

Agenda Item: OC 66/20

WOUGHTON COMMUNITY COUNCIL

Resources & Finance Committee

Monday 7th September 2020

PURPOSE OF REPORT:

To give an update on the stance of current years budget as at 31st July 2020.

RECOMMENDATION:

That the Committee notes the report.

MAIN ISSUES AND CONSIDERATIONS:

Where numbers show in parentheses this should be taken as a negative figure i.e. (100) = -£100.

As we would expect as at July 2020 the budget % expenditure should sit at just over 1/3rd (unless annual bills are paid or reason for higher variance is given.)

Our income as we are aware has suffered due to closures of our community centres, as these were not reopened until 1st August 2020, we are yet to see any progression in terms of hall hire. Moreover to this, with the Sales ledger tidy which included reversing out 'debtors' that were showing as owed money that had been mis-accounted for, the figures show a YTD figure of (£62,067) due to the fact we had £50,000 assumed for hall hire income this year we are now facing a deficit % spent of (£127,067) from the original budget set in April 2020.

However, as per our revised figures from my forecast revised in June 2020 due to Covid I had suspected as 2.86% decrease in our income, and a 3.13% drop in our expenditure to facilitate.

Our total income is showing at 46%, we are still due 50% Precept £287,455 and 50% LCTS £77,806. We have received 100% of our landscape funding, which we usually receive quarterly. Therefore our hall hire, and additional income need to become high priority to assist us in mitigating the effect of our Sales Ledger tidy.

The Sales ledger tidy, will affect our income figures by circa (£62,000) if we meet suggested income target set for this year, which seems unlikely (additional income sitting at 4.87%) – however we are seeing decreased spending, and decreased expected spend for the rest of the year.

Our expenditure is sat at 27.7% for AYTD, sitting just under where we would like to see healthy spend for a normal functioning year – this is a good start however, we will need to constantly assess spend against our income with the situation with Covid still uncertain, and only having opened our centres for the remaining 50% of the financial year, a further demand for a decrease in spend is likely. Our total income is

showing at 46% slightly higher than we would usually see, but this is due to receiving 100% of landscape at this stage as opposed to the usual 50% as at July (25% per quarter).

A far more robust forecast can be given as at 30th September 2020, at this point we should have a clear indication of our bookings and expected income for the rest of the year.

The forecast for 6 months of 'normal' hire plus, the nurseries is sat at around £80,000 which would significantly assist us in finishing in a strong position given the uncertainty and restraints afforded to us by Covid this year.

FINANCIAL IMPLICATIONS:

A significant strain on our intended income for this year due to Sales ledger tidy & closure of all centres from March 17th – 1st August 2020.

A significant drop in spend, due to unlikely nature of events/service plan items due to Covid.

STAFFING IMPLICATIONS:

None Perceived.

OTHER IMPLICATIONS:

None perceived.

BACKGROUND PAPERS:

- Covid 19 revised June 2020.
- Detailed income and expenditure by Account.

AUTHOR:

Samone Winsborough
RFO

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WOUGHTON COMMUNITY COUNCIL

Operations Committee

Monday 7th September 2020

PURPOSE OF REPORT:

To give an update on the training budget as at 31st July 2020.

RECOMMENDATION:

That the Committee notes the report.

MAIN ISSUES AND CONSIDERATIONS:

Due to the strain that COVID has put on our budget, and the social restrictions put in place, training was amended from £15,000 down to £10,000 for this Financial year – the intention is for it to sit at £15,000 again next year.

As it stands £439 has been used for homelessness law training (£70) and tuition fees that were paid earlier this year for Landscape Apprentice (£369).

This leaves a total of £9,561.

Training opportunities and requests are being discussed during officers 121's, for professional development. Due to Covid this has not been priority and social restrictions have been in place. We should see some uptake in areas felt that training is needed in due course.

There is a paper to follow offering mental health first aid to Councillors, and we encourage any training Councillors may feel is beneficial to be sent in an email to the Operations Manager.

A training agreement has also been drafted for officers which documents any pay back clauses, and gives an audit trail of training given.

FINANCIAL IMPLICATIONS:

None Perceived.

STAFFING IMPLICATIONS:

None perceived.

OTHER IMPLICATIONS:

None perceived.

BACKGROUND PAPERS:

- Nominal Ledger - Training July 2020.
- Training Agreement.

AUTHOR:

Samone Winsborough
RFO

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WOUGHTON COMMUNITY COUNCIL

Operations Committee

Monday 7th September 2020

PURPOSE OF REPORT:

To update the committee on the Woughton Business Forum.

RECOMMENDATIONS:

- 1. That the committee notes the delay.**
- 2. That the committee nominates a Councillor representative to Chair the forum.**
- 3. That a plan is created for early engagement whilst managing the current situation, with a longer-term view on delivery in 2021 (pandemic dependent).**

MAIN ISSUES AND CONSIDERATIONS:

The Business Forum was on one the items on the Service Plan for 2020/21, but with the current pandemic, limited actions have been possible. This has been discussed in previous years as well, but nothing has come from these discussions.

