

REPORT OF HUMAN RESOURCES MANAGER

SUBJECT: CORONAVIRUS (COVID-19) RECOVERY PLAN

The Welsh Government has begun a process of relaxing current Pandemic restrictions and the Authority has drafted a Coronavirus (COVID-19) Recovery Plan to respond to this.

The overall Plan consists of two (internal focused) parts:

- Part A, which contains key principles and important factors to consider for staff to remain focused on protecting their own, customer and the wider community's health and well-being; and
- Part B, which includes a number of detailed plans 'by department' across the Authority.

Part A of the Plan is shared with Members (see attached) to give them an oversight of the guiding principles being adopted for Recovery. Part A acts as a framework for detailed plans at an operational level and, equally important, department and task based Risk Assessments.

The Recovery Plan(s) follows a phased approach, with the Authority's Officers currently working through a process of Risk Assessment as we move to the Amber phase.

The decision making process

Relaxation of the current restrictions across any of the Authority's sites follows an approval process by the Leadership Team. Departmental Risk Assessments go through a Health & Safety and Director approval process, to ensure sufficient measures are in place (including PPE) before proceeding.

Staff and Unions were consulted extensively on the Recovery Plan(s) and actively involved in their construction. Moreover, staff have participated fully in developing the associated Risk Assessments, to ensure that they are actively engaged with the implementation of the Authority's operational plans.

Siting outside of this process is a Communications Plan, which joins up external communication with internal staff instruction and communication, to ensure all staff are clear on their collective responsibility.

The Leadership Team currently meet fortnightly to discuss (amongst other things), the Recovery Planning process. It should be noted that the Plan(s) remains dynamic enough to be altered in light of fundamental operational difficulties; revision to Welsh Government guidelines, or in response to any other changes or resource challenges.

As the Government and the Authority learn more through this process, the Plan will become a 'working document' to ensure the Authority is resilient enough to deal with any anticipated 'second wave'.

RECOMMENDATION:

Members are asked to NOTE this report

(Further information is available from the Kelland Dickens, Human Resources Manager, on 01646 624825 – email kellandd@pembrokeshirecoast.org.uk)

Pembrokeshire Coast National Park Authority COVID-19 Internal Recovery Plan – PART A



Parc Cenedlaethol
Arfordir Penfro
Pembrokeshire Coast
National Park

Responsive, Effective and Ensuring Safety

PCNPA COVID 19 Internal Recovery Plan

Contents	
<u>Purpose of this Plan</u>	<u>4</u>
<u>Triggers for moving between phases</u>	<u>4</u>
<u>Monitoring and Review</u>	<u>5</u>
<u>Health and Safety Principles</u>	<u>6</u>
<u>Health and Safety Infection Control – COVID 19 Contact</u>	<u>6</u>
<u>Health and Safety Infection Control – Facilities</u>	<u>7</u>
<u>Overarching Areas for Internal Recovery</u>	<u>10</u>
<u>Return to Work and Social Distancing</u>	<u>10</u>
<u>Return to Work of Clinically Vulnerable Staff (Highest Risk Category)</u>	<u>11</u>
<u>Return to Work of Clinically 'At Risk'</u>	<u>12</u>
<u>Facilities Management - Contractor & Cleaning Management</u>	<u>13</u>
<u>Physical Site Visits</u>	<u>14</u>
<u>Health and Safety Training</u>	<u>15</u>
<u>Outdoor Group, Activity Based and Volunteer Work</u>	<u>15</u>
<u>Member/ Authority Meetings</u>	<u>16</u>
<u>Llanion Site</u>	<u>17</u>

1. Purpose of this Plan

PCNPA's Recovery Plan is split into two parts. These are:

Part A. - Health and Safety principles around infection control, and phased steps for overarching internal operations; and

Part B - Specific Department Recovery Plans.

It takes a 3 phase approach to operational recovery from (Phase 1) *Now* – Mid June 2020, through to (Phase 2) *Next* – the period immediately following a lifting of lockdown with fewer restrictions but with social distance still in place, to (Phase 3) *Later* – the longer term situation in 12 -18 months.

Activities may be in a *Now* or *Next* situation for shorter or longer than in other areas, due to their nature and timescales for lifting restrictions for these activities.

A safety first approach is used, supporting the continued health and safety of our staff, Members, volunteers, service users and general public. It also supports the wider aim of preventing future waves or localised outbreaks of COVID-19.

