



***STREETSCENE AND ENGINEERING SCRUTINY  
COMMITTEE***

***12.30 PM WEDNESDAY, 22 JULY 2020***

***VIA MICROSOFT TEAMS***

**All mobile telephones to be switched to silent for the duration of the meeting**

**PART 1**

1. Welcome and Roll Call for Attendance
2. Declarations of Interest
3. Recovery Strategy (*Pages 3 - 52*)
4. Streetcare - Current Service Delivery & Recovery Planning (*Pages 53 - 60*)
5. Engineering and Transport- Current Service Delivery & Recovery Planning (*Pages 61 - 106*)
6. Urgent Items  
(Whether public or exempt) at the discretion of the Chairman pursuant to Section 100B (4) (b) of the Local Government Act 1972

**S.Phillips  
Chief Executive**

**Civic Centre  
Port Talbot**

**Thursday 16<sup>th</sup> July 2020**

### **Committee Membership:**

**Chairperson:** Councillor S.M.Penry

**Vice  
Chairperson:** Councillor R.W.Wood

**Councillors:** A.R.Aubrey, C.Galsworthy, J.Hurley, D.Keogh,  
A.McGrath, W.F.Griffiths, R.Davies, J.Hale and  
S.A.Knoyle

### **Notes:**

- (1) If Committee Members or non-Committee Members wish to have relevant items put on the agenda for future meetings, then please notify the Chief Executive/Chair eight days before the meeting.*
- (2) If non-Committee Members wish to attend for an item of interest, then prior notification needs to be given (by 12.00 noon on the day before the meeting). Non-Committee Members may speak but not vote, or move or second any motion.*
- (3) For pre scrutiny arrangements, the Chair will normally recommend forthcoming executive items for discussion/challenge. It is also open to Committee Members to request items to be raised - though Members are asked to be selective here in regard to important issues.*
- (4) The relevant Cabinet Board Members will also be invited to be present at the meeting for Scrutiny/ Consultation purposes.*
- (5) Would the Scrutiny Committee Members please bring the Cabinet Board papers with them to the meeting.*

## REPORT OF THE CORPORATE DIRECTORS GROUP

JULY 2020

### COVID -19: MOVING FORWARD STABILISATION – THE PERIOD BETWEEN RESPONSE AND RECOVERY

#### **Purpose of Report**

Although infection rates and related deaths have peaked and are on a steady downward trajectory, it will be considerable time – eighteen months or more – before we can start to plan to recover from the crisis. The intervening period will therefore be a period of stabilisation and the enclosed draft strategy sets out a general framework that will support a consistent and co-ordinated approach as we move towards recovery across the Council.

The draft strategy is accompanied by a Road Map (action plan) which is framed on the basis of a traffic light system, mirroring the approach the Welsh Government has set out in its document “Unlocking our Society and Economy: continuing the conversation”.

The draft strategy is being presented to all Scrutiny Committees for comment before presentation to Cabinet on 30<sup>th</sup> July 2020 for approval.

**Corporate Directors Group**

**July 2020**

**Neath Port Talbot County Borough Council**  
**Covid-19: Moving Forward**  
**Stabilisation – the period between response and  
recovery**

**Version 2.1**  
**June 12th 2020**

## **Foreword**

The Coronavirus pandemic has had a dramatic impact on the way we live and work.

Thanks to the collective efforts of everyone in society, the anticipated peak of infection has been suppressed, the NHS has been able to cope with the influx of patients needing treatment in hospital settings and many lives have been saved.

I am immensely proud of the way in which the Council's workforce and our communities have adapted to the severe restrictions that have been placed on us all. The efforts across the county borough to sustain critical services and to support those most at risk have been extraordinary.

We are now entering a period where we will need to make further adjustments whilst we await an effective vaccine.

It is crucial that we all embed the public health measures that reduce the chance of the virus spreading into our daily routines. This will involve: maintaining good personal hygiene; continuing to practice social distancing; redesigning our services and working environments; continuing to support those who need to shield themselves from the virus; and co-operating with advice to self-isolate and get tested if we develop symptoms associated with the disease.

This strategy sets out how the Council will begin this work – work that will be subject of continuous review as new evidence and policy responses emerge.

**Cllr R G Jones**

**Leader of Council**

## Introduction and Context

In the middle of March 2020, the Council mobilised an emergency response to the developing Covid-19 national emergency situation.

Since then, there has been immense effort to ensure that the Council was able to take action, in step with policy decisions taken by the Welsh Government and the UK Government. At all times our approach has been to work with and in support of government policy. Key actions taken during the response phase of the emergency have included:

- A 7 day/week **enhanced communications** service to ensure that public health messages were aggressively promoted across all channels owned/commissioned by the Council; and accurate and timely information was provided about changes to service delivery, including the establishment of new services to support vulnerable people;
- **Closing down Council services** to assist in reducing the spread of the disease as well as focusing our regulatory services on ensuring compliance with new legislation and guidance by local businesses and other organisations;
- **Changing services** so that critical services could operate safely over the period. For example: supporting continuity of learning using remote technologies to connect learners with their teachers; innovating across safeguarding services to fulfil our statutory safeguarding responsibilities using digital platforms and also creative approaches to outreach work; supporting care providers to minimise the risks involved in providing personal care across community and residential settings; re-prioritising and adapting street-scene services to keep vital refuse and recycling services operational; and re-shaping services at crematoria and burial grounds in line with governmental advice;
- Establishing **new service responses**. The new NPT Safe and Well Service was set up to support people told to shield themselves from the virus and other vulnerable people with daily living tasks. Over 1,000 residents have used the service and over 500 people registered to volunteer; Childcare provision has been provided through a network of school-based hubs, ensuring the most vulnerable learners and the children of those working in essential roles have been well supported over the

period. New on-line services were set up to support the administration of financial assistance to businesses and community groups. The Council undertook the project management of the construction of the Llandarcy Field Hospital, completing the build within four weeks; Children entitled to free school meals have also been supported throughout the period, initially through the “grab bag” scheme and then more latterly by payments into the bank account of eligible parents; and

- The Council has encouraged and supported the fantastic **community action** we have seen across the county borough, helping councillors where needed to complete the setting up of “street champion” networks, adapting the NPT Safe and Well Service to response to community needs, helping to connect local businesses with other businesses and local communities, working with local third sector organisations and housing associations, respecting what each agency is able to offer communities at this extraordinary time.

This would not have been achieved but for the exceptional commitment from the Council’s workforce and the strong partnership between the Council and the trade unions.

Support functions have also adapted to enable these changes. Some examples of the work completed includes:

- Refocusing of the Council’s **Human Resources** Service to support the workforce as many were required to work from home using new remote technologies; providing employees with advice and reassurance if their ability to work was affected by their own health conditions, caring responsibilities or because their work had significantly changed or had temporarily been suspended. All of those unable to work were invited to consider redeployment. Several hundred of the Council’s workforce voluntarily agreed to temporary redeployment into other roles – this has included secondment to the communications team, refuse and recycling, customer services, NPT Safe and Well, Test Trace and Protect;
- **Health and safety** has been a top priority over the period. Risk assessments, identifying the range of protective measures put in place to protect staff and service users, such as: PPE; workplace redesign to

ensure social distancing; and use of other equipment such as in-cab screens has required an immense effort, especially in the early stages of the outbreak when global supply chains were under immense pressure and Government guidance was changing very rapidly as scientific evidence developed;

- Alongside health and safety physical control measures, there was an early focus on supporting the emotional wellbeing of employees. A wide range of new on-line **wellbeing resources** has been established and promoted to the workforce and more recently telephone helplines for all staff and pupils have also been put in place, connecting those needing help to the Occupational Health Service or the Education Wellbeing Service ;
- The nature of the Coronavirus has meant that people should avoid face to face contact wherever possible and void touching things that other people may have touched. The work done in recent years to develop the Council's digital capability has been a key asset during the outbreak. For example: Staff using remote **technology** increased from an average of 50 per day to over 1500 per day over the first four weeks of the outbreak as many were required to work from home using Microsoft Teams to connect with other work colleagues. New software services created through collaboration between business rates, economic development and digital services staff created on-line services to enable rapid payment of government grants to over 2,000 businesses - the value of payments made to date exceeding £25 million. Similarly, collaboration between finance, education and digital services teams have enabled payment of funds to over 5,000 parents of pupils entitled to free school meals and the data sciences skills within digital services enabled lists of people advised to shield to be matched with other data to support the development of systems needed by the NPT Safe and Well Service. More latterly, focus has also turned to those who are digitally excluded. Over 1,350 devices have been issued to pupils who have no suitable device or wifi connection at home which will ensure no learner is excluded from learning because of technology limitations in their household. There are many more examples of digital technologies providing a strong backbone to keep the Council functioning;
- As the pattern and nature of work has shifted over the period, learning and development activities have adapted too. **e-learning** has massively



expanded with many people unable to perform their normal duties taking the opportunity to update their skills include, for example, Welsh language and safeguarding training. Where there has been a need for face to face training adaptations have been made to ensure social distancing.

Delivering change on the scale and at the pace that has been required has been a corporate effort. People from different professional disciplines have collaborated to do what has been required. As well as ensuring the Council has been able to quickly mobilise its emergency response, there many lessons to be drawn from the period that will be drawn out to inform the work that will need to be done in the period ahead as the Council re-shapes its services and functions further to adapt to operate safely with the continuing threat posed by the disease.

## **Leadership and Governance during the Response Phase**

### Political Leadership and Governance

Leadership and democratic oversight of the Council's work needed to adapt very quickly over the period.

Lockdown measures imposed by the UK and Welsh governments meant that all Council meetings were suspended. Decisions have therefore been taken under the urgency and emergency provisions contained with the Council's Constitution.

To ensure visibility of decision making, administrative processes were adapted to work on a digital platform, mirroring as closely as possible what would have happened prior to the outbreak. Scrutiny chairs have been routinely consulted about decisions requested from the Executive. All decisions made under the arrangements have been published to the Council's Modern.gov system – available to all members of Council but also to members of the public (except for private items).

The Leader of Council has participated in the network of meetings established by the Welsh Local Government Association designed to co-ordinate the local government response across Wales. These arrangements have meant that the Council has been able to escalate issues where needed but has also had early notice of additional changes that have been required. Informal meetings of the Cabinet have been held as have regular meetings between the Leader, Chief Executive, Assistant Chief Executive and opposition group leaders – all of this designed to provide regular briefings on the changes taking place and to receive feedback.

While formal meetings have been suspended, a number of mechanisms have been deployed to keep in touch with all Members of Council. Regular bulletins and e mails have been sent to members by e mail focusing on some of the key changes that have been taken or were being planned to respond to the measures taken by governments.

Following the enactment of legislation to remove the requirement for Members to be seen and heard in formal meetings of the Council, the Council moved quickly to resume key meetings using Microsoft Teams. The meetings held to date have included a meeting of the Council (the first council in Wales to hold a full meeting of Council remotely) and meetings of the Cabinet, Planning Committee, Audit Committee and Cabinet Scrutiny Committee. An initial debrief has been held to tease out immediate lessons learned and a fuller review is scheduled before the end of July to agree the pattern of meetings and associated support from autumn onwards. Issues to take forward in the next period will include enhancing scrutiny, resuming bi-lingual meetings of Council, ensuring public access to all meetings as well as refining practical arrangements such as the type of device used for meetings, meeting protocols, support at meetings and consideration of alternative software systems.

Council has also authorised the establishment of a cross-party Panel to support the Cabinet in moving forward from initial response to stabilising council services in the new operating environment. One of the key tasks given to the Panel by Council is to ensure each member of Council is encouraged to help shape the way forward.

## Professional Leadership and Governance

In the initial response phase of the outbreak, the Chief Executive established and chaired an Incident Management Group to provide professional leadership during the response phase and this met daily, seven days/week using a standard agenda. The Incident Management Group was comprised of the corporate directors and assistant chief executive and heads of service, as appropriate.

Key issues discussed and decided at the daily Incident Management Group meetings were recorded by the emergency planning team. Issues from these meetings were then briefed to daily meetings between the Leader and Deputy Leader and the Chief Executive and Assistant Chief Executive. Information was also cascaded down to operational teams through the respective chief officers but also where needed into wider structures.

Work tasked from the Incident Management Group ensured that the Council quickly assembled (and where required deployed) emergency responses. Activity mobilised included, for example: project management of the Llandarcy Field Hospital, creation of the NPT Safe and Well Service to meet the needs of shielded and vulnerable people, plans to expand capacity to care for the deceased, creation of child care hubs in schools, support to adult social services, etc

The local emergency response was undertaken in alignment with the work of the South Wales Local Resilience Forum which convened a series of Strategic Co-ordinating Group meetings during the period – with a focus on facilitating co-ordination across the different arms of the public service, eg police, local government and others.

Because of the nature of the emergency, joint arrangements were also agreed between Swansea and Neath Port Talbot councils and the Swansea Bay Local Health Board to oversee the local health and social care response. The governance of the Regional Partnership Board was formally amended to ensure that more agile arrangements were put in place to work through and manage the pressures across the health and social care system and to make contingency plans for a significant surge in people needing treatment for Coronavirus.

The Incident Management Group ensured that these arrangements were focused on the priority issues and that the Council had a coherent and corporate approach throughout the emergency response period.

From the outset, all costs incurred in responding to the outbreak have been assigned to a project code enabling a clear audit trail to be available to identify and substantiate the costs of response, backed up by decisions taken under urgency provisions, where required.

### Next Steps

On Friday, May 15<sup>th</sup> 2020, the Welsh Government published initial plans to lift restrictions in Wales, described as the next phase of response to the virus “<sup>1</sup>Unlocking society and our economy: continuing the conversation.” The publication of the route map signals a cautious shift towards lifting some of the restrictions imposed to reduce the spread of the virus, protect the NHS and save lives.

As in the initial response phase, the Council will act in step with the Welsh Government to establish the arrangements that will be needed to continue to bear down on the spread of the disease whilst also easing the restrictions that have been applied during the lockdown period.

This strategy sets out a general framework that will support a consistent and co-ordinated approach as we move towards recovery across the Council.

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<sup>1</sup> <https://gov.wales/sites/default/files/publications/2020-05/unlocking-our-society-and-economy-continuing-the-conversation.pdf>

## Moving Forward

Although infection rates and related deaths have peaked and are on a steady downward trajectory, there will be no return to normality in the immediate future. Until a vaccine and effective treatments are available, we will need to adjust our daily lives to live with the constant threat posed by the disease.