The Council Manager proposes the following:

- That the committee agrees to create a format, structure and some clear aims for the forum – what is it that is wanted from the group? What can we, as the council, offer local businesses? Is there a need for the forum and if so, what is it? What do we want to see from the forum in terms of tangible outcomes for the residents, council and local businesses?
- If it is clear that there is a benefit to creating this, a planned approach is considered, with a councillor nominated and agreed to 'Chair' the forum.
- The Chair and officers then create a plan to deliver the forum – clarity about what we mean by 'business' (e.g. are schools businesses?), engagement with businesses (via mailshots, website, social media, direct mail, etc.) to gather interest and build awareness, followed by a proposal for holding forums once current restrictions are lifted / reduced sufficiently to do this safely and / or using online options in the early stages (this may be the preferred option for businesses anyway).

Early thoughts around the forum include:

- Environment – how can we work with businesses to improve the local areas (especially those that are considered 'industrial' to improve the look and feel

of the estates. Whilst Redmoor is fairly pleasant, Bleak Hall is unwelcoming and fairly unpleasant.

- Is there benefit in collaborations and working across the parish to promote Woughton businesses, focusing on local delivery to local people? We know that when we have previously.
- Asked for local companies to provide quotes / contacts for work for WCC, there has been a lack of response that is both disappointing and worrying. Our policies state that we would prefer to work with local companies, but even relatively simple options such as window cleaning have not brought any local people to us.
- Additionally, is there any value in joint commissioning / procurement of things for companies across the parish? Is there any way that we can help with this? Are there things that local companies are having difficulties with that we can assist with, as an authority?
- How can we, as a council, help companies recover from the pandemic? Is there stuff that we should / could be doing to help and if so, what is it?
- Are there things that we can provide that will bring benefit to local businesses? Landscaping, wellbeing work, advice, etc.
- How can we promote business in the parish? Should we look at the Preston model, where money is kept local? Is social business something we should support? Can we build small business units to promote start-ups? Is there space within existing businesses that can be used for other needs?

FINANCIAL IMPLICATIONS:

Limited – Officer / Councillor time and engagement activities (letters, etc.) – no more than a £200 – £300 in the first instance and this only if there is an agreed need / focus for this forum.

STAFFING IMPLICATIONS:

Officer time only.

OTHER IMPLICATIONS:

This is one of a number of forums that have been discussed. A clear and defined need, structure and aim is essential prior to committing resources to this proposal.

BACKGROUND PAPERS:

None.

AUTHOR:

Steve McNay – Council Manager

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WOUGHTON COMMUNITY COUNCIL

Operations Committee

Monday 7th September 2020

PURPOSE OF REPORT:

To give an update on the progress with policy review, access and procedure.

RECOMMENDATION:

- 1. That the Committee notes the report**
- 2. That the Committee agrees to the amendments made to the handbook and policies which have been reviewed.**
- 3. That the Committee agrees ALL officer/organisational policies and handbook are published onto Brightpay to give all staff robust access.**

MAIN ISSUES AND CONSIDERATIONS:

The WCC staff handbook (attached) has been revised and published onto Brightpay for staff access.

Amendments:

Page 7 D)

We operate a flexi-time system whereby you can accumulate hours given that the hours accumulated are deemed necessary for council need. The maximum number of hours you can be in credit is 15 hours.

Further information can be obtained from your Line Manager.

Removed six week period for TOIL to be used, as this is not manageable for Senior staff given commitments they must attend all year round.

Page 8 A) clause 4)

- 1) We operate an online system for booking holidays via the selected online system and App which is currently Bright-pay. You will be given the rights to request absence online. You will also be able to view your holiday entitlement online at any time. This is to give you the facility to easily plan your holidays throughout the year.

Page 6 clause 4)

- 4) **Advancement of Pay**

In extremely extenuating circumstances you may be granted an advancement in pay, this must be put into writing to the Council Manager and Responsible Finance Officer, note evidence may be requested in order to grant the request, the upper limit to any advancement is up to 0.5 month's pay and a repayment plan will be set up the sum will be repaid in full in no longer than six (6) month's upon repayment plans will be arranged based on what is reasonable for you. Should your contract be terminated, or you choose to leave the organisation before the pay advance is paid back in full, the outstanding amount will be deducted from your last pay owed from WCC.

Advancement of pay clause added so policy and deductions are outlined to staff. This is only used during extenuating circumstances and officers asked to provide proof of circumstance.

