



May 2020

Manager Checklist

Service Recovery Planning

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## **Introduction**

We have put a 4-stage process in place before any service is restarted as follows:

**Stage 1 - Proposals to get workforce back to work**

* Service Areas that have been closed or only partially open during lockdown are prioritised and approved by Gold Recovery Command to allow planning to commence.
* Service Managers to ensure consideration is given to the Recovery Checklist below prior to submitting their Recovery Plan.
* Ensure appropriate templates are completed.

**Stage 2 - Scrutiny of Proposals put forward**

* Subgroups will have defined areas of responsibility and they will review submitted Recovery Plans.
* The subgroups will provide check on accuracy and completeness of templates.
* Chair of Subgroup will approve and submit to the Silver Recovery Command.

**Stage 3 - Assurance and Challenge**

* Recovery Plans will be challenged by Silver Recovery Command.
* Silver Recovery Command will then make recommendations to Gold for final approval on the service re-starting.

**Stage 4 - Final Approval**

* Chair of Silver will present proposals for approval to Gold Command.
* Gold Command will challenge and seek final assurance
* Gold Command will either Approve or Decline
* If Declined then this will be taken back for further work by Chair of Silver

The following checklist is intended to ensure that prior to services being re-started, all appropriate factors are considered. Please use it to inform your planning. You should ensure that your recovery plan and report address all the areas listed before presenting it to the Silver Recovery Group.

## **Section 1: Service Details**

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| **Head of Service:** |  |
| **Service manager name:** |  |
| **Email:** |  |
| **Phone Number:** |  |
| **Department:** |  |
| **Division:** |  |

**Service Information:**

*Please explain the part of the service that you are proposing to re-start:*

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## **Section 2: Managing Risk**

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| **Health and Safety Risk Assessment**  An over-arching authority risk assessment for the recovery of services during COVID-19 pandemic has been developed and considers the overall risks.  [Corporate risk assessment in response to Covid-19 (.docx)](https://ourpeople.carmarthenshire.gov.wales/media/659020/risk-assessment-corporate.docx) | |
|  | *Applicable (click box)* |
| Have you considered the risks associated with the delivery of service / activity using the template provided?  [Risk assessment template (.docx)](https://ourpeople.carmarthenshire.gov.wales/media/659021/risk-assessment-services.docx) | Yes  No |
| Have you considered whether the service delivery / activity has significantly changed and whether this impacts on the existing risk assessments / safe systems of work? | Yes  No |

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| **Safe Working Practices**  Safe Working Practices are controlled documents, held centrally | |
|  | *Applicable (click box)* |
| Have you liaised with your health and safety business partner to develop a Safe Working Practice for your service / activity to incorporate COVID-19 management arrangements? | Yes  No |
| Have you considered how you are going to deliver the Safe Working Practice to your employees – you should also consider whether this will be done remotely e.g. via Skype or Teams or if this cannot be achieved have you captured the delivery method in your risk assessments / Safe Working Practices? | Yes  No |

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| **Compliance with legal requirements & Government guidelines** | |
|  | *Applicable*  *(click box)* |
| Have you considered elements of your service / activity that may require further action to be taken to comply with legal requirements e.g. has all equipment been maintained / tested whilst the service has not been operating or have government guidelines affected the normal operation of your service / activity? | Yes  No |
| Have you considered what documentation you may need to retain or what information you may need to capture if there were legal challenges in the future? | Yes  No |
| Have you considered the specific government guidance relating to your service / activity? | Yes  No |
| Are there any insurance implications arising from recovery of service? | Yes  No |

**Managing Risk - Summary Conclusions**

*(Please summarise your considerations and conclusions here. The content of this section will form the basis of your Recover Plan. If not applicable, please state N/A)*

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## **Section 3: Community Impact Assessment**

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|  | *Applicable (click box)* |
| Have you completed the community engagement impact assessment?  [Community Impact Assessment template (.docx)](https://ourpeople.carmarthenshire.gov.wales/media/659121/impact-assesment.docx) | Yes  No |
| Have you alerted your Executive Board Member to the proposal? | Yes  No |

**Community Impact Assessment - Summary Conclusions**

*(Please summarise your considerations and conclusions here. The content of this section will form the basis of your Recover Plan. If not applicable, please state N/A)*