The Plan also looks for opportunities to ensure that more sustainable ways of working are maintained for the future.

Part A will apply in varying degrees all staff, so ALL staff are required to understand and comply with its contents once finalised following staff consultation.

Part B is a framework for individual departments to work within and review existing working practices and Risk Assessments to ensure they are Covid-19 proof. New Risk Assessments may be required where not already in existence.

2. Triggers for moving between phases

- a) Changes in regulations at a Welsh Government and where relevant UK Government level. Impact of changes to regulations on phases for departments may vary depending on activities carried out by a specific department.

PCNPA COVID 19 Internal Recovery Plan

- b) Issues relating to the situation in terms of more localised outbreaks, geographically in Pembrokeshire and the Park, within a PCNPA site or within the PCNPA workforce or particular departments. The Authority may need to return to a previous phase if there are subsequent waves of the virus or more localised outbreaks. Public Health Wales data for Pembrokeshire and Hywel Dda Health Board can be accessed via their [Rapid COVID-19 Surveillance online dashboards](#).
- c) Risk assessments are in place and relevant guidance issued to staff.
- d) PPE needed has been sourced and provided to staff and physical changes to sites or offices have been made where needed.
- e) Relevant Staff and Union have been consulted on the move to a next phase.
- f) The move to the next phase has been communicated to staff.
- g) The move to a new phase has been approved by HR and Authority's Senior Management Team.

3. Monitoring and Review

- a) Measures within each phase should be continuously reviewed and monitored by leadership team and departmental area leads to ensure they are effective and meet current best practice.
- b) Leadership Team and departmental leads should continuously review measures within their section of the plan against
 - [Welsh Government Guidance](#)
 - [Public Health Wales Guidance](#)
 - [Health and Safety Executive Guidance](#) (Health and Safety best guidance and best practice)
 - [ACAS Guidance](#) (Workplace best practice)
 - [EHRC Guidance](#) (Impact on particular groups, ensuring responses don't discriminate against staff or service users)
 - [ICO Guidance](#) (Use of health related data)
- c) Leadership Team, ERT, health and safety group meetings, departmental team meetings and employee forum should be used to review responses in the recovery plan during the implementation stage of a phase to ensure they are effective and to identify amended approaches where needed.

PCNPA COVID 19 Internal Recovery Plan

- d) If a member of staff has any concerns about their Health and Safety or the Health and Safety of another member of staff, Members, volunteers, service users or the general public during the implementation stage of a phase they should notify their departmental recovery lead, HR or a member of the senior management team as soon as possible.
- e) Departmental area leads should notify senior management teams of any health and safety concerns during implementation of phases that are raised by staff, Members, volunteers, service users or the general public that relate to how the Authority operates.
- f) Where amendments to the plan are needed departmental area leads should consult relevant staff, HR and Senior Management Team and notify the Performance and Compliance Co-ordinator so that the recovery plan can be amended. Staff will be notified of any amendments to the plan.

Please note: Area Leads should have HR and the Authority's Senior Management Team approval before moving on to a new phase or returning to a previous phase. Department Specific Plans should be read alongside the Health & Safety Principles and Overarching Areas for Internal Recovery. Further and more specific detail will be provided in Department and Activity Based Risk Assessments.

Health and Safety Principles

Health and Safety Infection Control – COVID 19 Contact

Infection Control Areas	Infection Control Mechanisms
Infection Control measures for Staff displaying Covid-19 symptom.	<ul style="list-style-type: none"> Employee isolated and sent home immediately, remaining at home or home working for 7 days. Colleagues in 'close' contact (less than 2m) to self isolate for 14 days. Covid-19 Sickness Reporting procedure must be followed upon return. Work tools, vehicle, hard surfaces that employee has touched are sanitised. Emergency Action Plan in place to deal with office infection
Infection Control for staff coming into contact with someone displaying symptoms or contacted by track and trace.	<ul style="list-style-type: none"> Staff member to advise Line Manager immediately Employee to self isolate for 14 days or period advised by Track and Trace team and follow Sickness Reporting Procedure.

