

Lockdown 3 – Response

Internal Review date 18 January 2021

Item	Response Objectives	Current Actions
Communications	<ul style="list-style-type: none"> • Continuing meaningful dialogue with community • Ensuring fact checked messages on infection, test and vaccinations are transmitted to public • Promote social distancing and encourage public compliance with COVID-19 public health measures • Staff communication timely and effective and responsive • HTS and HDC public communications aligned • Effective regional, county and local liaison across all agencies • Escalation of local issues to regional level as appropriate 	<ul style="list-style-type: none"> • Liaison with Essex Communications and CCG regarding messages and consistent responsive communication. • Close working with local media to amplify messages • Joint Leader community messaging • Multi agency liaison through CCG daily meetings • Active participation in Regional and Essex wide planning • Daily updates to the public on infection rates. • Internal communication to staff with welfare messages agreed by SMB based on lockdown 1 experience • HTS/HDC Communications aligned • LED screens in situ in Broadwalk to remind visitors of Covid guidelines.
Compliance	<ul style="list-style-type: none"> • Practical support to aid and encourage compliance 	<ul style="list-style-type: none"> • HDC Environmental Health providing advice to business on compliance requirements and taking

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	<ul style="list-style-type: none"> • Effective Measures to aid public and business awareness and understanding of regulations and guidance • Enforcement of COVID-19 regulations or guidance • Support for national tracing as required 	<p>action in cases of non-compliance</p> <ul style="list-style-type: none"> • Provision of advice to the public on current Coronavirus guidance and regulations • NES provided oversight/advice to neighbourhood centres and town centre over Christmas/New Year period and continue to provide enforcement support • Track and Trace – contracted by ECC to pick up local tracing from mid-December • Alignment of interpretation and implementation of guidelines being sought across Town Centre Landowners (I.e Council, Water Gardens and Harvey Centre)
Council Working (internal) Inc HUB	<ul style="list-style-type: none"> • Providing support to residents that are facing hardship or have unmet urgent needs • Increase/innovate service access options • Meet challenges to the council's operating model. • Ensuring Government guidance on restrictions that prevent service provision are monitored and met 	<ul style="list-style-type: none"> • Implementation of DSE review of staff equipment • Further guidelines issues to staff : <ul style="list-style-type: none"> ➤ Promoting staff wellbeing. ➤ Working during lockdown to reflect additional care responsibilities; and ➤ Staff remote working. • Facilities reviewed and closed appropriately: <ul style="list-style-type: none"> ➤ Playhouse, Leah Manning, Sam's Place,

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	<ul style="list-style-type: none"> • Reopening/recommencement of services in line with guidance as soon as possible • Ensure essential service provision to Harlow residents and businesses continues to be delivered 	<p>Harlow Museum including Walled Gardens – closed to the public.</p> <ul style="list-style-type: none"> ➤ Parndon Wood Nature Reserve closed during lockdown. ➤ Outdoor tennis courts, outdoor gym, skate park and basketball courts closed <ul style="list-style-type: none"> • Harlow Community Hub – the hub will continue to be there to support residents. Hub will provide response for Covid enquiries as required and signposting/hand off to services and CEV support as necessary. Provision of emergency food parcels as necessary. It will remain open Monday to Friday from 9am to 5pm. • Harlow Council working in partnership with Rainbow Services. • Alignment of revised corporate plan aspirations to take account of planning uncertainties (ongoing). • Lettings and Allocations (council activity) - Urgent “Management allocations” where there is an urgent housing need, including harassment, domestic violence and management moves to take place and reviewed on a case by case basis only. All other accompanied viewings to be suspended until 15 February 2021, and then reviewed following updated government

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		<p>guidance.</p> <ul style="list-style-type: none"> • Playgrounds - will remain open as per the government's guidance. • Parks and open spaces to remain accessible for exercise during lockdown. Cleansing maintained. • Rough Sleepers. Council continues to provide additional support for these who are sleeping rough. This involves identifying their needs, developing individual support plans, as well as provision of interim/move on accommodation for vulnerable people accommodated during the pandemic. Protocols are in place for hospital discharge and an added protocol currently being established for mental health discharges. A group to be established to look at cases on a case by case basis where required.
HTS operation	<ul style="list-style-type: none"> • Maintaining essential services • Ensuring safe working practices for staff and residents • Developing a local solution to prioritise activities of the HTS Group. 	<ul style="list-style-type: none"> • Working with HTS staff to maintain emergency plus service • Housing responsive repairs - emergency and urgent repairs prioritised • Capital works - all capital works programmes suspended apart from emergency and health and safety works. • Environmental Services - services including litter

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		<p>picking, street cleaning, building cleaning and waste management will continue to be provided and schedules for building cleaning have been rearranged to ensure the full programme of works can be delivered.</p> <ul style="list-style-type: none"> • The grounds maintenance service with the exception of health and safety works suspended. • Lettings and Allocations (HTS activity) – all mutual exchanges have been suspended • Empty homes repairs service - void works will continue aligned with risk assessments. • Covid testing station continues to be supported by HTS 7 days per week • Lateral testing being made available twice per week for all frontline employees.
Business/Community	<ul style="list-style-type: none"> • Increase the opportunities for advice, information and financial support to Harlow businesses • Distribution of Government grants schemes • Effective help and guidance for small business 	<ul style="list-style-type: none"> • Allocation of funding through all Government grant schemes • Advice from Environmental Health team on implementation of Covid regulations (see Compliance) • Working with Harlow Chamber of Commerce to deliver joint virtual meetings with local

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	<ul style="list-style-type: none"> • Ensuring that Council run shopping areas are safe to use • educate and explain COVID-19 Secure guidelines in the public realm and for business premises 	<ul style="list-style-type: none"> businesses involving other support agencies e.g. NWES and Growth Hub • Funding provided for Harlow Save • Working with Rainbow Services to maximise opportunities to work with and utilise the skills of volunteers • Signage at main shopping centres and Edinburgh Way (See Communications)
Testing/Vaccination	<ul style="list-style-type: none"> • Provide maximum capacity for testing, site identification and implement in liaison with partners • Work actively with partners to maximise vaccinations for residents • Robust risk assessment for staff working with vulnerable residents • Allow/promote use of Council facilities as required 	<ul style="list-style-type: none"> • Civic Centre – Lateral Flow Testing site to be facilitated, start date 8 January 2021, booking only • Latton Bush Centre – staffing and facilitation of distribution of PCR (self-administered) from the centre from Monday 4 January 2021 • Further potential council owned Lateral Flow Testing site identified if required • MTU site in operation at Harlow Football Club • Additional testing sites identified. • Multi agency working to provide increased vaccination site capacity in Harlow

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		<ul style="list-style-type: none"><li data-bbox="1240 236 1960 308">• Support to Lister House Surgery for outside cover of queue<li data-bbox="1240 347 1870 419">• Discussions with local schools on potential centralised testing