

Government Road Map – TRDC Service Restoration

01/06/21

PRIORITY 1-3 SERVICES

Service Area	Delivery Aspect / Activity	Service Running as at 17/05/21 (Yes/No)	Step 1a (8 March)	Step 1b (29 March)	Step 2 (12 April)	Step 3 (no earlier than 17 May)	Step 4 (no earlier than 21 June)	Comments (Feb 2021)	New comments (May 2021)
Customer Service Centre	Face to Face – TRH Visitors	No					Provide face to face following corporate review of safety guidelines & individual service procedures	This is governed by when Three Rivers House opens	
Environmental Protection	Enforcement (fly tipping, littering) - interviews under caution.	No						This is governed by when Three Rivers House opens and is set up for this kind of activity (not just relevant for Environmental Protection) Telephone and written interviews currently taking place	This is governed by when Three Rivers House opens and is set up for this kind of activity (not just relevant for Environmental Protection) Telephone and written interviews currently taking place
Facilities	Manned Guarding TRH - Not required as the building has limited opening hours	No						This is governed by when Three Rivers House opens	
Housing	Homelessness – home visits to customers in order to try to prevent homelessness wherever possible, but also to prevent any fraudulent applications.	No			✓ Both internal and external visits possible • Face mask to be worn for internal visits • Risk assessment	✓ Both internal and external visits possible • Face mask to be worn for internal visits • Risk assessment	✓ Both internal and external visits with enhanced hygiene measures	This is governed by the corporate decision to resume home visits / face-to-face with customers	
	Homelessness – face-to-face interviews. As the building remains closed it has not been possible to restore, applications have continued over the phone but this is not as effective as face-to-face interviews or virtual interviews.	No							This is governed by when Three Rivers House opens

	Temporary accommodation visits (TRDC owned and managed properties) – needed to manage tenancy condition compliance	No			✓ Both internal and external visits possible • Face mask to be worn for internal visits • Risk assessment	✓ Both internal and external visits possible • Face mask to be worn for internal visits • Risk assessment	✓ Both internal and external visits with enhanced hygiene measures	This is governed by the corporate decision to resume home visits / face-to-face with customers	
	Housing Allocations – not running home visits – needed to verify applications in order to prevent fraudulent applications	No			✓ Both internal and external visits possible • Face mask to be worn for internal visits • Risk assessment	✓ Both internal and external visits possible • Face mask to be worn for internal visits • Risk assessment	✓ Both internal and external visits with enhanced hygiene measures	This is governed by the corporate decision to resume home visits / face-to-face with customers	
	Housing Enforcement – not running site visits. Some visits are essential with tenants and landlords in attendance. Alternative methods to be exhausted in the first instance. This includes photographic or video evidence, audio recording and use of Noise App.	No		✓ Only external visits	✓ Both internal and external visits • Face mask to be worn for internal visits • Risk assessment	✓ Both internal and external visits • Face mask to be worn for internal visits • Risk assessment	✓ Both internal and external visits with enhanced hygiene measures	Phased approach to site visits and corporate decision needed for it to resume	
	Pollution control – not running site visits. Some site visits are essential but alternative methods to be exhausted in the first instance. This includes photographic or video evidence, audio recording and use of Noise App.	No		✓ Only external visits	✓ Both internal and external visits • Face mask to be worn for internal visits • Risk assessment	✓ Both internal and external visits • Face mask to be worn for internal visits • Risk assessment	✓ Both internal and external visits with enhanced hygiene measures	Phased approach to site visits and corporate decision needed for it to resume	
Leisure Development	Formal openings for capital projects – e.g. The Swillett play area and Hornhill MUGA	No					✓ potentially do this subject to social distancing	Introduced as and when this will be relevant.	
	Targeted Active Families (for the most vulnerable families in the District) – Play Ranger Families	Yes		✓ support for vulnerable families may go ahead – ideally outdoors to reduce the spread of the virus – groups of no more than 15 people				Planning to deliver during the summer holidays. Looking to source additional funding and incorporate it into the Leisure Development activity programme.	
Leisure Management Facilities	Rickmansworth Golf Club incorporating Fairway Inn	Yes		✓ • Outdoor Sports facilities(Tennis, Basketball, Football) • Outdoor skiing • Golf Courses • Outdoor Childcare and					

