, wash hands thoroughly, eat/drink/smoke, wash hands again, put gloves back on. For more information see <https://www.hse.gov.uk/skin/employ/gloves.htm>.

Employees should be made aware of the limitations of glove use, such as touching their faces while wearing gloves which may be contaminated, and that gloves are no substitute for good hygiene and hand washing. Gloves should already be in use for many waste management activities, and this should continue. In the case of reducing the risk of transmission, gloves should:

- Be impermeable/waterproof
- Or, supported by use of impermeable gloves used underneath standard gloves

Employees must be provided with an adequate supply of gloves and instructed to change gloves at a frequency appropriate to the type of glove and its use, and that glove use does not mean that good hygiene and hand washing are not required. For further details on glove selection and use see <https://www.hse.gov.uk/skin/employ/latex-gloves.htm>.

Masks/RPE (respiratory protective equipment) and face-coverings

One item of PPE which has been the subject of much publicity is the use of face masks/RPE, and the use of the term 'face-coverings' has become common.

Definitions – for the purposes of this document:

The term **face-covering** includes homemade coverings, snoods and scarves and various other similar items of face-covering available from on-line and other suppliers. Their common feature is that they are not manufactured to any formal standard, such as an EN standard, and do not have any formal protection rating applied to them, such as an FFP rating. There is no duty on employers to provide face coverings, although they may choose to do so.

Face masks/RPE are manufactured to formal standards, such as EN or equivalent standards, and often have a protection rating applied to them, such as FFP3. Masks/RPE range from surgical masks to air-fed hoods and orinasal masks. Where a risk assessment indicates there is the need for RPE employers are under a duty to provide it without charge.

Face masks/RPE are workplace items and come with employer duties, such as on their provision, cleaning, replacement, fit-testing and similar. Face-coverings are not and do not attract legally required employer duties, although employers need to be aware of their use.

Regarding **RPE/face masks**, the need for RPE (respiratory protection equipment) to protect from coronavirus must be based on risk assessment. For example, current guidance states that healthcare workers undertaking high risk aerosol generating procedures on COVID-19 patients are required to wear FFP3 respirators, whereas those looking after patients with COVID-19 wear fluid repellent surgical masks. Waste industry workers are unlikely to encounter the same level of risk as either of these examples. However, where a risk assessment has previously indicated that an employee would be expected to wear respiratory protection for non-COVID-19 reasons as part of their normal job, then they should continue to do so.

HM Government advice states: “*Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings...*”.

Prolonged use of RPE/face masks may also have problems. For example, wearers may be tempted to adjust the fit frequently risking hand to face contact, masks may become moist so trapping contaminants, germs and similar. Experience is that the prolonged use of RPE is unlikely to be effective and may introduce additional risks.

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Notwithstanding the above and current HM Government advice, where an organisation does decide to issue RPE/face masks for reasons such as employee reassurance:

- Their risk assessment must include the risk of employees placing overreliance on RPE to the detriment of other more effective controls such as good hygiene and Social Distancing, resulting in a higher not lower risk of transmission, **AND** what will be done to reduce this risk
- Their assessment should also include a clear description of the reasons, including employee reassurance, why RPE is to be used **AND** its limits in use
- Limit use of RPE to short periods and only in specific situations where adequate Social Distancing may not be reasonably practicable – multiple pieces of research indicate that the prolonged use of RPE is unlikely to be effective
- Instruction of employees in the use, storage, replacement, and disposal of RPE, **AND** the limitations of RPE as a precaution **AND** the risks associated with overreliance on RPE to the detriment of other more effective precautions

Where an employer decides to provide masks for reasons of reassurance, rather than for personal protective reasons, employers may want to make this clear – that the mask is being provided for reassurance and should not be relied on as protection.

For more information see <https://www.hse.gov.uk/respiratory-protective-equipment/types-rpe.htm> and <https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm>.

Note – some organisations are reporting shortages of specific types of PPE, such as some gloves and masks. Where alternative types and standards of PPE, in particular RPE, are being considered to address shortages employers should ensure that the level of protection remains adequate. Employers should also be wary if offered alternatives with which they are unfamiliar. For example, the US 'N' standard for masks. Such replacement may be acceptable, but if in doubt competent advice should be sought.

Regarding **face-coverings**, few people can have failed to notice their increased use, such as in public places and on public transport. It is not the purpose of this document to comment on non-workplace issues. However, it is accepted that employees may attend work wearing their own face-coverings. This issue is also included in the HM Government workplace advice documents, which state (see note above on public health in the devolved nations):

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“Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off. Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:

- *Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it*
- *When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands*
- *Change your face covering if it becomes damp or if you’ve touched it*
- *Continue to wash your hands regularly*
- *Change and wash your face covering daily*
- *If the material is washable, wash in line with manufacturer’s instructions. If it’s not washable, dispose of it carefully in your usual waste*
- *Practise social distancing wherever possible”*

Tip – some employees may go beyond face-coverings and attend work wearing formal RPE/face masks they have purchased themselves. In these cases, employers may wish to communicate to them that such RPE/masks should not be relied on for protection, neither for the wearer nor their workmates, and that the normal employer duties for RPE do not apply. Consideration may also need to be given to interface issues, such as a face mask impairing vision for drivers if worn too high or with glasses. In other respects, the best approach may well be to follow the HM Government advice as above for face-coverings.

Comment – some readers of this document have raised the question of the disposal of used PPE. For used PPE generated from the healthcare and similar sectors guidance is already in place. For used PPE from other sectors, including waste management, and from the public, whose use of masks and gloves seems likely to increase, PPE should be disposed of into residual waste streams and normal precautions followed. Most PPE is not recyclable and can reduce the quality of recycling waste streams.

Vulnerable and extremely vulnerable persons

Persons with pre-existing conditions, or other individual factors, may be more prone to suffering more serious effects from COVID-19. See link below for what may make someone a vulnerable or extremely vulnerable person and advice:

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults> and at <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>, or see advice on devolved administration web sites (see section 6 of this information document).

Current HM Government advice is that vulnerable persons should practice stringent Social Distancing and that extremely vulnerable persons should self-isolate (stay at home). This situation may change over time and employers need to keep up to date on this matter.

As restrictions lift, employers should consider carefully how, when and under what conditions they seek to reintegrate vulnerable/extremely vulnerable persons back into the workplace.