Alongside the staff handbook the following policies have been reviewed and published on Brightpay:

 Banking Procedure - August 2020	
 Financial Regulations 2019-2020	
 Procurement Policy - August 2020	
 Retention and Disposal Policy	
 Tendering Procedures 2019-20	
 ToR - Internal Audit	
 Driving at work policy - August 2020	
 Lone Working policy - August 2020	
 Risk Template 2020	
 Verbal Risk assessment template 2020	

 1to1 Supervision and Support policy - Au...	
 Absence and leave policy - August 2020	
 Appraisal and Review Policy - August 2020	
 Capability and Sickness Management pol...	
 Employment Policy - August 2020	
 Equal Opportunities and diversity policy ...	
 Financial Regulations 2019-2020	
 Incident Plan 2020	
 Maternity, Paternity, Parental and adoptio...	
 Officers Allowances and Expenses policy ...	
 Recruitment and Retention Policy- Augus...	
 Red Alert - Emergency advice policy	
 Redundancy Policy - January 2020	
 Retention and Disposal Policy	
 Security IT Policy - August 2020	
 Sickness policy - August 2020	
 Training agreement	
 Training and Development Policy - Augus...	
 Volunteer Policy and Process - February 2...	

The Operations manager has attached the Driving at work policy, as previous one was outdated.

The Operations manager has attached the Lone working policy, as previous was very outdated.

A more formal training agreement has been drafted and attached for your reference, to ensure obligations of training are specified and agreed. Risk assessment templates are now accessible for staff.

All induction documents are accessible for all staff members online, to ensure everyone is following the recruitment and retention policy stringently.

Absence and leave policy now references BrightPay to request annual leave. Appraisal and review policy now states '6 annual 121's' instead of specifying '6-8 weekly.'

No other significant amendments have been made to our internal policies. The Operations Manager has spent significant time in ensuring the review process for documents is transparent. The use of SharePoint means all relevant officers have access to the folders and can be held responsible for ensuring their policies are up to

date. We now have one organisational template which is used across all policies, this also includes version control, so you can see when it was last reviewed and the new review date.

'Approved PDFs 2020' in each folder gives the Members and Committees clerk overview of what can be added to the website which should all flow far better now that they have the same format and are up to date. Word documents of each policy are also available for lead officer to ensure easier update and review.

All HR policies have been completed by the Operations Manager as well as all Financial policies and Staff Handbook and staff templates mentioned above. The Operations manager also completed Driving at work and Lone working as part of Health and Safety policies.

Committee and Councillor policies have been completed by the Council manager.

All should be available on the website, to view up-to-date and in PDF version.

A hard copy (print outs) of our handbook and all of our policies are being put together to be left at the Landscape Depot.

There is a need for more detailed Health and Safety policies and we are awaiting the return of the Landscape Manager as Health and Safety officer to provide these documents.

FINANCIAL IMPLICATIONS:

None Perceived

STAFFING IMPLICATIONS:

All staff are now able to easily access handbook, relevant policies and templates at an instant click on their employee dashboard log in for BrightPay. As all staff on payroll are given a login this should mean robust overview from all departments and staff.

COMPANY HANDBOOK		
Employee Handbook	Last modified 19/08/2020 by samone.winsborough@woughtoncommunitycouncil.gov.uk	1
FINANCE		
Banking procedure	Last modified 19/08/2020 by samone.winsborough@woughtoncommunitycouncil.gov.uk	1
Financial Regulations	Last modified 13/08/2020 by samone.winsborough@woughtoncommunitycouncil.gov.uk	1
Procurement Policy	Last modified 13/08/2020 by samone.winsborough@woughtoncommunitycouncil.gov.uk	1
Redundancy Policy	Last modified 19/08/2020 by samone.winsborough@woughtoncommunitycouncil.gov.uk	1
Tendering Procedure 2019/20	Last modified 13/08/2020 by samone.winsborough@woughtoncommunitycouncil.gov.uk	1
Terms of Reference for Internal Audit	Last modified 19/08/2020 by samone.winsborough@woughtoncommunitycouncil.gov.uk	1
GENERAL COMPANY INFORMATION		
Absence and Leave	Last modified 19/08/2020 by samone.winsborough@woughtoncommunitycouncil.gov.uk	1

OTHER IMPLICATIONS:

None perceived.

BACKGROUND PAPERS:

None.

AUTHOR:

Samone Winsborough
RFO

WOUGHTON COMMUNITY COUNCIL

Operations Committee

Monday 7th September 2020

PURPOSE OF REPORT:

To give an update on the Operational changes put in place to support reopening of our community centres due to COVID.

RECOMMENDATION:

That the Committee notes the report.

MAIN ISSUES AND CONSIDERATIONS:

Our community centres reopened for public use on 1st August 2020 (in line with the latest Government shielding advice).

*NB. Coffee Hall Community Centre will be reopening to the public during the first week of September once the community fridge is moved back to its original dwellings.

A number of changes have been put into place to facilitate safe use for officers and residents.

Firstly a COVID 19 pack was issued to all users, and to any new users who have requested hiring any of all our centres. This includes:

- A special circumstances COVID Ts & Cs document to be signed.
- Risk assessment for the centres.
- An FAQs page answering questions on our procedures and circumstances.

We also extended the periods in between bookings from 15 minutes, to 45 this is to ensure our Caretakers can deep clean touch points and areas of concern.

One-way entrance and exits have been implemented at all centres reducing risk of cross contamination, hand sanitisers are fitted at each point of entry and exit. Toilets have been reduced to one person at a time, with 'vacant'/'in use' slide signage put on each door. Signage has been implemented for groups and hirers to abide by the 2 metre social distancing rules.