				Activities (Max 15) • Cafés - Takeaway only					
	William Penn Leisure Centre, South Oxhey Leisure Centre, Sir James Altham Pool (MUGA)	Yes			<ul style="list-style-type: none"> ✓ • Gyms (on own or with household) • Swimming Pools (on own or with household) • Children's Indoor Sport / Activity • Under 18's Swimming lessons • Parent and Child Classes • Spa Treatments • Cafés - Outdoor table service and takeaway 	<ul style="list-style-type: none"> ✓ • Indoor adult Sport • Group Fitness Classes • Children's indoor play areas/soft play • Adult swimming lessons • Cafés - Indoor table service and takeaway 	<ul style="list-style-type: none"> ✓ • Removal of legal limits on social contact 		
Regulatory Services	Planning department (includes planning enforcement) site visits	No	<ul style="list-style-type: none"> ✓ Only external visits *For applications which require greater scrutiny 	<ul style="list-style-type: none"> ✓ Only external visits *For applications which require greater scrutiny 	<ul style="list-style-type: none"> ✓ External visits • Risk assessment • Contact owner prior to visit • Site visit packs to be used *Site visits for all applications 	<ul style="list-style-type: none"> ✓ Both internal and external visits • Face mask to be worn for internal visits • Risk assessment • Contact owner prior to visit • Site visit packs to be used *Site visits for all applications 	<ul style="list-style-type: none"> ✓ Both internal and external visits with enhanced hygiene measures Face mask to be worn for internal visits until Government announcement *Site visits for all applications 	Phased approach to site visits.	
	Licensing department - face to face taxi driver knowledge tests	Yes				<ul style="list-style-type: none"> Agreement for Knowledge Tests to recommence from 17 May. 	<ul style="list-style-type: none"> Agreement for Knowledge Tests to recommence from 17 May. ✓ Both internal and external visits with enhanced hygiene measures 	<ul style="list-style-type: none"> Can occur fully once Council building is open. Consideration of virtual knowledge tests ongoing 	<ul style="list-style-type: none"> Risk Assessment and process provided to Head of Regulatory Services for re-commencement of Knowledge Tests
Revenues and Benefits	Recovery – enforcement officers calling at peoples' houses	No		<ul style="list-style-type: none"> ✓ Only external visits 	<ul style="list-style-type: none"> ✓ Both internal and external visits • Face mask to be worn for internal visits • Risk assessment 	<ul style="list-style-type: none"> ✓ Both internal and external visits • Face mask to be worn for internal visits • Risk assessment 	<ul style="list-style-type: none"> ✓ Both internal and external visits with enhanced hygiene measures 	Phased approach to site visits and corporate decision needed for it to resume	

	Benefits – face-to-face interviews. As the building remains closed it has not been possible to restore, applications have continued over the phone or on-line but this is not as effective as face-to-face interviews or virtual interviews.							This is governed by the corporate decision to resume home visits / face-to-face with customers	
	Revenues Enforcement – not running site visits. Some visits are essential especially if enforcement is at the seizing of goods stage. Alternative methods to be exhausted in the first instance.	No		✓ Only external visits	✓ Both internal and external visits •Face mask to be worn for internal visits • Risk assessment	✓ Both internal and external visits •Face mask to be worn for internal visits • Risk assessment	✓ Both internal and external visits with enhanced hygiene measures	Phased approach to site visits and corporate decision needed for it to resume	
Fraud	Enforcement – face interviews/PACE interviews	No				Seek agreement for face to face interviews and visits to clients/ statements/intelligence gathering subject to risk assessments and PPE			
Trees & Landscapes	'Friends of' group sessions	Yes			Groups of up to 6 people outdoors from this point – CMS will follow their risk assessment for safe operation for leader / volunteer ratios.	Groups of up to 30 people outdoors from this point – CMS will follow their risk assessment for safe operation for leader / volunteer ratios.		CMS guidance has been updated to allow the return of Friends of groups, with social distancing in place at the moment.	
Watersmeet	Film Programme/Pantomime	Yes				✓Reopen with some Covid restrictions and reduced capacity	✓Can operate at full capacity, and intend to continue with enhanced hygiene measures		

