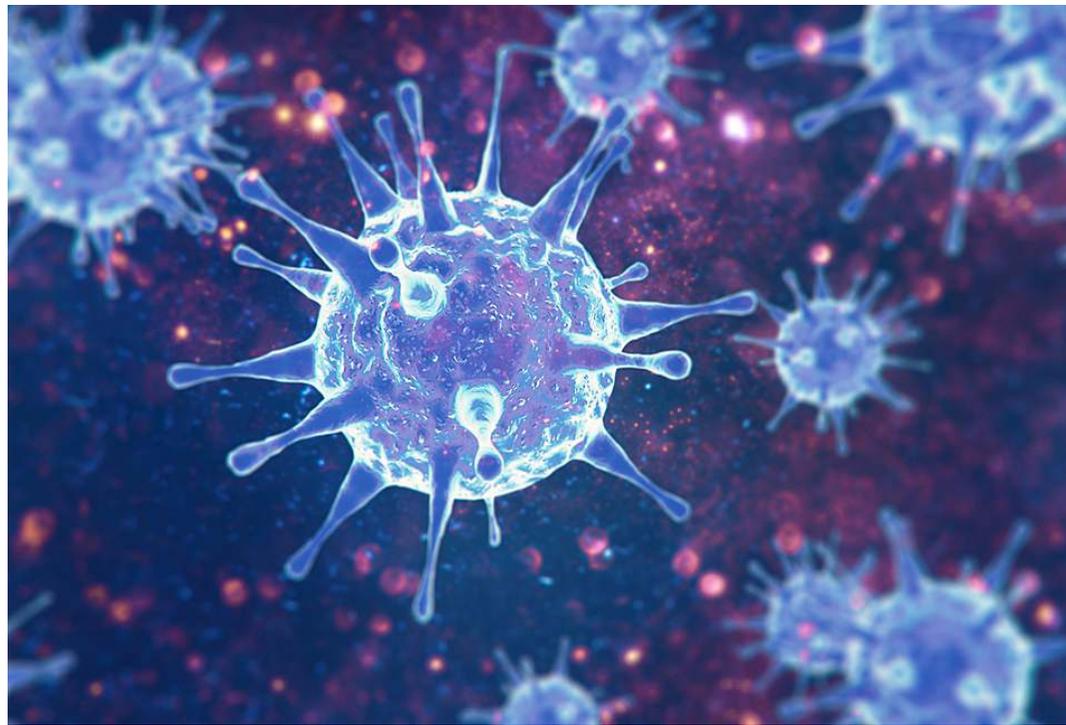


Neighbourhoods & Climate Change



COVID-19 Pandemic

Altogether better





Environment Services



Altogether better



Refuse and Recycling

- Public support and recognition for key workers.
- Garden waste crews and vehicles support Tuesday to Friday main rounds.
- Garden waste moved to Saturday/Monday with increased customers (over 65,000).
- Fleet maintenance service operational to support safety on all vehicles and plant.
- Household waste recycling centres closed and reopened with traffic management plans and social distancing.

At the same time: Major multi Council agreement on waste procurement post 2025

Altogether better



Parks and Open Spaces

- Services maintained but scaled back and prioritised to parks, cemeteries.
- Winter bedding put to use, and services now resumed with summer bedding and grass cutting.
- Play areas – closure and risk assessed reopening of 177 plus 40 MUGAs
- Binchester re-opened.
- On with – reopening Pavilions.



Altogether better

Pulling together

- Bereavement services – shift patterns and temporary cremator.
- Wardens redeployed (eg food parcel, bereavement, HWRC)
- Volunteers from other services eg highways, culture and sport support refuse collection.
- Pest control – substantial increase in domestic calls. Staff even redeployed to support.
- Climate Change – many of the key projects (eg Morrison Busty depot still progressing)



Altogether better

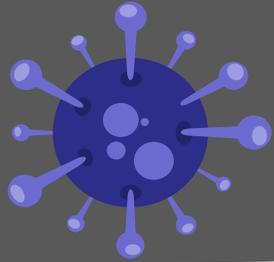


Community Protection



Altogether better





Coronavirus (COVID-19)

Community Protection Service Response



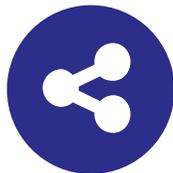
COVID-19 Compliance

Responsible for the enforcement of Health Protection Regulations and Health & Safety in the workplace to ensure COVID -19 compliance.



