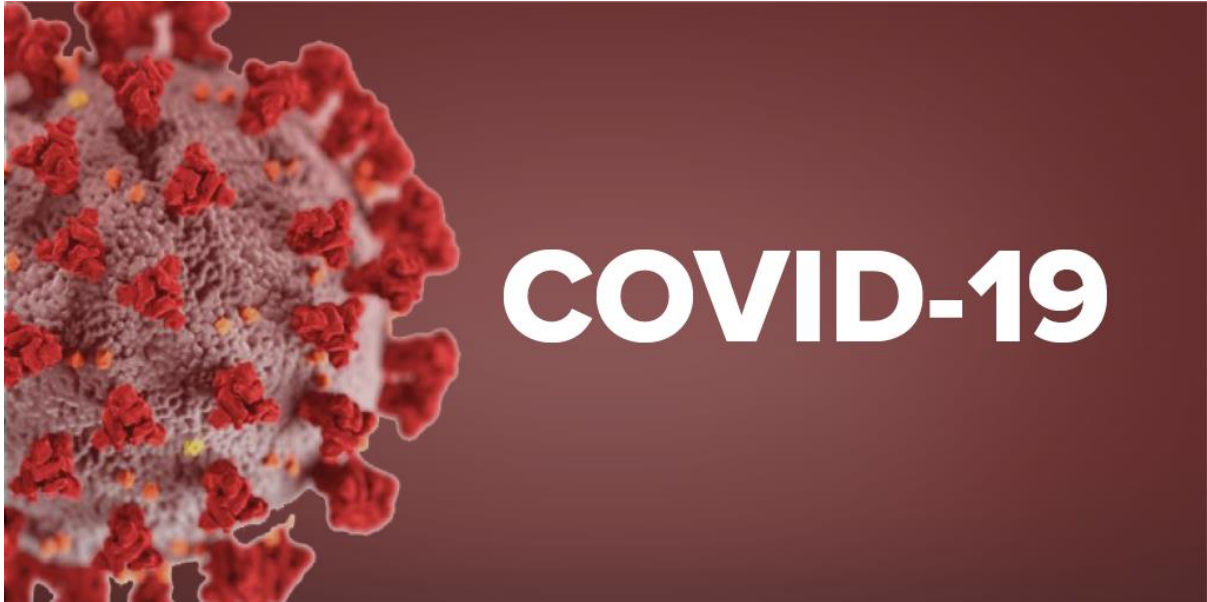


**NEIGHBOURHOOD AND ENVIRONMENTAL SERVICES
DIVISIONAL COVID-19 RECOVERY PLANNING
OVERVIEW /SUMMARY DOCUMENT**



Contents

1.0	Purpose of the Document.....	3
2.0	Recovery Planning.....	3-4
3.0	Recovery Status by Service Across Neighbourhood and Environmental Services	5-6
4.0	Overview of Recovery Status by Service Across Neighbourhood and Environmental Services.....	7-24
	(A) Parks and Open Spaces.....	7
	(B) Neighbourhood Services.....	9
	(C) Waste Management.....	11
	(D) Standards and Development.....	12
	(E) Community Safety and Protection.....	15
	(F) Regulatory Services.....	20

1.0 Purpose of this Document

This document provides an overview of current service delivery and a reflection on how far away each service area in Neighbourhood and Environmental Services is from their normal operating practice noting the impact of COVID-19.

Key steps/requirements to bring about the full recovery of each service area are provided in overview recognising service areas hold more detailed plans in order to achieve the required operational outcome.

The following key has been developed to give a broad assessment of recovery status by service and is utilised throughout this report.

<u>Key to Recovery Status</u>	
Fully Recovered:	1
Operating core services with some above core provision:	2
Operating core services only:	3
Services severely impacted/minimal normal service:	4
Service completely ceased:	5

2.0 Recovery Planning

Each service in the Division is undertaking focussed work in order to ensure full recovery from the impact of COVID-19 on service delivery. As appropriate detailed service plans and actions that feed into the Council's corporate approach to managing the recovery process are being developed in order to achieve the required outcome.

Team recovery planning sessions have and continue to take place in order to inform recovery plans.

All service areas in the Division hold risk assessments which continue to be updated as recovery takes place.

Equality Impacts Assessments with associated mitigating actions are conducted as services develop their recovery plans.

An overview of the stage each service area is at is provided on page 5 and 6 (section 3) and in pages 7 to 27 (section 4).