It will therefore be a considerable time – eighteen months or more – before we can consider that we are recovering from the crisis. The intervening period will therefore be a period of stabilisation – a period where we work in step with the leadership provided by the Welsh and UK governments to carefully lift the restrictions imposed on the daily life of our staff and residents, always vigilant to the potential for infection rates to increase.

As in the response phase, it is crucial that we take a corporate approach to the way we achieve stabilisation. There are three key areas of focus for us:

1. **Test, Trace, Protect** – the Council has a significant role in implementing the Welsh Government's Test, Trace, Protect Strategy.

Our Environmental Health Service will oversee the delivery of the local contact tracing service which forms the tier 1 services within the 3 tier Test, Trace, Protect NHS national service model. Environmental Health will also contribute their resource and expertise to the 2<sup>nd</sup> tier, regional element of the national service.

This is a significant undertaking for the Council. Test, Trace, Protect plays a vital role in protecting the public health, tracing those who have been in contact with someone who has tested positive for Coronavirus, encouraging people to responsibly quarantine themselves which in turn will help prevent the spread of the virus and break the chain of transmission. The information gathered from this work will also help public health professional better understand how the disease is affecting our local community and consequently informing further public health measures that can help keep our communities safe.

The Council's involvement in Test, Trace, Protect is also significant in terms of the scale of the activity and resource involved. Current

estimates put the financial cost of the service at over £3 million for the initial phase of operation.

Test, Trace, Protect will also play a key role in building confidence in our workforce, our service users and the wider community as restrictions are lifted. Those who are symptomatic can now easily access tests while they self-isolate. All residents and the workforces in closed settings, such as care homes, will access testing whether symptomatic or not - one of a series of measures to enhance protection for those who are especially vulnerable.

- 2. Resumption of Council services and functions** – Whilst some services have been temporarily suspended during the response phase, most council services and functions have continued to operate albeit with changes made to access and operational arrangements to respond to the numerous measures put in place by the UK and Welsh governments.

As we move into the stabilisation phase, all services and functions are undertaking review exercises to tease out the lessons learned during the response phase which in turn will inform the way in which those services and functions may operate as restrictions are carefully eased by governments.

For those services which were temporarily suspended in line with government requirements and guidance, plans are being prepared to bring those services back into operation, adapted to comply with social distancing and high standards of hygiene. However, the timing of when services will resume will be informed by government decisions on the lifting of lockdown restrictions and also our local risk assessment arrangements.

As indicated in the earlier sections of this paper, there have been many innovations during the response period which need to shape the way we plan services and functions into the future. We **should not be assuming a return to the old normality** – we will be forced to live with adaptations

to services and functions until the threat presented by the Coronavirus has been satisfactorily addressed – but there are also clear indicators too that the crisis has enabled new, more responsive approaches to be developed by the Council to the way we respond to community need; that community action has been stimulated in a significant way across all communities; and that other local agencies too have needed to adapt their offer over the recent months. We need to use the stabilisation period to reflect on this and realise some of the opportunities that have been created by the crisis alongside the work we will need to do to address the risks and threats.

It is essential that we approach the exercise of resuming council services and functions from a corporate perspective, taking the unique opportunity now presented to test how well proposed service models are likely to respond to the changed and changing needs of our communities, the financial and human resources likely to be available, applying the important learning we have done during the response phase which has seen some remarkable examples of innovation and ingenuity- for example:

- The completion of the Llandarcy Field Hospital in less than a month;
- The development of a corporate, single organisational view of the most vulnerable children, young people and families that education, social services and community safety all support. This may create an opportunity to also develop a single, integrated response to meeting the needs of this cohort of our population;
- The expansion of digital approaches combining datasets from disparate databases with the rapid development of new digital services using tools such as webchat and chatbots – these changes have reinforced the importance of all elements of the Council’s existing Smart and Connected Strategy with an opportunity to deliver our ambition at far greater pace than initially envisaged;
- The deployment of multi-disciplinary teams to respond at pace to rapidly changing situations – these examples

demonstrate what becomes possible when people are not constrained by service and directorate silos, pooling expertise, knowledge and resources to deliver good outcome for our citizens.

The Roadmap attached at Appendix 1 provides a framework against which we will plot the way services will resume during the stabilisation phase. For some services and functions, the Roadmap is already clear, for others there is more work and thinking to do. The Roadmap will therefore need to be continuously updated as we work through the months ahead, this may include revisiting early plans as we put plans into practice and learn from our own experience and from wider afield.

Our Roadmap will also enable us to demonstrate our local response to the Welsh Government's policy framework set out in "2Unlocking society and our economy: continuing the conversation".

### **3. Understanding and responding to the impact Covid-19 has had for citizens, businesses and other organisation across Neath Port Talbot –**

As countries across the globe reflect on the impact of Coronavirus it is clear that the pandemic is likely to have both and immediate and longer term, significant impact.

Countries around the world are reporting significant political, economic and social impacts. There are also emerging impacts for the environment. We need to make a clear assessment of these impacts for our local area too. The Neath Port Talbot Public Services Board, chaired by the Leader of Council is well-placed to undertake a community impact assessment using the Wellbeing of Future Generations (Wales) Act 2014 framework to establish the impact of the pandemic on the economic,

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<sup>2</sup> <https://gov.wales/sites/default/files/publications/2020-05/unlocking-our-society-and-economy-continuing-the-conversation.pdf>



social, environmental and cultural wellbeing of Neath Port Talbot residents. The community impact assessment will inform our work to respond locally to our communities needs whilst also providing an evidence base to influence policy choices at the regional and national tiers of governments.

A multi-agency group, led by the Council, is collecting data to produce an initial impact assessment by mid June 2020. As well as gathering data from key indicators, for example Universal Credit claimant counts, crime and disorder etc, the exercise is seeking to gather views from a wide cross section of people to understand the lived experience of people from different backgrounds and places across our communities since the outbreak started.

An initial community impact report will be considered by the NPT Public Services Board towards the end of June. It is anticipated that the report will enable the key areas of focus to be identified and the Board will then need to organise work and resources to move the work forward into its next stage. There will be an important community leadership role for elected members here too, both in terms of ensuring the impacts drawn out for each community are relevant and accurate as well as ensuring the Board itself is held to account for the way in which agencies plan to respond to the findings of the exercise.

Political leadership throughout this phase is critical. Governments the world over are striving to secure the confidence of citizens as they work through unprecedented challenges to move from response, through stabilisation to recovery. Elected members must be supported to provide strong community leadership through the next period and beyond as we move towards recovery. The cross-party Member Panel established by Council will be an important mechanism to achieve this.

The work we undertake in each of the three areas summarised above will be tested against the vision, principles and objectives set out in the next section.

## **Moving Forward – Vision, Aims and Objectives**

### **Vision**

Residents, businesses and organisations are able to shape and agree upon the measures each needs to take to protect public health, control the spread of the disease and maximise the life chances of everyone who lives and works in the county borough.

### **Aim:**

To ensure that the residents, council staff and all other employment sectors within Neath Port Talbot are supported to move safely from lockdown conditions in accordance with Welsh Government guidance whilst continuing to reduce the impact of Covid-19 on our communities and most vulnerable populations.

To identify and implement the most effective and efficient ways of delivering and facilitating services in order to support local economic recovery and public service functions, prioritised according to resource and need.

### **Objectives:**

1. To encourage residents, staff and organisations to continue to comply with the public health guidance;
2. To establish a resilient and effective contact tracing capability to support the delivery of the Welsh Government's strategy <sup>3</sup>"Test, Trace and Protect";
3. To support vulnerable residents who are required to shield themselves;
4. To bring the Council's services and functions safely back into operation;
5. To work with Public Service Board partners to identify the wider impacts of the pandemic on the communities of Neath Port Talbot and the collective action needed to address those impacts; and
6. To ensure the Council can mobilise a speedy and effective emergency response should infection rates increase.

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<sup>3</sup> <https://gov.wales/test-trace-protect-html>

## **Principles:**

- We will act in step with the policy decisions taken by the Welsh Government, wherever possible;
- We will adopt a corporate and consistent approach to recovery activities;
- We will base decisions on the most recent scientific advice and evidence available, supporting Welsh Government to keep the reproduction rate “R” below 1;
- We will prioritise the safety and wellbeing of our staff and those who need to use our services and functions;
- Where possible, services and functions will be delivered on-line or be re-designed to limit face to face contact;
- We will continuously engage with and involve our workforce, residents, businesses and other organisations in our recovery process;
- We will assess the impact of our recovery work on people who share protected characteristics, on our ability to deliver our statutory responsibilities and also on the Council’s financial health; and
- We will ensure strong democratic oversight and public accountability of our recovery work.

## **Leadership and Governance in the Stabilisation Phase**

### Political Leadership and Governance

Political leadership will be provided by the Cabinet, supported by a cross-party Member Panel – Coronavirus Recovery Phase. Through the work of the Panel, mechanisms will be established to ensure all Members of Council have an opportunity to shape the Council’s plans to resume services and functions as we move through stabilisation towards recovery. Regular reports will be provided to enable Members to monitor the progress made.

Senior members will continue to actively participate in regional and national networks to ensure we are learning from elsewhere, helping to shape national and regional policy and continuing to advocate for the interests of our citizens.

Formal meetings of the Council will be expanded but most, if not all business, will take place over remote technology. Public access to meetings will be enhanced and scrutiny committees will begin to play a more significant role in helping to shaping the Roadmap and associated work as well as scrutinising the done by the Neath Port Talbot Public Services Board, the Cabinet Scrutiny Committee, exercising powers delegated to it by Council to scrutinise the work of the Board.

### Professional Leadership

Professional Leadership will be provided by the chief officer group, led by the Chief Executive through a Recovery Planning Group. The Recovery Planning Group will ensure there continues to be a corporate and coherent approach to the way we approach stabilisation through to recovery, using the lessons learned from the immediate response phase.

Each service manager will prepare plans for the recovery of the services and functions for which they are accountable, using this strategy as a framework. The Chief Executive will also designate lead officers to develop other responses as may be required, to fulfil the objectives set out in this strategy.

The development and operation of Test, Trace, Protect and the planning and delivery of health and social care services will operate on the Swansea Bay Health Board footprint, enabling Neath Port Talbot Council to integrate and co-ordinate its local arrangements with Swansea Council and the Swansea Bay Local Health Board. Governance arrangements are in place to support this joint work with clear lines of communication back to the Council's Recovery Planning Group and associated democratic arrangements.

Officers will also continue to participate in the South Wales Local Resilience Forum and wider networks to help shape government policy and to share the learning that is emerging as all agencies adapt to the impact of this pandemic.

## **Risks and Issues**

There are a number of key risks and issues that we will need to manage as we seek to implement this Strategy. These include:

- Risk that the reproductive rate (R) for the disease will increase – ie will exceed 1 and consequently lockdown measures will be reintroduced and emergency responses re-mobilised;
- Availability of suitable Personal Protective Clothing (PPE) – whilst supply chains are improving, in the short term pressures for some stocks continue to be experienced;
- Impact of Test, Trace, Protect – with more extensive testing of the population, it is likely that the number of staff self-isolating will increase, placing strain on business continuity;
- Impact of social distancing measures – the 2m requirements have a significant initial and recurring impact on the model and cost of services and functions;
- Organisational capacity – the Welsh Government is requiring the Council to establish new services such as the NPT Safe and Well Service and the Test, Trace, Protect Service as foundations of its health protection strategy. Resourcing of these new services has been met by redeploying staff from other roles. As the Welsh Government eases restrictions and encourages more public services to come back into operation, staffing resources will come under increasing strain as we balance new responsibilities with existing responsibilities;
- Community Impacts – the economic, social, environmental and cultural impacts will shape the volume, range and pattern of demand for Council services and functions. Impacts may be experienced differentially, between groups with protected characteristics and across different geographies which in turn may require a differential response by the Council and its partners as we design a pathway to recovery;

- Community Cohesion – as restrictions are eased and time elapses there is a risk that people’s propensity to comply with ongoing restrictions will be mixed, creating tension between those who are complying and those who are not. There are also reports from elsewhere of anti-Chinese sentiment that we need to be alert to locally;
- Financial and Resourcing Risks – the Welsh Government has already agreed a supplementary budget for 2020-21 which in part re-prioritises some elements of the budget voted by the Senedd prior to the outbreak. There is a risk that other programmes, including capital programmes will be affected by decisions taken by the UK and Welsh Government to undertake a wider re-prioritisation of public funding and also the policy choices made to fund the financial costs of the pandemic;
- Governance – the scale of the emergency response saw the temporary suspension of legislation, regulations, guidance and a range of statutory reporting requirements. There is a risk that these will be reintroduced without review, placing burdens on the Council at a time when capacity needs to be focused on the work we need to do during stabilisation and in recovery. There is also a need for the Council to ensure its own checks and balances are fit for purpose with systems of governance enabling and supporting the changes that will need to be delivered and not impeding them.

## **Financial Considerations**

At the time of writing, the medium to long-term financial implications for the council are largely unknown. In the short term, the council’s cash flow can be sustained as a consequence of advance payments of Revenue Support Grant and the support announced in the Welsh Government Supplementary Budget on 28 May.

However, the financial implications of COVID-19 will undoubtedly be very significant and decisions in the short-term must be informed by this context.

The Director of Finance and Corporate Services and his team are preparing estimates of the one-off and recurring financial impacts of this outbreak and the detail of his work will be reported to Members as soon as available.

### **Strategy Review**

Because of the dynamic nature of the situation, this strategy will need to be kept under continuous review to ensure its continued relevance.

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# **Covid-19 – Moving Forward**

**Stabilisation – the period between response and recovery**

**Road Map**

**Version 2.3**

**July 2020**



The Council has framed its action plan on the basis of a traffic light system, mirroring the approach the Welsh Government has set out in its document “Unlocking our Society and Economy: continuing the conversation”.