Testing for COVID-19

Testing is available for those showing the symptoms of COVID-19, or another member of their household is showing symptoms. Testing can be via a regional drive-through test site or by home-test kit. See as appropriate: <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested> and/or <https://gov.wales/coronavirus-covid-19-testing-process> and/or <https://www.gov.scot/publications/coronavirus-covid-19-getting-tested/> for information.

Testing is for persons with symptoms, or family members with symptoms, and as such they should already be self-isolating and not at work. Please note that the outcomes of testing may not be straightforward. See: <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-for-coronavirus/what-your-coronavirus-test-result-means/>.

First aid provision

First aiders may, by the nature of what they do, come into close contact with persons they are treating. Specific information is available at:

<https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov>, and from the St John's Ambulance web site at: <https://www.sja.org.uk/get-advice/first-aid-advice/covid-19-advice-for-first-aiders/>. Please also see HSE advice at: <https://www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm#non-healthcare>.

4. Changes in response to COVID-19

Changes from previous version: There only significant change to this section are the addition of links to devolved administration web sites.

Maintaining critical competencies and standards

Waste operations operate under strict standards of safety and competency. Any contingency and similar measures taken in regard to COVID-19 must not compromise these.

Health and safety requirements, such as plant operator licences, permits to work, machinery lock off and isolation etc. **MUST NOT** be compromised: COVID-19 is not an excuse to reduce safety or training requirements. For example, reducing crew size in household collections to the point that safe reversing procedures cannot be followed.

Environmental permit/licence and other legal requirements must be maintained even during any widespread or local COVID-19 outbreak. If you plan to take any contingency or similar action, which may affect your permit/licence or have an environmental impact, you should contact your environmental regulator first, and you would be advised to keep up to date on any announcements, temporary regulatory position statements and similar from your regulator relating to COVID-19.

Change management

In response to COVID-19 many organisations have made changes to the way they operate. Health and safety should be a core consideration when considering such changes to avoid unintended consequences. For example, closing CA/HWRC sites may remove the risk of transmission at such sites, but may also result in an increased demand for bulky waste collections, which may be simply moving a problem from one place to another.

Any modification to work equipment, including vehicles and machinery, in response to COVID-19 must be considered very carefully to avoid compromising other safety features, emergency escape and similar. Good change management is critical with any modification of work equipment.

Some employers have installed, or are considering installing, Perspex or similar 'screens' in their workplaces and/or vehicle cabs, similar to those which have been installed in some supermarkets at check-outs or those already in place for security reasons in buses or other public transport vehicles.

Dependent on their design and placement, screens may reduce, to an extent, the risk from projected particles/aerosols, such as produced when someone coughs, but there is little evidence currently that they are effective in preventing the spread of viruses. Notwithstanding the above where an organisation does decide to install screens:

- A design change risk assessment should be performed to ensure that safety arrangements and features, such as emergency escape, machinery safety provisions and fixed and other fire systems, are not adversely affected by the installation
- The assessment to include the risk of employees placing overreliance on screens to the detriment of other more effective controls such as hygiene and Social Distancing, resulting in a higher risk of transmission, **AND** what will be done to reduce this risk
- The risk assessment should also include a clear description of the reasons why screens are to be installed **AND** their limitations
- Instruction should be given to employees on the limitations of screens **AND** the risks associated with overreliance on screens to the detriment of more effective precautions
- Screens should be subject to the same cleaning regimes as other equipment

Please also see specific mentions of screens below under the sections on vehicles and collections operations and MRFs and recycling plants.

Changes to ways of working, PPE use etc as a result of COVID-19 may need to be put in place quickly. However, changes still need to be considered carefully to ensure any health and safety consequences are assessed, including as appropriate whether they meet the test of being 'reasonably practicable' (see: <https://www.hse.gov.uk/risk/theory/alarpglance.htm>). Likewise, relevant parties should still be involved when making decisions:

- Consult with employees on changes. They may have a different perspective and may also have knowledge and experience not held by management
- If a change involves third parties, such as customers/clients, consult with them
- For some changes, the involvement of specialists or external competent persons may be required or advised

Tip – decisions and changes made quickly may not be recorded with normal rigour. Organisations may be wise not to forget this aspect and ensure they record their decision-making process, risk assessments and similar which led to any change and the detail of the change, including the involvement of third parties, employee representatives and similar.

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Staff shortages and changes to ways of working may result in longer working hours. Employees may also, understandably, have concerns about their work and COVID-19 risk (whether these concerns are well founded or not they may be very real to the employee). In addition, changes to services, such as HWRC/CA site operation and collections, may result in adverse responses from members of the public and others.

- Employers should monitor working hours to ensure that safety standards are not degraded, and be aware of the risks associated with fatigue (see: <https://www.hse.gov.uk/humanfactors/topics/fatigue.htm> and <https://www.hse.gov.uk/humanfactors/topics/specific2.pdf> for further advice)
- Employers should consider the mental health and wellbeing of their workers. This may not be directly work related, but employers may want to make information available such as at: https://www.nhs.uk/oneyou/every-mind-matters/?WT.tsrc=Search&WT.mc_id=Brand&gclid=EAlaIqObChMI6qHAmoz86AlVhOF3Ch1ENg7uEAAYASAAEgKNi_D_BwE. Resources are also available at: <https://campaignresources.phe.gov.uk/resources/campaigns/82-every-mind-matters/resources>
- Changes to services may result in adverse reaction from the public, including aggressive and violent behaviour. As relevant, workers should be informed that all such must be reported and that in serious cases the police should be called. As is the case for any assault on a worker consideration should be given their mental and physical wellbeing including referral to counselling or medical services as appropriate

Inspections, testing, maintenance, and repairs

Concerns relating to the examination of equipment, such as under the Lifting Operations and Lifting Equipment Regulations (LOLER) have been raised (see: <https://www.hse.gov.uk/news/assets/docs/lole-pssr-during-outbreak.pdf>). At the current time, the HSE (Health and Safety Executive) has not issued any exemptions or relaxation of these requirements. Inspections of equipment should continue to be done, and can be done safely, following Public Health England guidance (see: <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>).

Tests, inspections, daily/weekly and similar checks, critical maintenance and similar must be maintained, unless legal derogations are put in place dictating otherwise.

Engineers who are working on sites where there are restrictions arising from the risk of COVID-19 infection should comply with site rules and Public Health England advice regarding good hygiene practices and separation distances. Consideration needs to be given to protecting engineers but also, where relevant, any vulnerable persons who may be affected by their work. Such measures should already be in place at waste management operations and include for example the cleaning-down of equipment, mobile plant and vehicles before any maintenance and repair, and the use of appropriate PPE during such activities.