PRIORITY 4 & 5 SERVICES

Service Area	Delivery Aspect / Activity	Service Running as at 17/05/21 (Yes/No)	Step 1a (no earlier than 8 March)	Step 1b (no earlier than 29 March)	Step 2 (no earlier than 12 April)	Step 3 (no earlier than 17 May)	Step 4 (no earlier than 21 June)	Comments (Feb 2021)	New comments (May 2021)
Community Partnerships	Consultation Work, Abbots Langley Youth Project Grant, Roundabout Transport SLA, Grant Finder, CCTV Capital Grant, Community Grant Capital Budget, Community Grant revenue budget	Yes						Staffing changes has meant that this has been able to run though will need reviewing before the end of April.	
Environmental Protection	Community toilets – some remain closed	Yes - some			✓			This is governed by the facilities. So whilst outdoor hospitality can resume no earlier than 12 th April it is likely that these facilities will open gradually and may only allow customers in to start with. Some venues e.g. Watersmeet may not be able to another Step. So step 2 will not be for all venues – it will be gradual process.	This is governed by the facilities. Non-essential shops opened on 12 th April. Remaining indoor hospitality opens on 17 th May so in theory all community toilets can be open.
	Outreach and awareness – outreach such as community events and school visits remain suspended	No					✓		
	Pest control – internal visits remain suspended	No						This is governed by Watford Borough Council – awaiting an update. Expected from mid-May once staff had second vaccine.	This is governed by Watford Borough Council – awaiting an update.
	Football pitch hire	Yes		✓				Football can resume from 29 th March.	
	Outreach and awareness – awareness has continued via social media	No							

	Pest control – internal visits	No							
Leisure Management Facilities	Free swimming for over 60's and under 19's (during Easter and summer holidays only)	No			✓ Indoor leisure (including gyms) open for use individually or within household groups			Working with SLM and Active Swim (Rickmansworth School Pool) to finalise details for free swimming.	
Leisure Development	Outdoor Sports Development Programme – external providers of tennis coaching through hire of grounds and partnership work.	Yes		✓ organised outdoor sport – children and adults		✓ organised indoor sport – children and adults			
	Play Rangers in the Community	Yes		✓ this can start to take place again after the Easter Holidays (all outdoor children's activities)				Play Rangers will re-start from the 17 May.	
	All About Me – Relax Kids (Mental Health project for children and young people)	Yes			✓ all children's activities				
	Be Creative	Yes				✓ organised indoor activities		Planning taking place now, indoor sessions will start in September	
	Artistsmeet	Yes				✓ Can reopen alongside Watersmeet			
	Back to Netball William Penn	Yes		✓ organised outdoor sport – children and adults		✓ organised indoor sport – children and adults		Website to be updated with full details	
	Walking Netball William Penn	Yes		✓ organised outdoor sport – children and adults		✓ organised indoor sport – children and adults		Website to be updated with full details	
	Junior Netball Clement Danes	Yes		✓ organised outdoor sport – children and adults		✓ organised indoor sport – children and adults		Website to be updated with full details	
	Back to Netball Clement Danes	Yes		✓ organised outdoor sport – children and adults		✓ organised indoor sport – children and adults		Website to be updated with full details	
	Netball Now Reach Free	Yes		✓ organised outdoor sport – children and adults		✓ organised indoor sport – children and adults		Website to be updated with full details	
	Moving Mums Stroller Fitness	Yes		✓ organised outdoor sport – children and adults		✓ organised indoor sport – children and adults		Website to be updated with full details	
	Moving Mums Boxing Fit	Yes		✓ organised outdoor sport – children and adults		✓ organised indoor sport – children and adults		Website to be updated with full details	