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**OBJECTIVE:** To encourage residents, staff and organisations to continue to comply with the public health guidance

**LEAD:** Assistant Chief Executive and Chief Digital Officer

Lockdown	Red	Amber	Green
Promote and amplify public health messages across all of the Council's owned and commissioned channels			
Communicate services available to support vulnerable residents and encourage take up			
Communicate support and assistance available to people and organisations impacted by restrictions			
Communicate business opportunities to local companies and organisations			
Monitor channels to gain insight into how the lockdown is affecting people, business and other organisations			
Extend digital channels available to the workforce and elected members, including access to e-learning and wellbeing support			
Communicate how critical services are operating during the lockdown period			
	Communicate changes to service availability as restrictions are eased. Monitor the impact of changes to service availability on behaviours		
	Survey residents, staff and other stakeholders to assess the impact of ongoing restrictions and to gauge the level of confidence to engage with services as they are recovered		
		Use learning and insight to generate further innovation in the delivery of the communications function	

**OBJECTIVE:** To establish a resilient and effective contact tracing capability to support the delivery of the Welsh Government’s strategy <sup>4</sup>“Test, Trace, Protect”;

**LEAD:** Director of Environment and Regeneration

Lockdown	Red	Amber	Green
	Recruit, train and equip 6 contact tracing teams and associated business support	Expand contact tracing capability in line with governance policy and available resource	Right size contact tracing capability to “new normal” requirements
	Establish regional tier of contact tracing capability to deal with more complex situations		Right size regional tier capability to “new normal” requirements
			Agree the actions the Council can take to sustain the public health protection strategy over the medium term

<sup>4</sup> <https://gov.wales/test-trace-protect.html>

**OBJECTIVE:** To support vulnerable residents who are required to shield themselves;

**LEAD:** Assistant Chief Executive and Chief Digital Officer

Lockdown	Red	Amber	Green
Promote take up of the NPT Safe and Well Service to people who are shielding and to those who need to self-isolate where they have no other form of support	Work with food retailers across the county borough to ensure there are sufficient opportunities for people who are shielding or self-isolating to source their own food	Transition people supported by NPT Safe and Well with a food delivery service to local food retailer alternatives	
	Work with the Health Board to ensure there is sufficient capacity within the community pharmacy network to deliver medication to those who require assistance	Transition people supported by NPT Safe and Well to a community pharmacy delivery service	
	Review all of the cases open to NPT Safe and Well to establish needs other than food and medication	Develop options for meeting wider support needs.	Implement agreed model for meeting wider support needs

	collection where there is a need for ongoing support		
Promote volunteering opportunities with NPT Safe and Well to ensure there are enough people available to support those who are shielding or who need to self-isolate and who have no other form of support	Induct, train and support volunteers	Develop options for sustaining volunteer arrangements in line with changes to the model of support	Implement changes to volunteer model
Encourage and celebrate wider community action mobilised to support communities during the lockdown phase	Continue to encourage and celebrate wider community action	Explore how community action can be sustained over the longer term	

**OBJECTIVE:** To bring the Council’s services and functions safely back into operation;

**LEADS :** Assistant Chief Executive and Chief Digital Officer, all Directors

a) Education and Care for Children

Lockdown –closed except for key workers and vulnerable children. Outreach services in place	Red – no change, but able to manage increase in demand from children already eligible to attend schools and daycare	Amber – priority groups of pupils return to school in a phased approach. Increased numbers of children in daycare	Green – all children and students able to access education. All children able to access daycare.
Schools are closed except to accommodate vulnerable pupils and the children of critical workers. Measures are in place to support remote learning and to provide outreach services to vulnerable children and special needs pupils	Increase in number of hubs for children of critical workers	Schools re-open for a three week period to enable learners to check in, catch up and prepare for September term  Blended learning continues  Child care for critical workers stopped. Vulnerable learners continue to attend school and receive support over the summer holiday period	All schools re-open on 1 <sup>st</sup> September with all children attending school regularly from 14 <sup>th</sup> September.  Blended learning approaches developed to provide solid contingency arrangements in the event that there is further disruption to schools from the spread of the infection

Early years settings closed	Childcare providers to start re-operating and increasing numbers in accordance with WG guidance issued on 29 <sup>th</sup> June.	Family Information Service will continue to signpost families to operating childcare providers over the summer break.	
Youth services closed for face to face services, remote outreach services operating	Youth service continues to provide remote support and engagement with targeted groups.	Youth service will contribute to summer care arrangements for vulnerable learners and summer enhancement programme for year 5 and 6 pupils from schools with over 17% efsm profile.	
Adult learning services closed	Adult learning provision will be delivered remotely to focus mainly on qualification based courses.		
Safeguarding services and children's social services operating with social distancing and remote contact in place	Safeguarding services will continue to operate and communication issued to all relevant providers.		
'Grab Bags' then cash payments to parents of children entitled to free school meals	Families are receiving a weekly payment of £19.50 per child this covers an allowance for breakfast,	We are currently serving food in half of our school settings but are chargeable to all paying and FSM pupils	

	<p>lunch and milk. The payments commenced from April 6th and they will receive the payment through the summer holidays to the 31st August. During the duration of the hub schools all children and staff were entitled to free school lunches with many of them taking up this offer. A small number of food parcels have been distributed to those families who are entitled to FSM's from the Food Hub (who do not have a bank account to receive the above payment)</p>	<p>as they are receiving the payments. The other half of schools are asking all pupils to provide their own packed lunches due to their school plans.</p>	
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b) Getting Around

Lockdown – Leave the house for essential travel only	Red – local travel including for click and collect retail. Promote active travel and adapt public transport for physical distancing. Allow outdoor leisure and recreation	Amber – travel for leisure, access non-essential retail and services and more people travelling to work	Green – unrestricted travel subject to ongoing precautions
All council-owned parks closed	All council-owned parks open except for children’s play areas, toilets, cafes and other buildings. Social distancing signage in place	MTB, Mario’s cafe and Orangery re-open at Margam Park with social distancing and hygiene measures in place	All facilities re-open in parks with social distancing and hygiene measures in place
Some rights of way closed			All Public Rights of Way that were temporarily closed due to Covid-19 have now reopened (effective as of 9 <sup>th</sup> July).
Some transport re-purposed to support the delivery of NPT Safe and Well food delivery service	Social Services suspended complex needs freeing community transport service vehicles to be	As complex needs services start to return a new model for food distribution is being developed where volunteers	Transition people supported by NPT Safe and Well with a food delivery service to local food retailer alternatives.

	utilised for the delivery of food packages to those shielding in the community.	and social housings associations will be able to collect packages from the food hub for vulnerable/shielded residents.	
Adapt public transport for physical distancing.	Bus Services severely reduced with many routes suspended.	Commercial Bus Operators have segregated off seats on vehicles to maintain social distancing. The Council has had signage installed at main bus stations and all electronic signage displays social distancing guidelines. Temporary drop off points have been introduced to avoid conflict when passengers are alighting.	Commercial operators have been reintroducing routes with a view to services increasing through the summer.
Social distancing signage erected on the beach promenade supported by use of drone messaging	Signage updated re Lifeguard Service available.		
Parking fees temporarily suspended and parking enforcement temporarily suspended		Parking fees and enforcement reintroduced for car parks (except town	Parking fees and enforcement fully restored from 1 <sup>st</sup> September 2020

	centres) from 1 <sup>st</sup> August 2020	On-Street enforcement resumed at the beginning of July 2020. Margam Park will be charging for parking from 1 <sup>st</sup> August 2020 (bringing it line with the Aberavon Seafront and Gnoll Park)
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c) Exercise, playing sport and games

Lockdown – exercise once a day outside on own or with household	Red – exercise more than once a day and incidental activity locally. Outdoor sports courts to open. Elite athletes resume some activity	Amber – team and individual sports, non-contact sports and games in small groups indoors and outdoors. Some outdoor events with limited capacity and events behind closed doors.	Green – all sports, leisure and cultural activity open, with physical distancing. All events resume with limited capacity.
All council leisure services closed	Remain closed until further guidance provided.		
All council organised events cancelled	All events cancelled in Margam Park. Private hire - Drive in Cinema arranged at end of August.		
The council community centre closed	Remain closed.		

d) Relaxing and Special Occasions

Lockdown – stay at home and only leave the house for essential purposes	Red – some opening of outdoor cultural and other sites. Relaxation and leisure outdoors where local	Amber – more cultural and leisure sites to re-open (eg museums and galleries). Weddings and other events with limited capacity and physical distancing	Green – all special occasions and cultural and leisure activities permitted with precautions in place
Theatres and other cultural services closed	Remain closed		
Libraries closed except for on-line library service	Pontardawe, Port Talbot and Neath libraries re-open with click and collect service. Home delivery service resumes	Extend click and collect service to all branch libraries operated by the council. Re-open Port Talbot, Pontardawe and Neath Libraries for face to face customers with social distancing and hygiene measures in place Reactivate the mobile library service with social distancing and hygiene measures in place Re-open ELRS	Re-open all branch libraries with social distancing and hygiene measures in place  Community run libraries will be opening on a call and collect basis following advice and guidance from the local authority’s library service and subject local decision.  <b><u>- Monday 27<sup>th</sup> July</u></b>

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Cwmafan Library reopens for Call and Collect service  
Glynneath Library reopens for Call and Collect service  
**Monday 3<sup>rd</sup> August**  
Mobile Library service resumes – Call and Collect only  
**Wednesday 12<sup>th</sup> August**  
Neath Library will offer limited access and Public Internet access  
Pontardawe Library will offer limited access and Public internet  
Port Talbot library will offer limited access and Public internet  
**Monday 17<sup>th</sup> August**  
Baglan Library reopens for Call and Collect service  
Sandfields Library reopens for Call and Collect service  
Skewen Library reopens for Call and Collect service

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e) Working or running a business

<p>Lockdown – work from home if possible. List of businesses required to close. 2m requirement in workplaces where not possible to work from home</p>	<p>Red – more outdoor work and click and collect retail. Businesses not required to close (eg construction) re-opening and safe working practices</p>	<p>Amber – non-essential retail to re-open with physical distancing. Trial some personal services under appointment (eg hairdressers) Accommodation businesses open without shared facilities</p>	<p>Green – restaurants, pubs and customer contact industries under physical distancing. All businesses and workplaces open under new protocols</p>
<p>Enforcement policy in place – engage, educate, encourage, enforce to support compliance by businesses and other organisations with Government policy</p>			
<p>All council workers working remotely from home where this is possible. Redeployment mechanism for staff unable to carry out their normal duties established</p>	<p>In accordance with WG regs, staff advised to work from home where possible. Essential non-office based services continue where possible subject to risk assessments</p>	<p>Staff continue to be advised to work from home, in accordance with guidance. Risk assessments undertaken in buildings and mitigating measures to achieve social distancing are put in place</p>	<p>Programme for phased return to offices being developed for customer facing services from 1<sup>st</sup> September alongside the revised home working policy</p>
<p>Financial assistance administered in accordance with national and local policy decisions</p>	<p>NDR Grants Schemes closed on 30<sup>th</sup> June 2020. Final residual payments being processed during July 2020.</p>		



	Business Start Up Grant Scheme launched beginning of July 2020. Neath Port Talbot limited to 83 applicants. Applications being assessed by Economic Development Unit.		
Refocused employment support services focused on meeting business needs during the Covid-19 outbreak			
		Licensed Premises to be allowed to open outdoors in accordance with Welsh Government Guidance as of 13 <sup>th</sup> July 2020 with social distance being maintained.	

f) Going Shopping

<p>Lockdown – essential retail only face to face</p>	<p>Red – include click and collect for non-essential retail. Begin making adaptations to public realm (eg town centres)</p>	<p>Amber – can access most non-essential retail where adaptations are possible to maintain physical distancing. Town centres and high streets adapted to facilitate shopping and accessing services under physical distancing</p>	<p>Green – able to access all retail and leisure facilities whilst taking reasonable precautions</p>
<p>Enforcement policy in place – engage, educate, encourage, enforce to support compliance by businesses and other organisations with Government policy</p>			
<p>Enforcement policy in place – engage, educate, encourage, enforce to support compliance by businesses and other organisations with Government policy</p>	<p>Monitoring undertaken to assess the impact on town centres</p>	<p>‘Light touch’ adaptations in place in main town centres to enable queueing and ease pedestrian movement. Monitoring and consultation arrangements in place to enable modifications as required</p>	<p>Ongoing monitoring of adaptations and modification as required</p>
<p>Financial assistance administered in accordance with national and local policy decisions</p>	<p>NDR Grants Schemes closed on 30<sup>th</sup> June 2020. Final residual payments being processed during July 2020.</p>		

	<p>Business Start Up Grant Scheme launched beginning of July 2020. Neath Port Talbot limited to 83 applicants. Applications being assessed by Economic Development Unit.</p>		
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g) Using public services

Lockdown – access to emergency or essential services only	Red – increase the availability of public services gradually (eg waste and recycling, libraries). Increase scope of essential health and social care services	Amber – continue to increase the availability of public services. Increase access to non-essential health and social care services (eg elective surgery, dentistry)	Green – access to all normal public, health and social care services under physical distancing where possible or precautions in other settings
<b>ENVIRONMENT</b>			
Refuse and recycling operational with modifications to comply with social distancing and good hygiene practices. Side waste policy temporarily relaxed	Collection of unauthorised “side waste” will stop on Monday 3 <sup>rd</sup> August.		
Bulky waste services suspended	Bulky waste service re-opened with advance, on-line booking to manage demand. Hygiene rules, limits on collections and PPE in place.		
Civic Amenity sites suspended	Sites re-opened with advance, on-line booking to		

	<p>manage demand and social distancing. Reconfiguration of operations at sites to ensure social distancing. Vans, pick-ups and trailers can access the recycling centres at Briton Ferry and Cymmer on Monday 13<sup>th</sup> July using the on-line booking system.</p>		
Public toilets closed	Toilets closed in accordance with Welsh Government guidance	High use toilets to be re-opened in accordance with Welsh Government guidance, with reduced opening hours, enhanced cleaning regime and restrictions on numbers	Monitoring of usage and potential to open remaining toilets subject to available resources
Urgent engineering works only with social distancing, PPE and other modifications	Many contractors closed sites when the lockdown was implemented.	Only urgent engineering works being undertaken with social distancing and appropriate PPE. This is affecting the number of workers on sites with a knock on effect to contract completions and associated financial impacts.	The industry is beginning to resume construction activities however the supply chains in some sectors are affected.