Business Support

Providing direct advice to local businesses on implementation of COVID-19 restrictions including proposals for re-openings and diversification



Local Outbreak Management & Control

Manage and control local COVID-19 outbreaks including supporting Test and Trace / Mobile Testing arrangements. New powers introduced to close individual premises, events and public places where there is a significant risk of COVID-19 infection.



Altogether better





Health Protection



- >880 COVID-19 compliance concerns
- Issued 13 Prohibition Notices to close premises
- COVID-19 Outbreak Investigation & Control
- Supported on site Mobile Testing Unit

ASB / Nuisance



2053 nuisance complaints received during lockdown. The main causes of complaint were Noise (1459) and Smoke (497)

Unauthorised Encampments.



86 Unauthorised Encampments with over 1,100 people encamped.

Business Support



>1078 business provided with COVID-19 compliance advice since start of lockdown.

Community Resilience



Community Resilience Team is being created to build capacity within the service to investigate covid-19 outbreaks, investigate local outbreaks and enforce Direction to close premises, events and public places

Altogether better





Technical Services



Altogether better

The pandemic of COVID-19 has had an extraordinary effect on all services:

- Lockdown March 2020
- All but critical/emergency services ceased
- Restrictions and guidance from Public Health England (PHE) and Department for Transport (DfT)
- The Authority focused on statutory obligations
 - Highway Inspections
 - Emergency Repairs
 - Road Traffic Accidents and clean-up
 - Street Lighting/Column Knockdowns

Altogether better



Health and Safety implications:

- Social Distancing
- Cleaning, Hygiene and Hand Sanitiser
- Transport to work
- Single Vehicle Occupancy
- Protect Vulnerable Workers
- Making the workplace COVID-19 secure
- Depot and Building Risk Assessments
- Communicating our essential services with General Public
- Face Coverings
- Site and Vehicle Signage



Altogether better



“Covid-19 – General Advice”

Guidance to help apply government guidelines while using work vehicles and undertaking general work duties. The advice given in this document is based on current information from Public Health England, if further guidance is provided staff will be updated with any additional controls

Government guidance for COVID-19 remains focused on *Work from home, if you can*. Whether working at home or working at your normal place of work delivering justified services, the following government guidance should be adhered to by all staff.



We can help control the virus

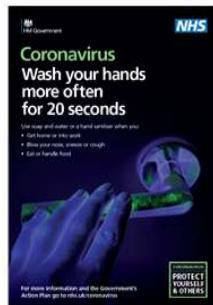
- Stay at home as much as possible
- Work from home if you can
- Limit contact with other people
- Keep your distance if you go out (2m where possible)
- Wash your hands regularly
- Do not leave home if you or someone in your household has symptoms

For more information visit www.durham.gov.uk/coronavirus

For those working to deliver justified services the following guidance should be adhered to:

General

- If you have any symptoms or live with those who have symptoms associated with Covid-19 do not attend work and contact your line manager. If you become unwell whilst at work, speak to your manager via telephone immediately.
- Stay safe and take responsibility for your own health and that of others by adhering to the guidance from the government



- Where social distancing cannot be achieved then you should inform your line manager who will review the activity. A facial covering will be provided in specific circumstances such as not being able to maintain social distancing in an enclosed space or work environment such as in some vehicles and restricted spaces. Your line manager will also provide details on how to obtain facial coverings where these are required.
- Where facial coverings are provided you are encouraged to wear it. If worn, a facial covering should cover the mouth and nose, but should not be worn if you have a respiratory condition.

Altogether better

- Safe operating procedures and risk assessments.
- Working closely with Health and Safety Teams.
- Toolbox Talks developed outlining key messages
- Delivered to all operational staff

The key areas where activities resumed included:

- Road surfacing schemes
- Highway and Footway maintenance schemes
- Specialist surfacing schemes (surface dressing and micro asphalt)
- White Lining and Cats Eyes
- Gully Cleansing and maintenance
- Street Lighting maintenance
- Bridges and Structures maintenance



Altogether better

Junction 61 – Bowburn Interchange

- Critical Highway projects safely delivered during the pandemic:
- A1(M) / A688 Interchange Improvements
- Integra 61 / Amazon
- Business Park / Economic Growth
- See drone footage



Altogether better

New Elvet Bridge

- Risk of failure – essential maintenance
- Renewal of Bridge half joints
- Major refurbishment
- 14 months project - £7.3m
- Traffic flows at a minimum (75% of normal)
- See link to video
- <https://www.facebook.com/durhamcouncil/videos/new-elvet-bridge-works/1119685731738259/>