Moving Mums Baby Yoga	Yes		✓organised outdoor sport – children and adults		✓organised indoor sport – children and adults		Website to be updated with full details	
Moving Mums Boxing Fit	Yes		✓organised outdoor sport – children and adults		✓organised indoor sport – children and adults		Website to be updated with full details	
Moving Mums Baby Yoga	Yes		✓organised outdoor sport – children and adults		✓organised indoor sport – children and adults		Website to be updated with full details	
Learn to Run Croxley	Yes		✓organised outdoor sport – children and adults		✓organised indoor sport – children and adults		Website to be updated with full details	
Learn to Run Aquadrome	Yes		✓organised outdoor sport – children and adults		✓organised indoor sport – children and adults		Website to be updated with full details	
Learn to Run South Oxhey	Yes		✓organised outdoor sport – children and adults		✓organised indoor sport – children and adults		Website to be updated with full details	
Junior parkrun (Hire of Grounds)	Yes						Junior parkrun due to start in May.	
South Oxhey parkrun (Hire of Grounds)	No						Due to start no earlier than the 5 June	
Rickmansworth parkrun (Hire of Grounds)	No						Due to start no earlier than the 21 June	
Mill End Youth	Yes		✓organised outdoor sport – children and adults		✓organised indoor sport – children and adults		Due to start after May half term in partnership with SLM	
Active Development programme	Yes		✓organised outdoor sport – children and adults		✓organised indoor sport – children and adults		Active Parks programme – website to be updated with full details	
Swimming for Stroke	No				✓organised indoor sport – children and adults		Due to commence from June.	
Dance for Parkinson's	No				✓organised indoor sport – children and adults		On hold	
Photography Walks	No				✓organised indoor sport – children and adults		Due to commence over the summer	
Get Set Programme (for adults with a disability)	No		✓organised outdoor sport – children and adults		✓organised indoor sport – children and adults		On hold	
Wider work on Eastbury Recreation Ground	No						Subject to Officer resources	

	Sk8 Camps	No		✓organised outdoor sport – children and adults		✓organised indoor sport – children and adults		Due to commence over the summer holidays	
	Supervised Skate Sessions	Yes		✓organised outdoor sport – children and adults		✓organised indoor sport – children and adults			
	Play Rangers in Schools	No		✓organised outdoor sport – children and adults		✓organised indoor sport – children and adults		Due to commence from September 2021	
	Making It Mini	No				✓indoor parent and child groups – up to 15 parents (does not include children)		Due to commence after September as part of the Arts on Prescription programme	
	Schools art projects (Magical Minds, Reach Free Film on youth crime)	No		✓organised outdoor sport – children and adults		✓organised indoor sport – children and adults		On hold until after September.	
	Active Parks	Yes		✓organised outdoor sport – children and adults				Active Parks programme – website to be updated with full details	
	Sheltered Housing Scheme Project	No						This is unknown at this point due to the vulnerability of people in care homes	
	Play with Care (intergenerational project working with schools and care homes)	No						This is unknown at this point due to the vulnerability of people in care homes	
	Eastbury Tennis	Yes		✓organised outdoor sport – children and adults					
	Maple Cross Tennis	Yes		✓organised outdoor sport – children and adults					
	South Oxhey Tennis	Yes		✓organised outdoor sport – children and adults					
Regulatory Services	Licences for taxi vehicles and driver renewals have continued to be processed but no formal badges/plates have been issued since March as they require collection due to their size. Drivers/vehicles are failing to display up to date information on their licenced status and as the	Yes, occurs every Monday	✓	✓	✓	✓ Subject to access to Watersmeet	✓ Subject to access to Watersmeet	To be reviewed per month. Once office is open the process can be done in-house. Current process subject to access being provided to Watersmeet foyer on Mondays.	

	months progress there is concern this raises a public safety concern. To enable collection of badges/plates face to face collection at the Council offices need to re commence. A risk assessment is currently being prepared.								
	Development Management – Duty Planner Service. Operating by phone/virtually. No current proposals to reintroduce face to face service currently.	Yes (virtually)						Continue to operate as a remote service	
Trees and Landscapes	Park Ranger nature programme, including walks and talks. Annual Christmas Carol event at Leavesden Country Park – The organisation who holds this event has recently cancelled it.	No						Senior Park Ranger post remains vacant.	
Watersmeet	Venue Hire	Yes				✓Reopen with some Covid restrictions and reduced capacity	✓Can operate at full capacity, and intend to continue with enhanced hygiene measures		
	Co-promoted Live Shows Programme	Yes				✓Reopen with some Covid restrictions and reduced capacity	✓Can operate at full capacity, and intend to continue with enhanced hygiene measures		