Construction and regeneration projects suspended except for construction of Llandarcy Field Hospital	Some larger projects on site with restricted staff numbers and social distancing in place. Essential maintenance taking place	Most projects back on site with restrictions still in force.	All sites to reopen with social distancing and non-essential maintenance work being undertaken
<b>SOCIAL SERVICES AND HOUSING</b>			
Day services and respite for adult social care users closed	Assess and review on an individual basis of need targeting families in crisis to arrange the most appropriate means of intervention/outreach, such as 1-2-1 case work with appropriate PPE; questionnaires sent to further establish need	Re-open day services on a phased basis, service users attending on a rota basis, based on assessed needs	Day services and respite services re-opened and full assessed service provided
Other Social services for adults operating with significant modifications – PPE, social distancing, remote contact. Suspension of normal eligibility rules.	Increase in assessments and reviews undertaken face-to-face by front-line social work teams, based on need and individual circumstances. Suspension of eligibility rules relaxed in	Re-establishment of domiciliary care ‘green’ packages of assessed need.  Further relaxation of the suspension of eligibility	All assessments and reviews undertaken face-to-face.  Full re-introduction of the normal eligibility rules.

	<p>accordance with WG guidelines</p> <p><a href="https://gov.wales/adult-social-services-during-covid-19-pandemic.html">https://gov.wales/adult-social-services-during-covid-19-pandemic.html</a></p>	<p>rules in accordance with WG guidelines</p>	
<p>Housing Options operating with social distancing and remote contact arrangements in place, supported by PPE and other measures. Expansion of accommodation for people street homeless.</p>	<p>Additional homeless accommodation to be identified and resourced as Phase 2 of the WG Homelessness Strategy.</p>	<p>Implement Phase 2 into Phase 3 of the WG Homelessness Strategy, establishing new accommodation.</p>	<p>Re-introduction of 'Face-to-face' interviews by operational Housing Options staff, where appropriate or required.</p>
<p><b>ASST CHIEF EXECUTIVE'S SERVICES</b></p>			
<p>IDVA and Substance Misuse outreach services operating with significant modifications – PPE, social distancing, remote contact. Other community safety services refocused to support NPT Safe and Well</p>	<p>On-line support for anti social behaviour incidents</p> <p>Crime prevention measures embedded into communications and marketing approaches</p>	<p>Business crime reduction partnership activities resumed as town centres are re-opened</p> <p>Partial return to police station to enable access to</p>	<p>Refocused priorities to reflect new risk threat and harm picture with modifications in place, greater use of remote technologies to support work with some face to face contact where required</p>

and Covid enforcement activities (4Es)	<p>Awareness raising and training in relation to VAWDASV continuing on-line</p> <p>Channel panel activities continue on-line linked to safeguarding outreach services where appropriate</p>	key databases to resume fuller services	
Customer Services – face to face services closed. Contact centre and on-line channels expanded to support new profile of demand.	Further expand telephone and on- services to support the emergency response	Remodelling of one stop shop services at civic centres to ensure social distancing and support further channel shift	New face to face service operational alongside much expanded digital and telephone channels
<b>Finance and Corporate Services</b>			
		Registration Office now open (as of 26 <sup>th</sup> June 2020) for birth registration, death registration, marriage/civil partnerships with limited numbers in attendance to maintain social distance. Registration of deaths under revised protocols.	



		Licensing Regulatory Inspections and Applications now being processed and facilitated remotely.	
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h) Practicing Faith

Lockdown – closure of places of worship, with exceptions for funerals and cremations	Red – opening of places of worship for private prayer under physical distancing	Amber – limit services and sizes of congregations linked to ability to maintain physical distancing	Green – all places open with full range of services, alongside physical distancing
Registrar Offices closed – weddings and registration of births suspended. Registration of deaths under revised protocols.		Registration Office now open (as of 26 <sup>th</sup> June 2020) for birth registration, death registration, marriage/civil partnerships with limited numbers in attendance to maintain social distance. Registration of deaths under revised protocols.	
Limitations on attendance at funerals and enhanced cleaning regimes		Limitations on attendance at funerals and enhanced cleaning regimes	
Temporary closure of graveyards and crematoria	Graveyards and crematoria open with social distancing measures in place		

**OBJECTIVE:** To work with Public Service Board partners to identify the wider impacts of the pandemic on the communities of Neath Port Talbot and the collective action needed to address those impacts; and

**LEAD:** Chief Executive

Lockdown	Red	Amber	Green
Work within the South Wales Local Resilience Forum			Exit from South Wales Resilience Forum
	Convene PSB to agree process to work towards recovery and commission initial community impact assessment	Further develop community impact assessment	Establish ongoing arrangements for community involvement, data, research and evaluation
		Agree initial areas for action	Establish full recovery plan within Well-being of Future Generations (Wales) Act Framework

**OBJECTIVE:** To ensure the Council can mobilise a speedy and effective emergency response should infection rates increase.

**LEAD:** Chief Executive

Lockdown	Red	Amber	Green
Identify organisational capability and capacity needed to respond to level of threat and risk identified in modelling	Workforce audit process to monitor capability and capacity with overview by Workforce Planning Group. Adjust organisational response and contingency plans as threat and risk changes – plan for local outbreak situations as well as wider lockdown scenarios.		
Mobilise resources needed to implement emergency measures needed	Workforce data capture (including skills audit) to support workforce planning processes and to enable rapid deployment of resourcing to reflect changes to the threat and risk identified by modelling. Agreed framework in place to facilitate this.		
Ensure democratic oversight of emergency response			
Ensure effective governance to assess and record financial and organisational impact of emergency measures			
Communicate and escalate issues where appropriate			



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

## **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

### **Streetscene and Engineering Scrutiny Committee**

**22<sup>th</sup> July 2020**

#### **Report of the Head of Streetcare – Mike Roberts**

##### **Matter for Information**

##### **Wards Affected: All**

**Title:** Current Streetcare Service Delivery Position and Issues

##### **Purpose of the Report:**

To provide an overview of the current service position in Streetcare and how service delivery is proceeding as the Council moves towards the recovery phase from the coronavirus emergency.

##### **Executive Summary:**

Streetcare Services covers the following main service areas: Waste and Neighbourhood Services, Highways and Drainage Services, Lighting and Building Services, and Crymlyn Burrows Materials Transfer Station.

As a consequence of the coronavirus pandemic some services were temporary suspended or have otherwise been adversely affected, and/or have had to adapt rapidly to new ways of working to meet ongoing service challenges to maintain a level of service continuity.

This report provides an overview of current service provision and issues.

### **Background:**

In March 2020, as part of helping to restrict the spread of coronavirus, Streetcare employees were instructed to work from home where possible, other than key front line workers such as in waste collection where services were prioritised with a view to maintaining essential services during the emergency lockdown period.

As in all other service areas, Streetcare Services has experienced a level of 'Covid related' staff absence. The position to date in Streetcare is shown in appendix A.

Part of the response to the general emergency saw a rapid roll out of new IT and software to facilitate remote working, along with new job risk assessments and mitigation measures such as social distancing to help secure the ongoing health and safety of those at work, particularly staff on the front line.

Some services had to be shut down which had to be done at short notice, but as the situation and legislative restrictions have eased these have subsequently been subject to a somewhat more complex phased reintroduction which is ongoing.

### **Current Service Delivery Position**

The current service position across Streetcare functions is detailed in Appendix B.

### **Ongoing Issues**

The biggest ongoing issue, because of its knock-on effects, is the implications of social distancing measures introduced to avoid more than two employees travelling together in a vehicle cab.

Working closely with the Trade Unions, at the beginning of the Covid emergency this Council, along with most others, implemented measures on the precautionary principle that were beyond guidance to limit the number of staff travelling in a vehicle cab to a maximum of two. In addition, perspex screens were installed between the driver and passenger. The former had implications for some highway teams for example, but in particular had implications for the delivery of waste collection services that are provided by a team of three employees, a driver and two loaders. This meant deploying a second support vehicle behind each refuse freighter and kerbsort recycling vehicle. Whilst the measure has secured delivery of waste collection services, with some 30 recycling and refuse lorries it has had a significant resource implication in terms of additional vehicles and staff being drawn from other service areas, in particular neighbourhood services, a problem compounded by Covid related absence and normal sickness absences. The result is significantly reduced resources available for grass cutting, litter picking, general cleansing and removal of fly tipping, a position that is ongoing. Now the situation surrounding the virus is better understood, guidance is improved, and there is experience elsewhere from where '3 in a cab' has been maintained, this Council as others is looking to dispense with the 'service convoy' approach and to this end dialogue with the Trade Unions has begun. However notwithstanding '3 in a cab' is ongoing following Waste Industry Safety and Health Guidance in Council areas like Newport, Bridgend, and Anglesey, and to some extent in Swansea, Unison in particular has expressed particular concerns about supporting such action, notwithstanding any appropriate risk assessment and mitigation measures being in place. It is however currently early days in talks and dialogue is continuing.

### **Financial Impacts:**

The service, as others, has been impacted financially by the coronavirus emergency and these are being reported corporately as part of the general position.

### **Integrated Impact Assessment:**

There is no requirement to undertake an impact assessment as this item is for information only.

### **Valleys Communities Impacts:**

Services across the County Borough have been impacted by the coronavirus emergency.

### **Workforce Impacts:**

The degree of Covid related absence can be seen in Appendix A.

### **Legal Impacts:**

None. Service provision is in line with guidance and legal restrictions as exists at the time.

### **Risk Management Impacts:**

Services such as waste collection and emergency response services have been prioritised throughout the pandemic to help minimise community risks.

### **Consultation:**

There is no requirement for external consultation on this item.

### **Appendices:**

Appendix A – Graph of Covid related absence in Streetcare Services.

Appendix B – Current Streetcare Service Position



**List of Background Papers:**

None.

**Officer Contact:**

Name: Mike Roberts

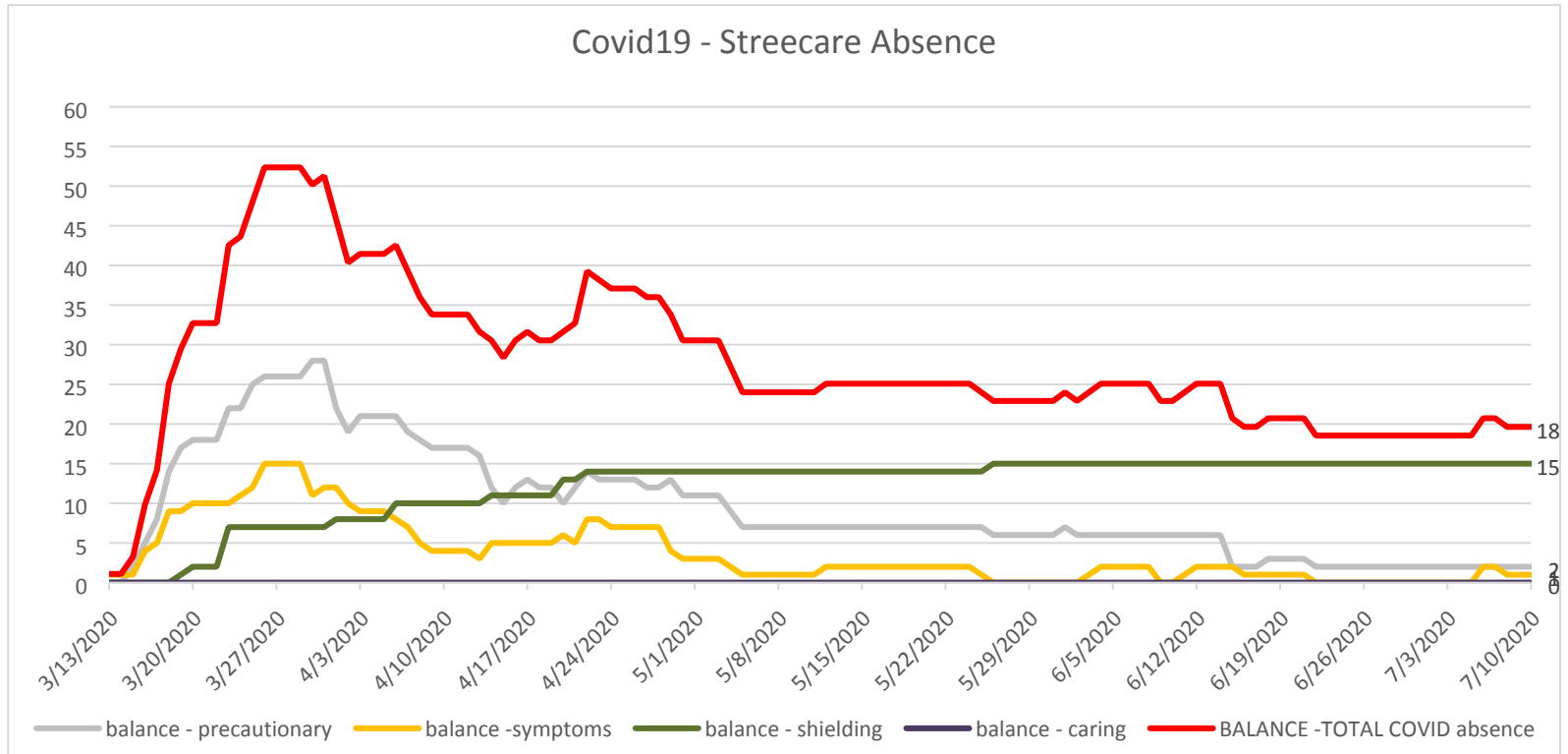
Designation: Head of Streetcare

Email: [environment@npt.gov.uk](mailto:environment@npt.gov.uk)