A recovery status scoring method has been developed to give an indication as to how far a service is from recovery at this moment in time. Noting recovery includes ensuring COVID-19 mitigating measures are in place as required.

It is important to note that recovery can fluctuate (just like a graphic equalizer) in response to a range of factors such as staff absence, changes in the COVID-19 pandemic and Government and public health announcements/guidance etc.

Whilst section 3 of this report provides the recovery status scores across service areas, section 4 provides a further update and context to the situation in each service area along with key steps/requirements (in overview) to support full recovery (with COVID-19 mitigating measures in place).

The recovery status of each service area in the Division is to be updated as work progresses. In this way improvements in recovery can be tracked or should there be a return to restrictions through a future wave or surge of COVID-19 then a potential reduction in service, as business continuity plans kick in, can also be readily assessed.

3.0 Recovery Status By Service Across Neighbourhood and Environmental Services 29/07/2020

Key to Recovery Status

Fully Recovered (with COVID-19 mitigating practices including social distancing etc in place):	1
Operating core services with some above core provision:	2
Operating core services only:	3
Services severely impacted/minimal normal service:	4
Service completely ceased:	5

(A) Parks and Open Spaces

Status/Score

(1) Cleansing	1
(2) Parks	2
(3) Landscape Services	2
(4) Trees and Woodland	3
(5) Bereavement Services	2

(B) Neighbourhood Services

(6) Libraries and Community Centres	4/5
(7) Ward Meetings	5

(C) Waste Management

(8) Waste Management	2
----------------------	---

(D) Standards and Development

(9) Allotments and Amenities	2
(10) CCTV	1
(11) City Wardens	2

Appendix 1

(12)	Enviro-Crime	2
(13)	Technical Support and Projects	2
(14)	Landscape Development	2
(15)	Service support and Intelligence	3
(16)	Pest and Dogs	2

(E) Community Safety and Protection

(17)	Crime and Anti-Social Behaviour Unit and Community Safety Partnership	2
(18)	Domestic & Sexual Violence	3
(19)	Private Sector Housing, Area Environmental Health and Selective Licensing Project	2
(20)	Prevent and Prevent in Education	3
(21)	Street Lifestyles	3
(22)	Community Safety Labour Market Project	2

(F) Regulatory Services

(23)	Trading Standards	3
(24)	Noise and Pollution Control Team	2
(25)	Public Safety	3
(26)	Food Safety	3
(27)	Building Control	3
(28)	Licensing and Licensing Enforcement	3

Recovery Analysis 29/07/2020

Number of Services	Recovery Status	Status Across Service Areas (%)	Rate
2/28 services	Fully Recovered (with COVID-19 mitigating practices including social distancing etc in place):	7.14%	1
14/28 services	Operating core services with some above core provision:	50%	2
10/28 services	Operating core services only:	35.71%	3
0.5/28 services	Services severely impacted/minimal normal service:	1.78%	4
1.5/28 services	Service completely ceased:	5.35%	5

4.0 Overview of Recovery Status Across the Services within Neighbourhood and Environmental Services

(A) Parks and Open Spaces

This service includes: -

1. **Cleansing**
2. **Parks**
3. **Landscape Services**
4. **Trees and Woodland**
5. **Bereavement Services**

Overall Position

The Parks and Open Spaces Service is delivering all services at core level or above. Enhanced working arrangements are in place such as appropriate hygiene control, social distancing, changes to logistics around transport and mess facilities.

1. Cleansing Services

During the initial national lockdown period there was an overall reduction in teams and service provision which included a reduction in cleansing frequencies with some non-essential work being suspended. However, a cleansing service to the City has been maintained throughout these unprecedented times. In the City Centre cleansing standards are high. This in part will be linked to the absence of the night-time economy and the much-reduced retail offer, noting the further imposed restrictions from 29th June with non-essential retail only just opening up for a second time from 24th July. Cleansing in neighbourhoods has been sustained and as staffing levels returned these are reported to be at a normal level.

Public toilets have been re-opened across the City with COVID-19 Secure mitigation measures in place.

The service is running as required with social distancing and other COVID-19 mitigation measures in place. Such measures include additional cleansing signage on bins and in the City Centre and certain other shopping locations bins are being disinfected as part of additional cleansing regimes that have been introduced to help further reassure the public and support public health work.