Returning to 'business as usual'

COVID-19 responses can include various changes to waste management services, perhaps most notably and commonly the suspension of green and bulky waste collections and the temporary closure of HWRC/CA sites. Whatever the changes made, resumption of services needs careful consideration and planning. Waste management operators, and their clients, should plan in advance for the resumption of services and returning to 'business as usual', or at least more normal services. How and when services return to normal, or closer to normal, may in some circumstances depend on national policy. The detail of such policy may vary between England, Scotland and Wales and by local authority. Operators should check that they are following the policy relevant to the location of their operations.

Where waste collection services, such as green and bulky waste collections, have been suspended, there may be a backlog of waste waiting for resumption of service. Waste management operators, and as applicable their clients, may want to consider:

- Phased resumption, such as not resuming all services at the same time
- Any additional resources required to tackle any backlog
- Communication with the public regarding the resumption of services, how this will be handled and any restrictions which will be in place
- For commercial waste collections, close communication with customers and clients to ensure that as they reopen services can be resumed in an orderly and safe manner

Where HWRC/CA sites have been temporarily closed their reopening needs to be planned carefully. Waste management operators, and their clients, may want to consider:

- Phased opening rather than opening all sites at once or partial opening, such as only accepting specific types of waste in the short-term. For example, only accepting green and bulky wastes or supplementing reopening with enhanced green waste or bulky waste collection services for the first few weeks

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- Use of pre-booked time slots for members of the public rather than allowing everyone to simply turn-up at the HWRC/CA site
- Restricting access, such as by post code or 'odd/even' car registrations on different days to allow phasing of initial demand
- Restrictions on the number of cars allowed into a site at the same time, and using a 'one-in-one-out' approach when safe capacity is reached
- Queuing capacity, both on and off site, and how this will be managed. And, for off-site queuing advance communication and discussion with the local police force, and consideration of any police resource requirements
- Closing-off alternate car parking spaces to aid Social Distancing
- Reduced or extended hours of opening dependent on specific situations
- Use of floor markings (tape or paint) to reinforce Social Distancing
- Additional resources which may be required to manage any backlog
- Communication with the public regarding the resumption of services, how this will be handled, any restrictions on services which will be in place and similar
- External support which may be required, such as from the police, to manage the safe and orderly reopening of HWRC/CA sites, and communication and planning with such external resources before sites are reopened

See also section 5 on HWRC/CA site operation. Further guidance is also available at:

<https://www.gov.uk/government/publications/coronavirus-covid-19-advice-to-local-authorities-on-prioritising-waste-collections/managing-household-waste-and-recycling-centres-hwrCs-in-england-during-the-coronavirus-covid-19-pandemic>, <https://1ur6751k3lsj3droh41tcsra-wpengine.netdna-ssl.com/wp-content/uploads/2020/05/4-April-2020-NAWDO-HWRC-reopening-guidance-FINAL.pdf> and/or <https://www.gov.scot/publications/coronavirus-covid-19-reopening-and-managing-household-waste-recycling-centres/>.

Some waste management operations, such as commercial waste collections, involve employees going onto third party company sites, such as customer sites. These third parties may have introduced additional controls or made changes to their ways of working in response to COVID-19. Operators should check before recommencing service. As has always been the case there is a duty on employers to communicate and co-operate on health and safety matters, and this would include on changes made in response to COVID-19.

The suspension of various waste management services in response to COVID-19 is often quick and sudden. The safe resumption of services is often more complicated and time consuming and requires careful thought and planning in advance.

5. Specific advice

Changes from previous version: *The only significant addition/change to this section are links to devolved administration web sites, the release of a WISH reference document including example COVID-19 precaution checklists, mention of COVID-19 testing and consideration of reversals of business and service resumptions..*

Note – much of the advice and information given below, and in sections 3 and 4 in this document, was written in April and May 2020 during the initial 'lock-down' in response to COVID-19. Many organisations are now either returning to or have already returned to more normal business and service. However, such resumptions may need to be reversed in the event of any 'second spike' or during any local 'lock-down' as the result of clusters of infection. The processes, advice and information below would still need to be followed in the event of any such reversal of normal business and service. In addition, until circumstances and risk profile alter significantly, the maintenance of COVID-19 precautions is required, and practicing good hygiene will always be a requirement for waste management operations.

The sections below contain advice for specific waste management operational types and functions. These operational types are varied, and you should assess your own specific operations, using the below, and reasonable practicability as appropriate, as a starting point. Please also see the advice given at: https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance?utm_source=075ed450-af83-4469-8137-749615f595ea&utm_medium=email&utm_campaign=govuk-notifications&utm_content=daily#waste-management-businesses.

HM Government has released various workplace advice documents. While none are specific to waste, they contain advice which, as appropriate, can be applied. For example, the HM Government document on offices is relevant to offices on waste sites, the document on construction may contain advice useful to sites which operate outdoors such as landfill and HWRC/CA sites. See: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>. For devolved administrations also see: <https://www.gov.scot/collections/coronavirus-covid-19-guidance/> or <https://www.gov.scot/publications/coronavirus-covid-19-social-distancing-in-non-healthcare-public-services/pages/implementing-social-distancing-in-the-workplace/> or <https://gov.wales/coronavirus-covid-19-guidance-prioritisation-waste-and-recycling-collection-services>.

Routine inspections and monitoring

Employers carry-out routine 'safety inspections' to check that required standards are being met. This may be through regular workplace/site 'safety tours' or monitoring of standards during waste collections. Where changes have been made as a result of COVID-19, such as requiring Social Distancing during work, these should be incorporated into inspection and monitoring regimes. Putting in place an additional control aimed at COVID-19 is only part of the equation, checking to ensure controls actually occur is also required.

Monitoring precautions against COVID-19 is important. However, employers also need to ensure that monitoring for compliance with precautions aimed at other risks is also continued and not degraded. For example, monitoring for good traffic safety performance, such as to reduce the risk employees being so concentrated on Social Distancing that they step unaware into traffic (on or off site) to avoid breaching distancing. Or, employees being so concentrated on COVID-19 precautions that lapses in lock-off, work at height and other critical precautions occur.

Tip – WISH has produced a reference document (WISH REF 07 example COVID-19 checklists – available on the WISH web site). While the checklists provided in this reference document are only examples and need customising and adding to take account of an employer's specific circumstances, they may be useful to inform your monitoring. See: <https://wishforum.org.uk/> under resources and reference documents.