Direct dial: 01639 686868



Appendix A – Graph of Covid related absence in Streetcare





## Appendix B – Streetcare Service Delivery Position 13<sup>th</sup> July 2020

Service Area	Comments on Existing Status
Abandoned Vehicles	Operational (no local door knocking – only posting of notices. Removal by contractor)
Allotments	Allotments are open. Dealing with the admin side (waiting lists etc.) remotely. No inspections to ensure plots are being cultivated
Beach Cleansing	Operational as normal
Building Works Contractor (In House)	Operational as normal.
Bulk Refuse Collections	Service operating as normal. Booking slots being limited to 2 weeks in advance.
Bus Shelter Maintenance	Emergency work only
Canals (where Council involvement)	To date this has been water management only – levels & sluices. Env maintenance – litter, reed cutting etc. due to restart on a limited basis from 14 <sup>th</sup> July.
Cemeteries	Operating as normal (depth of 4 burial option at Margam suspended), avoiding meeting with public on site where possible.
Coastal Defence	Contractor projects ongoing.
Community Recycling Centre Management	HWRCs opened 26 <sup>th</sup> May on a booking system that is working well. Van permits reintroduced from 13 <sup>th</sup> July and waste presentation areas being reintroduced from 3 <sup>rd</sup> August.
Culvert cleansing/maintenance	Ongoing.
Cycle Way Maintenance	Work limited to emergencies and an element of flailing.
Dead Animals on Highways	Ongoing
Directional / Street Signs	Emergency response only - replacement of signs on hold due to resources.
Ditching	Resources mainly focused on culvert and gully clearance but can be diverted to other priorities as and when required
Drains (Surveys etc.)	Ongoing
Drainage & other Highway Related Schemes	Design of grant funded major capital schemes ongoing. Design of grant funded small-scale schemes ongoing. Construction commenced on two out of 3 schemes. Remaining scheme to commence shortly. Construction of some programmed capital drainage schemes has commenced.
Flooding/Emergency Response	Ongoing – as and when required
Flood Risk Management	Ongoing. Capital schemes and revenue works progressing.
Fly tipping removal	Being removed by cleansing teams as soon as limited resources allow
Gnoll Park	Park opened on 4 <sup>th</sup> June with few facilities. Toilets opened 13 <sup>th</sup> July, café take-away service opened 13 <sup>th</sup> July with card payments only. Car parking charges to be reintroduced from 1 <sup>st</sup> August.
Gritting	Review ongoing in line with new guidance
Gulley Pot Cleansing	Ongoing
Gulley Grating Clearance	Ongoing
Grass Cutting	As and when resources allow – focus will mainly be on safety cuts for time being
Highway Capital works (in-house)	Ongoing

Highway Day to Day Maintenance	Ongoing – although some reduced capacity in 'hit squads'
Highway Inspections	Ongoing - 2 weekly and 4 weekly single occupant driven inspections have replaced monthly and three monthly driven routes respectively. Six monthly walked inspections ongoing. Monthly and three monthly walked routes undertaken as usual.
Highway Regulations/Enforcement (e.g. Skip, Scaffolding, Café Permits)	Ongoing
Hygiene Waste Collection	Operation as normal
Land Drainage	Ongoing
Litter & Dog Bins	Ongoing as far as resources permit
Network Management	Ongoing – Working remotely and Office Rota – 1 employee on 'track and trace'
Open Spaces	Litter, grass etc as resources allow
Overgrowth Clearance	Emergency works only
Parks	Opened 4 <sup>th</sup> June
Pest Control	Operational
Playgrounds	Currently closed – plans to open sometime from 20 <sup>th</sup> July.
Pot Holes	Ongoing – some reduced capacity on 'hit squads'
Public Lighting Repairs & Maintenance	Operational
Public Lighting Design & Major/Minor Projects	Operational
Reactive Safety Fence Repairs	Ongoing - Emergency work only
Recycling / Waste Collection & Disposal	Ongoing, but still heavily reliant on resources from Neighbourhood section
Road Markings inc. 'H' Bars	Ongoing
Seafront Maintenance	Ongoing
Sports Pitches (where commissioned)	If requested and resources allow
Stray Dogs	Ongoing
Stores & Purchasing	Stores open and staffed as usual. Purchasing operations ongoing – Office rota system in place
Street Cleansing/Litter Picking	Reduced service, concentrating on priority areas like town centres
Street Signs / Nameplates - Non Illuminated	Sign manufacturer on stop so any work is on hold at the moment
Streetworks (e.g. supervision of utilities)	Ongoing
Trade Waste	Ongoing, currently liaising with businesses on the effects of closures etc.
Traffic Signals	Operational
Tree Maintenance	Ongoing. Additional service pressure to cut back overgrown trees along highways due to additional double decker buses.
Volunteer / Keep Wales Tidy Co-ordination	KWT have furloughed their staff
Waste Enforcement	Operating on reduced capacity, one member of staff shielding, unable to carry out interviews at this time and a 72 hour delay before opening bags.
Waste Management – (*)	Ongoing
Weed Removal / Herbicide Treatment	External contract ongoing as normal. Activity restricted in-house due to other pressures/priorities
Land & Highway Drainage Development Control	Input to DC ongoing remotely.

(\*)=Includes Crymlyn Burrows Material Transfer Station

## NEATH PORT TALBOT COUNCIL

### Streetscene and Engineering Scrutiny Committee

22<sup>nd</sup> July 2020

### Report of the Head of Engineering and Transport

David W. Griffiths

#### **Matter for Information**

**Wards Affected:** All

#### **Engineering and Transport – Current Service Delivery and Recovery Planning.**

#### **Purpose of the Report**

To provide an overview of current service provision across the Engineering and Transport Service and to outline how the service will look and function as the Council moves into the recovery phase.

#### **Executive Summary**

The Engineering and Transport Service comprises the following functions: Engineering Services; Road Safety and Business Performance; Integrated Transport Unit (including Fleet Services, Passenger Transport and Social Services Community Transport); Highway Development Control and Parking Services.

Because of the Coronavirus pandemic, the service has had to adapt to new ways of working and quickly learn new IT systems to be able to continue to provide a service and meet the challenges.

This report provides an overview of our current service provision and outlines how the service will function as the Council moves into the recovery phase.

#### **Background**

In March 2020, all Engineering and Transport staff were instructed to work from home. This decision was taken in accordance with Welsh Government legislation and guidance to restrict the spread of Coronavirus (“Covid-19”).

As a consequence of the required step change in the ways of working, the rapid provision of IT hardware to staff and the increased pressures on the service, both direct and indirect, as a result of the pandemic, a review of the service has been necessary to ensure functions are prioritised and the challenges met.

## **Current Service Delivery and Recovery Planning**

The Engineering and Transport Service delivers several statutory and regulatory functions, namely Highway Development Control, Parking Services, Road Safety Education, Training and Publicity, Fleet MOT Centre, Engineering Inspections and Passenger Transport.

In order to meet the challenges moving forward an assessment has been made of how each of the service areas could look and function as the lockdown is gradually eased.

An 'E&T Recovery Plan' has been prepared and will be continually monitored and kept under review so that the service is able to respond to the pressures that emerge as a consequence of both the direct and indirect effects of Covid-19 and any subsequent legislation and Government decisions introduced to deal with the pandemic.

More specifically, based on the current restrictions and an assessment of current workloads and available resources, the E&T Recovery Plan has been developed to consider and outline:

- What functions can continue to be delivered as '*business as usual*'
- What functions will need to be delivered at a reduced level or in a slightly different way.
- What functions will need to be temporarily stopped; and
- What new if any additional functions will need to be provided.

The following sections provide a summary of the key points in respect of the current level of service provision across each of the functions. An overview and accompanying commentary of the current RAG status of all functions across the service is presented in Appendix 1 along with detailed service specific recovery actions in Appendix 2.

### **Highway Development Control**

- ***Planning Applications*** – site visits are being undertaken on a risk assessed basis, and all observations for applications are dealt with wherever practicable, some delays on applications due to infrequent office attendance to pick up workload. Planning Committee has been

operating 'remote' meetings since 26<sup>th</sup> May 2020, and on a regular three-weekly cycle. All highway planning site visits started back week commencing 18<sup>th</sup> May 2020 whilst adhering to government guidelines in relation to COVID - 19.

- **Watercourse Consents** – while continuing to receive and register applications and complaints, only 'Priority 1' complaints (i.e. those that are considered significant or urgent) are currently being investigated through site visits. All applications are being dealt within their designated timescales both internally and externally. Delegated Powers is now being dealt with remotely via emails.
- **SAB (SuDs Approval Body)** - all applications for SABs are received and processed within the statutory timescales required, those which are unable to do so would be required to apply for an extension of time to be determined. This statutory function is relatively new to the Council and will continue to be updated based up on any changes to the legislation, policy and essential feedback from Welsh Government, WLGA and SAB steering groups. Site inspections started back on the 22<sup>nd</sup> May 2020, Risk Assessments for site visits have been completed and implemented. MS Teams used for most consultation calls between the SAB authority and applicants.
- **Land Drainage** - land drainage queries are ongoing and are time consuming when dealing with third parties and providing resolutions. Risk-based assessments are given to each query whereby priority is given to each individual case in respect of flooding nuisance on private land. Site inspections are ongoing subject to government guidelines being applied and risk assessments being place.
- **Highway Adoptions Agreements** – submission of technical details is ongoing and are still being formally submitted for approval by developers wishing to adopt highways. In this regard the drafting of the legal agreements are ongoing. Extension of time to new agreements are been agreed because of potential delays as a result of COVID – 19.

- **Operators Licencing (HGV)** – The section continue to provide responses as a consultee to VOSA regarding new Heavy goods licencing for trailers and vehicles and the statutory timescales are being met.
- **Highway Adoption s38 and s278** - Site visits were reinstated from week commencing the 22<sup>nd</sup> May 2020. Construction sites however are using the minimal number of operatives to continue construction which is likely to delay the adoption process. For Site inspections, risk assessments have been completed and are implemented when attending the sites.
- **Highway Enforcement/Planning** – As required through statutory duties our highway and planning enforcement officers continue to enforcement highways and drainage developments that have commenced on site without planning consent. Site visits and inspections are continuing in collaboration with the planning department.

### **Road Safety and Business Performance.**

- **Schools programme** - the traditional delivery of our school's programme stalled in the initial days after lockdown. In order to keep engagement high, the Education Team created a series of interactive work sheets which have been forwarded to pupils via our media platforms and the education platform Hwb.

Moving forward, post September, the Education Team will be utilising HWB and delivering to pupils directly into the classroom via white board technology and interactive iPads; with our schools embracing this new way of working.

- **Pedestrian Training** - new online training resources to be run via HWB in September in line with the WG training syllabus for Kerbcraft.

Removal of the 2m distancing rule for younger pupils will see a return to hands on practical delivery sessions at the roadside in participating primary schools.



- **Cycle Training** – the launch of the cycle to work scheme has seen an influx of employees and their families applying for training and electric bike trial sessions.

For our younger trainees we've been running online infomercials on our media platforms, with our Cycle Instructor delivering in class awareness sessions via HWB from September.

Removal of the 2m distancing rule will see a swift return to practical on road training sessions across the County for both young children and adults alike.

- **Driver Training** – key worker training/assessments for both internal and external staff have continued throughout lockdown ensuring staff compliance with relevant legislation.

Road Safety trainers have also provided emergency familiarisation training for those staff who have been redeployed to critical services.

Licence testing has been on hold, recent Government announcements will see the recommencement from 3<sup>rd</sup> August, with our young driver training recommencing from 27<sup>th</sup> July.

- **Motorcycle Training** – pre-recorded safety information is being uploaded onto our media platforms for trainees.

On road assessment/training schemes have been on hold, recent Government announcements will see the recommencement from 3<sup>rd</sup> August.

- **Learner Travel assessments** - all learner travel assessments have continued during this period. Individual 'moving on up' travel information for all Year 6 pupils have been completed and uploaded onto HWB alongside individual school platforms ensuring both parent and pupils are familiar with their new routes for Secondary school.

- **Business Performance** – immediate changes to service delivery were made as staff were sent from the Office in terms of Directorate invoice payments and the incoming mail resulting in no disruption to this important function. Several of our Business Support and Resource

team staff are now currently redeployed to assist with our joint response in conjunction with the NHS on TTP. The remaining staff are predominantly office based with limited tasks being completed from home.

## **Parking Services.**

- **Enforcement** – At the start of the pandemic a decision was made to stop all enforcement activity, since early July limited enforcement has been taking place in the form of issuing warning notices to vehicles that are contravening traffic orders. This will continue to take place until full enforcement starts at the beginning of August 2020.
- **Off-Street Car Parking** – At the start of the pandemic a decision was made to stop collecting car parking charges. Charges within Council owned car parks located in leisure/recreational areas, including but not restricted to; Aberavon seafront, Margam Park, the Gnoll, and Afan Forest Park will resume from the 1<sup>st</sup> August 2020. Charges within Council owned car parks located in the town centres of Neath, Port Talbot and Pontardawe will resume from the 1<sup>st</sup> September 2020.
- **Notice Processing** – The notice processing unit has been operating throughout the pandemic and officers are either working from home or where necessary and in line with social distancing measures have accessed the office to deliver the service.
- **Virtual Permits** – Officers have created most virtual permits for members and staff and will shortly begin work on agency staff and other permits.
- **Pay by Phone** – officers are currently investigating the introduction of this system thereby relieving the need for physical contact with the pay and display machines in the car parks.

- **Fleet Services** – due to the nature of the work, the service has continued to provide essential maintenance and breakdown cover throughout. Work was suspended for external partners until lockdown restrictions were lifted.
- **MOT Centre** – The centre has remained open for council vehicles and essential key workers. On July the 1<sup>st</sup> the MOT station reopened for the general public and taxi testing. This was undertaken in consultation with taxi licencing.
- **Community Transport Services** – has and continues to provide the logistical support for delivering food packages to those residents who are shielding or has no other means of collecting food. As the Social Services day centres gradually start to re-open the CST staff will return to their substantive duties.
- **Passenger Transport** – As bus services start to increase officers have been ensuring the correct level of financial support is provided to the bus operators. At Neath Victoria Gardens temporary drop off points have been introduced to ensure social distancing is maintained when passengers are boarding and alighting vehicles. All bus stations have safe traveling and social distancing messages displayed. Port Talbot is yet to reopen but has had appropriate systems in place to assist with social distancing.
- **Home to School Transport** – has been working to ensure transport was in place for when the schools reopened on the 29<sup>th</sup> June. This involved a great amount of work for the team as the number of pupils traveling on vehicles was dependent on the seating capacity of the bus. This was also compounded with pupils only attending school on certain days.

The team is currently preparing for September when schools are to reopen fully. Further guidance on transport pupils will be forthcoming.

## Engineering Services

- **Bridge and Structures** - Routine maintenance and inspection to all highway network structures, landslides, disused coal and quarry tips, dams and reservoirs are being undertaken on a risk assessed basis.

Emergency work was carried out to demolish Blaengwrach Bridge after the partial collapse to the central pier. Design and fabrication work ongoing to install and a new footbridge.

Site construction works are ongoing after an initial break by the contractors during the first three weeks of the lockdown whilst adhering to government guidelines in relation to COVID - 19.

- **Highway Design** - Project management, design, procurement and supervision of construction Highway improvement schemes on NPT's Capital programme, resident parking Bays, Individual Disabled Parking Bays, on street Parking Bays and Traffic calming schemes have continued and are being undertaken on a risk assessed basis with staff predominantly working from home.

