

## PHASED RETURN – TOWN HALL OFFICE after lockdown Pandemic Covid-19

### DRAFT - DISCUSSION DOCUMENT

By Richard Bishop, Town Clerk 13<sup>th</sup> May 2020

Phased return to Town Hall Office	Risk assessment/adjustment	Timetable
Town Hall Office closed to the Public Thursday 19 <sup>th</sup> March and remote working set up	Prime Minister statement Monday 16 <sup>th</sup> March – work from home if possible	Foreseeable future
Town Hall Office remains closed to the Public Monday 11 <sup>th</sup> May	Prime Minister statement Sunday 10 <sup>th</sup> May – work from home if possible  60 Page updated guidance issued on Monday 11 <sup>th</sup> May	Foreseeable future
Town Hall Office – open to the public and occupied by staff – different dates may apply	Prime Minister – future statement	Not known
Current position	All office staff have occasionally had access to collect files from the office during the lockdown period.  Kerry calls at the office daily to collect the post and scan mail  Hannah and Kerry have attended emergency callouts for IT problems  Graham has daily access to the office, as part of his Works Manager duties	19 <sup>th</sup> March to date        Outside staff returned to work on 21 <sup>st</sup> April
<b>Phase One</b> – some staff to return to Town Hall Office  <b>Remain closed to the Public</b>	Kerry and Hannah (or alternate) <ul style="list-style-type: none"> <li>• Shifts – no more than two working at any time</li> <li>• Access for other staff, if required or appropriate</li> <li>• Disinfectant wipes needed to ensure surfaces are kept clean at all times</li> <li>• Common areas of concern – toilet, kitchen and access to printer, stationary cupboard etc</li> <li>• Block off access from Museum to reduce risk</li> </ul>	Earliest date 6 <sup>th</sup> July ? (gov advice to confirm at daily briefings leading into that date)

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	<ul style="list-style-type: none"> <li>• Move water machine into public foyer (no public access) to create better access to toilet and kitchen areas</li> <li>• Wipes and sanitisers ready at hand at toilet doors and on each office desk</li> <li>• Masks – await gov guidance on usage, but supply of masks necessary as a precaution</li> <li>• Gloves to be supplied and used when going to the printer, stationery cupboard and when handling communal files etc</li> <li>• Everyone responsible for wiping down their desks and equipment that they use, when finishing work (especially shared areas)</li> <li>• Taped X on the floor space away from each desk to assist in managing visitors to the office (possibly Councillors) to keep the 2 metres distance</li> <li>• Prior to returning to work, each member of staff to complete a ‘vulnerability risk assessment’ re-their own vulnerability to Covid-19 and this should inform whether or not they return to the office or continue to work from home.</li> <li>• Testing or have been tested for Covid-19 – need to inform the Town Council as employer, as part of the risk assessment</li> </ul>	
	<p>Richard or Claire – if face to face meetings are restored (meeting days only, work at home most days)</p> <ul style="list-style-type: none"> <li>• All common areas of concern as above</li> <li>• Extra offices to think about keeping clean</li> <li>• Risks minimised by Town Clerk and Deputy Clerk not being in the office each day, continuing to work remotely.</li> </ul>	<p>Earliest date 6<sup>th</sup> July ? (gov advice to confirm at daily briefings leading into that date)</p>

Phased return to Town Hall Office	Risk assessment/adjustment	Timetable
	<p>Sue &amp; Caroline – work at home</p> <p>Ruth – virtual meeting via Zoom with Claire</p> <ul style="list-style-type: none"> <li>No need to change remote working arrangements hastily for Sue, Caroline or Ruth</li> </ul>	
<p>Full Council – face to face meeting + one or two Committees</p> <p>Continue with some Virtual Committee meetings – it could be all Virtual meetings if gov advice does not change</p>	<p>Social-distancing layout in Council Chamber (as prepared for cancelled meeting on 23<sup>rd</sup> March)</p> <ul style="list-style-type: none"> <li>Layout trialled for meeting that did not happen, taking a lead from Newmarket Town Council who use a similar layout</li> <li>Consideration given to continuing with some Virtual meetings to minimise the risk when coming out of the lockdown situation</li> <li>Council Chamber – cleaning of all surfaces, water machine, kitchen, toilets, door handles etc</li> <li>Council Chamber – consider how we deal with members of the public attending meetings to ensure social distancing</li> </ul>	<p>Earliest date 6<sup>th</sup> July ? (gov advice to confirm at daily briefings leading into that date)</p>
<p><b>Phase Two</b> – more staff returning to Town Hall Office</p>	<p>Kerry and Hannah Sue and Caroline Richard and Claire (alternate days)</p> <ul style="list-style-type: none"> <li>All measures as per phase one, with only two working within a single office space at any one time</li> <li>Sue to utilise small office as she uses her laptop</li> <li>Caroline in the office on days when Hannah not present</li> <li>Town Clerk and Deputy Clerk to use their own offices, but to minimise risk and travelling</li> </ul>	<p>Earliest date 3<sup>rd</sup> Aug ? (gov advice to confirm at daily briefings leading into that date)</p>