Due to the 2-metre distancing our capacities have also been amended to 30, with the exception of Tinkers Bridge which is reduced to 20 due to its size. Smaller meeting rooms are restricted to 6.

The provision of and or preparation of food is strictly not permitted at this moment in time, the kitchen may be used for drinking facilities, but groups must use and provide their own disposable cups.

It is outlined in the disclaimer that the responsibility to follow these guidelines and to keep up to date with latest government advice is that of the hirer (although we make every effort to inform our bookers of any updates that may affect their bookings) failure to comply will lead to cancellation of bookings.

FINANCIAL IMPLICATIONS:

None Perceived.

STAFFING IMPLICATIONS:

The Caretakers have been provided with the following PPE:

Non-slip shoes
Disposable face masks
Disposable gloves
Disposable aprons

OTHER IMPLICATIONS:

None perceived.

BACKGROUND PAPERS:

Disclaimer Ts & Cs.
FAQs.
Risk Assessment.

AUTHOR:

Samone Winsborough
RFO

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Disclaimer for use of Community Centre

COVID-19

This disclaimer is to be used in conjunction with your standard Terms & Conditions for using Woughton Community Council community centres. All your standard Ts & Cs apply, however special attention **must** be paid to the stipulations set out in this document.

Documents you will receive in this pack:

- *Standard terms of Hire (must be signed and returned before booking is authorised)*
- *Disclaimer for COVID19 (must be signed and returned before booking is authorised)*
- *FAQ's sheet – to assist you with any queries you may have*
- *A copy of our Risk Assessments*

Stipulations of hire during special circumstances:

- ✓ You must adhere to **2 Metre** social distancing advice, this applies inside and outside of our building. Please queue in a socially distant manner, and do not congregate outside the building or on your way through the corridor this puts yourself and others at risk.
- ✓ Due to the **2 Metre** socially distancing rule, our capacities have changed, and the following maximum number of attendees apply:

Coffee Hall Meeting Place	30
Tinkers Bridge Meeting Place	20
Eaglestone Activity Centre	30
Netherfield Meeting Place	30
All smaller meeting rooms	6

- ✓ **It is strictly against the regulations for you to hold more than the maximum number of attendees in the hall at any given point of your booking with us.**
- ✓ Sanitiser units are placed at all Entrances and Exits, sanitise your hands thoroughly upon entering and exiting the hall.
- ✓ A one-way system is implemented in all buildings, please adhere strictly to dedicated entrances and exits.
- ✓ We encourage you to open windows and doors for ventilation where possible, **all fire doors must remain closed** until exiting the building (should this be a designated exit) and should be closed behind you.
- ✓ The toilets will be strictly one to be admitted at any given point, please use 'Engaged'/'vacant' signage as appropriate.
- ✓ The Caretaker will unlock and lock the building up as per usual terms and conditions, however upon the caretaker notifying you of their arrival all individuals must have left the building through the exit so the Caretaker can continue into the main hall. The Caretaker will be provided with Gloves and face masks.
- ✓ You will be required to use disinfectant wipes provided to wipe down ALL handles and touch points prior to leaving the building, to ensure the safety of our staff.
- ✓ Members of your booking where seating is necessary need to be seated side by side and not face to face (this is to minimise cross contamination) you should also leave the total distance of two (2) empty chairs in-between each other.

- ✓ The provision, preparation and sharing of food within the halls is strictly not permitted, the kitchen(s) will remain out of bounds, your group are welcome to use tea, coffee or water facilities however you must use disposable cups. The disposables will be provided by yourselves and you must bring your own tea/coffee. You must take everything you bring with you at the end of your booking.
- ✓ You must avoid touching your mouth, eyes or nose whilst inside the buildings.
- ✓ Due to these restrictions, any physical activity that could cause perspiration or activities that will require shouting or singing are strictly NOT permitted as this will cause high risk of cross contamination.

Whilst signing agreement to the terms set out in this document, you must also ensure you are up to date with all of the latest Government advice (.GOV) on COVID19 measures and ensure you are always compliant with any additional measures set out, Woughton Community Council will not be held liable in any circumstance whereby you/your booking have failed to adhere to formal government advice.

We respectfully ask you wait outside, socially distanced until the Caretaker informs you it is safe to proceed from outside the hall. Please ensure you are all finished and have left the building for the Caretakers return; we ask ONE person from your group waits at the entrance of the hall for the Caretaker to arrive.

By signing this agreement, you are declaring your understanding and acknowledgement of the requirements we have put in place for you to use the community hall.
By signing this agreement you are informing Woughton Community Council that you take sole responsibility for the safety of yourself and your group and the strict adherence to the guidelines specified to you in all documents contained in this pack (Disclaimer, Ts & Cs, Risk assessments and FAQ sheet) Woughton Community Council view this signed document as your notification of liability in case of any fault, injury or illness that may arise as a result of your group booking.

Woughton Community Council have put into place adequate measures to ensure your safety and the safety of our staff and therefore will not be held liable in any circumstance where this is not obeyed.