Site construction works are ongoing after an initial break by the contractors during the first three weeks of the lockdown whilst adhering to government guidelines in relation to COVID - 19.

- **Programme and Commissioning** - Project management, design, procurement and supervision of construction for grant funded schemes continued and are being undertaken on a risk assessed basis.

Preparation of grant applications and business justification, including liaison with key funders through the process are being undertaken.

Site construction works are ongoing after an initial break by the contractors during the first three weeks of the lockdown whilst adhering to government guidelines in relation to COVID - 19.

Management of NPT's approved list of Contractors. This service has continued.

Management of the Staff Time Recharge System (PASTA) for the Environment directorate has also continued.

Processing of Financial invoices and banking for the Environment directorate. This service has continued in conjunction with changes to the ICT system and with the support of the directorate performance business unit.

Management of banner advertisements remained available for booking purposes, however as expected there were no applications received during the lockdown. It is anticipated that as Town Centres re-open the service will resume over time.

## **Moving Forward**

The Construction and Transport Sectors (both small and large) is widely considered to be a fundamental part of the drive towards economic recovery at the national, regional and local level.

Moving forward the Transport Sector, particularly the Bus industry are likely to be severely affected by social distancing requirements that impact on the capacity of vehicles to carry passengers. It is noted from a recent regional survey of users that 73% of those surveyed had no alternative means of travel for essential work and services. Welsh Government have provided emergency funding to the industry during the lockdown period and are currently considering the future funding mechanisms to maintain an on-going Emergency Bus Funding scheme in the short term. In the longer term post pandemic the bus network could look very different and Welsh Government, Transport for Wales in conjunction with Local Authorities are reviewing the design of the bus network at National, Regional and Local Level. This will be a critical piece of work that officers will be engaged with to ensure local services to communities are maintained across the county.

Detailed feasibility and business cases for investment in the METRO project continues with 19 rail priorities and 3 bus work streams commissioned by the SW Local Authorities through Transport for Wales in conjunction with Welsh Government the City Region Transport Forum.

In the Construction Sector we are following the spirit of PPN02/20 by ensuring prompt payment to our contractors to maintain cash flow through this difficult time. Essential Civil Engineering works have continued throughout the period and we continue to work with our Contractors to provide support with regards to the effects of social distancing on productivity. Advance payments will be considered to secure supplies if required.

We are experiencing tendering delays and reduced productivity owing to continued social distancing. Schemes tendered during this period will also incur premiums as Contractors try to develop suitable method statements capable of managing COVID 19 and supply shortages that are likely to lead to inflation.

In this regard we recognise the importance of planning for recovery from the impacts of COVID-19; however, it is important that all stakeholders / funders need to be realistic that this year's workload is going to be significantly disrupted. As a division it is difficult to predict all of our workload until Central and Welsh Government are able to finalise this year's budgets and manage any ongoing constraints that may be placed upon us.

Our Engineering section are in the process of developing schemes for our forward workload; however, members should be mindful that schemes will still have to follow a prescribed development and procurement process.

Our current capital plan is available on the Councils website at:

[https://www.npt.gov.uk/media/13139/capital\\_strategy\\_and\\_capital\\_programme\\_202021\\_to\\_202223.pdf?v=20200306145039](https://www.npt.gov.uk/media/13139/capital_strategy_and_capital_programme_202021_to_202223.pdf?v=20200306145039)

Our Project Framework Managers continue to liaise with the incumbent Civil Engineering Contractors and Term Maintenance Contractors to provide greater detail with regards to the Highways and Maintenance, Streetscene, Active Travel and Highways refurbishment allocations when the programme of works are finalised.

On a more general note, it has been cited that the pandemic has exposed general shortfalls in the availability of qualified, experienced staff throughout the Engineering and Transport profession. Moving forward therefore it will be important for Local Authorities and the profession at large to consider what options are available (e.g. access to Apprenticeship Schemes) in order to attract people into the profession to train and develop the skills required.

### **Financial Impacts**

No implications.

### **Integrated Impact Assessment**

There is no requirement to undertake an Integrated Impact Assessment as this report is for information purposes.

### **Valleys Communities Impacts**

No implications.

### **Workforce Impacts**

No implications.

### **Legal Impacts**

No implications.

### **Risk Management Impacts**

No implications.

### **Consultation**

There is no requirement for external consultation on this item.

### **Recommendations**

To provide an overview of current service provision across the Engineering and Transport service and to outline how the service will look and function as the Council moves into the recovery phase.

### **Reasons for Proposed Decision**

Not applicable.

### **Implementation of Decision**

Not applicable.

### **Appendices**

Appendix 1 – Engineering and Transport: Overview of Functions (RAG Status – Current).

Appendix 2 - Engineering and Transport: Recovery Action Plans.

### **List of Background Papers**

None.

**Officer Contact**

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## Appendix 1

### ENGINEERING AND TRANSPORT: OVERVIEW OF SERVICE AREA FUNCTIONS INC. RAG STATUS

GREEN	Service continues to be delivered - Business as Usual
AMBER	Service is being delivered at a reduced level and/or with diverse output
RED	Service currently not being delivered – suspended/postponed

<b>Highway Development Control - Accountable Manager: Justin Griffiths (Acting up) 01639 686397 <a href="mailto:j.griffiths4@npt.gov.uk">j.griffiths4@npt.gov.uk</a></b>			
<u>A-Z Service Area</u>	<u>Service Area Commentary</u>	<u>Service Delivery Rag Status</u>	<u>Mitigation Measures</u>
Adoption of roads	Ongoing		
Highway enforcement/planning	Ongoing		
Highway planning applications	Ongoing		
Highways Section 38, 278 Agreements	Ongoing		
Land drainage enforcement	Ongoing		
Sustainable Urban Drainage/SAB approval body	Ongoing		
Watercourse consenting & enforcement	Ongoing		
Heavy goods operating centres licencing	Ongoing		

<b>Road Safety and Business Performance - Accountable Manager: Joy Smith 01639 686581 <a href="mailto:j.smith@npt.gov.uk">j.smith@npt.gov.uk</a></b>			
<u>A-Z Service Area</u>	<u>Service Area Commentary</u>	<u>Service Delivery Rag Status</u>	<u>Mitigation Measures</u>
Cycle training	Online engagement being carried out – recently launched ‘Cycle to Work scheme’ with training being provided		

Driving at work	Ongoing		
Driver Licence checking	Ongoing		
Driver training	Ongoing for key workers – recommencing for all from 27 <sup>th</sup> July/3 <sup>rd</sup> August depending on training type.		
Learner Travel assessments	Ongoing		
Motorcycle training	Online engagement taking place – on road assessment/training recommencing for all from 3 <sup>rd</sup> August.		
Road safety	Ongoing		
Road safety: Primary, Secondary, College education	Online engagement taking place – alternative training methods in place		
Road Safety strategy	Ongoing		
Safe routes to communities	Ongoing		
School crossing patrols	SCP Officers back on site, some with amended hours to cover varying school opening/closing times		
Speeding concerns	Ongoing		
Walking – pedestrian training	Online engagement taking place – alternative training methods in place		

<b>Parking Services - Accountable Manager: Steve Cook 01639 763968 <a href="mailto:s.cook@npt.gov.uk">s.cook@npt.gov.uk</a></b>			
<b>A-Z Service Area</b>	<b>Service Area Commentary</b>	<b>Service Delivery Rag Status</b>	<b>Mitigation Measures</b>
Off-street Car Parks	Car parks open (tariffs suspended)		
Parking appeals	Service continuing		
Parking enforcement	Limited enforcement		

Parking Permits	In the process of new virtual system being implemented		
Cash Collections	Suspended		

<b>Integrated Transport Unit - Accountable Manager: Peter Jackson 01639 68686091 <a href="mailto:p.jackson@npt.gov.uk">p.jackson@npt.gov.uk</a></b>			
<b>A-Z Service Area</b>	<b>Service Area Commentary</b>	<b>Service Delivery Rag Status</b>	<b>Mitigation Measures</b>
Additional learning needs transport	Limited transport operating to schools which re opened on the 29 <sup>th</sup> June.		
Community transport	Operating limited services to members of their schemes		
Concessionary fares reimbursements	Concessionary fare reimbursements being paid as per WG guidance		
Fleet services	Operating, new measures in place to ensure social distancing		
Hire vehicles	Ongoing, restricted deliveries from suppliers		
Local bus network	Restricted services Bus operators are looking to reintroduce more services from 27 <sup>th</sup> July when face covering become mandatory on public transport		
MOT Centre	MOT in house Fleet and Key Workers are available via booking system		
Social Services transport	Services are starting to reopen complex needs centres. Transport will be provided in line with service requirements.		

Subsidised bus services	Limited service running, discussions ongoing with operators		
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<b>Engineering and Project Management - Accountable Manager: Hasan Hasan 01639 6866463 <a href="mailto:h.hasan@npt.gov.uk">h.hasan@npt.gov.uk</a></b>			
<b>A-Z Service Area</b>	<b>Service Area Commentary</b>	<b>Service Delivery Rag Status</b>	<b>Mitigation Measures</b>
Abnormal load movements	Ongoing		
Banner advertising	Ongoing but no applications were received		
Bridges and structures	Ongoing		
Contractor lists	Ongoing		
Highway design	Ongoing but require powerful laptop		
Regional Transport Plan	Ongoing		
Town Square bookings	Ongoing		
Traffic Orders	Ongoing		

9/10/20

## Appendix 2

### Covid-19 Recovery Action Plans

As part of the Covid-19 recovery process, each service is required to maintain an action plan, and these are then to be collated by the Head of Service for review, to feed back to the main Recovery Co-ordinating Group meetings.

To aid this review, it is recommended that each action is given a Priority rating (see below):

E	=	Essential
I	=	Important
D	=	Desirable

Priority ratings will assist in focussing the efforts of all partners involved in the recovery process and will enable the Recovery Co-ordinating Group meetings to focus on the Essential and Important actions if time is limited. The Status / Progress column is colour coded (Red / Amber / Green) to highlight how each action is progressing. This will enable the Recovery Co-ordinating Group meetings to focus on the Red and Amber actions if time is limited.

### HIGHWAY DEVELOPMENT CONTROL

<b>Service area:</b>	Highway Development Control and SABs
<b>Date your service area plan was created:</b>	19/05/2020 (updated 07/07/2020)

Action	By Whom	By When	Status / Progress <i>(including date)</i>	Priority Rating
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If you have a business continuity plan, activate it as this will help guide your services recovery. If you do not have a business continuity plan, consider developing one along with a business impact assessment to assist with your services recovery. Templates are available on the Intranet <a href="#">here</a> .			<i>(insert text &amp; code box Red, Amber or Green)</i>	<i>(label actions E, I or D.)</i>
<b>SERVICE FUNCTIONS</b>				
<b>Land Drainage Enforcement</b>	<b>HDC Teams</b>	<b>Ongoing</b>		<i>D</i>
<b>Highways Adoptions Agreements</b>	<b>HDC Teams</b>	<b>Ongoing</b>		<i>I</i>
<b>Heavy goods operating centres licencing.</b>	<b>HDC Teams</b>	<b>Ongoing</b>		<i>I</i>
<b>Highway Enforcement/Planning.</b>	<b>HDC Teams</b>	<b>Ongoing</b>		<i>I</i>
<b>Highway Planning Applications</b>	<b>HDC Teams</b>	<b>Ongoing</b>		<i>I</i>
<b>Highways Adoption s38 and s278 agreements</b>	<b>HDC Teams</b>	<b>Ongoing</b>		<i>I</i>
<b>SABs Application Approval, Adoption Agreements, Inspections and Enforcement</b>	<b>HDC Teams</b>	<b>Ongoing</b>		<i>I</i>
<b>Watercourse Consenting and Enforcement</b>	<b>HDC Teams</b>	<b>Ongoing</b>		<i>I</i>
<b>Land Drainage Enforcement</b>				
<b>HIGH Workload pressures and resources – due to SABs ever increasing workload it has become essential that Land Drainage Enforcement (Permissible Powers) needs to be relocated to SRC based upon the fact that they deal with Land Drainage and we deal with LD enforcement which is one of the tasks within the same duty.</b>	<b>HDC Manager/HoS, Director and SRC</b>	<b>TBC</b>		<i>I</i>
<b>Undertake site visits whilst working from home – require access to files and documents - Staff ROTA provided for office attendance. ROTA Not yet implemented awaiting reduced lockdown requirements by WG/NPTCBC</b>	<b>HDC Manager</b>	<b>ROTA Agreed in Team Meeting on 21/05/2020</b>		<i>I</i>
<b>Undertake a review of the onsite risk assessment and use of pool cars</b>	<b>HDC Manager &amp; H&amp;S</b>	<b>Completed to date.</b>		<i>I</i>

Provide appropriate PPE whilst on site	HDC Teams	ongoing		E
Highways Adoptions Agreements				
Due to COVID and the fact that construction site were closed temporarily and that some are open with minimal contractors, it is likely that developments will exceed the designated time frame for completion with agreements. Therefore, flexibility has to be granted to allow additional timescales to be amended	HDC Manager and Teams	Ongoing		I
Site inspection have been ongoing on development that have already paid for inspection and are/were still in operation – we are drafting up new legal agreements and attending site in compliance with RA	HDC Team/HDC Manager	Site inspection Ongoing for new development 22/05/2020		I
Undertake site visits whilst working from home – require access to files and documents - Staff ROTA provided for office attendance. ROTA Not yet implemented awaiting reduced lockdown requirements by WG/NPTCBC	HDC Manager and Staff	ROTA Agreed in Team Meeting on 21/05/2020		I
Pool car usage – RA provided	HDC staff	22/05/2020		D
Heavy goods operating centres licencing.				I
Provide consultation to VOSA on new HGV licensing	HDC Team	Service still ongoing		I
Meeting statutory timescales in respect of response.	HDC Team	Service still ongoing		I
Highway Enforcement/Planning.				I
To assist Planning on highway enforcement matters that may breach decision notices, are unlawful or	Planning and HDC	Service still ongoing		I

engineering works undertaken on the highway without consent.		subject to the implementation of Government social distancing		
Highway planning appeals for developments refused on highway and pedestrian safety grounds	HDC Teams	Service still ongoing		
Undertake site visits whilst working from home – require access to files and documents - Staff ROTA provided for office attendance. ROTA Not yet implemented awaiting reduced lockdown requirements by WG/NPTCBC	HDC Manager	ROTA Agreed in Team Meeting on 21/05/2020		<i>I</i>
Pool car usage – RA provided to Teams	HDC Staff	22/05/2020		<i>D</i>
Highway Planning Applications				
Statutory times scales and service delivery. Huge effort from HDC Teams to try and turn around applications within designated times scales, however, statistically there seems to be more application which engineers are requesting an extension of time due to workload pressures on other duties such as Land Drainage enforcement and working from home whereby we do not have immediate access to planning files, printers, etc.	HDC Manager	TBC		<i>i</i>
Attend site planning visits and assessments on highway for planning applications. Respond to planning with observations within statutory timescales	HDC Teams	Service still ongoing – start sites visits w/c 18/05/2020		<i>I</i>
Staff ROTA provided for office attendance. ROTA Not yet implemented awaiting reduced lockdown requirements by WG/NPTCBC	HDC Manager	ROTA Agreed in Team Meeting on 21/05/2020		<i>i</i>