Street cleansing, public waste bins and fly-tipping

Litter and the contents of litter bins can include drug paraphernalia and may have been frequented by rodents. Clearing fly-tipped wastes, or looking for enforcement evidence in such wastes, may result in potential exposure to a variety of hazards, dependent on the nature of the wastes fly-tipped. Precautions and procedures should already be in place to ensure that persons collecting/clearing/inspecting such materials are suitably protected from harmful substances, biological agents and similar.

Litter and the contents of litter bins, including gloves, masks etc discarded by the public, can be collected and bagged using normal precautions and procedures. Fly-tipped wastes should be approached as before through assessment of the wastes before clearing or inspecting such wastes and implementing controls appropriate to the hazards posed. In both these cases, if adequate precautions are already being taken, additional controls should not be required related to COVID-19.

Vehicles and collections operations

Obeying Social Distancing may be not be reasonably practicable for personnel who work together in the cabs of some waste collection vehicles. However, as an essential service it is important collection operations continue. What is reasonably practicable will depend on the specific circumstances of each collection methodology and type and each collection area. When deciding upon the measures to take consideration should be given to the following.

Note – the advice below applies to both household and commercial/industrial waste collection services. In some cases, such as any need for shared lorry cabs, the issues faced may be more exacerbated for household compared to commercial/industrial collections, but the principles are the same.

- Can the collection be suspended, or reduced? For commercial waste collections many customers may be closed or running at reduced capacity – collections from such customers could be suspended, or the frequency reduced. For household collections it may be worth considering suspending some types of collection, such as green waste and bulky waste (but, see above on change management)
- If reasonably practicable, use single-person operation. For many commercial waste collections this is already the case, and for others it may be practical to reduce twin-person operation to single-person, provided that safety is not compromised. Other than in limited cases, for household collections single-person collection operation is very unlikely to be reasonably practicable or safe, in which case please see below

Having considered the above, the below applies to **ALL** collection activities, and in addition to the general precautions given above:

- Cabs should have available alcohol- or soap-based cleansing and/or wipes available for all surfaces which should be cleaned periodically throughout the day and especially at the end of each shift. Cleaning should pay particular attention to door handles, hand holds/rails, dashboards, steering wheels, hand-brake levers, gearbox and other controls and indicator stalks etc. Do not forget external touch-surfaces such as lifting equipment and compaction control buttons and levers
- Where fitted, 'pop-up' sinks on waste collection vehicles should be subject to the same rigorous cleaning regimes as for any other welfare facility. Where pop-up sinks are fitted, disposable paper towels or similar should be available to dry hands

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- Where a vehicle may have been used by someone displaying the symptoms of COVID-19, or a confirmed case, then the vehicle should either be decontaminated thoroughly (see advice at <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>) or if this is not reasonably practicable parked up and not used for a minimum of 72 hours
- Collections operations may result in contact with members of the public/customer employees. Social Distancing should be followed (at least 2 metres/>6 feet away from other persons). Should this prove impossible, such as a member of the public not being willing to 'stand away from their bin' the waste should not be collected. In extreme cases members of the public may display aggressive and potentially violent behaviour. All such cases must be reported, and collections operatives informed to contact the police immediately if they are threatened. As is the case for any assault on a worker consideration should be given their mental and physical wellbeing including referral to counselling or medical services as appropriate
- Safety precautions which would normally be taken, such as the use of respiratory protection during the collection of waste which is particularly dusty or might shed significant fibres must be maintained
- Normal monitoring processes to check crews are following good standards of safety should be continued, and the scope of monitoring extended to include maintenance of Social Distancing and enhanced concentration on hygiene practices and glove-use
- Normal precautions aimed at reducing the risk of 'sleepers in bins' and hazardous items in waste streams, such as gas cylinders, should be maintained

If single-person collection operation has been assessed as not being reasonably practicable, as is likely for most household waste/RCV (refuse collection vehicle) activities, or is likely to be unsafe, then in addition to the above and the general precautions given in this document:

- Consideration should be given to reducing the number of persons who share cab space. In some areas it might be possible for crews to travel independently to an area or estate and work as a group to fill RCVs that are sent with individual drivers and which go off to tip sequentially as they are filled and return. It is recognised, however, that there will be cases where such alternative methodologies cannot reasonably practicably be used. Where this is the case the primary control method is to maintain high standards of hygiene. During their considerations, employers should challenge themselves robustly to ensure that they really have reduced cab sharing requirements so far as is reasonably practicable

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- Having considered the above, where reasonably practicable, time spent in shared cabs should be minimised, although it is accepted this may not always be achievable
- Where alternative methods either of transporting employees to collection points, or collection, is used organisations **MUST** take suitable and sufficient measures to ensure that employees still have access to a sufficient supply of soap and water, alcohol-based sprays or wipes and other materials for them to be able to maintain a high standard of hygiene and that collection operatives maintain Social Distancing during actual collection of wastes
- Where minibuses and similar are used to ferry employees to collection areas they should be subject to the same cleaning processes as given above for lorry cabs
- Where practical maintain consistent crew rosters (same crew in each team every day) and minimise close interactions between crews. It is recognised that absence and crew competency requirements may limit the extent to which this is possible
- If safe to do so, crews may be dropped-off outside waste management sites so that only the driver proceeds to tipping areas before picking the crew up on the way out
- Open cab windows to encourage airflow (see: https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance?utm_source=075ed450-af83-4469-8137-749615f595ea&utm_medium=email&utm_campaign=govuk-notifications&utm_content=daily#waste-management-businesses)

Note – waste collections and locations vary widely. For example, the size of vehicle (and often therefore cab) used in a medieval town centre will likely be smaller than used in a suburban area. Likewise, the number of crew need to safely transport the waste to the vehicle may vary dependent on local circumstances and waste collection methodology. As a result, no fixed minimum or maximum number for cab occupancy can be given. However, in all cases the aim should be to reduce the numbers sharing cabs so far as is reasonably practicable, and once this has been achieved implement other controls to reduce any remaining risk to as low as is reasonably practicable.