Name (print): _____

Date: _____

Signed: _____

Group: _____

FAQ's for Community Centre Hire

COVID-19 special restrictions

What should I do if I am showing symptoms of COVID19 before my booking?

It is your responsibility to ensure that nobody in your group/booking has shown any symptoms of COVID19 within fourteen (14) days of your booking. If you or anyone else are displaying symptoms of COVID19 you should inform them to stay home and to isolate, if your booking needs to be cancelled as a result of this please inform the office and we will raise a credit note for your booking (if this cancellation is within 48 hours of your booking commencing) if it is in excess of this, you will be eligible for a full refund.

What should I do if I am showing symptoms of COVID19 during the booking?

It is important that anyone showing symptoms of COVID19 and anybody who has been in contact with this individual are swiftly removed from the building and arrangements should be made for the individual to get home without contaminating any other person(s)

Government advice is now 1 Metre+ why do I still have to distance to 2 Metres?

We are asking all groups and staff to adhere to the 2M social distancing rule to ensure optimum safety of all those using Woughton Community Council property. Please keep to 2 Metres social distancing to limit the risk of cross contamination.

What if there is a fire?

Always ensure fire doors remain closed for the duration of your booking. If there is a fire use standard fire evacuation procedure, you **do not** have to socially distance in case of fire please ensure you safely and calmly exit the building as quickly as possible.

Capacity, how can I deal with any excess?

It is your responsibility to ensure you do not exceed our maximum capacities. If you are aware prior to the booking how many people are interested in attending, you need to limit this to the capacity required, you could ask excess users to remote into the meeting via a laptop or smartphone, or work on a 'first come, first serve' basis. You should inform all members of your booking of the capacity restrictions and ensure you have a policy in place for anything in excess of the numbers stipulated.

Can I leave equipment, or disposable cups in the building?

No, it is strictly not permitted that anything is left in the buildings after a group has finished. All disposable cups, spoons etc. should be disposed of in the rubbish bin and the rubbish bin must be taken with you. Any leftover equipment should not be shared with other users and must be taken with you.

It is important our Caretaking team are kept safe and they should not be in contact with equipment handled by external users.

You have refused my booking, why?

We have the right to refuse any booking we feel will not be able to adhere to all the safety guidelines we have put in place, this will be at the discretion of Woughton Community Council. We are doing our best to prioritise safety and therefore apologise for any

inconvenience caused if we are unable to facilitate your building. We may also, if deemed necessary request information on how you will safely facilitate your booking failure to supply this may lead to cancellation of your booking.

What happens if I do not follow the guidelines?

Should we be provided with proof that guidelines were not being adhered to, or our Caretaking team report inappropriate activity, your bookings will be cancelled until further notice, and no notice period will be given.

Who is responsible if someone catches COVID, or has been in contact with someone who are showing signs of COVID as a result of this booking?

You are responsible for ensuring all individuals in your group/booking are safe to using the community centre. Woughton Community Council have taken all reasonable measure to ensure health and safety however, overall responsibility lies with the individual and individuals of the booking. Woughton Community Council accepts no responsibility for any results due to improper use of our restrictions or improper diligence in approving attendees.

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Risk Assessment	Event:	Re-opening since lockdown due to COVID19	
	Activity		
	Location	Coffee Hall Meeting Place, Tinkers Bridge Meeting Place, Eaglestone Activity Centre, Netherfield Meeting Place.	
	Assessor(s)	Samone Winsborough	
	Date:	09/07/2020	
Review period:	6 months	Next review date:	09/02/2021

Please delete as appropriate:

This assessment is based on Event/Activity/Location.

Description of event/location/activity (please give dates, times and details)
<p>Community centre for communal and group activity, main hall, toilets, smaller office/committee room(s), communal kitchens and storage cupboards. Eaglestone Activity Centre is the only venue which has two levels, lower level has two 'squash courts' (one being saved as a 'multi-use' space) the lower level is currently redundant and not used – there are also showers and changing room areas – these areas are still redundant until the council carries out works and settles on plans for the lower level. Main hall, and an office are on floor level with another meeting room around the back. All centres have entrance and doors around the back.</p> <p>There is a nursery provision in Eaglestone and therefore the centre also has a smaller 'children's' toilets unit.</p> <p>This risk assessment is to ensure safety compliance, for reopening on 01st August 2020 as lockdown due to COVID19 eases in the UK. Government advised reopening from 04th July 2020 is safe, however we have prolonged until 01st August 2020 in line with the latest Government shielding advice.</p>

Who is affected:
<input checked="" type="checkbox"/> Staff/Volunteers <input type="checkbox"/> Public <input checked="" type="checkbox"/> Contractors

Who is affected:
<input checked="" type="checkbox"/> Staff/Volunteers <input type="checkbox"/> Public <input checked="" type="checkbox"/> Contractors <input type="checkbox"/> Others (please state:) Anybody using/entering the building

Likelihood	1) Unlikely	2) Possible	3) Quite Possible	4) Likely	5) Very Likely
Severity	1) Negligible	2) Slight	3) Moderate	4) Severe	5) Fatality or major

Risk Categories
Low (1-3)
Normal/Acceptable (4-10)
High improve if possible (11-18)
Unacceptable and Further Action required (19+)

Where a score is 19+ Activity must cease until precaution has been carried out and Council Manager approves continuation.

