



ONCHAN DISTRICT COMMISSIONERS

COVID-19 Business Continuity Plan

**16th March 2020
Linda Radcliffe
Chief Executive/Clerk**

Introduction

There are a number of measures that have been considered by Onchan District Commissioners (ODC) in light of the declaration of the Pandemic Covid-19 to Phase 2, Delay Phase. It is possible that the UK government will move to Level 4 at some point in the future, Mitigate Phase. In the Delay phase consideration to public gatherings, social distancing for the over 70s and those who are vulnerable will require the Authority to alter how it functions.

Contingencies considered the need to reduce services by prioritising core business and stopping non-core business when necessary to ensure that we can continue to provide essential services to the people of Onchan.

ODC Services have been divided into:-

Core Business

Elderly Persons Complex
Housing Maintenance (incl. Social Housing Allocations)
Street lighting
Refuse collection
Litter and Street cleaning
Planning Applications

Non-Core Business

Harvey Briggs Library
Onchan Park
The Hub

Decisions will be required as and when we receive updates and/or when the situation worsens in respect of staff reduction either through illness or school closures. Potentially 1 in 5 of the staff may be absent from work at any one time, however, with the decision by the IOM/UK Government to cohort families i.e. when one family member is ill, then all others are required to self-isolate for 7 to 14 days. The potential impact to staffing is that 1 in 3 members of staff may be absent at any one time.

The process of setting up and testing remote working has commenced. A list of staff who can work from home has been identified. Access to certain of our software systems are being explored and training being provided in the areas where only one person can deliver an identified function and solutions to remedy this wherever possible.

Prior to the peak of the virus, the intention is that a Senior Manager will be available at all times to manage the core functions of the Authority, it is therefore necessary to split the officers into three staff groups. Two groups will work offsite and one group will be available at Hawthorn Villa.

A number of measures in the main finance office has already commenced such as:-

- Remove paper from reception area – forms and leaflets removed to the staff side of the counter to be passed to members of the public when required.

- Move chairs slightly further from the Counter to keep the suggested minimum space of 2 metres between them and staff in the office.
- Close the front entrance to building at the stairs as this door requires push/pull to open in either direction.
- Prop open internal door at disabled access so the handles are not required to be used and the external door can be used by the button with an elbow.
- Close the toilets in main reception to members of the public leaving them available for use by staff.
- A box of gloves available for the handling of money at the counter.
- Bin with foot pedal for the front of the counter and tissues available for members of the public to use if needed?
- Letters are being given to members of the public who attend the offices to suggest alternative means of paying their rent/rates etc.
- Community Hub cancellations will receive a full refund.

Provision will be made for elderly and vulnerable members of the public to make payments at the counter on a Friday weekly between 10:00 am and 12 Midday.

Hand Washing

Following are Risk Assessment - The sink in the Surveyors team is being used for staff hand washing on entrance/exit of the building and for finance staff when handling cash. Staff must wash hands regularly for 20 seconds throughout the day, before and after eating food or after coughing/sneezing.

Health and Well-Being

Multi-vitamins and mineral (3 months' supply) will be provided to all staff. Sickness reporting procedures remain in place and staff will be supported to self-isolate in the event that they have symptoms of fever/cough. Self-certification periods have increased from 7 days to 14 days.

Elderly Persons Complex

Both Springfield Court and Heywood Court have Warden controlled support. If the Wardens are unable to work for whatever reasons, it is recommended that weekend and out of hour's provision via Adorn is the back-up. Checking on elderly, vulnerable family, friends and neighbours are advised and the Wardens have been requested to identify any tenants who may require additional support (Long Term Condition sufferers) or who don't have any family to make food provisions. Consideration needs to be given to the collection of Clinical Waste and Sharps. Additional hand gels will be provided.

Coffee mornings have now ceased in the complexes as social distancing has now been advised. Limiting close contact by keeping a distance of 2 metres.

An instruction has been given to the cleaning contractor and ODC cleaner to increase the frequency of door handle cleans or the Wardens can assist.

If a tenant is self-isolating then they should make the Warden aware so that we do not send any officers or contractors around.

Housing Maintenance

It is anticipated that the Surveyors team will respond to the following maintenance repairs during the period:-

- Burst Pipes major leaks
- No Heating/hot water
- No Electricity
- Gas Leaks
- Dangerous structural issues

With regards to annual gas boiler servicing and any other cyclical maintenance, a decision will be made dependent on health & safety requirements for that particular premise.

All general housing tenants who are self-isolating in their own home are requested that they notify the Authority in order to protect contractors and staff.

Social Housing Tenants

It is anticipated that Housing allocations will continue.

Communications from tenants in regard to the inability to pay rents, should be supported and reassured that a rental holiday period will be given and any rent arrears occurred during the pandemic will be subject to an agreed payment plan. It will may not be possible to waiver rents.

Street Lighting

Emergency repairs to street lights will be provided as long as the Contractor is able to deliver the service.

Refuse Collection

Refuse Collection team and Parks team will be cohorted to provide essential refuse collections. There are 5 HGV drivers and generally 2 refuse vehicles on the road at any one time. The intention will be to split the drivers up. Advice from DEFRA UK has been circulated

to the Refuse teams in relation to the expectation that house holders will be required to double bag any clinical waste in a black bag and hold it on their premises for 72 hours before it is placed in the Refuse bin. House holders will also be required to ensure that their bin closes fully before it can be collected. Risk assessments are being conducted.

Litter and Street Cleaning

The service will continue and members of the Refuse and Parks team to be trained in the use of the new street cleaning vehicle.

Planning Applications

We are currently awaiting announcement from Central Government with respect to planning applications.

Commercial Tenants and Local Businesses

Any communications from our local businesses and/or commercial tenants identifying business issues, such as staffing/cash flow etc will require the contact details of Rachel Hopkinson, Department of Enterprise:-

Telephone: 687175

E-Mail: rachel.hopkinson@gov.im

General Information

Covid-19 signage has been placed in all ODC public buildings, that advises members of the public and staff how to protect themselves and others.

It is imperative that we operate a strict clean desk policy cleaning of the desk, pc, keyboard, mouse and telephone is undertaken when working from a desk and leaving that desk.

Sharing of food must not occur.

Information is changing constantly and the link to the Coronavirus (COVID 19) is <https://www.gov.im/coronavirus>