Where multiple-person crews are being used and lorry cabs are being shared, if a member of a crew develops the symptoms of COVID-19, or they contact their manager/supervisor to state that they have developed symptoms:

- The cab must be decontaminated (see link above) or the vehicle parked-up for at least 72 hours. If a crew member develops symptoms partway through the working day, this must be done immediately even if it means aborting the collections round

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- The crew member showing symptoms must be sent home immediately and instructed to apply for a COVID-19 test
- All crew members **MUST** immediately wash their hands thoroughly
- If at all reasonably practicable the remaining crew should not be allocated to a different crew, nor should a crew member from a different crew be allocated to fill the gap left by the person who has developed symptoms, unless they can travel separately and maintain Social Distancing when working. The time period for this type restriction, seven, 14 days or longer, will depend on the situation. The principles at https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874011/Stay_at_home_guidance_diagram.pdf may assist in informing employers regards an appropriate time period for restrictions
- Reinforcement instruction on precautions such as maintaining good hygiene should be conducted for all crews

If the above hierarchy of considerations is followed, required measures taken, and good hygiene practices enforced, the residual risks to employees will be minimised and will be low.

Some organisations have fitted, or are considering fitting, Perspex or similar screens in vehicle cabs (see section above under change management). Specific to cabs, and in addition to the general design risk assessment requirements noted in the section above on change management, the following should also be considered:

- The material used should be appropriate to reduce risks such as the screen shattering in the event of a road traffic collision producing shards which may cause injury
- The blocking of or impeded access to safety critical controls
- Distortion of driver vision resulting from an installed screen
- Screens should be subject to the same cleaning regime as the rest of the cab
- Emergency escape from the cab
- Advice should be sought from the vehicle manufacturer/supplier or a suitably qualified and experienced vehicle engineer to ensure critical safety aspects are not compromised.

Note – the above are not ‘either/or’ choices. For example, a household collection service may normally involve a driver and three crew. It may be decided that reducing to driver only with crew members being ‘shuttled’ to and from collection areas is not reasonably practicable. This does not mean automatically that nothing should change – for example, can the number sharing a cab be reduced to the driver and one, or two, crew members?

Bulky waste collections

Concerns have been raised about the risks associated with the collection of soft furnishings, mattresses and similar items as part of bulky waste collections.

Such items have the potential to be contaminated with a wide range of insects, parasites, and potentially harmful organisms many of which survive longer in the environment than coronaviruses. Existing risk assessments for the collection and handling of such items should have considered this potential and identified controls. This might include wearing gloves and other protective equipment. Plus, instructions that where such items are dusty or shedding large numbers of fibres precautions should be taken which might include the damping of the waste with water or a disinfectant and/or the wearing of a dust mask.

Mobile plant

In addition to the above general measures:

- Cabs should have available alcohol- or soap-based cleansing spray and/or wipes available for all surfaces which should be cleaned periodically throughout the day and especially at the end of each shift. Door handles, hand holds/rails, dashboards, steering wheels, controls etc should be paid particular attention to
- Where an item of plant may have been used by someone displaying the symptoms of COVID-19, or a confirmed case, then the plant should either be decontaminated thoroughly (see advice at <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>) or parked up for a minimum of 72 hours
- If reasonably practicable, plant operators should be dedicated to one item of plant, or at least the number of operators using an individual item of mobile plant should be limited. The cab should be cleaned before the item of mobile plant is given to a different user to operate

Transfer stations, MBT, EfW, AD, landfills and similar

In addition to the above general measures:

- Issue of instructions to site employees aimed at reducing the risk of transmission from those third parties using sites. Minimise face-to-face contact – stay in mobile plant where reasonably practicable, keep mobile plant windows closed, and if you must speak directly maintain at least 2m separation etc

MRFs and recycling plants

In addition to the above general measures:

- Issue of instructions to site employees aimed at reducing the risk of transmission from those third parties using sites. Minimise face-to-face contact – keep mobile plant windows closed, and if you must speak directly maintain at least 2m separation etc
- Picking cabins may be an issue because of their enclosed nature and proximity of pickers to each other – consider rearrangement of the work to allow every other waste chute to be used, staggered on each side of the picking belt, to maintain adequate Social Distancing of 2 metres
- Access and egress from cabins may also need to be considered, such as operatives entering and leaving one-by-one to avoid the need for people to pass near each other (save for in emergency situations such as a fire where the normal rules will still apply)
- Glove use should be reinforced for those working in picking cabins (see section above on gloves for detail of glove use)

Some organisations have fitted, or are considering fitting, Perspex or similar screens in picking cabins/lines (see section above under change management). Specific to picking cabins/lines, and in addition to the general design risk assessment requirements noted in the section above on change management, the following should also be considered:

- Access to critical machinery safety provisions must not be impeded or restricted by the installation of screens. For example, easy access to 'pull-wire' emergency stop cords and similar
- Any modification to or change of location of critical machinery safety provisions must be carefully risk assessed before being carried-out to ensure that access to such provisions and their effectiveness is not compromised. For example, the relocation of a pull-wire emergency stop cord to a less easily accessible position to facilitate the installation of screens, or a change in the 'run' of such cords which may compromise their effective operation
- Emergency escape from the cabin/line
- Potential interference with any fixed fire systems such as sprinklers (where fitted)
- Ability and access to clean the screen/s (screens should be subject to the same cleaning regimes as other equipment)

Recycling plant workers undertaking sampling and testing duties, such as for quality control and regulatory reasons, should already be working under appropriate controls, including adequate PPE. These controls should be maintained, and risk assessments relating to such duties reviewed in the light of COVID-19 to ensure they remain appropriate.

For a variety of reasons, the use of PPE (in particular, face masks and gloves) by the public is increasing. The vast majority of PPE is not recyclable and may compromise the quality of recycling waste streams. Used PPE should be disposed of into residual waste bins/bags by the public, but this may not always be the case. If recycling plant operators start observing significant amounts of used PPE appearing on picking lines and similar, they should discuss the issue with their client. Public communications and education campaigns and publicity may be required to encourage used PPE to be disposed of into residual waste streams.

CA/HWRC sites

As CA/HWRC sites are places where members of the public may meet in numbers, the closing of sites should be considered until Social Distancing is relaxed (but, please see above example under change management regards bulky wastes and also in the same section on reopening of HWRC/CA sites). If there is necessity and it is essential for CA/HWRC sites remain open, then in addition to the above general measures:

- Issue instructions to site employees aimed at reducing the risk of transmission from those third parties using sites. Minimise face-to-face contact – keep mobile plant windows closed, and if you must speak directly maintain at least 2m separation etc. The use of floor markings (tape or similar) or cones around containers may assist
- Issue instructions to cease assisting members of the public with wastes, keep Social Distance from members of the public to reduce the risk of transmission (note – most CA/HWRC sites are contracted to local authorities and contact should be made with the authority as regards such measures)
- Items such as handrails on access steps to containers and other frequently touched surfaces and items should be cleaned frequently

Please also see section 4 on changes and in particular the text on the reopening of HWRC/CA sites and at <https://www.gov.uk/government/publications/coronavirus-covid-19-advice-to-local-authorities-on-prioritising-waste-collections/managing-household-waste-and-recycling-centres-hwrCs-in-england-during-the-coronavirus-covid-19-pandemic> and/or <https://www.gov.scot/publications/coronavirus-covid-19-reopening-and-managing-household-waste-recycling-centres/>.