Description of Risk	Severity (1-5)	Likelihood (1-5)	Risk Factor (SxL)	Risk before precautions
1) Cross contamination in queuing, corridors, kitchens, toilets, and other communal areas.	5	3	15	High
2) Contamination due to hygiene (not washing hands etc.)	5	3	15	High
3) Contamination due to perspiration, singing, shouting etc.	5	4	20	Unacceptable
4) Contamination of food or equipment	5	4	20	Unacceptable
5) Caretakers health and safety being around individuals outside of their household	5	3	15	High

Recommended precautions put in place:
1. A disclaimer has been created for groups to understand the stipulations and restrictions put in place, all hirers to sign liability and responsibility for themselves. Maximum capacity has been revised to maximum of 30 (EAC, CHMP, NFMP) and 20 (TBMP) maximum of 6 in the smaller meeting rooms. All restrictions and reasonable precautions have been stated in the disclaimer.
2. WCC have specified 2 Metre social distancing rule, despite government advice of 1 Metre + to err on the side of caution.
3. Kitchens and WCC resources such as cutlery and cups etc. are out of bounds. Groups may only access taps (for drinking water) and kettle for tea and coffee but must use disposable cups and take away with them after the group finishes.
4. Toilets will be one to be admitted at any given point.
5. Caretakers cleaning periods in-between bookings have been amended from 15 minutes to 45 minutes for deep cleaning of all touch points. Groups are also requested to wipe down all touch points during their close down clean.
6. Caretakers will be given face masks and gloves for their cleaning.
7. Disclaimer states singing, perspiration and shouting are strictly not permitted and WCC reserves the right to cancel any bookings that we do not foresee adhering to special circumstances and restrictions.
8. Hand sanitiser units have been fitted at all entrances and exits and a one way system has been implemented only entrance and exit only doors.

Description of Risk	Precautions (Select number from above list)	Severity (1-5)	Likelihood (1-5)	Risk Factor (SxL)	Risk after precautions
1) Cross contamination in queuing, corridors, kitchens, toilets, and other communal areas.	1, 2	5	2	10	Acceptable

1) Cross contamination in queuing, corridors, kitchens, toilets, and other communal areas.	1, 2	5	2	10	Acceptable
2) Contamination due to hygiene (not washing hands etc.)	8	4	2	8	Acceptable
3) Contamination due to perspiration, singing, shouting etc.	7	0	0	0	Low
4) Contamination of food or equipment	3	0	0	0	Low
5) Caretakers health and safety being around individuals outside of their household	6	4	1	4	Acceptable

Signed: _____ Role: RFO and Operations Manager

Name: Samone Winsborough

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WOUGHTON COMMUNITY COUNCIL

Operations Committee

Monday 7th September 2020

PURPOSE OF REPORT:

To update the committee on the Service Plan for 2020/2021.

RECOMMENDATIONS:

- 1. That the committee notes the report.**
- 2. That the committee agrees to the proposed new priorities.**
- 3. That the committee receives further updates in January and March 2021.**
- 4. That the committee begins consideration of items for the 2021 / 2022 Service Plan.**

MAIN ISSUES AND CONSIDERATIONS:

The annual Service Plan details the work that the council will focus on during the 'council year' (i.e. May to April). This is agreed at committee and then Full Council and provides a clear map for work to be undertaken.

This year has been significantly impacted by the Covid-19 pandemic, which has prevented some elements of the plan being undertaken and delayed others. This remains an uncertain time and some elements of the plan may or may not be achievable within this backdrop.

The specific element that relate to the Operations Committee are:

3 – Community Engagement, with a specific target of having 800 responses during the council year. This remains a possibility, as long as clarity is reached around what we are consulting on (budgets, but also a wider 'priorities' element?). Work is continuing with the Community team to focus this work, now that demands of immediate support have reduced.

7 – Woughton Business Forum. Work has not started on this, but can be planned for early next year, specifically around the need to look at recovery and where WCC can support this. Additional planning is needed to define the purpose and overall aims of this forum.

11 – Training and development. Solid plans were put in place to work around this area, with agreement for monthly sessions for officers, work within the appraisal system to identify need and work with councillors and the wider parish sector to provide a range of options to elected members. These have all ceased during the recent situation and any face-to-face training is unlikely this calendar year.

15 – Accreditation as a ‘Quality Council. On track for Silver to be achieved this year.

16 – Website / communications improvements. Some work has been undertaken, but not sufficient to meet the targets stated. Further focus is essential over the coming months, both for the website and to ensure that tendering takes place for Gazette, alongside other elements outstanding.

