

REPORT TO THE MANAGEMENT COMMITTEE MEETING OF 23 JUNE 2020

PLANNING THE RE-STARTING OF SERVICES

STATUS - for discussion

1. Events are progressing and it seems possible that on this Thursday 18 June, Scotland may move to Phase 2 of the de-lockdown procedure, though this is not guaranteed and certain aspects may be held back, or re-introduced.
2. The Social Housing Resilience Group - a forum of key 'players' has produced a useful report on possible actions to plan for the gradual resumption of services.
3. So I am using some of their advice and practical guides to assist our planning. The Scottish Government phases are assessed every 3 weeks and summarised below:

Phase 1 (current)

- See family/friends outdoors; met 1 other household outdoors
- Outdoor working to resuming with physical distancing
- Garden centres, golf, tennis, bowls to re-open; take-aways OK

Phase 2 (being considered on Thursday June 18th)

- Meet outside with larger groups; Visit one household indoors with care.
- Indoor, non-office based work could resume with precautions
- Building work can continue on phased return and re-start.
- Housing move restrictions to be relaxed
- Pubs with outdoor space could open outdoors; shops re-open

Phase 3

- Meet people from more than one household indoors with care
- Children return to school in blended learning model.
- Offices can open with precautions
- Leisure activities indoors can open with precautions
- Relax restrictions on hotels, B&Bs, holiday homes

Phase 4 - this is nearer to normal though some precautions may need to remain.

4. The SHRG report include this example table of how things might look broadly:

Example Route Map (adapted from example provided by a Housing Association)

Business activity	Lockdown	Phase 1	Phase 2	Phase 3	Phase 4
Office – limited staff opening	Yes with controls	Yes with controls	Yes with controls	Yes with controls	N/A
Office – full staff opening	No	No	No	No	Yes with controls
Office – third party access (e.g. tenants, prospective tenants, partners, contractors)	No	No	No	Possible* – with controls	Yes with controls

*This will be dependent on Scottish Government and Public Health Scotland guidance and the specific circumstances of the visit

5. We have not yet started to look in detail at some of the practicalities of re-opening the office to people (Phase 3) but some of the immediate thoughts include:
 - a. A stricter appointment system for people wishing to do more than just report a repair or pay a rent.
 - b. Time slots for appointments with a start and end time rather than open-ended discussions.
 - c. Whether we would allow the toilet in the entrance-hall to be used. We don't get many requests from tenants/the public but we do get some.
 - d. Whether to use the downstairs room for interviews, so that anyone wishing to do more than report a repair/pay rent can be taken away from that front counter and free it up for someone else. Those being interviewed downstairs could be 'let out' by the front basement door.
 - e. Have a 2-metre queueing system in the outer entrance corridor / outside?
6. There are various other considerations in the phased easing of lock-down:
 - a. When repairs contractors re-start they will both have a big backlog and also a number of pressing demands, plus perhaps material supply bottlenecks. Therefore, it is important that we cannot assume all outstanding repairs will be swiftly done. The contractors will want to manage demand for their services.
 - b. There may be households at Lister that are shielding, or may have Covid-19 symptoms or may have been in contact with someone who has the symptoms (i.e. been traced). The provision of services to these households will require more careful management.
 - c. The planning of bigger programme work may be delayed for a number of reasons, especially if contractors have a backlog of work that was halted.
 - d. If one or more Lister staff gets affected with coronavirus then we may have to close the office for a period at short notice to protect tenants/visitors/staff.
7. At this stage we are not going into hugely complicated plans as Phase 3 is at least 3 weeks off and maybe longer.
8. The thoughts of the Committee on all this are sought.

Alistair Cant
DIRECTOR
16 June 2020