Welfare facilities

To reduce the opportunity for person to person transmission and maintain Social Distancing consideration should be given to staggering rest breaks. For example, people number could be limited. Where capacity is reached the facility should operate a “one in, one out” situation. Staff and supervisors should be given responsibility to police and control this.

A regime should be put in place to ensure that rest areas are thoroughly cleaned after rest breaks and other uses (for example morning brief and afternoon debrief sessions).

All surfaces, crockery, cutlery etc. should be thoroughly cleaned/washed after use and surfaces cleaned periodically throughout the day. Items such as doorknobs should not be forgotten. Hand washing to be promoted and actively encouraged, and provision of wipes, sanitisers, soap to be made. **HOT** running water is essential.

Smoking areas are often also social gathering points. Staggering rest periods will assist but maintaining 2m separation during smoke breaks is still required.

It is common for waste management sites to provide toilet and other welfare facilities to visiting drivers and collection crews. HSE has reiterated that all drivers must have access to welfare facilities in the premises they visit as part of their work. Preventing access is against the law; equally it is not the sensible thing to do. Those who already provide reasonable access to toilets and handwashing facilities should continue to do so. With the latest advice for hands to be washed regularly, failure to allow access to welfare facilities may increase the risk of the COVID-19 infection spreading. Please note that the general precautions, hygiene and Social Distancing apply equally to all on site including third parties.

Weighbridges

In addition to the general precautions listed above:

- Where reasonably practicable weighbridge windows to be kept closed (you may as a possible option consider installing transparent shields, as at some supermarket check-outs) although these should not be relied on as the sole control being used
- If paperwork needs to be exchanged, impermeable gloves to be used, along with frequent washing of hands by weighbridge staff
- Where temporary regulatory relaxations have been put in place and as a result no paperwork exchange or other contact with shared items such as single digital signature pads is required, glove use may be relaxed, although frequent hand washing will still need to be maintained as good hygiene practice

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- If still in use, the frequent cleaning and disinfecting of items such as digital signature pads, pens, clipboards and similar

Note – various temporary regulatory statements relating ‘duty of care’ have been released by regulators. You are advised to keep up to date, and that you ensure you understand the requirements relevant to your operations. If in doubt, contact your environmental regulator.

6. Other information and links

General links

- <https://111.nhs.uk/covid-19>
- <https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19>
- <https://www.nhsdirect.wales.nhs.uk/contactus/>
- <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- <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/covid-19-decontamination-in-non-healthcare-settings>
- <https://www.ecdc.europa.eu/en/factsheet-health-professionals-coronaviruses>

Links to devolved administration web sites

- <https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/>
- <https://www.gov.scot/collections/coronavirus-covid-19-guidance/>
- <https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/>
- <https://gov.wales/taking-all-reasonable-measures-maintain-physical-distancing-workplace>

RIDDOR and COVID-19: Statement from the HSE

To assist in the interpretation of reporting requirements under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) regards COVID-19, the HSE (Health and Safety Executive) has stated: *“For an incident to be reportable as a disease due to occupational exposure to a biological agent, there must be reasonable evidence suggesting that a work-related exposure was the likely cause of the worker contracting COVID 19. Such instances could include, for example, frontline health and social care workers (e.g. ambulance personnel, GPs, social care providers, hospital staff etc) who have been involved in providing care/treatment to known cases of COVID 19, who subsequently develop the disease and there is reasonable evidence suggesting that a work-related exposure was the likely cause of the disease. A doctor may indicate the significance of any work-related factors when communicating their diagnosis.”*

Disclaimer and WISH

This information document has been prepared by health and safety practitioners to assist health and safety improvements in the waste management industry. It is endorsed by the WISH (Waste Industry Safety and Health) Forum. This information document is not formal guidance and represents good practice, which typically may go beyond the strict requirements of health and safety law.

Nothing in this information document constitutes legal or other professional advice and no warranty is given nor liability accepted (to the fullest extent permitted under law) for any loss or damage suffered or incurred because of reliance on this document. WISH accepts no liability (to the fullest extent permitted under law) for any act or omission of any persons using this document.

This information document is not a substitute for duty holder and/or professional safety advisor's judgment. Notwithstanding the good practice in this document, duty holders are responsible for ascertaining the sufficiency and adequacy of their internal and independent procedures for verifying and evaluating their organisation's compliance with safety law.

The Waste Industry Safety and Health (WISH) Forum exists to communicate and consult with key stakeholders, including local and national government bodies, equipment manufacturers, trade associations, professional associations and trade unions. The aim of WISH is to identify, devise and promote activities to improve industry health and safety performance.

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24 April 2020

To everyone working in the UK's highway
construction and maintenance sector,

Covid-19 - Highway Maintenance and Construction

Britain will never forget the extraordinary efforts of health staff caring for patients through the Coronavirus outbreak. But it's not just the NHS that is helping us get through this crisis. We are relying on an army of workers in many different industries to keep public services running and meet the needs of the country. In particular, I want to thank the thousands of highways maintenance and construction workers, and the streetworks operatives, who are all vital to the resilience of our road network.

You are doing an outstanding job under extremely challenging circumstances. Thanks to your dedication and commitment, the strategic and local road networks remain open. And as a result, crucial supplies of food, life-saving medicines, fuel and other goods can move around the country, while health and other emergency workers can travel to where they are needed most.

Despite the importance of your role, I very much regret that some of you have received abuse from a small minority of members of the public while carrying out your work. This kind of behaviour is unwarranted and completely unacceptable, and those highways colleagues who have been affected have my full support and gratitude for maintaining your professionalism.

I am aware many local authorities have made detailed plans to continue with routine business while also being able to react rapidly to these changing and very demanding circumstances. I would urge all authorities to follow their lead, trying to maintain as close to a 'business as usual' approach as possible, working to existing maintenance and construction plans where it is safe and appropriate to do so, but also to look at what opportunities there could be to accelerate works whilst roads are quieter than normal.