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	whilst coming out of the lockdown by working from home alternative days	
	<p>Ruth – virtual meeting via Zoom with Claire</p> <ul style="list-style-type: none"> <li>• No need for Ruth to attend the office at this stage of the proceedings, adding a further unnecessary risk</li> </ul>	
<p>Re-open Reception to the Public</p>	<p>Three alternatives to consider: -</p> <ol style="list-style-type: none"> <li>1. Screens required for outer and inner side of Reception Desk</li> <li>2. Town Clerk’s office to be used as Reception – using tables as two metre barriers</li> <li>3. Council Chamber to be used as Reception Desk, using space and tables as two metre barriers</li> </ol>	<p>Earliest date 3<sup>rd</sup> Aug ? (gov advice to confirm at daily briefings leading into that date)</p>
<p>Full Council – face to face meeting + all Committees</p> <p>Continue to use Virtual meetings for soundings and workshop meetings</p>	<p>Social-distancing layout in Council Chamber (as prepared for cancelled meeting on 23<sup>rd</sup> March)</p> <ul style="list-style-type: none"> <li>• Layout can be trialed in July, if circumstances allow and fine tuned</li> <li>• Consideration given to continuing with some Virtual meetings to minimise the risk when coming out of the lockdown situation</li> <li>• Council Chamber – cleaning of all surfaces, water machine, kitchen, toilets, door handles etc</li> <li>• Council Chamber – consider how we deal with members of the public attending meetings to ensure social distancing</li> </ul>	<p>Earliest date 3<sup>rd</sup> Aug ? (gov advice to confirm at daily briefings leading into that date)</p>

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<p><b>Phase Three</b> – all office staff to return to Town Hall Office</p>	<p>Kerry and Hannah Sue and Caroline Richard and Claire Ruth</p> <ul style="list-style-type: none"> <li>All above measures applied for all areas to ensure social distancing is in place</li> </ul>	<p>Earliest date 1<sup>st</sup> Sept ? (gov advice to confirm at daily briefings leading into that date)</p>
<p>Full Council – face to face meeting + all Committees</p> <p>Continue to use Virtual meetings for soundings and workshop meetings</p>	<p>All measures as listed in Phase One and Two</p>	<p>Earliest date 1<sup>st</sup> Sept ? (gov advice to confirm at daily briefings leading into that date)</p>
<b>NEW NORMAL</b> – for consideration		
<p>Flexible Working Arrangements – apply where appropriate</p> <p>The past 8 weeks have brought us all new skills, a new way of working and has proved that location is not a barrier to keeping the Town Council administration functioning.</p> <p>It would be good to have a conversation regarding what would be good to retain as the ‘new normal’ for the long term as part of an overall assessment of how we function as a Town Council.</p>	<p>Considerations given to flexible-working arrangements that can demonstrate real benefits to Swaffham Town Council and/or individual employees</p> <ul style="list-style-type: none"> <li>Combinations of home and office working</li> <li>On call Senior Management</li> <li>Investment in digital transformation to go 95% paperless in the office</li> <li>Staff/Councillor training and possible laptop or iPad/Tablet investment to complete the digital paperless loop</li> </ul>	<p>October 2020 – March 2021 Discussions through various Committees including HR and Finance</p>
<p>Continue to use Virtual meetings for soundings and workshop meetings</p>	<p>To use the Virtual platform as a cost and time saving exercise</p> <ul style="list-style-type: none"> <li>Virtual meetings with Officers and/or members of Principal authorities, will save on officer time and travel costs</li> <li>Investment in Video Conferencing equipment, larger screens etc in Council Chamber and any meeting room</li> <li>Virtual Training sessions or Webinars can increase efficiency and have time saving benefits</li> </ul>	