Health and Safety Infection Control – Facilities

Infection Control Areas	Infection Control Mechanisms
Social Distancing	<ul style="list-style-type: none"> • Risk Assessments to be carried out at all sites to determine where social distancing cannot be maintained and control measures put in place. • Recovery Plans and Risk Assessments reviewed where 2 metre social distancing is reduced to 1 metre.
Meetings with Staff and/or members of the public.	<ul style="list-style-type: none"> • Remote working tools used to avoid in person meetings. • Where essential - 2m social distancing observed and outdoors where possible. Face Mask used if Officer requires. Avoid sharing any equipment, i.e. pens, laptops.
Entering Buildings	<ul style="list-style-type: none"> • All staff to use hand sanitiser located at entry and exit points to all buildings (Llanaion, Cilrhedyn, Centres, Depots etc. • All doors to remain open during working hours. Fire Risk Assessment to be carried out on Fire Doors.
General Hygiene – handwashing, sanitisation and toilets	<ul style="list-style-type: none"> • Good Hygiene signs/posters displayed at all sites, all floors, and communal areas. • Clear use and cleaning guidance to ensure they are kept clean and distancing achieved. • Anti-viral gel and wipe stations in each office, kitchens communal spaces and toilets • Environmental cleaning carried out on high-touch areas, communal areas and toilets etc. • Staff to clean keyboards and phones with IT with alcohol wipes
Accidents, emergencies and other incidents	<ul style="list-style-type: none"> • Covid-19 First Aid guidance issued to first aiders and staff. • In an emergency, e.g. accident and fire, staff <u>don't</u> need to stay 2m apart if it would be unsafe. Otherwise normal distancing measures apply
Site Deliveries / Mail Internal Handling of	<ul style="list-style-type: none"> • Deliveries left at door for 3 hours where possible to reduce air borne infection before moving. • Paper packages left for 24 hours before opening. • Hard surface packaging (e.g. plastic, metal) left for 72 hours before opening

PCNPA COVID 19 Internal Recovery Plan

Documents	<ul style="list-style-type: none">• Gloves and regular hand washing.• Staff encouraged to share documents electronically to reduce risk of transmission of infection
Public Meetings and Meeting Rooms	<ul style="list-style-type: none">• Video Conference encouraged as first-line of defence• Room layout reconfigured to allow for social distancing for any required face-to-face internal meetings.• Hand sanitiser in all communal meeting rooms.
Public Areas (Toilets)	<ul style="list-style-type: none">• Hand sanitiser dispenser outside toilets to be used on entering• Good Hygiene and Hand washing guidelines published and adhered to• Hand sanitiser used after washing hands and leaving toilet facilities.• All toilets 'deep cleaned' daily.• 'Hands-free' door openers to be considered to reduce infection• 'Engaged' signs on doors so that one person at a time enters
Public Areas (Kitchens/Staff Areas)	<ul style="list-style-type: none">• Seating area reconfigured for social distancing.• Staff encouraged to use outside space where available and possible.• Hand sanitiser at entry/exit points and by sink• All food preparation to be done at home with staff encouraged to bring pre-pared meals and refillable flask/water bottles where possible• Staggered departmental lunch and tea breaks to reduce traffic• Where used hard surfaces cleaned with disinfectant after use e.g. microwave, kettle, taps.• Crockery and eating utensil should be one person use only or brought in from home.
Photocopier Use	<ul style="list-style-type: none">• Limit use of printing and encourage physical printing to be done in one large-print job to reduce number of times going to printer.• Sanitise hands following print jobs.• Contact surfaces wiped down after use.
Pool Cars and Private Vehicles used on 'allowed' business (<i>casual and</i>	<ul style="list-style-type: none">• Business use at Line Manager discretion until further guidance issued.• Pool car use limited to single occupancy.• Minimum PPE in each vehicle consisting of Hand Sanitiser, gloves, Disinfectant Spray.

PCNPA COVID 19 Internal Recovery Plan

essential car users)

- Door Handles and any hard surfaces touched disinfected after use.
- First Aid Kits to contain facemasks in case of emergency.

Site Visits

- Guidelines to be issued for internal contractors and staff undertaking site visits

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Overarching Areas for Internal Recovery

Return to Work and Social Distancing

Now	Next	Later
<ul style="list-style-type: none"> Informal Home Working. Offices/Centres closed in general terms. Staff allowed to visit only with Line Manager approval. 	<ul style="list-style-type: none"> Staff with the ability to work from home should do so as much as possible. Continued Home Working when the Centres and sites are open to be with approval of Line Manager. Building and Office Occupancy Level guidelines to be followed. Fortnightly Supervision with staff focusing on staff wellbeing. 	<ul style="list-style-type: none"> Flexible Working Encouraged. Long-term Home Working requests to be submitted formally in writing to Line Manager. Staff may continue working from home at discretion of Line Managers with HR and IT guidance. Weekly Supervision with staff focusing on staff wellbeing.