Recovery Status: 1

2. Parks Services

The priority has been to maintain key functions whilst managing reductions in staffing levels where that occurs. The City's 12 key parks (9 district parks & 3 Country Parks), plus the 156 smaller Parks & Open Spaces have remained open throughout the Covid-19 Pandemic. Clear signage to support social distancing has been introduced and locations such as play areas, outdoor gyms and ball courts have been closed with appropriate signs and tape to discourage use put in place.

Parks and housing sites have been maintained to allow exercise at a local level.

Highways verge maintenance was re-introduced relatively early on into lockdown to ensure health and safety concerns were covered including in particular lines of sight.

Rotas have been introduced to support social distancing and as staffing levels have further improved the full suite of horticultural standards have been re-introduced

Recovery Status: 2

Key Steps

- Re-opening of ballcourts, outdoor gyms, Pets Corner on Abbey Park and play areas – upon Government guidance when safe to do so, noting the current restrictions in Leicester.
- Introduction of Leicester Environmental Volunteer scheme, initially with lone working volunteers (eg. litter picking) now re-introduced from w/c 18th May 2020 and wider volunteering later/when safe to do so.

3. Landscape Services

This service was initially stood down due to the challenges of social distancing, associated operations closing and reduced staffing levels. As a consequence, there has been an impact on trading and income.

Schools grounds maintenance work has returned.

Maintenance of play areas/gyms/ballcourts has been undertaken whilst these facilities have been closed with some features having to be disabled.

This service is now operating close to 100% capacity and has recommenced projects with the required social distancing and other appropriate mitigation measures in place. Work on section 106 projects is progressing although access to some resources has some additional challenge.

Recovery Status: 2

Key Steps

- For play areas Government and public health guidance will need to be accommodated along with any additional costs for cleansing as appropriate before they become available in the future. Where in-situ fencing will be removed.

4. Trees and Woodland Services

This service was closed due to the high-risk nature of the work involved which includes working at heights and equipment that requires close oversight from a health and safety perspective making social distancing very difficult.

Some work was reintroduced on 27th April 2020 with restrictions on the type of work due to social distancing. Further mitigation measures have been introduced to bring

the service up to delivering cover service. Throughout emergency tree work has been attended to throughout.

Recovery Status: 3

Key Steps

- Projects to be delivered on a case by case risk assessed basis with associated COVID-19 mitigating action. Further recovery when in the future easing takes place.

5. Bereavement Services

Bereavement Services have remained fully operational throughout the Covid-19 pandemic.

The only elements suspended have been scattering of ashes and memorial permits and access to the back office by the public for searches etc.

Recovery Status: 2

Key Steps

- Ease measures around social distancing etc once the Government and public health guidance confirms this is possible, but the service has no key issues or concerns regarding effective operational functions.

(B) Neighbourhood Services

This service includes: -

6. **Libraries and Community Centres**
7. **Ward Meetings**

Overall Position

1. All Community Centres were closed 19th March 2020 following the Prime Ministers statement on 17th March 2020.
2. All community activities and social gatherings were suspended from 19th March 2020 following Prime Ministers statement 17th March 2020.
3. All Libraries and multi-service centres were closed from 21st March 2020 following the Council's corporate business continuity planning decision and the Prime Ministers statement 20th March 2020.
4. Library services are delivered online via a redeveloped and expanded virtual library. Book borrowing services are available to customers with digital access. Children's storytelling sessions and reading promotions are delivered online.
5. Under current emergency legislation and government guidance for Leicester libraries and community centres may not be open.
6. Social gatherings of more than 6 people are currently not permitted.
7. Ward Meetings are suspended.

8. Ward Funding remains available via online agreement and processing.
9. The Home Library Service is now permitted to operate. The service resumed delivery of books to Housebound customers on 29th June.

Keys steps/requirements for reopening Neighbourhood Services buildings to the public

1. Legislation is updated with clear government guidance to permit libraries in Leicester to reopen.
2. Legislation is updated with clear government guidance to permit community centres to reopen and to permit social gatherings sufficient for community activities to recommence.
3. Statutory services to reopen as a priority.
4. Covid-safe operating systems are in place to enable limited priority services to operate safely through a risk assessed approach.
5. Covid-safe operating systems are in place to enable buildings to operate safely through a risk based approach.
6. Staff are fully re-inducted to operate services confidently and safely.
7. Staffing levels to be sufficient for service delivery noting vulnerable groups who initially will not be available.
8. Sufficient supplies of PPE are in stock to enable services to reopen.
9. Front facing services are aligned and ready to deliver services consistently.
10. Initial buildings are identified multi-service centres with housing reception services embedded to respond to enquiries.
11. Buildings are able to deliver initial reopening priority services.

