

Reset Cell

Service Restoration

Impact of Local Tier Restrictions & National Lockdown on Services

Summary of impact of the Covid Tier system and National Lockdown on Three Rivers Services.

- Information correct as of **2pm 14 January 2021**.
- BAU = Business as Usual

Service / Department	Service Aspect / Activity	Tier 1 Impact	Tier 2 Impact	Tier 3 Impact	Tier 4 Impact	National Lockdown Impact	Comments
Community Services / Leisure & Landscapes	Watersmeet (hires, shows, films, events)	Venue can reopen with socially distanced audience and Covid Secure measures	Venue can reopen with socially distanced audience and Covid Secure measures No alcohol to be served Clarification: alcohol can be served in cinemas and theatres	Venue closed to the public	Venue closed to the public	Venue closed to the public	02/12/20 - Reopening to proceed as planned from 3 December 14/12/20 – Watersmeet to close on Wednesday and website updated 5/1/21 – Current programme being postponed due to lockdown, refunds and exchanges being processed up to end of Feb 2021
	Leisure Venues : William Penn Leisure Centre, South Oxhey Leisure Centre and Rickmansworth Golf Course	Venues will be open with covid secure measures in place Ten pin bowling, sauna and steam rooms, birthday parties and crèches will remain closed in all tiers	Venues will be open with covid secure measures in place Ten pin bowling, sauna and steam rooms, birthday parties and crèches will remain closed in all tiers Basketball, Climbing, Dance (adults), Dodgeball, Football (Indoors) Ice Skating, Ice Hockey, Netball, Swimming Clubs and Volleyball to be closed Racquet Sports can only be played with a member of the same household or bubble if you are playing doubles	Venues will be open with covid secure measures in place Adult indoor club sessions will stop Adult Swimming Lessons will stop All Group Fitness classes will stop OPEN: <ul style="list-style-type: none"> • Indoor Athletics • Indoor Bowls • Climbing (1:1) • Indoor Cricket • Gym Sessions • GP Referral Consultation (1:1) • Golf Courses • Holiday/Afterschool Clubs • Racquet Sports/Courts • Outdoor Skiing • Spa Treatments 	William Penn Leisure Centre closed including the 3G astro turf South Oxhey Leisure Centre closed including the MUGA at Sir James Altham Rickmansworth Golf Course remains open but only two players are allowed out at a time – bookings taken in advance via the website and app	William Penn Leisure Centre closed including the 3G astro turf South Oxhey Leisure Centre closed including the MUGA at Sir James Altham Rickmansworth Golf course closed from 5 January 2021	

				<ul style="list-style-type: none"> Swimming & Diving (lane, public, school, under 18 lessons) Swimming & Diving Lessons (1:1) <p>CLOSED:</p> <ul style="list-style-type: none"> Basketball Climbing (adult lessons) Dodgeball Adult Group Fitness (include aqua and GP referral group session) Indoor Football Adult Gymnastics & Trampolining Ice-skating/Adult Ice hockey Indoor Netball Adult Indoor Tennis lessons Roller-skating/Roller derby Soft play Adult Swimming & Diving Lessons Volleyball 			
Outdoor Leisure Facilities	All venues can open – restricted to groups of 6	All venues can open – restricted to groups of 6	All venues can open – restricted to groups of 6	All venues can open – restricted to household, support bubble or 2 people from separate households	Tennis Courts, Outdoor Gyms and MUGAs to close.	05/01/21 – Leisure website has been updated with the latest guidance.	
Leisure Development Activities	<p>Take part in organised sport/physical activity outdoors with any number of people.</p> <p>Organised sport indoors can only take place with up to 6 people.</p> <p>Exceptions: disability sport, sport as part of curriculum, supervised sport/physical activity for under 18s</p> <p>Social sport outdoors: groups of up to 6 people</p>	<p>Take part in organised sport/physical activity outdoors with any number of people.</p> <p>Organised sport indoors can only take place with people you live with or who are in your support bubble</p> <p>Exceptions: disability sport, sport as part of curriculum, supervised sport/physical activity for under 18s</p>	<p>In line with guidance from sporting national governing bodies, you can take part in organised sport and physical activity outdoors with any number of people. However, you should avoid contact in training and, for some sports, avoid contact in all activities.</p> <p>You can continue to do unlimited exercise alone, or in an outdoor public place in groups up to 6</p> <p>Exceptions: disability sport, sport as part of curriculum,</p>	<p>Skate parks, play areas, outdoor gyms, tennis courts, parks and open spaces, the Aquadrome and Leavesden Country Park remain open</p> <p>Exercise and recreation</p> <p>People can exercise outdoors or visit some public outdoor places, such as parks, the countryside accessible to the public, public gardens or outdoor sports facilities. You can continue to do unlimited exercise alone, or in a public outdoor place with your</p>	<p>See Above</p> <p>Exercise and recreation</p> <p>People can exercise once a day and can do so independently, with one person from another household or as part of a support bubble.</p>	<p>02/12/20 - All activities are currently on hold</p> <p>21/12/20 – Leisure website updated with latest guidance</p> <p>21/12/20 – Friends/volunteer groups can continue to meet under Tiers 1-3 but are suspended under Tier 4</p> <p>Arts on Prescription has its last session on 17.12.20 but will continue as a support group</p> <p>05/01/21 - Leisure website has been updated with the latest guidance.</p> <p>05/01/21 - Friends/volunteer groups currently on hold</p>	