21 – IT systems and processes. Links to the training elements, with no face to face having been possible. Clear need for further work with both councillors and officers to maximise the benefits of the infrastructure in place. Further work planned and will take place as soon as is possible.

FINANCIAL IMPLICATIONS:

Some spending will reduce due to the lack of activity. This is helpful from a budgetary viewpoint but leaves gaps in the needs of the council. Training budget specifically is likely to be significantly underspent (the only part of Operations service plan with a budget attached).

STAFFING IMPLICATIONS:

Lack of training and development is not healthy for an organisation, but it is accepted that this year has been an unusual one. As such, impact on staffing is likely to be minimal, but will need to be a focus in the coming months and years.

OTHER IMPLICATIONS:

Acceptance that this year has, so far, been something of a ‘write off’ in terms of usual delivery means that negative implications can be mitigated by this. However, it should not be considered as a ‘get out of jail free’ card, but simply an acceptance that there is more to do once things return to whatever normal might become.

BACKGROUND PAPERS:

Service Plan 2020/2021.

AUTHOR:

Steve McNay – Council Manager

Agenda Item: OC 73/20

WOUGHTON COMMUNITY COUNCIL

Operations Committee

Monday 7th September 2020

PURPOSE OF REPORT:

To propose provision of Mental Health First Aid training for Officers and Councillors.

RECOMMENDATION:

- 1. That the committee agrees to the provision of this training.**
- 2. That the Committee and Members Officer liaises with councillors who wish to attend.**
- 3. That the Operations Manager liaises with officers who wish to attend.**
- 4. That once attendance is agreed, a session is booked with maximum attendance possible.**

MAIN ISSUES AND CONSIDERATIONS:

Mental Health First Aid is a course that provides an overview of the main mental health conditions, treatments, and ways that support can be offered by 'non-professionals'. There are a range of options that are available, and all are managed and accredited by Mental Health First Aid England, the umbrella body that ensures training is to a sufficient standard.

The options are:

- Become mental health aware - half day / online (£125)

This course raises awareness of mental health. It covers:

- What mental health is and how to challenge stigma.
- A basic knowledge of some common mental health issues.
- An introduction to looking after your own mental health and maintaining wellbeing.
- Confidence to support someone in distress or who may be experiencing a mental health issue.
- Mental Health First Aid (adults) – two days / classroom based OR online (£300)

This online course qualifies you as a Mental Health First Aider, giving you:

- An in-depth understanding of mental health and the factors that can affect wellbeing.
- Practical skills to spot the triggers and signs of mental health issues.

- Confidence to step in, reassure and support a person in distress.
 - Enhanced interpersonal skills such as non-judgemental listening.
 - Knowledge to help someone recover their health by guiding them to further support - whether that's self-help resources, through their employer, the NHS, or a mix.
- Mental Health First Aid Champion – one day / classroom based (£200)

This one-day course qualifies you as an MHFA Champion, giving you:

- An understanding of common mental health issues.
- Knowledge and confidence to advocate for mental health awareness.
- Ability to spot signs of mental ill health.
- Skills to support positive wellbeing.

The same courses are also available for those working with young people – Youth Mental Health First Aid. All courses above are similar – same structure, timing, and cost, but with a specific focus on younger people.

In the event that we have sufficient numbers, it is possible that the costs will reduce by providing an 'in house' option – this is likely to be around 10x the cost of an individual, for up to 12 people (two places 'free'.

Provision is via local providers OR via MHFA England – Mind BLMK are one local option that could be accessed, ensuring money remains local and that a focus is provided on local support and options. All courses are certificated.

The Council Manager would suggest that for most, the Mental Health Aware course would be sufficient, with the 2-day course only for those that are working regularly with people experiencing mental ill health.

FINANCIAL IMPLICATIONS:

The costs will be dependent on numbers, but likely to be around £200 - 300 per attendee for the full course, or about half that for the 'MH Aware' option.

STAFFING IMPLICATIONS:

Only implication is the time needed to complete the course. This could, for most officers, form part of the monthly training schedule (Wednesday PM) for the half day 'MH Aware' course.

For councillors, finding suitable time will be the biggest challenge, due to work and other commitments.

OTHER IMPLICATIONS:

The need for training in this area has been highlighted in a number of forums. Given this and the current lack of training this year, it is recommended that this training, in whatever form, takes place.

BACKGROUND PAPERS:

None.

AUTHOR

Steve McNay – Council Manager

WOUGHTON COMMUNITY COUNCIL

Operations Committee

Monday 7th September 2020

PURPOSE OF REPORT:

To update the committee on Hub re-opening proposals.