Priority services identified for reopening

1. Enquiries and information – signposting to Leicester City Council/Government services and information.
2. Access to online services – public computers/WiFi/Printing.
3. Access to books and reading for all residents.
4. Continued provision of online library services.
5. Continued support/contacting of vulnerable and isolated service users eg isolated library users, community groups.

Roadmap for reopening Neighbourhood Services

1. Home Library Service restarted as a priority – completed 29th June
2. Building assessments undertaken – completed
3. Social distancing adaptations implemented – completed at 9 multi-service centres
4. Staff re-inducted – completed at 9 multi-service centres
5. Online library services expanded / formalised – new Libraries at Home pages launched June 2010.
6. 4 multi-service centres aligned with housing enquiry service reopen with reduced hours and priority services only, COVID-19 Secure mitigation in place

- (social distancing measures etc) – centres prepared, awaiting update in legislation
7. Remaining 5 multi-service centres reopen with COVID-19 Secure mitigation measures in place – centres prepared
 8. Remaining library points to reopen as appropriate with COVID-19 Secure mitigation measures in place - underway
 9. Community spaces to reopen (when it is safe to do so)
 10. Consideration of best way to support ward meetings.

Timeline

May 2020

- Operating procedures and risk assessments completed June 2020

June 2020

- Building assessments undertaken June 2020 together with EBS. Social distancing and cleaning arrangements established. Finalise service operations plan aligned with national guidance from DCMS.
- Adaptations and social distancing markers & notices installed at 4 multi-service centres.
- Staff members re-inducted in small groups.

Pending decision to ease local lockdown

- (1 week lead in) reopen up to 4 library multi-service centre sites where Housing reception is delivered for limited hours.
- (+3 weeks) reopen remaining 5 library multi-service centres
- (+6 weeks) reopen 6 branch libraries and Central Library
- (+ 9 weeks) dependant on govt guidance and staffing capacity – commence reopening of community centres and spaces

Recovery Status:

Libraries and Community Centres	4/5
Ward Meetings	5

(C) Waste Management

This service includes: -

8. **Waste Management - covering all kerbside (refuse and Dry Mixed Recycling) collections, Household Waste Recycling Centres, Bring Sites, Garden Waste and Bulky Waste Collections.**

Overall Position

Kerbside refuse and recycling collections have been maintained as have green waste collections. Green waste collections have been expanded due to increased demand.

The City's 60+ bring site service has been maintained.

The City's two Household Waste Recycling Centres (HWRC) were closed, and bulky waste collections were ceased. A Household Waste Emergency Referral System was introduced for Gypsum Close on 22nd April 2020. Both HWRCs (Gypsum Close and Freeman's Common) have since opened and bulky waste collections have recommenced.

In terms of recovery status, since "lockdown" on 23rd March 2020 the service has moved from 3 (Operating core services only) through to 2 (Operating core services with some above core provision). This assessment is further supported by the expansion of the City's Garden Waste Service from 25th May 2020.

Recovery Status: 2

Key Steps

- The re-opening on the LOROS re-use shop and the recommencement of assisted bulky waste collections are the only outstanding matters left to recover. Plans are well underway for these to return as soon as possible, again with COVID-19 mitigation measures in place.

(D) Standards and Development

This service includes: -

9. Allotments and Amenities
10. CCTV
11. City Wardens
12. Enviro-Crime
13. Technical Support and Projects
14. Landscape Development
15. Service support and Intelligence
16. Pest and dogs

Overall Position

All service areas have been able to continue albeit with a level of reduced service provision or with changes to their normal working patterns and duties.

Allotments have remained open throughout – signs have been installed on site to remind plot holders of the need to social distance and ensure good hygiene. Monitoring of sites is being carried out by the managers, assisted by the City Wardens. The Amenities Team was closed down although the management team continued with small jobs and liaison with plot holders and the societies. The Amenities Team has since returned.

CCTV did initially have reduced staffing levels, because of vulnerable staff self-isolating – however any impact was offset by reduced levels of activity in outside spaces, and the need to monitor these. Access to the Control Room from partners agencies has been reduced to emergency or urgent contact only.