		<p>Supervised activities provided for young people – including wraparound care, childrens’ groups and activities, and children’s playgroups</p> <p>Indoor sessions - support groups of up to 15 participants – formally organised groups to provide mutual aid, therapy or any other form of support, where it is necessary for these to take place in person.</p> <p>Other activities, such as hobby groups, organised indoor sport, physical activity and exercise classes can continue to take place, in line with social gatherings limits (the rule of 6).</p>	<p>Social sport outdoors: groups of up to 6 people</p> <p>Supervised activities provided for young people – including wraparound care, childrens’ groups and activities, and children’s playgroups</p> <p>No mixing of people indoors</p> <p>Indoor sessions - support groups of up to 15 participants – formally organised groups to provide mutual aid, therapy or any other form of support, where it is necessary for these to take place in person.</p> <p>Other activities, such as hobby groups, organised indoor sport, physical activity and exercise classes can continue to take place, provided that different households or support bubbles do not mix. Where it is likely that groups will mix, these activities should not go ahead.</p>	<p>supervised sport/physical activity for under 18s</p> <p>Supervised activities provided for young people – including wraparound care, childrens’ groups and activities, and children’s playgroups</p> <p>Indoor sessions - support groups of up to 15 participants – formally organised groups to provide mutual aid, therapy or any other form of support, where it is necessary for these to take place in person.</p>	<p>household, support bubble, or one other person.</p> <p>Meeting others safely In general, people must not meet with another person socially or undertake any activities with another person. However, you can exercise or meet in a public outdoor place with people you live with, your support bubble (or as part of a childcare bubble), or with one other person.</p> <p>Children under 5, and up to two carers for a person with a disability who needs continuous care are not counted towards the outdoors gatherings limit.</p> <p>Meeting others and care You can leave home to visit people in your support bubble, or to provide informal childcare for children aged 13 and under as part of a childcare bubble, to provide care for vulnerable people, to provide emergency assistance, attend a support group (of up to 15 people), or for respite care where that care is being provided to a vulnerable person or a person with a disability, or is a short break in respect of a looked after child.</p> <p>Education and childcare You can leave home for education related to the formal curriculum or training, registered childcare, under-18 sport and physical activity, and supervised activities for children that are necessary to allow parents/carers to</p>	<p>Friends of / volunteer groups are no longer meeting in person.</p> <p>Meeting others and care You can leave home to visit people in your support bubble, or to provide informal childcare for children aged 13 and under as part of a childcare bubble, to provide care for vulnerable people, to provide emergency assistance, attend a support group (of up to 15 people), or for respite care where that care is being provided to a vulnerable person or a person with a disability, or is a short break in respect of a looked after child.</p>	
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Community Services / Environmental Protection	Environmental Protection (All)	BAU	BAU	Adult football affected due to travel restrictions across tiers. However play within tier 3 with participants from tier 3 still allowed. (Youth football unaffected)	<p>Adult football suspended.</p> <p>U18s can continue (within Tier 4 areas only – players cannot move in or out of Tier 4 areas)</p> <p>Some trade premises will close and adjust/suspend their trade waste and recycling services.</p> <p>Funerals can be attended by a maximum of 30 people. Linked religious, belief-based or commemorative events, such as stone settings and ash scatterings can also continue with up to 6 people in attendance. Anyone working is not counted in these limits. Social distancing should be maintained between people who do not live together or share a support bubble.</p>	<p>All football suspended.</p> <p>Some trade premises will close and adjust/suspend their trade waste and recycling services.</p> <p>Outdoor gyms, MUGAs, tennis courts to close. Play areas can remain open.</p> <p>Funerals can be attended by a maximum of 30 people. Linked religious, belief-based or commemorative events, such as stone settings and ash scatterings can also continue with up to 6 people in attendance. Anyone working is not counted in these limits. Social distancing should be maintained between people who do not live together or share a support bubble.</p>	<p>02/12/20 - Potential for parents to watch children’s sports which can continue.</p> <p>21/12/20 - No U18s football scheduled over xmas period.</p> <p>21/12/20 - Adjustments to trade bills resulting in extra admin and loss of income.</p> <p>5/1/21 – extension to football season to be considered, although depending on length of lockdown may need to consider refunds/credit again for next season instead.</p> <p>5/1/21 Decision on skate parks pending.</p> <p>6/1/21 - Suspended Depot sorting of litter bins and using operative for loading</p> <p>6/1/21 - Transferring a Street cleanser to waste who holds a HGV license</p> <p>6/1/21 - Increase agency loaders from 4 to 6</p>
Housing Services	Housing (All)	BAU for majority of services, return to face-to-face appointments and home visits. Any visits by staff will be authorised by manager. Rough sleeper visits still required. Temporary accommodation and private rented sign ups completed as mandatory.	BAU for majority of services but no home visits. Only doorstep visits when absolutely necessary to temporary accommodation sites. Any visits by staff will be authorised by manager. Rough sleeper visits still required. Temporary accommodation and private rented sign ups completed as mandatory.	BAU for majority of services but no home visits. Only doorstep visits when absolutely necessary to temporary accommodation sites. Any visits by staff will be authorised by manager. Rough sleeper visits still required. Temporary accommodation and private rented sign ups completed as mandatory.	BAU for majority of services but no home visits. Only doorstep visits when absolutely necessary to temporary accommodation sites. Any visits by staff will be authorised by manager. Rough sleeper visits still required. Temporary accommodation and private rented sign ups completed as mandatory.	BAU for majority of services but no home visits. Only doorstep visits when absolutely necessary to temporary accommodation sites. Any visits by staff will be authorised by manager. Rough sleeper visits still required. Temporary accommodation and private rented sign ups completed as mandatory.	5/1/21 – No Impact from National Lockdown