Pool car usage – RA provided to Teams	HDC Staff	22/05/2020		<i>D</i>
Highways Adoption s38 and s278 agreements	HDC Teams	Service still ongoing		<i>I</i>
Due to COVID and the fact that construction site we're closed temporarily and that some are open with minimal contractors, it is likely that developments will exceed the designated time frame for completion with agreements. Therefore, flexibility must be granted to allow additional timescales to be amended	HDC Manager and Teams	Ongoing		<i>E</i>
Attend site planning visits and assessments on highway for planning applications. Respond to planning with observations within statutory timescales	HDC Teams	Service still ongoing – start sites visits w/c 18/05/2020		<i>I</i>
SABs Application				
Approval – as a result of COVID and reduced manpower on site – developers seem to focus on acquiring consents therefore workload has increased. Dealing with prelims, applications and discharge of conditions applications. To date service delivery has been met however working ethics has changed due to COVID for example working from home. We need to ensure good IT access to undertake this task efficiently.	HDC Teams	Service increased and still ongoing		<i>E</i>
Adoption Agreements – no adoption agreement has been concluded by NPTCBC at this moment in time, however a draft agreement has been concluded	HDC & Legal	Ongoing		<i>E</i>
SAB commuted sums – this has the potential to make development viable or not – discussion is ongoing in respect of commuted sums highway suds components - WG and sub-taskforce team are seeking to provide an all Wales commuted sum SOR.	HDC Manager/Senior Officers and WG	Ongoing		<i>E</i>

SAB Inspections – general inspections are ongoing, however further training may be required to approve bespoke SuDs components when inspecting. This has been temporarily stalled because of COVID.	HDC Manager	Ongoing		E
Site inspection - Pool car usage – RA provided to Teams.	HDC Teams	22/05/2020		D
Enforcement – HDC teams have been on courses and WG have provided all enforcement options such as temporary stop notice, stop notice, breach of condition notice etc. This has been scrutinised by NPTCBC legal team	HDC Manager, Teams and Legal	Ongoing		E
SAB Scrutiny/Delegated Panel – No meeting has taken place to date. HDC manager need to draft SAB protocol (mimic Planning) and provide signing sheet.	HoS/HDC Manager/Team Leaders	TBC		I
SAB Enforcement and Appeals – update iDox package and module to use	HDC teams	TBC		E
SAB iDox system adding SAB inspections module	HDC teams	TBC		E
Watercourse Consenting and Enforcement	HDC Teams	Service still ongoing		E
External developments and organisations (for example NRW) still applying for watercourse course approval	HDC Teams	Service still ongoing		I
Internal sections (Bridges & Structures, and Drainage SRC)	HDC Teams	Service still ongoing		I
Site inspection - Pool car usage – RA provided to Teams.	HDC Teams	22/05/2020		D
<b>GENERAL SERVICE FUNCTIONS</b>				
Staff (predominantly admin staff) require access to plotter on first floor to print off plans of various sizes in respect of planning applications/SAB applications/Highway Adoptions - essential for filing and required for service delivery - <i>Facilities management and H&amp;S to provide</i>	H&S and Facilities	TBC by H&S and facilities		I

<i>adequate provisions to enable staff to use the plotter safely</i>				
<b>The use of printers within E&amp;T floor – coming into contact with other members of staff whilst using the printers – this is used more frequently than plotters - <i>Facilities management and H&amp;S to provide adequate provisions to enable staff to use the printers safely</i></b>	<b>H&amp;S and Facilities</b>	<b>TBC by H&amp;S and facilities</b>		<b>E</b>
<b>Wireless keyboards and mouse for removal after every shift before cleansing has bene done</b>	<b>HDC Manager</b>	<b>TBC</b>		<b>I</b>
<b>Working from home equipment (chairs, monitors, carrying trollies for work files etc)</b>	<b>HoS/IT/ STAFF</b>	<b>To be agreed by HoS</b>		<b>I</b>
<b>Continuous access to PPE - as necessary – ongoing.</b>	<b>HDC Teams</b>	<b>When required</b>		<b>I</b>
<b>Hand gel and wipes for car/site use and office - as necessary – ongoing.</b>	<b>HDC Teams</b>	<b>Last had on 22/05/202 - and ongoing</b>		<b>I</b>
<b>IT applications such as FOXIT to allow staff to measure plans on screen – which shall assist with working from home.</b>	<b>HDC Teams</b>	<b>Immediate effect.</b>		<b>I</b>

# ROAD SAFETY Covid-19 Recovery Action Plan

<b>Service area:</b>	<b>Road Safety Team</b>
<b>Date your service area plan was created:</b>	19 <sup>th</sup> May 2020 Updated 8 <sup>th</sup> July 2020

Action	By Whom	By When	Status / Progress <i>(including date)</i>	Priority Rating
SERVICE FUNCTION				
Cycle Training	RS Team			E
Driving @ Work	RS Manager			E
Driver Licence Check	RS Team			I
Driver Training	RS Team			E
Learner Travel Assessment	RS Team			E
Motorcycle Training	RS Team			E
Road Safety	RS Manager			E
Road Safety - Primary, Secondary, College	RS Team			I
Road Safety Strategy	RS Manager			E
Safe Routes to Communities	RS Team			E
School Crossing Patrol Service	RS Manager			I
Speeding concerns	RS Team			I
Walking – pedestrian training	RS Team			E
<b>Road Safety</b>				

If you have a business continuity plan, activate it as this will help guide your services recovery. If you do not have a business continuity plan, consider developing one along with a business impact assessment to assist with your services recovery. Templates are available on the Intranet <a href="#">here</a> .	Road Safety Manager	June 2020		E
Consider resilience within Road Safety team for potential ill health / isolation / sickness.	Road Safety Manager	Complete		E
Specialist advice and knowledge is provided on request. Officers are able to interact with other departments, colleagues, Councillors as well as external contractors through use of teams and skype.  Collaboration with others has not been interrupted by COVID 19.	Road Safety Team	Complete		E
Provision of laptops to enable agile working and to facilitate and maintain communication within the Road Safety Team and with service users.	Road Safety Manager	Complete		E
Provision of soft call systems to ensure that verbal communication can be reinstated between local members, communities, trainers and all service users.	Road Safety Manager	Request submitted to IT – part complete		E
Regular meetings are held via Microsoft Teams to enable collaborative working, and encourage cohesion within the team	Road Safety Manager/ Team	Complete		E
Identify IT equipment required to support new delivery style across the Team	Road Safety Manager	Complete		E
<b>Road Safety Strategy</b>				
Working closely with Welsh Government on production of their Strategy due 2020 – ensure NPT embraces emerging statutory requirements in delivery and direction	Road Safety Manager	Ongoing		E

<b>Driving @ Work</b>				
Liaison with Insurance Dept and Fleet to ensure Driving at Work Policy compliance, including some relaxation where appropriate to enable emergency service delivery.	Road Safety Manager	Ongoing		E
<b>Driver Licence Checks</b>				
In support of the Driving @ Work Policy	Driver Trainer	Ongoing		I
<b>School Crossing Patrol Service</b>				
<p>School Crossing Patrol Service – this has been suspended due to COVID 19.</p> <p>Liaison with Health and Safety the Education Dept. as well as guidance from Road Safety GB offering sound specialist advice has ensured that the service resumed in line with school reopening.</p> <p>Risk Assessments have been reviewed and circulated to each patrol alongside recommended PPE – working hours have also been amended to cover site specific needs.</p>	Road Safety Manager/ Senior Road Safety Officer/ Health and Safety / Education Dept	Schools reopened – Patrols on site		I
<b>Driver Training – Income Generation</b>				
<p>Strict limit in service users receiving direct driver training at any one time to ensure social distancing measures are adhered to.</p> <p>Working with Health &amp; Safety to ensure that controls are in place to carry out training under a changed working environment considering PPE.</p> <p>Risk Assessment in place</p>	Driver Trainer	Complete		E

Reduction in numbers attending professional driver training CPC to ensure social distancing is adhered to. Risk Assessment in place	Driver Trainer	Complete		E
Delivery of grant funded Pass Plus Cymru to newly qualified drivers – new syllabus being developed, delivery to recommence from 27 <sup>th</sup> July.	Driver Trainer	Full delivery from 27 <sup>th</sup> July.		E
Creation of virtual delivery of Driver CPC to maximise attendees and reach a wider audience outside of the locality enabling an expansion of training whilst eliminating the risk of face to face interaction for the duration of the session (7 hours)	Driver Trainer / RTITB	In progress		E
<b>Motorcycle Training – Grant Funded</b>				
Development of pre-recorded safety / classroom session to be sent to service users receiving Motorcycle Training. This will eliminate the need for face to face contact in the classroom environment which will prevent any reduction in riders participating in the scheme.	Senior Road Safety Officer / Motorcycle Trainers / Welsh Government	Planning stage for classroom element		E
On road practical element of motorcycle training can take place with use of intercoms (cleaning procedures) and the ratio of one trainer to two riders who socially distance when having debrief.  Risk Assessment to be reviewed	Senior Road Safety Officer / Motorcycle Trainers / Team / Welsh Government	On road delivery from 3 <sup>rd</sup> August		E
<b>Primary, Secondary and College Education</b>				
Creation of online education material and information designed to be utilised by parents whilst home-schooling children.	School Education Team	Complete		I

The creation of online tutorials to be used in school settings when reopened to reduce or eliminate need for face to face interactions whilst Social distancing is in place.	School Education Team / Education	Complete		I
Media Platform engagement	School Education Team	Ongoing		I
<b>Walking and Cycle Training (Young People) – Grant Funded</b>				
<p>Development / lesson planning of practical pedestrian and cycle training for all school aged pupils is in place.</p> <p>Remote training to individual classrooms to recommence in September via white board.</p> <p>Practical walking and cycle training will be essential to ensure that we encourage active travel the walking and cycling regime set out by Government.</p> <p>Pupils are likely to have had limited independent travel experience since COVID 19 resulting in a lack of confidence and may be at higher risk without training.</p> <p>Risk Assessment reviewed</p>	School Education Team	In progress/ government guidelines		E
<b>Cycle Training (Adults) – Grant Funded</b>				
Development / route planning of practical adult cycle training ensuring that social distancing is adhered to by training in small numbers.	School Education Team / Social services	Complete		E
<b>Learner Travel Assessments</b>				



Assessment of Walking Routes for school aged pupils and collaboration with School Transport Team.	Learner Travel Officer	Complete		E
Dissemination of approved walking routes to parents and pupils via schools HWB.	Learner Travel Officer	Complete		E
Development of online transitional material via HWB to support pupils moving to secondary school.	School Education Team	Complete		E
<b>Safe Routes to Communities – Income Generation</b>				
Development and delivery of grant funded Safe Routes in Communities scheme	Road Safety Manager/ Senior Road Safety Officer	Ongoing		E
<b>Speeding Concerns</b>				
Support to local member/communities in relation to speeding concerns liaising with Go Safe and Network Management	Road Safety Manager	Ongoing		I

## Parking Services Covid-19 Recovery Action Plan

<b>Service area:</b>	Parking Services
<b>Date your service area plan was created:</b>	May 20 <sup>th</sup> 2020

Action	By Whom	By When	Status / Progress <i>(including date)</i>	Priority Rating
SERVICE FUNCTION				
Car Parks				D
Cash Collection				D
Notice Processing				E
Parking Enforcement				D
CAR PARKS				
Explore options for introducing pay by phone into car parks to avoid the need for people having to touch the machines	IR	May 29 <sup>th</sup> 2020		D
Close multi storey car parks to ensure social distancing if possible (staff to park in surface car parks)	DWG	When lockdown is lifted		D
Install hand sanitising stations in car parks (costed at £10,000 reduced to £5000 if action above is taken by DG)	SC	Before lockdown is lifted		D
Reintroduce Car Park Charges by switching IPS Machines back to accepting Payment	SC	When lockdown is lifted		I
Reintroduce Car Park Charges by putting Metric Machines back into action	SC	When lockdown is lifted		I

IPS engineer to visit to fix faulty pay and display machines (log faults through iproc as soon as possible)	IR	Not possible until lockdown eases as the engineers are not travelling to site		I
Season Permits are extended by the amount of time lockdown lasts	Parking Assistants	At end of lockdown		I
<b>CASH COLLECTION</b>				
Prepare for cash collection from Pay & Display Machines by installing screens into parking services vans to enable two people	SC	Before cash collections start		E
Cash collection from pay and display machines	SC	One week after the reintroduction of car park charges		E
Social distancing measures and PPE for cash count in The Quays by parking staff	SC	Before cash collections start		E
Reintroduce cash collection from The Quays by Security +	IR	Date of first cash collection from pay & display machines		E
<b>NOTICE PROCESSING</b>				
Get main parking phone line 01639 763939 transferred to home phones	SC	As soon as possible		D
Notice processing continues up to TE3 by working from home with occasional visits to the office for scanning	Parking Assistants	May 2020		E
Challenges and representations are answered by working from home	Parking Assistants	May 2020		I
FOAM evidence is uploaded and approved to TPT when an appeal is received by Traffic Penalty Tribunal	IR	Within 28 days of appeal		E
Parking permits are continued to be issued for people who want them	Parking Assistants	May 2020		I
Payments can still be taken by Payenet without the need for staff to be in the office	IR	May 2020		E