City Wardens did operate a slightly reduced service but were able to support parks and allotments with patrolling and monitoring duties, especially at weekends. The City Warden Service is now back to normal duties whilst operating with COVID-19 operating practises in place. Fly tipping was noted to increase, however targeted programmes are being put in place to address localised problem areas.

The Service Support and Intelligence team has continued to work from home and support the other services areas where possible, with limited visits to offices for printing, collecting mail etc.

Landscape Development have been able to progress the S106 design work although the delivery of works on site was been hampered by the Landscape Services team reduced service that has since returned. Where necessary landscape work may be tendered out.

Pest & Dog Control ceased home visits for pest control but offered a telephone advice service. Pest Control treatments were being carried out for vulnerable people and in open spaces where possible. The Pest Control Service has returned to visits to premises where required and with COVID-19 mitigation measures in place. Stray dog collection has continued throughout this period.

9. Allotments and Amenities

The Amenities team was closed down however, they have now returned with staggered work patterns/work programmes in place.

Noting allotments stayed open, signage was put up at allotment sites to ensure social distancing guidance is being followed.

Recovery Status: 2

Key Steps

- The team is to address any backlog of maintenance tasks that require attention.
- The amenities team travel by minibus and social distancing means they all cant travel together at the same time. Some work is also being performed at the depot to ensure all required activities are covered noting not everyone can be on out on site at the same time.
- Volunteers are not currently utilised nor are work placements. The return of these will be determined in the future again when sage to do so.

10. CCTV

Only emergency/urgent contact with the control room by partners takes place and social distancing measures have been created for the Control Centre along with other COVID-19 Secure working practices. Outside of this the service is fully recovered.

Recovery Status: 1

Key Steps

- Social distancing will only be eased when safe to do so. The service is fully functional with COVID-19 Secure working practices in place.

11. City Wardens and 12. Enviro-Crime

The City Warden and Enviro-crime Service are now fully functional but with heavy reliance of course on COVID-19 Secure working practices. The City Warden service did provide additional support to parks service but this is now not required.

Enforcement work where required is progressing.

Recovery Status: 2

Key steps

- A focussed programme of work to address the uplift in fly tipping in key wards.
- Dog fouling stencilling taking place, in response to complaints
- Belgrave ward focussed project is moving ahead.
- Paan spitting posters to go up where this issue occurs.

13. Technical Support and Projects

- All staff working from home where possible and acting as a reserve to call on.

Recovery Status: 2

Key Steps

- The service is able to operate almost normally and is available to return on a rota basis to the Covid Secure building it operates out of at Leycroft Road.

14. Landscape Development

All staff are working from home and are available to return on a rota basis to the Covid Secure building they operate out of at Leycroft Road.

Work on site was severely impacted due to social distancing challenges for teams such as Landscape Services. On site work is now progressing with the appropriate COVID-19 Secure safeguards in place.

Recovery Status: 2

Key Steps

- Re-profiled work programmes are required to progress noting the understandable delays imposed by lockdown and the need for COVID-19 Secure working practices to be introduced. Such working practices have been developed.

15. Service Support and Intelligence

All staff have been working from home where possible with two staff working from the Town Hall on Wednesdays. They are dealing with Regulatory Services incoming and outgoing mail.

Recovery Status: 3

Key Steps

- To return to Phoenix House when available.

16. Pests and Dogs

Staff are providing a pest control advice service. This is a non-statutory service which was only treating where required for/by vulnerable individuals. Treatments still took place in outdoor areas where social distancing can be maintained. The service is now entering premises to provide treatments whilst ensuring COVID-19 mitigation measures are utilised. The stray dog service has been maintained throughout.

Recovery Status: 2

Key Steps

- This service operates as required but it is important to triage cases and it is always important for COVID-19 mitigation measures to be in place.

(E) Community Safety and Protection

This Service covers: -

- 17. Crime and Anti-Social Behaviour Unit, Community Safety Partnership and City Knife Crime Project**
- 18. Domestic & Sexual Violence**

19. **Private Sector Housing, Area Environmental Health and Selective Licensing Project**
20. **Prevent and Prevent in Education**
21. **Street Lifestyles**
22. **Community Safety Labour Market Project**

Overall Position

The Service remains staffed at a close to business as usual level.

Overall Position

The Service remains staffed at a close to business as usual level.