PPE and Health and Safety Measures

- Phase Next – Managers/Teams to review office layouts and processes to observe 2m distancing where possible. Departmental Risk Assessments to be in place for all departments/teams and PPE used where identified through RA. Staff to use telephones, online conferencing tools, e-mail or IM rather than face-to-face. Hot Desking suspended. Safe Working from Home' guidance to be followed.
- Phase Later – As Above with Hot Desking resumed where Risk Assessment carried out. avoided where possible.

Stage Progression

- DSE Risk and Safe Working Environment Assessments to be carried out for all Home Working Staff. Office and Task Based Risk Assessments to be reviewed and followed by all staff.

Return to Work of Clinically Vulnerable Staff (Highest Risk Category)

Now	Next	Later
<ul style="list-style-type: none"> • Staff Furloughed or Home Working. • Staff currently 'shielding' not allowed to resume normal activity unless advised by Welsh Government/GP. 	<ul style="list-style-type: none"> • Line Managers and HR to identify any staff continuing to 'Shield'. • Staff to remain home working or on sick leave until advised by GP. • Line Manager to liaise with IT to enable home working where possible 	<ul style="list-style-type: none"> • Staff member to return to work following Government and GP advice ONLY. • Flexible working to be considered to reduce associated risks to health.

PPE and Health and Safety Measures:

- Phase Later - Staff member to complete Return to Work Interview with sign-off from HR to consider any PPE or distancing measures.

Stage Progression:

- Phase Later - Fitness for Work Certificate required to return to work with sign-off from HR prior to return.

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Return to Work of Clinically 'At Risk'

Now	Next	Later
<ul style="list-style-type: none"> Staff Furloughed or Home Working 	<ul style="list-style-type: none"> Home working to be encouraged as much as possible. Individual Risk Assessment to be completed by Line Manager and Individual where staff member is returning to work. 	<ul style="list-style-type: none"> Home Working to be encouraged as much as possible. Home Working protocols to be followed. Individual Risk Assessment to be completed by Line Manager and Individual where staff member is returning to work.

PPE and Health and Safety Measures:

- Phase Next and Later – DSE and Safe Working Environment Assessment to be carried out for Home Working and Individual Risk Assessment to be completed by Line Manager and Individual, where staff member is returning to work.

Stage Progression:

- Phase Next and Later - Individual Risk Assessment completed prior to return.

FM - Contractor & Cleaning Management

Now	Next	Later
<ul style="list-style-type: none"> • H.Q & sites currently closed. • Access for critical work, urgent maintenance / monitoring & testing only. • No Regular Cleaning – contract paused. 	<ul style="list-style-type: none"> • Contractors working subject to protocols. • Cleaning resumed. Special cleaning measures agreed and main contact areas prioritised. 	<ul style="list-style-type: none"> • Other non-urgent works to re-commence.

PPE & Health & Safety Measures:

- Phase Next & Later - Risk Assessments, Method Statements and Contractor Protocols and PPE measures to be adhered to.

Stage Progression

- Risk Assessments and protocols to be regularly reviewed to evaluate risks to staff and public whilst undertaking phased re-opening of sites and buildings.
- Servicing and maintenance work to follow new protocols adopted for Contractors working on our sites / buildings. Risk assessment and method statements to be provided prior to commencement.
- Cleaning services to resume (new contract) with additional priorities in order to minimise infection in communal areas.

Physical Site Visits

Now	Next	Later
<ul style="list-style-type: none"> Virtual site visits and outdoor visits from public space or private land with no other person present. No internal site visits. 	<ul style="list-style-type: none"> Essential accompanied outdoor site visits /meetings to take place adhering to social distancing and relevant PPE in place. Approval required by Line Manager 	<ul style="list-style-type: none"> Continue with virtual site visits where possible to reduce carbon footprint. Internal site visits permitted provided social distancing is adhered to and relevant PPE in place.