New office Rota needed to facilitate a return to the office while ensuring social distancing in line with the need to empty pay and display machines when parking charges restart	IR	Before parking charges are reintroduced		E
Start applying for Warrants of Control	IR	When advised by the BPA		i
The ability to process checks received in the post while there is no internal mail by giving them to Margaret Sowden every Wednesday who will send them directly to the bank	IR	Within 6 months of receipt		l
PARKING ENFORCEMENT				
Devise new working rota so that enforcement officers travel as little as possible and only have to come to The Quays occasionally	IR	Before end of lockdown		l
Start enforcing higher level contraventions on the highway	Enforcement Officers	When lockdown eases in line with BPA and Welsh Government advice		l
Reintroduce CCTV van to ensure main bus routes are not being restricted by parked vehicles	IR	When lockdown eases in line with Welsh Government advice		l
Start enforcing lower level contraventions on the highway except resident parking and limited waiting (issue warnings in resident bays) and off street disabled bays	Enforcement Officers	When lockdown eases in line with Welsh Government advice		D
Return to full enforcement of all parking restrictions	Enforcement Officers	When lockdown eases in line with Welsh Government advice		D



# FLEET SERVICES, PASSENGER TRANSPORT AND HOME TO SCHOOL TRANSPORT Covid-19 Recovery Action Plan

<b>Service area:</b>	ITU-Passenger Transport
<b>Date your service area plan was created:</b>	27 <sup>th</sup> May 2020 Updated 8.07.2020

Action	By Whom	By When	Status / Progress <i>(including date)</i>	Priority Rating
<b>Community Transport</b>				<i>E</i>
<b>Concessionary Fare Claims and Reimbursements</b>				<i>E</i>
<b>Local Bus Network</b>				<i>E</i>
<b>Social Services Transport</b>				<i>I</i>
<b>Shopmobility</b>				<i>D</i>
<b>Subsidised Local Bus Services</b>				<i>E</i>
If you have a business continuity plan, activate it as this will help guide your services recovery. If you do not have a business continuity plan, consider developing one along with a business impact assessment to assist with your services recovery. Templates are available on the Intranet <a href="#">here</a> .	ITU Team	Complete		
Consider resilience within All sections of the Integrated Transport Unit section. Consisting of Fleet Services Home to School Transport and Passenger Transport (see separate recovery plans for Fleet Services and H2S). Consideration of information sharing and cooperation / more integration within ITU sections. All sections have Home working kit and are will be enabled with the soft call system to	ITU Team	Complete		<i>E</i>

ensure verbal communication can be reinstated between the teams and public. Provision of electronic equipment (use of laptop and mobile phone) and soft call Meetings are held via Microsoft Teams to enable collaborative working, and to encourage cohesion within the team.				
Provision of electronic equipment to facilitate and maintain communication with other essential internal sections and external transport providers.	Passenger Transport	Complete		<i>E</i>
<b>Community Transport</b>				
Community Transport is continuing to provide a limited services for members. Organisations are preparing for the time when lockdown is eased. All vehicles will have a significantly reduced passenger capacity for carrying members as a result of social distancing.	Passenger Transport	Complete		<i>E</i>
<b>Concessionary Fare Claims and Reimbursements</b>				
Bus operators are being paid as normal for their concessionary fares following guidance set out by W.G. The section is claiming the reimbursement which is paid to operators from W.G in the usual way.	Passenger Transport	Complete		<i>E</i>
<b>Local Bus Network</b>				
Local Bus Network is still affected. However First Cymru and SWT Neath are starting to increase bus services from the 1 <sup>st</sup> June.  Discussions have taken place with local bus operators and plans are being drawn up to address social distancing at bus stations and Hubs.  Port Talbot Bus Station will open with only four of the seven bays open. This will help with social distancing. Shutters will be closed	Passenger Transport	Ongoing		<i>E</i>

<p>on remaining bays and alighting passengers signposted to not enter the station. Appropriate signage will be in place to encourage passengers to distance.</p> <p>Port Talbot Hub will also be appropriately marked for social distancing.</p> <p>Seating at all bus stations will be appropriately marked for Social Distancing.</p> <p>Because of the difficulty in ensuring social distancing at Neath Victoria Gardens there will only have four bus loading bays available for use by operators. To avoid conflict of passengers alighting and boarding at the same location two drop off points have been identified. One in Alfred St and another in St David's road.</p> <p>It is also proposed that some bus service will move to Victoria Gardens (Library Road) and Station Sq to help with distancing of passengers.</p> <p>Cymmer and Pontardawe have also been looked at and appropriate signage will be installed to assist in distancing.</p> <p>Bus operators have also indicated that they may only carry seven or eight passengers on a forty seat vehicle, which may cause some issues at the bus stations.</p>				
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<b>Social Service Transport</b>				
<p>Social Services Transport Currently the in house Social Service Transport has been suspended, the staff and vehicles are being utilised at the food distribution centre to deliver packages to those requiring them. The unit will reinstate services when requested by Social Services.</p> <p>Presently there is currently no Taxi provision for social service clients. Child provision to the school hubs is covered in the Home to School section.</p>	Passenger Transport	Ongoing		
<b>Shpmobility</b>				
<p><b>Shopmobility Currently service has been suspended.</b> The provision of service will be reviewed when lockdown eases.</p>	Passenger Transport	Ongoing		<i>D</i>
<b>Subsidised Local Bus Services</b>				
<p>Subsidised Local Bus Services All local bus services have operated on a reduced schedule.</p>	Passenger Transport	Ongoing		<i>E</i>

<b>Service area:</b>	Fleet Services
<b>Date your service area plan was created:</b>	27 <sup>th</sup> May 2020 Updated 8 <sup>th</sup> July 2020

Action	By Whom	By When	Status / Progress (including date)	Priority Rating
Fleet Services	Fleet Manager/ Workshop Manager	On Going		E
Hire Vehicles				E
MOT Centre				E
If you have a business continuity plan, activate it as this will help guide your services recovery. If you do not have a business continuity plan, consider developing one along with a business impact assessment to assist with your services recovery. Templates are available on the Intranet <a href="#">here</a> .	ITU	Completed		E
Look at workplace layout for Tregelles workshops, SRC Plant Workshops and Offices.  Alteration of work times to shifts and break timings to enable social distancing measures can be adhered to and avoid shift cross over.  Limit technicians in office when allocating jobs, a request has gone into IT to supply tablets to all Technicians and transfer inspection forms and job cards to an electronic format to include booking out of parts from the stores via bar coding, this will enable all staff to work remotely around the workshops.  Relocating office staff to training porta cabin to achieve distancing within the office and	Fleet Manager	Completed		E

<p>provide Laptops for Office staff so they have the capacity to work from home.</p> <p>Officers to Communicate via IT systems such as skype/teams and limit amount of face to face meetings.</p>				
<p><b>Fleet Services</b></p>				
<p>Provision of electronic communication equipment to facilitate and maintain communication with all sections.</p> <p>Reduce external service provision to ensure essential vehicles are prioritised.</p> <p>Provide advice and guidance for all sections to enable safe and legal vehicles on the road.</p> <p>Maintain the Authorities fleet of Operator Licence vehicles by collaborating with section to ensure vehicles are presented for inspection on agreed dates and times.</p> <p>Specialist advice and knowledge is provided on request, and Officers are actively involved in various working groups across NPTCC (particularly targeted at managing the Fleet during the COVID-19 period).</p> <p>Add control measures for vehicle handovers and the use of onsite contractors. Update Risk Assessments and communicate with all staff and contractors.</p> <p>Develop additional Risk Assessment for workshop Technicians when aiding and assisting on specialist repairs as some</p>	<p>Fleet Manager</p>	<p>Completed</p>		<p>E</p>

<p>repairs require working within 2 metres, communicate with all staff and make available all required PPE</p> <p>Adopt cleaning stations for handover and completed vehicles.</p> <p>Restrict numbers within the fleet reception area and avoid people waiting for vehicles. (Drop offs only)</p> <p>Vehicle call out, breakdowns out of hours has continued to operate 24hrs 7 days a week. It is managed using wipe down procedures, social distancing measures and use of PPE</p> <p>All suppliers of spare parts and fuel are still operating however some on reduced capacity.</p> <p>Fuel and Adblue are supplied to all sections with no supply issues. Fuel Tags and Cards are supplied by the Fleet Office on request.</p> <p>Weekly skype meetings with NPS and other Local authorities and public sector organisations to ensure frameworks are functioning and any issues with suppliers</p> <p>Delivery and collection of vehicles if required is carried out using a shared minibus provided by CST to ensure distancing.</p> <p>Team briefings are still going ahead however numbers are reduced and conducted in a suitably spaced room or via teams format on IT.</p>				
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<p>Vehicle and services purchasing contracts are continuing via teams/skype meetings and emails with procurement and suppliers due to contract expiry dates approaching. Fleet Manager and Procurement are liaising with senior management regarding extensions and new contracts.</p> <p>Minor vehicle accident repairs are being done in house and any major repairs are contracted out however repair times could be increased due to restriction put in place by external contractors whilst social distancing is in place.</p>				
<b>Hire Vehicles</b>				
<p>Hire service available however restrictions on delivery. Pick up will be arranged with some suppliers. Emails to <a href="mailto:fleethires@npt.gov.uk">fleethires@npt.gov.uk</a> and the office will pick up and process.</p>	Fleet Services	Ongoing		<i>E</i>
<b>MOT Centre</b>				
<p>Continue consultation with Department for Transport regarding adjustments in statutory regulations for such things as MOT cancelations and re appointments</p> <p>Taxi testing has been cancelled in consultation with the Licensing section to avoid contact with presenters and public also limited taxis on the road due to school closures. Additional procedures to be implemented when testing on taxis resumes</p> <p>MOT station is still operating with adequate number of testers. All fleet vehicles class 4,5 and 7 are being tested and the service is still available for key workers in need of an MOT test to ensure their vehicles are road worthy, this is via appointment only and vehicles are</p>	Fleet Manager Workshop Manager	Ongoing		<i>E</i>

to be dropped off and left to ensure no waiting around of presenters.				
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<b>Service area:</b>	Home to School and Additional Learning Transport
<b>Date your service area plan was created:</b>	28.05.20 updated 8 <sup>th</sup> July 2020

Action	By Whom	By When	Status / Progress (including date)	Priority Rating
Additional Learning Needs Transport	Home to School Transport Officers	On Going		E
If you have a business continuity plan, activate it as this will help guide your services recovery. If you do not have a business continuity plan, consider developing one along with a business impact assessment to assist with your services recovery. Templates are available on the Intranet <a href="#">here</a> .	ITU	Completed		E
Consider resilience within Home to School Transport team for potential ill health / isolation / sickness. Consideration of information sharing and cooperation / more integration within ITU sections. Provision of electronic equipment (use of laptop and mobile phone) to facilitate and maintain communication within the ITU. Regular meetings are held via Microsoft Teams to enable collaborative working, and encourage cohesion within the team.	Home to school transport Officers	Complete		E
Provision of electronic equipment to facilitate and maintain communication	Home to School transport Officers.	Complete		E

with other essential internal sections and external contractors. Up to date contact information provided to relevant persons such as transport operators, schools and parents.				
Ensure efficient and accurate routing of transport to ensure vulnerable pupils continue to attend hubs ensuring their safety and wellbeing.	Home to School transport Officers.	Complete		<i>E</i>
Ensure efficient and accurate invoice payment to contractors to ensure a regular cash flow to contractors in order to sustain businesses for future school opening.	Home to School transport Officers.	Complete		<i>E</i>
Officers continue to undertake the annual process of home to school transport applications in preparation for September. The home to school transport database and online application process allows the whole service to be made on-line eliminating any need for face to face interactions.	Home to School transport Officers.	Ongoing		<i>E</i>
The task of estimating numbers of pupils that can travel on different capacity vehicles using the current government social distancing measures has been undertaken. The resulting numbers allowed to travel would be low. It is estimated that the current fleet profile would need to increase 4 or 5 fold in order to accommodate all pupils on their return to school.	Home to School transport Officers	Complete		<i>E</i>
Schools reopened on the 29 <sup>th</sup> June. Pupils traveling on H2S transport are limited dependant on the size of vehicle, owing to social distancing rules.	Home to School transport Officers.	Ongoing		<i>E</i>
Mediating closely with WG Transport Ministerial announcements alongside liaising closely with DELL for educational ministerial announcements. Once aware of further announcements and /or guidance, transport officers can respond	Home to School transport Officers.	Ongoing		<i>E</i>

to education officer decisions and determine appropriate transport provision.				
<p>All correspondence to parents, schools and operators can be done remotely via email, text or letters via the Gov.notify facility.</p> <p>The bus pass printing is undertaken at The Quays office. The printer is located near the main walkway. Therefore to manage social distances the bus pass printer could either be moved into a separate room or also bus passes could be printed overnight as necessary. The bus passes can be processed and sent to print remotely, printed overnight and collected from the printer at a suitably convenient time.</p>	Home to School transport Officers.	Ongoing		<i>E</i>
Additional Learning Needs Transport				
<p>The additional care and support required by many ALN pupils includes close supervision and personal care. These are additional challenges when transporting ALN pupils during the recovery period. Depending upon regulations at the time of travel requests, each child and their requirements will be assessed against each individual's needs.</p> <p>The fleet profile of ALN transport relies on smaller taxi, minibuses and wheelchair accessible vehicles. The layouts of which do not lend themselves well to current social distancing guidance on shared transport and pupils may need to be transported individually. If this is the case then there would be a pressure on the number of vehicles available to provide this provision.</p>	Home to School transport Officers.	Ongoing		<i>E</i>



## ENGINEERING SERVICES Covid-19 Recovery Action Plan

<b>Service area:</b>	<b>Engineering Services</b>
<b>Date your service area plan was created:</b>	28 <sup>th</sup> May 2020

Action	By Whom	By When	Status / Progress <i>(including date)</i>	Priority Rating
SERVICE FUNCTION				
Abnormal load movements	Engineering			E
Banner advertising	Engineering			I
Bridges and structures	Engineering			E
Contractor lists	Engineering			I
Highway design	Engineering	June 2020		E
Regional Transport Plan	Engineering			E
Town Square bookings	Engineering			I
Traffic Orders	Engineering			E
<b>Highway Design</b>				
Work is ongoing but IT equipment required to enhance work performance. 16 Powerful laptops is required.	IT	June 2020		E