RECOMMENDATION:

- 1. That the committee notes the report.**
- 2. That the committee agrees to the following recommendations:**
 - a. That the Hub remains ‘closed’ to the public during September and under review.**
 - b. That access to relevant resources (dog waste bags, recycling bags (if restarted), information leaflets, etc. can be accessed via the Community Fridge provision.**
 - c. That the Community Fridge remains open between 10 – 2 Tuesday – Thursday, with consideration for an additional ‘out of hours’ session to also be held.**
 - d. That the situation is reviewed within a council meeting (either Operations or, if necessary, Full Council) on a monthly basis, linking to infection rates, government guidance and safety concerns.**
 - e. That the Operations Manager / Council Manager review staffing attendance to ensure officers are sufficiently engaged, involved, and supported during this time, with a ‘rota’ for accessing the Hub, enabling 1:1’s, team meetings and similar where necessary.**

MAIN ISSUES AND CONSIDERATIONS:

The main offices (the Hub) of Woughton Community Council (WCC) have been closed to the public since 17th March 2020, as a result of the Covid-19 pandemic. Since 14th July, the Community Fridge has been open, allowing members of the public to access key elements (Community Fridge, dog waste bags, etc.) and the council as a whole has continued to deliver all services in different ways.

With the relaxation of some restrictions, a review of the opening of the Hub has been undertaken by the Operations Manager, Council Manager and Health and Safety Lead, to see whether a full re-opening is suitable.

The situation at time of writing (20.08.2020) is that infection rates within the city are rising, having increased from 0.7 per 100,000 in July to 8.9 per 100,000 last week. The Leader of MKC has stated that this is a concern and that there will be local restrictions put in place if the increase continues.

The trailer has been out daily across the parish throughout July and August and has seen a steady level of engagement, mainly around water bottles and information, with some dog bags also distributed. The Play Ranger sessions have also taken place throughout August with lower than usual levels of attendance, but likely to average 80+ per week overall (taking into account the extremely varied weather, including some cancelled sessions).

Visitors to the Community Fridge have been plentiful and this has been very successful with the new model – almost 3 tonnes of food between 14th July and 14th August. This has also enabled people to collect dog waste bags. Recycling bags are currently not available for 'click and collect' but we are monitoring this situation and have agreed to restart, possibly with reduced hours, when the waste team are ready.

Community Centre bookings (another reason for visitors) have taken place over the phone and online, with steady increases in bookings through this period. With further developments planned around online payments, this will make it even easier for this to happen without the need to attend the offices.

In terms of staffing, there are key officers attending most days (primarily Community Fridge, trailer staffing and occasional operational staff) and this paper proposes that a 'rota' is developed to enable each team to have a set day(s) for use of the space (e.g. Environment Team on a Tuesday, WAS team on a Wednesday, Operations team on a Thursday, etc.) to ensure that all are able to use the resources, complete tasks, undertake 1:1 meetings and similar, whilst maintaining safe staffing levels and social distancing rules.

It is considered premature to reopen fully at this time. The model we have in place is working and enables people to access the support needed. Face to face advice sessions can take place, where absolutely necessary, using the redesigned Wellbeing Room (socially distanced) and other support is available online, using Teams / Zoom, phones, email, etc.

The Youth Service will be looking at a new model using community venues and No95, with social distancing and use of outdoor spaces (whilst weather allows), to start to address the impact of closure.

Some concerns regarding the message this sends have been noted – we see other places reopening and for WCC to remain closed is at odds with the drive to reopen the country. Whilst other places have been closed and inaccessible, WCC has remained 'open' throughout the pandemic, just in different ways. This remains the case, with expansion further since July with the fridge being open and therefore other aspects being accessible too.

One way to address concerns would be to continue to use the trailer for safer contact. Whilst the summer season (six weeks of trailer delivery, plus 4 weeks of Play Rangers alongside) has had some benefits, the cost of delivering this service is considerable, based upon the outcomes:

Average contacts per trailer session	8.6
Cost per session	£150.00 (approx.) plus 'freebies'

Cost per contact

£17.45

This doesn't include the indirect benefit linked to the trailer delivery – PR, visibility, councillor / officer contact, etc. but shows that cost vs benefit needs to be considered in any future planning. Continuing the daily sessions is not viable (either cost or staffing wise) but a less frequent programme (monthly sessions on each estate?) would potentially be possible through the winter season (suitable hard standings will need to be assessed and agreed).

FINANCIAL IMPLICATIONS:

There may be minor financial savings through not having officers in the building, but these will be minimal.

STAFFING IMPLICATIONS:

There is a clear need for officers to start moving towards a return to the offices, from a team building, operational and staff wellbeing viewpoint – some are feeling quite isolated and 'distant' from the organisation, having been out of the offices for a number of months. This needs to be tempered with the need for staff to be safe, especially those who may be compromised / need to continue to shield.

To start to address this, it is recommended that the 'teams' within the council have an agreed day / days where they can be office based. The online whole team meeting (held weekly on Wednesdays) can continue and we will also be recommencing the Wednesday training sessions (either online or face to face, numbers dependent).

OTHER IMPLICATIONS:

From a Health and Safety viewpoint, the council needs to be clear that there is a need to increase risk. As noted above, most if not all services are continuing in some shape or form and therefore reopening at this juncture would increase risk for little gain. Even with the safety measures in place, any expansion of contact with people increases the risk of transmission and the recommendation remains that limited public contact, especially within confirmed areas, is the safest course of action.

BACKGROUND PAPERS:

None.

AUTHOR

Steve McNay – Council Manager