The current Government advice for the housing, construction, building, highways maintenance and street works sector, including supply chains, is if staff who are in the office side of the authority or your contractors can work from home then they should do so.

For operatives who are required to work outside, either undertaking condition surveys, pothole and other repairs, including planned maintenance and construction works then they should continue to do so. It is vital they continue to heed Public Health England guidance on social distancing with plans in place to follow the advice. I understand the Association of Directors of Environment, Economy, Planning and Transport, in partnership with the Highway Sector Council, will be publishing guidance to help the sector operate safely and effectively while continuing with daily business. This guidance can be read alongside the Construction Industry Council safety operating procedures or separately.

Despite the many obstacles authorities and contractors are experiencing because of Covid-19, it is important that local highway authorities, those associated with highway infrastructure maintenance and construction works, road network surveyors, and the wider supply chain, including builders' merchants and asphalt plants, all work together to help improve and upgrade our highway networks for all road users.

I would like to thank you again for your work during this exceptionally difficult period. There are still many difficult weeks and months ahead. But the whole country owes a debt of gratitude to employees across our highways maintenance, construction, and streetworks industry who have worked tirelessly to keep Britain on the move.

Yours,
Charlotte

BARONESS VERE OF NORBITON

Strategic Transport Planning – Proposed schemes 2020/21

Communities & Place

Overview & Scrutiny Committee

Date: 18 November 2020

Author: Cabinet Member for Strategic Infrastructure, Transport and Planning

Wards: All

Parishes Affected: All

1. Purpose and Reasons

- 1.1 The purpose of this report is to provide information for the Committee on strategic transport schemes to be delivered during the 2020/21 municipal year and to provide an opportunity for Committee members to scrutinise delivery of these schemes with Council officers.
- 1.2 The programme of strategic transport infrastructure schemes being constructed during 2020/21 is a key element in delivering the Council Vision's Priority one: Improve infrastructure and housing to support a growing, low-carbon economy.

2. Recommendations

The Committee is recommended to:

- 2.1 Note and discuss the contents of the report and Appendix.
- 2.2 Identify any areas of concern that require further investigation or scrutiny.

3. Detail

Background

- 3.1 In 2020/21 the Council is delivering a number of major highways and transport infrastructure schemes across Swindon as part of its ambitious plans for growth and regeneration. These include significant elements of infrastructure for New Eastern Villages and Wichelstowe.
- 3.2 Enhanced transport infrastructure is required as part of the delivery of Swindon's continued growth agenda. During the strategic planning process certain locations on the transport network have been identified as requiring enhanced highway capacity in order to facilitate the required development.
- 3.3 Appendix 1 sets out the strategic transport infrastructure schemes to be delivered or commenced during 2020/21 together with details of the budget and current status.

Further information on the subject of this report can be obtained from Philip Martlew, Economy and Development Team, pmartlew@swindon.gov.uk.

Strategic Transport Planning – Proposed schemes 2020/21

Communities & Place

Overview & Scrutiny Committee

Date: 18 November 2020

Current situation

- 3.4 From the Appendix it will be seen that the majority of the schemes are now in the process of delivery on the ground with a smaller number still due to commence on site before the end of March 2021.
- 3.5 The on-going Covid-19 situation represents a major challenge for the delivery of these schemes. Although the construction industry has been able to resume work there has been significant disruption to the supply chain and the need for modified work practices to keep staff safe. There has also been disruption in the programmes of the utility companies who are key partners in the delivery of these works.
- 3.6 As a result scheme programme dates have, and may continue to, extend beyond the original anticipated completion dates. Council officers are working with contractors and other partners to mitigate these delays wherever possible but programme slippage is inevitable under these unprecedented circumstances.
- 3.7 Due to the phasing of different funding streams 2020/21 was always going to see several major highway projects taking place at the same time in Swindon with consequent disruption across the local highway network. Construction delays due to Covid-19 mean that there will be a greater number of schemes under construction at the same time in different locations across Swindon than anticipated. Although traffic levels have been reduced for much of the Covid-19 period there has inevitably been greater cumulative disruption across the road network than anticipated.

4. Alternative Options

- 4.1 No alternative options have been identified at this stage.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 There are no direct financial or procurement implications arising from this report.

Legal and Human Rights Implications

- 5.2 Section 21 of the Local Government Act requires every local authority to establish an overview and scrutiny function to hold the Executive to account, undertake policy development and review, monitor, and improve performance.

Strategic Transport Planning – Proposed schemes 2020/21

Communities & Place

Overview & Scrutiny Committee

Date: 18 November 2020

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 There are no other direct implications arising from this report. Any further implications will be identified when a topic is reviewed by the Overview and Scrutiny Committee and in any recommendations made by it.

Diversity Impact Assessment

- 5.4 No Diversity Impact Assessment is required at this stage. Any DIA that is required during review of topics included within the work programme will be identified at the appropriate stage.

Risk Management

- 5.5 No risk management issues have been identified at this stage. Any risk management issues will be identified at the appropriate time when a topic is under review by the Overview and Scrutiny Committee and if it makes any recommendations.

6. Consultees

- 6.1 The Corporate Director of Finance and Assets (s151 officer) and Chief Legal Officer (Monitoring Officer) are consulted in respect of all reports.

7. Background Papers

- 7.1 None

8. Appendices

- 8.1 Appendix 1: Strategic Transport Schemes 2020/21

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Appendix 1
Communities & Place Overview & Scrutiny Committee
18th November 2020

Strategic Transport Schemes for construction during 2020-2021

Scheme	Approved Budget	Description	Status
Mead Way (Meads to Rivermead)	£4.1m	Road widening and signalisation of Westmead junction	In progress. Completion Spring 2021
Moonrakers Junction	£2.8m	Signalisation of junction	In progress. Completion Spring 2021
White Hart junction	£30.1m	Redmodelling and capacity improvements (NEV works)	In progress. Completion December 2021
Oxford Road/Nythe Road junction	£2.9m	Junction improvements (NEV works)	Start January 2021. Completion June 2021
Dorcan Way/Piccadilly roundabout			
A420 Gablecross junction	£8.4m	Junction improvement works (NEV works)	Start January 2021. Completion August 2021
Southern Connector Road	£30.6m	Road construction (NEV works)	Start March 2021. Completion August 2022
Wichelstowe Southern Access	£28.7m	Tunnel under M4 and connecting road	In progress. Completion November 2021
M4 junction 15	£17.2m	Joint with Highways England. Junction remodelling and capacity improvements	In progress. Completion September 2021

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Work Programme 2020/21

Communities and Place

Overview & Scrutiny Committee

Date: 18th November 2020

Author: Chief Legal Officer

Wards: All Wards

Parishes Affected: All Parish Areas

1. Purpose and Reasons

- 1.1 To give members the opportunity to consider issues that the Committee wish to include in its work programme for the 2020/21 Municipal Year
- 1.2 Under the Council's Constitution, Overview and Scrutiny Committees are required to agree a work programme at the start of the municipal year outlining their priorities and likely outcomes of considering these issues.