<p>Regulatory Services</p>	<p>Regulatory Services (All)</p>	<p>BAU</p>	<p>BAU</p>	<p>BAU</p>	<p>BAU for the majority of services but cessation of all service site visits unless essential.</p> <p>Continuation of licensing services (issue of new plates) due to public safety.</p>	<p>BAU for the majority of services but cessation of all service site visits unless essential. Where essential site needs to be risk assessed.</p> <p>This also applies to enforcement site visits – only urgent and essential site visits will be made.</p> <p>05/01/21 – Cllrs agreed suspension of parking enforcement continues whilst current restrictions are in place.</p> <p>Continue cessation of knowledge tests for new taxi drivers – ongoing review of online provision.</p>	<p>02/12/20 - All previously agreed and risk assessed, and relevant protocols in place, we would now carry on as BAU. Maybe some impact on parking (ie more people at home – decision would need to be taken re how we enforce) and obviously priorities of EH would change but these are 'externally' provided.</p> <p>21/12/20 – it is considered sensible to revert back to site visit via applicant photograph where considered appropriate.</p> <p>21/12/20 - Essential site visits where needed to assist assessment or because of particular site-specific complexities can continue in line with the site visit protocol.</p> <p>21/12/20 - Issuing of plates to drivers/operators in licensing will continue as this is a public safety measure.</p> <p>05/01/20 - Licensed premises to cease selling of take away alcohol but take away food service can continue.</p> <p>7/1/21 - Planning application numbers remain consistently high and whilst Officers will make every effort to determine applications efficiently it is recognised that with the current procedures in place and combined with work fatigue/burnout starting to set in amongst Officers the PIs for DM (and other teams) may slip this quarter.</p> <p>12/1/21 - Environmental Health Officers, provided by WBC on behalf of TRDC, continue to engage with businesses across the District with a current focus on supermarkets. Four Covid marshals, funded from Central Government resources, continue to cover the District (7 days a week/12 hours a day) engaging and educating the public and assisting with the monitoring of businesses. A current focus is on TRDCs parks and open spaces. Additional marshal resources are to be employed to assist in the management of the closure of the Croxley Green skate park. Funding has also been provided for Covid response Officers to support enhanced contract tracing across the County. TRDC will</p>
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Community Partnerships	ASB	May return to more visits if appropriate if return to tier 1 but previously limited visits indoors took place unless high risk and with the Police.	No visits indoors to take place unless high risk and with the Police.	No visits indoors to take place unless high risk and with the Police.	No visits indoors to take place unless high risk and with the Police.	As Tier 4, but also no door step visits to take place either.	
	Family Intervention	BAU. Social distance measures in place /PPE	BAU. Social distance measures in place. Emergency only. But have needed to take ppl shopping, using excuse to not go to school – increased work to get ppl to school. DV group continued. Masks in Otley way	Emergency only. But have needed to take ppl shopping, using excuse to not go to school – increased work to get ppl to school. DV group continued. Masks in Otley way. Working from home where possible.	Emergency only. But have needed to take ppl shopping, using excuse to not go to school – increased work to get ppl to school. DV group continued. Masks in Otley way. Working from home where possible.	No visits being undertaken as self-isolating. In emergency IFST and HCC will do door step visits. Trying to avoid these during national lockdown and undertake more zoom/facetime calls. Majority of children are in school as vulnerable. Working from Home.	
	Community Support Service/Domestic Abuse	Online Support where appropriate. BAU otherwise. Increased Face to face meetings.	Online Support where appropriate. BAU otherwise. Meetings when appropriate.	Online Support where appropriate. BAU otherwise and some visits if necessary.	Online Support where appropriate. BAU otherwise and some visits if necessary.	Remote working and seeing clients who need it for outreach outdoors only (such as a walk or to drop medication etc). All indoor visits in centres and homes have stopped until mid Feb when the government does the next review (or until vaccinated)	
Electoral Services	Voter registration	BAU	BAU	BAU	BAU	BAU (currently)	02/12/20 - Whilst TRH remains closed to the public we are still unable to see visitors in person requiring assistance, in particular inspections of the electoral register (statutory) or verification of residents identity and stamping of official foreign pensions forms (discretionary). 5/1/21 – currently BAU but unsure what impact on May elections will be
Revenues & Benefits	Revenues & Benefits	BAU	BAU	BAU	BAU	BAU	22/12/20 – Additional workload of processing Grants
Legal & Democratic Services	Legal & Democratic Services	BAU	BAU	BAU	BAU	BAU	14/12/20 – No Impact moving to Tier 3 5/1/21 – More regulations to interpret and courts remain open 14/1/21 - Committee team continue to run the virtual Council and committee meetings