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## **Section 4: People**

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|  | *Applicable (click box)* |
| Have you considered the minimum numbers of staff required to deliver your proposed level of service? Please consider staff who may be able to work from site, and those who may be able to work from home. | Yes  No |
| Have you undertaken individual risk assessments to determine if any reasonable adjustments are required to safeguard individuals whilst working, i.e. [*those with underlying health conditions, pregnant workers and workers over 70 years of age?*](https://gov.wales/coronavirus-social-distancing-guidance) | Yes  No |
| Are employee wellbeing measures being explored? e.g. supporting people as they return to work. [*Further information can be found on our Wellbeing Intranet pages.*](https://ourpeople.carmarthenshire.gov.wales/our-people/coronavirus-guidance/looking-after-your-well-being/) | Yes  No |
| Have your staff been working from home during the pandemic? | Yes  No |
| Can they continue to do so? | Yes  No |
| Do you know maximum number of staff allowed in the office / base for this service?  [Social Distancing in Offices and Depots (.pdf)](https://ourpeople.carmarthenshire.gov.wales/media/659112/gd6350-propertysd_guidance_en.pdf) | Yes  No |
| Have any of your staff been deployed to support critical services? | Yes  No |
| If **‘yes’** as part of your planning to re-start services, you will need to consider the following: | |
| What is their contribution to supporting critical services and additional skill sets? | Yes  No |
| The impact on the critical service area in calling them back to their substantive post. | Yes  No |
| Contacting the Skills & Workforce Hub to manage the process & explore backfilling. | Yes  No |
| The possibility that Gold will need to recall them on a voluntary basis if service pressures are experienced as a result of further COVID-19 outbreaks. | Yes  No |
| If this happens, what impact will it have on your service? | Yes  No |
| How will you continue to deliver your service? | Yes  No |

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| **Disability**  When recovering your service, you must take steps to remove, reduce or prevent the obstacles a disabled worker might face. You must ensure that a disabled worker has the same access to everything that is involved in doing and keeping a job as a non-disabled person. | |
|  | *Applicable (click box)* |
| Have you considered any obstacles which have arisen during closure of service? E.g. revision of office location or layout | Yes  No |
| Have you reviewed any reasonable workplace adjustments that are already in place and discussed with employees and workers whether these need to be updated as part of any new working arrangements? (Ideally this would form part of ongoing updates you have been having with your staff). | Yes  No |
| Have you considered how you can, as far as possible, remove or reduce any substantial disadvantage faced by your disabled workers, which would not be faced by a non-disabled worker? E.g. specialised equipment and technology-based support. | Yes  No |

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| **Welsh language**  The Welsh Language Standards ask us to ‘ensure that the Welsh language is treated no less favourably than the English language’. When recovering your service, you must ensure compliance with the Welsh Language Standards and promote the Language as part of service provision. Language preference and ‘need’ are very important for our customers and clients especially when they are vulnerable or facing unprecedented circumstances. | |
|  | *Applicable (click box)* |
| Have you considered how you will provide a bilingual service from the onset of recovery, in accordance with the Standards? | Yes  No |
| How will you ensure that services are provided in accordance with language preference and need? This includes face to face services, telephone calls, video calls and assessments etc. | Yes  No |
| **Equalities**  Within the Equality Act 2010, public bodies have an additional responsibility to meet the Public Sector Equality Duty, as outlined below: When making decisions and delivering services, we must have due regard to: | |
|  | *Applicable (click box)* |
| Eliminating discrimination, harassment, victimisation and any other conduct that is prohibited under the Act | Yes  No |
| Advancing equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it | Yes  No |
| Fostering good relations between persons who share a relevant protected characteristic and persons who do not share it. | Yes  No |
| When recovering your service, please ensure that you consider the following in context of the Protected Groups (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation): | |
| The impact of your decisions on the Protected Groups e.g. look at the profile of service users and who could be affected by changes | Yes  No |
| Ensuring the recovery of services does not unlawfully discriminate e.g. accessibility of the service and information | Yes  No |
| Identify any adverse impacts on people with protected characteristics | Yes  No |
| Consider how we can better advance equality of opportunity | Yes  No |
| Consider if our decisions will affect relations between people with different characteristics | Yes  No |
| Involve employees in decision making processes in a way that takes into account their protected characteristics, such as communicating to employees on maternity leave or communicating in accessible ways to disabled employees. | Yes  No |

**People - Summary Conclusions**

*(Please summarise your considerations and conclusions here. The content of this section will form the basis of your Recover Plan. If not applicable, please state N/A)*