2. Recommendations

The Committee is recommended to:

- 2.1 Consider the draft Work Programme for the 2020/21 Municipal Year.
- 2.2 Appoint Members to any Task Groups agreed by the Committee.

3. Detail

- 3.1 This report seeks details of the topics for the Communities and Place Overview and Scrutiny Committee work programme for 2020/21. A list dates and suggested topics is attached as Appendix 1 to the report.
- 3.2 To assist Members in developing the Committee's Work Programme, a copy of the current Cabinet Work Programme and Forward Plan, for the 2nd November 2020 to 31st October 2021, can be inspected on the Council's website and copies can be obtained from the Committee Officer. A hard copy will be available for inspection at the meeting
- 3.3 Each Overview and Scrutiny Committee is requested to have a work programme that details the activities that it will be undertaking during the municipal year.
- 3.4 The work programme details the various topics and issues that each Committee intends to look into during the coming year with the aim of producing evidence based recommendations intended to provide service improvements for Cabinet and external agencies/bodies to consider.

The work programme is developed taking into account:

- Corporate priorities and objectives, including the Cabinet Forward Plan

Further information on the subject of this report can be obtained from Contact Shaun Banks, 07980752047, sbanks@swindon.gov.uk

Work Programme 2020/21

Communities and Place

Overview & Scrutiny Committee

Date: 18th November 2020

- Partnership strategic priorities and objectives
 - The interests and concerns of Members, Council officers, members of the public and other stakeholders such as community and voluntary groups and local businesses
- 3.5 Committees are encouraged to review the work programme on a regular basis to ensure it remains relevant and to prioritise the workload of the Committee.
- 3.6 Members are reminded that the work programme must also take into account:
- The workload of the Committee and of individual members
 - The capacity of officers to support a review
 - The resource implications of carrying out a review
 - The timescales for a review
 - The most appropriate method of carrying out a review e.g. Committee meeting, Task Group, Member Champion review
- 3.7 The Communities and Place Overview and Scrutiny Committee is encouraged to be mindful of its role and remit when considering a work programme for the 2020/21 Municipal Year.
- 3.8 It is important that Overview and Scrutiny adds value to the work of the Council and the Borough and produces tangible outcomes for local people that result in real service improvements. Selecting the right topics is crucial to ensure that Overview and Scrutiny will be effective.

Task Group Reviews

- 3.9 The Committee is able to undertake individual reviews throughout the municipal year and proposals for reviews should be proposed and discussed at the Committee meeting.

4. Alternative Options

- 4.1 The Committee can choose not to have a detailed work programme although it is recommended that it is best practice to do so.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 There are no financial or procurement implications arising as a result of this report. Any expenditure arising as a result of an item on the Committee's work

Work Programme 2020/21

Communities and Place

Overview & Scrutiny Committee

Date: 18th November 2020

programme will be met by the Overview and Scrutiny Support budget, subject to the approval of the Committee.

Legal and Human Rights Implications

- 5.2 Section 21 of the Local Government Act requires every local authority to establish an overview and scrutiny function to hold the Executive to account, undertake policy development and review, monitor and improve performance.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 There are no other direct implications arising as a result of this report. Any further implications will be identified when a topic is reviewed by the Scrutiny Committee and in any recommendations made by the Scrutiny Committee.

Links to One Swindon, Plans and Policies

- 5.4 The remit of the Committee includes the review, scrutiny and development of policy recommendations and the monitoring performance of corporate priorities including One Swindon.

Diversity Impact Assessment

- 5.5 No Diversity Impact Assessment is required at this stage, any DIA that is required during review of topics included within the work programme will be identified at the appropriate stage

Risk Management

- 5.6 No risk management issues have been identified at this stage, any risk management issues will be identified at the appropriate time when a topic is under review by the Scrutiny Committee and if it makes any recommendations.

6. Consultees

- 6.1 The Corporate Director of Finance and Assets (s151 officer) and Chief Legal Officer (Monitoring Officer) are consulted in respect of all reports.

7. Background Papers

- 7.1 None

8. Appendices

Appendix 1 – Suggested topics for the Communities and Place O/S Committee Work Programme for 2020/21.

Work Programme 2020/21

Communities and Place

Overview & Scrutiny Committee

Date: 18th November 2020

Appendix 2 – Scrutiny Process Flowchart

Work Programme 2020/21

Communities and Place

Overview & Scrutiny Committee

Date: 18th November 2020

Appendix 1

Communities and Place Overview and Scrutiny Committee

Work Programme 2020/21

Terms of Reference of the Committee

To fulfil all the functions of an overview and scrutiny committee as they relate to –

- the review, scrutiny and development of policy recommendations,
- the management of performance,
- the monitoring of progress towards delivering corporate priorities, and
- the formulation of advice for the Cabinet, Council and other partners and stakeholders.

To have specific responsibility for (but not limited to) the scrutiny of: -

- the performance of services seeking to deliver sustainable communities against agreed local and national performance indicators,
- StreetSmart services,
- Transport and strategic transport planning,
- Flood risks,
- Environment and sustainability,
- Waste and Recycling,
- Library services,
- Business Support,
- Parishes and Devolution,
- Community and Neighbourhoods,
- Localities
- Volunteering

Review of the Work Programme

The work programme will be reviewed at every meeting of the Communities and Place Overview & Scrutiny Committee to ensure that it remains relevant, to ensure that Members and Officers have sufficient capacity to deliver the work programme and to include any additional items on the work programme, if appropriate.

Work Programme 2020/21

Communities and Place

Overview & Scrutiny Committee

Date: 18th November 2020

Dates of Meetings:

27th January 2021

- Work Programme 2020/21
- Overview of Solar Schemes within the Borough
- Update on LED Streetlight Installation
- Council Bicycling Strategy