17. **Crime and Anti-Social Behaviour Unit (CrASBU), Community Safety Partnership and the City Knife Crime Project**

CrASBU are working as close to business as usual providing responses in line with set key performance indicators.

Whilst the overall recovery status for CrASBU is 2, the City Knife Crime project's public consultation did stall but is re-emerging through other routes for consultation/engagement as appropriate. The council's Project Manager and the Strategic Partnership Manager (who is a Police Seconded) is finalising a draft of the strategy to be further informed by the outcomes of the consultation.

The work of the Community Safety Partnership continues.

Recovery Status: 2

Key Steps

- Level 1 will be achieved once staff are able to return to their usual working arrangements/environment.
- The ability to complete the City's Knife Crime Strategy will be dependant on the ability to complete the associated public consultation. This work is to be discussed at the Neighbourhood Services Scrutiny Commission.

18. **Private Sector Housing and Area Environmental Health including Selective Licensing Project**

Private Sector Housing and Area Environmental Health, after initially seeing a decrease in Service Requests started to see a slight increase during the week 4-8 May. After triaging most enquiries, these were resolved without the need for face to face contact at that time.

Houses of Multiple Occupation (HMO) licence inspections were carried out if the property was empty. Licences for occupied property have been issued if the application was submitted with the correct paperwork and inspections are being

programmed as appropriate (with the correct COVID-19 mitigation measures in place).

The team did not see a dramatic increase in Public Health Funeral Referrals during the peak of the pandemic.

Information is on the website to inform the public that the team is still operating; and all work is being triaged as appropriate.

To help manage referrals from other teams and departments to inspect potential filthy and verminous property or property where hoarding is taking place, a referral form was developed to capture as much information as possible prior to a joint visit or participation in a multi-disciplinary team meeting or vulnerable adult meeting.

The Team Manager has kept a watching brief on plans to use environmental health staff in the test and trace work planned by Public Health England and community testing.

Selective Licensing Project

The Selective Licensing Project is operating close to business as usual. The advent of the Covid-19 restrictions has however impacted on the project delivery date, particularly with respect to the required consultation period. It is now expected that the project go live will be in Summer 2021.

Recovery Status: 2

Key Steps

- The service is likely to retain the current operating model for some time whilst continuing to triage cases and ensure COVID-19 mitigation measures are in place.

19. Domestic Violence and Domestic Homicide Reviews

There is a weekly review of demand and activity related to Covid-19 across the domestic and sexual violence and abuse partnership at sub-regional level. The police chair these meetings at Detective Superintendent level. The concern is that abuse has increased but that there have been less options for people to seek help. Planning for this has been taking place. With that in mind as partners the service has been focusing on how to reach people and to reduce as many barriers to reporting as possible. Both the police and the Council have developed specific materials for the public, community groups and practitioners. The police have translated their materials into 14 different languages. The team has made contact with the sub-regional pharmacy committee to link in and enhance the 'safe space' initiative.

Aside from the weekly verbal reports from the police, the service receives written weekly reports from commissioned domestic and sexual violence service providers and are mapping these.

Key actions and activities: -

Commissioning Work

- There is a need to extend domestic and sexual violence contracts to 31/3/22.
- This will impact on funding for the period 2021/22 which had not been planned.
- Another risk being managed by the team is any increase in cases/demand alongside any associated funding need to support.
- Progressing the future re-procurement of the services to be recommissioned.

Contract Management

- Many different reports from UK and internationally about what uplift in demand could be expected
- The team is looking at options for training programmes in the future.
- Weekly updates are in place for all four contracts.
- In national zoom calls take place – one Domestic Abuse (DA) general; one BAME DA specific. These are providing good opportunities to understand the national picture, risks and good practice. The DA Commissioner often in the calls.
- Staff working from home and will continue to do so for now
- Commissioners meetings continue.

Contract Management (Partners)

- Expansion of online offer; groups have started, and a web chat facility has been developed through external funding
- An increase in no recourse to public funds and challenges regarding securing safe accommodation, reports of high anxiety and concern from current service users (victims and perpetrators) are all matters being managed through the team.

DV and SV Partnership Work

- The Team Manager is chairing the response to domestic abuse meetings for Leicester, Leicestershire and Rutland. These meetings are taking place via Teams.
- Weekly DVSA Ops meetings take place to maintain an overview and ensure a state of readiness for recovery.
- MARAC is operating via virtual meetings. MARAC has also considered early prison release cases. The same group considered known high repeat DA victims to ensure a professional door was open.
- The Team Manager has spoken to the Boots Pharmacy general area manager about the safe spaces scheme and made helpful links. It may be that more pharmacies might join that initiative.