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## **Section 5: Legal**

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|  | *Applicable (click box)* |
| Have you taken account of the latest government guidance including general employer guidance and service specific? [*Further information can be found by visiting gov.wales*](https://gov.wales/your-responsibilities-employer-coronavirus) | Yes  No |
| How are you ensuring that data protection legislation is being complied with, if your service recovery involves remote access to systems? | Yes  No |

**Legal - Summary Conclusions**

*(Please summarise your considerations and conclusions here. The content of this section will form the basis of your Recover Plan. If not applicable, please state N/A)*

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## **Section 6: Financial**

You will need to consider the following and assess cost v benefit:

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|  | *Applicable (click box)* |
| Have you considered the costs of physical adaptations? | Yes  No |
| Will there be systems and software cost implications? | Yes  No |
| Will there be costs associated with changes to terms and conditions if applicable? | Yes  No |
| Are there any additional operating costs due to additional staffing requirement? | Yes  No |
| Have you considered the cost of not re-starting the service e.g. loss of income? | Yes  No |

**Financial - Summary Conclusions**

*(Please summarise your considerations and conclusions here. The content of this section will form the basis of your Recover Plan. If not applicable, please state N/A)*

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## **Section 7: ICT, Property and Physical Assets**

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|  | *Applicable (click box)* |
| Have you considered what additional ICT solution(s) you will require to re-start your service e.g. new e-form, digital systems, online solutions etc. | Yes  No |
| Have you consulted the ICT Team? | Yes  No |
| Have you considered any physical alterations that might be required to the premises in order to re-start the service?  [Social Distancing in Offices and Depots (.pdf)](https://ourpeople.carmarthenshire.gov.wales/media/659112/gd6350-propertysd_guidance_en.pdf) | Yes  No |
| Have you completed the buildings checklist to ensure buildings are ready for restarting the service?  [Recovery Checklist For Council Buildings (.pdf)](https://ourpeople.carmarthenshire.gov.wales/media/659123/recovery-checklist-for-council-buildings.pdf) | Yes  No |
| Have you considered whether you have sufficient physical resource to deliver your service? e.g. vehicles, plant and other equipment & materials | Yes  No |

**ICT, Property and Physical Assets - Summary Conclusions**

*(Please summarise your considerations and conclusions here. The content of this section will form the basis of your Recover Plan. If not applicable, please state N/A)*

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## **Section 8: Involvement / Consultation**

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|  | *Applicable (click box)* |
| **Employees -** Ensure they are consulted throughout (if you have not done this throughout, please ensure they are brought up to date, and that arrangements are in place for line managers to provide regular updates). | Yes  No |
| **Public** - will the restarting of the service require consultation with service users? marketing and media would require this to be considered as part of the communications plan.  . | Yes  No |
| **Trade Unions** - Share your recovery plans for information. | Yes  No |
| Does your recovery plan impact on other services e.g. will it increase demand on other services? | Yes  No |
| Will it affect critical services if deployed staff are returned to their substantive roles? | Yes  No |
| Does re-starting the service impact on partner organisations e.g. Police, NHS, Regional Partnerships? | Yes  No |
| Does re-starting your service impact on other key stakeholders e.g. internal services, Elected Members, Town and Community Councils? | Yes  No |

**Involvement / Consultation - Summary Conclusions**

*(Please summarise your considerations and conclusions here. The content of this section will form the basis of your Recover Plan. If not applicable, please state N/A)*

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## **Section 9: Communicating the Plan**

You are required to have a robust Communication Plan in place particularly if your service is delivered to residents of Carmarthenshire or general members of the public.

* [Marketing and Media Strategy (.pdf)](https://ourpeople.carmarthenshire.gov.wales/media/659023/recovering-from-the-covid-19-pandemic-marketing-and-media-strategy.pdf)

Please consider the following:

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|  | *Applicable (click box)* |
| Have you consulted the [Marketing and Media Team](http://intranet/our-people/marketing-media/)? | Yes  No |
| How will you communicate your plan? | Yes  No |
| Who will you need to reach? | Yes  No |
| When will you communicate? | Yes  No |
| What resource will this require? | Yes  No |

**Communicating the Plan - Summary Conclusion**

*(Please summarise your considerations and conclusions here. The content of this section will form the basis of your Recover Plan. If not applicable, please state N/A)*

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