							as allowed by the Regulations and other than increased number of meetings there is no change, assuming the Regulations are extended beyond 5 May 2021
Finance	Finance	BAU	BAU	BAU	BAU	BAU	5/1/21 – No Impact from National Lockdown
	Fraud Team	The team is unable to function normally if they cannot carry out face to face interviews. This will impact on the levels of recovery of fraudulent payments.	Less and less effective recovery work can be undertaken as we move upwards into higher tiers as face to face interviews need to take place within given timeframes and these cannot happen. So we lose the chance to proceed with the recovery process.	As we move upwards into higher tiers less and less recovery work can be done and the team has been doing work for other teams to support them, particularly with trying to help Revs & Bens with the COVID grant payments	As Tier 3	As Tier 3	5/1/21 - The Fraud team have been helping Revs & Bens to process COVID grants to individuals and businesses and supporting other teams as they are unable to carry out their recovery work.
ICT	ICT	BAU	BAU	BAU	BAU	BAU	14/12/20 - No Impact moving to Tier 3 6/1/21 – No impact moving to Tier 4 and National Lockdown
Human Resources (HR)	HR	BAU	BAU	BAU	BAU	BAU	14/12/20 - Moving to tier 3 will not impact HR and the service we deliver. We will continue working from home on BAU and any urgent requirements coming out of tier 3 restrictions. 5/1/21 – No Impact from National Lockdown
Corporate Services	Corporate Services	BAU	BAU	BAU	BAU	BAU	5/1/21 – No Impact from National Lockdown
Facilities	Facilities	BAU	BAU	BAU	BAU	BAU	5/1/21 – No Impact from National Lockdown
Property	Property	BAU	BAU	Various tenants sought rent payment holiday. Income reduced.	Rent payment holiday monitored.	As Tier 4	13/01/21 Continue to monitor rent receipts.
Customer Services Centre (CSC)	CSC	BAU	BAU	BAU	BAU	BAU	14/12/20 - No Impact moving to Tier 3 5/1/21 – No Impact from National Lockdown
Economic & Sustainable Development	Economic & Sustainable Development	BAU	BAU	BAU	BAU	BAU	29/12/20 – No Impact moving to Tier 4 5/1/21 – No Impact from National Lockdown