Domestic Homicide Reviews

- The Domestic Homicide Review Team has continued throughout this period.
- Panels are taking place via skype or video calls and this is likely to continue

Recovery Status: 3Key Steps

- Accommodation is amongst the highest need for victims and perpetrators alongside mental health. A key step is to work through this.
- The team are seeking to secure funds as appropriate to deal with demand.
- It will be important to extend contract arrangements and progress procurement going forward beyond 31/03/22.
- A long-term recovery step will be the return to Council offices in line with the Council's return to buildings plan being managed by Estates and Building Services.

20. Prevent and Prevent in Education

Prevent and Prevent in Education are continuing to work with partners but some areas of their day to day tasking have been impacted as schools have been closed and community meetings and groups are not taking place.

The Prevent Steering is scheduled for 1st September 2020.

Prevent referrals were noted to have fallen. Prevent colleagues are aware of the potential for new referrals once easing takes place and as schools go back.

Government funded Prevent projects are ready to go and have been signed "signed off" at a national level.

Recovery Status: 3Key Steps

- The relaxing of social distancing restrictions so that community groups can again begin to meet regularly will be a key factor in Prevent.
- The return of all year groups in the future.
- Performance reporting to continue to feedback to the Prevent Steering Group and Prevent Executive.

21. Street Lifestyles Enforcement

The work of the Street Lifestyles Enforcement Team continues. The Street Lifestyle Operational Group meetings have also continued during this period. The last meeting took place on 28th July 2020. The current cohort of persistent street lifestyle individuals on the street had dropped during the national lockdown period to 11.

Recovery Status: 3Key Steps

- Level 1 will be achieved once staff are able to return to their normal office environment.

22. Community Safety Labour Market Project

The Community Safety Co-ordinator (Labour Market) who started in post in March has been busy further developing the action plan regarding this work and delivering against it within the governance arrangements for the project which includes a strategic and tactical group that has been developed. There has also been some work at a national level which is being positively engaged with.

Recovery Status: 2Key Steps

- The return to a normal office environment with COVID-19 mitigation measures in place.

(F) Regulatory Services

This service includes: -

- 23. **Trading Standards**
- 24. **Noise and Pollution Control**
- 25. **Public Safety**
- 26. **Food Safety**
- 27. **Building Control**
- 28. **Licensing**

Overall Position

Regulatory Services has continued to provide a public protection service for the City. The service has taken on new duties as a consequence of the Coronavirus Act 2020. In particular the service has been managing and providing advice whilst taking the lead on enforcement around business closures and business engagement work. They have been supporting businesses to be COVID-19 Secure where they can open. Areas such as the noise service have been impacted due to the closure of the courts to their enforcement cases.

23. Trading Standards

Trading Standards have been able to successfully work from home. They are dedicating their time to important cases. The services duty line has been maintained and the Trading Standards general email account is being triaged with enquiries being appropriately dealt with.

The team is linked into regional and national networks which are proving very useful for tackling issues to do with Covid-19 Trading Standards generic enquiries. They have also supported checks into PPE certification and dealing with safety recall issues.

Mailshots are going out to warn previous trading standards victims of scams.

The only service they have not provide was face to face contact for doorstep crime and rogue traders. Whilst this is a challenge for officers it is also something members of the public generally have not wanted at this time for obvious reasons.

During the return of restrictions in Leicester the team has been heavily involved in supporting business engagement activity.

Recovery Status: 3

Key Steps

- Return of Council staff to offices (Phoenix House).
- Return to programmed work patterns.

24. Noise and Pollution Control Team

The team is operating an out of hours noise service and triaging cases as appropriate whilst working with key agencies such as the police. An early advice letter has been developed to go out to alleged perpetrators of noise nuisance and where useful on-street surveillance is being utilised.

The team have also introduced the use of the Noise App initially on a trial basis but this is now due to be extended for 12 months. This will further help the triage process.

The introduction of the early advice letter, on street surveillance and the Noise App are all additional elements of service delivery brought in to help mitigate against the increased risk of noise complaints whilst residents are in various stages of “lockdown”.

Recovery Status: 2

Key Steps

- The opening of the courts to noise nuisance cases.
- Return of Council staff to Offices (Phoenix House).

