



Haverling

LONDON BOROUGH

Neighbourhoods

Environment

Public Realm

Business Continuity Planning Addendum: Coronavirus

Reviewed March 2020
Next review: March 2021

Havering's Pandemic Influenza Plan (April 2019) covers the eventuality of a wide scale pandemic. It includes:

Social measures, e.g. closure of schools, isolation / quarantine, provision of alcohol gel in public spaces.

Maintenance of public order

Infection control

Communications plan including target groups

Health and social care

Staff support, including flexible working.

Transportation

Accommodation

Current public health advice warns of a worst-case scenario of approximately 20% of the national workforce being struck down by Coronavirus.

Waste collection / Serco (contractor)

The current short-term plan within the Business Continuity Plan assumes half the number of refuse vehicles and removes non-essential services, reducing collections to a fortnightly basis. It is also suggested that recycling and green waste could be collected as refuse in a worst-case scenario to ensure clearance. However, the above advice specific to coronavirus suggests that 20% of the workforce is likely to be affected by a national outbreak.

Serco have therefore adopted a RAG approach, as follows:

- **Green:** No disruptions – normal service delivery (Full team - 65)
- **Amber:** 20% of workforce struck down. Part of the service will be suspended. Approximately 52 staff available – All low rise rounds L1 to L14 prioritising black sacks over orange sacks if need be, one narrow access vehicle (again prioritising black sacks), plus high rise refuse / recycling to mitigate fire risks, and clinical waste. Non-essential services (garden waste, bulky waste and a further narrow access vehicle) requiring approximately 13 staff likely to be suspended unless further staff are available. Bulky waste bookings will be suspended.
- **Red:** Skeleton service – Agency staff/LBH staff (28 staff, 1 driver +1, L1 to L14 covered partially/totally by agency, plus redeployment of remaining Serco staff and LBH staff to ensure hotspot areas such as high rise bins are kept clear and safe, and as much black sack waste is cleared as possible. Where possible, clinical waste should be cleared, however this will rely on qualified drivers being available for this specialist service. Should no driver be available, LBH will work to contact as many customers as possible to advise them to keep their clinical waste indoors until qualified staff are available.

In Amber and red scenarios, once fully operational again, arrangements would be made to clear any excess recycling / black sacks and garden waste build-up, and outstanding bulky waste bookings.

Risk: agencies will likely be under pressure to provide staff to many other local services / industries, and therefore may have limited resource available.

Additional support

Should Serco's workforce be more greatly affected, and should agency staff numbers also be affected, it is assumed that other Council services will suspend all non-essential operations. The Council has the ability to redeploy staff from other services such as Street Cleansing, Highways and Parks, particularly in ensuring waste is cleared from blocks of flats and other higher-risk areas. Serco are able to provide health and safety inductions first thing in the morning, to enable deployment of these staff.

All caution should be exercised, including wearing of face masks if coming into contact with other persons, use of sanitiser gel, refraining from shaking hands, etc. Local and national Public Health advice will be followed.

Drivers

HGV driver availability may be a more pressing issue due to the general lack of qualified drivers in the industry as a whole. Havering-employed drivers of smaller vehicles may be instructed to operate smaller tipper trucks, including both Serco, Council and hired vehicles in the event that HGV drivers are unavailable. Havering has a number of drivers that may be utilised, within its Street Cleansing, Grounds Maintenance and Passenger Transport services. Havering's Highways contractor may also be instructed to suspend services and divert drivers (including HGV drivers) to refuse collections where the need arises.

Current status

Serco is currently taking preventative measures, including additional toolbox talks to staff to raise awareness, as well as distribution of face masks and sanitisers, as well as contacting its regular agencies.

Advice from Public Health England states:

Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths, tissues, and masks if worn) should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. It should be put in a suitable and secure place and marked for storage until the individual's test results are known. Children, pets and pests should not be able to access this place. Waste should not be left unsupervised on the pavement awaiting collection. If the individual test is negative, this can be put in with the normal waste. If the individual tests positive, then place bags in orange or yellow containers or bags and arrange disposal as category B waste.

Should there be a contamination threat in the Borough, the above will be promoted on the Council's website, and staff updated accordingly.

East London Waste Authority

LBH will check with the East London Waste Authority to ensure sufficient capacity is available at Gerpins Lane Reuse and Recycling Centre to accept all black sacks, orange sacks and garden waste if residents choose to take their waste there.

LBH will also work with ELWA to review waste disposal operations, should an outbreak occur. ELWA will work to prioritise their MBT operations (to accept black bags and street cleansing waste), but may possibly need to reduce the number of Reuse and Recycling Centres open if staffing became an issue.

Street Cleansing

Main priorities are:

Town centre cleansing

Fly tip clearance

Cleansing of smaller shop parades / high footfall areas

Litter bin emptying

The Street Cleansing Team has the ability to suspend or reduce residential sweeps in the event of staff shortages. The frequency of this will be dependent on the number of staff available.

All caution should be exercised, including wearing of face masks if coming into contact with other persons, use of sanitiser gel, refraining from shaking hands, etc. Local and national Public Health advice will be followed.

Grounds Maintenance

Grounds Maintenance staff may be diverted in order to support street cleansing and / or waste operations should the need arise. In this event, Grounds Maintenance functions are to be reduced to safety-critical issues such as shrub maintenance (where sightlines are affected), and play equipment inspections. All caution should be exercised, including wearing of face masks if coming into contact with other persons, use of sanitiser gel, refraining from shaking hands, etc. Local and national Public Health advice will be followed.

Tree Maintenance

In the event of the contractor or client team reducing in staff numbers, it is recommended to suspend the Whole Street Pruning Programme and focus on reactive inspections and works. Should Team be required to attend an emergency, all caution should be exercised, including wearing of face masks if coming into contact with other persons, use of sanitiser gel, refraining from shaking hands, etc. Local and national Public Health advice will be followed.

Estates Services

Priority should be given to:

Internal cleansing to ensure hygiene standards are kept up (e.g. disinfecting of hand rails and door handles)

Bulk bin rotation to reduce build-up in bin stores (this is also a priority for the Waste Collection Service in order to mitigate fire risk)

Clearance of fly-tipping in areas that pose a risk of arson

Clearance of emergency spillages that pose a safety hazard

All caution should be exercised, including wearing of face masks if coming into contact with other persons, use of sanitiser gel, refraining from shaking hands, etc. Local and national Public Health advice will be followed.

Office staff

See main Business Continuity Plan for each service. Furthermore, all non-essential off-site tasks should be suspended, and officers instructed to work from home (all are in possession of Council-issued laptops). All events / meetings to be suspended unless they can be attended remotely. Team to comply with all Council-issued instructions.