Altogether better



Witton Park Bridge

- Links communities
- Failed structure
- Closed to all traffic
- Full bridge deck replacement underway
- Completion later this year



Altogether better

Chester le Street De-Culverting:

- Safely managed under COVID-19 restrictions
- Additional H&S measures in place
- Complete September 2020



Altogether better



PPE Distribution Cell - Chilton

- Shortage of PPE nationally
- Frontline care services struggling to cope
- Limited stock and difficulties in distribution
- DCC/ LRF distribution cell
- Critical supplies delivered to:
 - Care Homes
 - Children and Young People's Services
 - Adult and Health Services
 - Durham County Care and Support
 - Durham Pathways
 - DCC Care Connect
- First operational cell nationally



Altogether better



Partnerships and Community Engagement



Altogether better

- Establishment of the COVID-19 Community Hub which took 6506 calls, primarily staffed in its early weeks with AAP and Partnerships staff who also ensured Locate was up to date with information on COVID-19 support.

County Durham Together
Better for everyone

Coronavirus Support in County Durham

Following current government advice people who have certain medical conditions must be protected and isolated in order to be shielded from coronavirus.

Many people will be getting help and support from friends, relatives, local groups and existing services; all of which remain the first point of contact during this period.

We understand that the measures put in place to protect people from coronavirus could be making life very difficult for people to access essential supplies and engage in social contact. We are here to help.

County Durham Together is a multi-agency community hub that is led and coordinated by Durham County Council. We want to make sure you get the help and support you need, either through established networks or directly from us.

You can find a list of local support groups and organisations that provide assistance on the council's 'Locate' website [locate](https://www.durhamlocate.org.uk)

www.durhamlocate.org.uk on the coronavirus section which will guide you to the help you need.

#CountyDurhamTogether

Delivered by ROYAL MAIL
POSTAGE PAID 00
H000024

If undelivered, please return to Durham County Council, County Hall, Durham, DH1 1SL

How can I get additional support?

If you don't have anyone to pick up medication, please contact your GP or community pharmacy.

If you are unable to access support for help with essentials such as food supplies, or someone who can listen, talk and support you, please contact us:

Call: 03000 260 260 Email: communityhub@durham.gov.uk

Or fill in our **Covid 19 Help form on our website www.durham.gov.uk/covid19help** and we will connect you to the help you need.

Our current opening hours are Monday- Friday, 9am-5pm and weekends and bank holidays 10am-3pm.

You can always get our latest coronavirus information and advice at www.durham.gov.uk

You may not need our services now but please keep this flyer in a safe place and should your circumstances change please get in touch.

Do you know someone who may wish to join our community hub volunteering centre?

If you or someone you know are in a local voluntary group, local business or other agency offering help in the community, you can join our community hub to help people find support in this time of crisis. It's free, and you would need to fill in our form at www.durham.gov.uk/covid19volunteer or call **03000 260 260**.

You will receive a call to verify your details and your service will be added to Locate. This will help people in need find information about the service.

#CountyDurhamTogether

Altogether better



- Creation of the COVID-19 Volunteering Unit that received offers of help to provide COVID-19 support from 430 individuals and 27 business.



Coastguard



Refuse Café/Fire Service

Altogether better

- Delivery of COVID-19 Emergency Relief funding through AAPs and member's Neighbourhood Budgets to 334 projects, totalling £1.44 million of investment to help sustain struggling VCS groups as well as groups provide vital support such as access to food and help tackling isolation.



Derwentside Trust



Dawdon Youth & Community Centre



Jack Drum Arts



Meal Orchard

Altogether better



- AAP Boards are now fully concentrating on COVID-19 recovery with all of their annual budget focussed on this issue – totalling £144,902 for each AAP.
- AAP teams have not only supported projects with staff, a number have been hands on e.g. 4 Together office used as a base for food donations
- Partnership Manager one of two Multi-Agency Information Cell managers, a 24 hour service to ensure the LRF effectively managed data and information.
- The CCU have been fundamental to helping the Council and the LRF coordinate its efforts throughout the crisis, from initially co-ordinating a number of preparation exercises, coordinating food boxes in the first weeks of the pandemic to latterly coordinating the mobile testing units.

Altogether better



The new normal:

- COVID-19 will be with us for the foreseeable future
- Continue to focus on essential front line activities
- Keeping staff safe
- Maximise business as usual opportunities
- Acknowledge, predict, respond and react to behavioural changes
- Preparation where possible
- Work towards saving jobs, safeguarding local supply chain and economic growth

Altogether better