25. Public Safety

The Public Safety Team is operating successfully with the team home working.

During the national lockdown the team had been working on business closure enquires as a consequence of the Coronavirus Act and RIDDOR reporting with

respect to Care Homes. They have been heavily involved in a programme of business COVID-19 Secure check visits in recent weeks as part of the work of a Business Engagement Cell supporting the incident response to an increase in COVID-19 cases in Leicester.

The Public Safety Team and other Environmental Health Officers are on standby for any requirement to support Covid-19 contact tracing work.

Recovery Status: 3

Key Steps

- Return to office bases (principally Phoenix House) in line with the Council's Estates and Building Services Plan
- Return to programmed work patterns whilst continuing to sustain COVID-19 Secure check visits to premises.

26. Food Safety

The team are working from home but have introduced on-street surveillance to cover food businesses such as take-away outlets and they have been heavily involved in visiting premises as part of the incident response to an increase in COVID-19 cases in the City.

The Food Safety Team (FST) Manager is working at a National Level to represent Local Authorities through the National Food Liaison Group with the FSA to identify risks to food safety arising from the covid19 response. This is to ensure the challenges and resource issues faced by Local Authority Food Services are fed into National FSA Recovery strategy for Food Law Enforcement.

To a large degree the FST is led by the FSA Recovery Strategy and their national guidance on food priorities going forward. The team know broadly what their priorities will be – high risk inspections, new registrations and tackling non-compliance. But it will be important that they get a clear steer from the FSA in identifying what work in respect to their annual inspection program can be set aside as low risk or dealt with in an alternate manner to concentrate resources where they are needed.

With regard to the 2019/20 inspection programme planned Inspections were paused from 16th March 2020. This means that the inspection year was not completed and there is a carry over of planned inspections that will need to be planned into the 2020/21 work plan.

Looking forward to 2020/21, the annual Food Safety Team Service Plan, which sets out the planned and project work for the forthcoming year has been put on hold due to the current uncertainties. This will be addressed as appropriate when current Leicester restrictions ease but also as the team starts to be able to revert to a planned work pattern in line with what would be “normal business”.

It's worth noting that it's unclear how many food establishments will survive the impact of covid19 on their business and will continue to trade. The number of closed

establishments will impact on the numbers of overdue and planned inspections and therefore the team's plans to catch up.

Recovery Status: 3

Key Steps

- Return to office bases (principally Phoenix House) in line with the Council's Estates and Building Services Plan.
- Continuation of work (sustaining work) to address high, medium and low risk businesses for COVID-19 mitigation measures and food safety concerns going forward. The team need to ensure that any high-risk businesses, poor compliance and new food businesses are prioritised.
- Additionally, there will be a need to support Leicester Food Establishments 'getting back on their feet'.
- Completion of the Food Safety Team Service Plan

27. Building Control

The Building Control Service is continuing to carry out inspections in domestic and other settings. Whilst based at home they are risk assessing any work as it comes in. In domestic settings their risk assessment includes assessing the vulnerability of the client in order to safeguard the person they may be visiting and if the person (or their household) is presenting as a potential Covid-19 risk appropriate measures are being put in place to avoid contact.

The Council's Emergency Building Control Service remains in place.

Recovery Status: 3

Key Steps

- The service is to follow the corporate building re-occupation programme that is being developed to enable staff to return to the workplace.

28. Licensing and Licensing Enforcement

The City Council's Licensing service remains in operation.

The priority is taxi renewals noting they cannot work once their existing licence expires. Driver renewals as much as possible can be done online and payments by phone. Medicals are being waived temporarily.

Licences and badges will be issued as soon as possible and will be posted to the driver's home address. Vehicle renewals and operators can be done online.

New licensing applications (other than taxis) are being processed.

Hearings are taking place through the use of Teams.

The vehicle Testing Station has re-opened (on a limited service and as a COVID-19 Secure premises) as of week commencing 27th July.

Licensing Enforcement has been prioritising work and have also been heavily involved in the work of the business engagement cell as part of the response to the increase in COVID-19 cases in the City. They were also previously heavily involved in business closure work as part of the response during the national lockdown period.

Recovery Status: 3

Key Steps

- The Licensing Service will return to full operational mode when they have returned to their normal Leicester City Council workplace. This will be coordinated with the Council's Estates and Building Service.
- Return to Licensing Hearings in person when buildings become available via the Estates and Building Services.