PPE and Health and Safety Measures:

- Phase Now - Hand sanitiser
- Phase Next - Risk assessments completed. 2m social distancing observed and PPE used. Face Mask / Gloves issued in First Aid Kits and used if Officer requires.
- Phase Later - Risk assessments completed. 2m social distancing observed where possible and PPE Mandated – Face Mask and Gloves where social distancing not possible.

Stage Progression

- Risk Assessments and protocols to be reviewed. PPE check issued

Health and Safety Training		
Now	Next	Later
<ul style="list-style-type: none"> • Training on hold 	<ul style="list-style-type: none"> • Mechanical equipment and statutory training prioritised. 	<ul style="list-style-type: none"> • Other training considered on case-by-case basis
Outdoor Group, Activity Based and Volunteer Work		
Now	Next	Later
<ul style="list-style-type: none"> • No 'face to face' contact with audiences. • Virtual communications connecting and supporting volunteers, home learners and other audiences during the lockdown period. 	<ul style="list-style-type: none"> • Risk assessed activity with key audiences to resume. Continue with virtual communications. 	<ul style="list-style-type: none"> • Review and adapt outdoor activity to better fit the post lockdown environment with public and workforce safety a priority. • Develop opportunities for 'virtual access to the outdoors' adding value to the visitor experience.

PPE and Health and Safety Measures:

- Phase Next & Later – Subject to social distancing and relevant PPE in place.

Stage Progression

- Risk Assessments and protocols to be reviewed and feedback from staff and volunteers considered alongside audience/community feedback
- Additional training and support provided to staff and volunteers as required
- Regular monitoring of PPE requirements and stock

Member/ Authority Meetings

Now	Next	Later
<ul style="list-style-type: none"> All Authority meetings being held remotely using Lifesize video technology <p>Resources: Audit of devices used by Members and/or officers to be undertaken to identify whether additional resources are needed</p>	<ul style="list-style-type: none"> All Authority meetings to be held remotely using Lifesize video technology <p>Resources: Business cases required for additional functionality needed on Lifesize (e.g. chat function; waiting room function, etc.).</p>	<ul style="list-style-type: none"> Consider holding 'hybrid Meetings (physical and remote attendance) in line with regulations and social distancing guidelines either at Llanion or at larger venue. <p>Resources: White screens and projectors, additional power points, microphone system, soundproofing, etc. subject to funding (if Green Room to be utilised)</p>

PPE and Health and Safety Measures:

- Phase Later – Hand sanitizer / face masks / gloves / antiseptic wipes / face shields

Stage Progression

- Change in legislation to enable face-to-face meetings to take place (subject to any social distancing guidelines)
- Risk assessments and protocols to be reviewed and feedback from Members and staff considered
- Additional training and support provided to Members and/or officers as required
- Availability of adequate meeting room facilities to host 'hybrid' meetings if social distancing measures still in place
- Regular monitoring of PPE requirements and stock

Llanion Site

Area Leads: Debbi Church, Kelland Dickens, Janet Evans, Richard Griffiths

Now	Next	Later
<ul style="list-style-type: none"> • Building closed to staff - Authority staff who can, work from home. • Occasional access by eligible staff • Caretaker on site Monday, Wednesday and Friday. 	<ul style="list-style-type: none"> • Partial opening of the building to Llanion based staff in accordance with Occupancy Caps. Spare and Meeting Rooms used as overflow. • Non-Llanion based staff who need to visit may do so by prior Line Manager agreement ONLY (and department manager if visiting another department, e.g. IT, DM, Graphics) and may use a designated meeting room. • Caretaker on site Monday-Friday. • Building closed to public. • Hot Desking Suspended. • “One Way” circulation / access to be adopted and plan to be issued. 	<ul style="list-style-type: none"> • Further opening of the building to Llanion based staff in accordance with Occupancy Caps. Spare and Meeting Rooms used as overflow. • Caretaker on site Monday-Friday. • Restricted access by public. • Social distancing and face-to-face contact behind Perspex screens for public interface where appropriate and directional tape used for traffic flow. • Covid-19 customer service notices in place. • Hot Desks suspended but allocated to sole users. • One-way circulation plan to be reviewed following social distancing relaxation.

PPE and Health and Safety Measures:

- Phase Next and Later – Subject to Occupancy Cap below

Stage Progression

- Risk assessments and protocols to be reviewed and feedback from Members and staff consider.