

# Covid-19 Route Map

## Our buildings

Phase 1	Phase 2	Phase 3	Phase 4	2021	Long Term
All offices closed to the public. Essential staff only working in or out of a reduced number of buildings. Home visits and site meetings suspended except as required to deliver critical protecting people services.	All offices closed to the public. Essential staff only working in or out of a reduced number of buildings. Home visits and site meetings suspended except as required to deliver critical protecting people services.	All offices closed to the public except by invitation. Return of some staff in services undertaking non essential activity. Limited home visits/site meetings.	All offices closed to the public except by invitation. Return of more staff in services undertaking non essential activity. Limited home visits/site meetings.	Offices opened adhering to national guidance and in line with the council's priority of being a digital, agile council with reduced estate.	Review and reduce further the number of buildings we have in line with the council's priority of being a digital, agile council with reduced estate.
All shared facilities with ANGUSlive such as our campuses closed and cease use of community or other partners' venues.	All shared facilities with ANGUSlive such as our campuses closed and no use of community or other partners' venues.	All shared facilities with ANGUSlive such as our campuses closed and no use of community or other partners' venues.	Limited access to indoor facilities adhering to national guidance.	Use of indoor facilities adhering to national guidance.	Use of indoor facilities adhering to national guidance.

## Our people

Staff normally working in non-essential offices are working at home using virtual and online tools to engage with citizens, businesses, clients, service users and partners.	Staff normally working in non-essential offices are working at home using virtual and online tools to engage with citizens, businesses, clients, service users and partners.	Staff normally working in non-essential offices are working at home using virtual and online tools to engage with citizens, businesses, clients, service users and partners.	Return of more staff to non-essential offices however working from home remains the default position for many using virtual and online tools to engage with citizens, businesses, clients, service users and partners.	Some staff working in non-essential offices adhering to national guidance and in line with the council's priority of being a digital, agile council with reduced estate.	Staff working agilely in line with the council's priority of being a digital, agile council with reduced estate.
Risk assessments undertaken to assure safety of key workers.	Risk assessments undertaken to assure safety of key workers; workforce policies and procedures reviewed to reflect workforce working at home.	Risk assessments undertaken to assure safety of key workers and those returning to workplace or delivering face to face services; workforce policies and procedures reviewed and health and safety assessments done to reflect workforce working at home and identify issues of wellbeing.	Risk assessments undertaken to assure safety of key workers and those returning to workplace or delivering face to face services; workforce policies and procedures reviewed and health and safety assessments done to reflect workforce working at home and identify issues of wellbeing.	Reinforce our agile approach and digital delivery of services and continue to support workforce to develop new ways of collaborating and working together.	Support our agile approach and digital delivery of services and continue to support workforce to develop new ways of collaborating and working together.
Elected member committee meetings move online with a new Special Arrangements Committee and Development Standards and Licensing Committees continuing.	Virtual Committee meetings continue and available on YouTube.	Virtual Committee meetings continue and available on YouTube.	All previous committees restart and held online.	Mix of face to face and online meetings held.	Mix of face to face and online meetings held.
Recruitment suspended except for essential posts.	Recruitment suspended except for essential posts. Online interviews start.	Online interviews continue with face to face interviews only in exceptional circumstances, online recruitment of 22 MAs.	Online interviews continue with face to face interviews only in exceptional circumstances.	Mix of online and face to face interviews.	Mix of online and face to face interviews.

## Our citizens

Increased use and promotion of web chat, online services and social media to deal with enquiries; prioritisation of enquiries from those shielding.	Increased use and promotion of web chat, online services and social media to deal with enquiries; prioritisation of enquiries from those shielding.	Increased use and promotion of web chat, online services and social media to deal with enquiries.	Increased use and promotion of web chat, online services and social media to deal with enquiries.	Continue to develop online services for customers reducing face to face and telephone enquiries.	
Support for vulnerable people and families with food and welfare provided through the establishment of the Humanitarian Angus Assistance Response Team (HAART) in partnership with voluntary sector and communities. Online and telephone service starts.	Support for vulnerable people and families with food and welfare provided through the Humanitarian Angus Assistance Response Team (HAART) in partnership with voluntary sector and communities. Online and telephone service starts. Food Hubs open.	Reduced service offered and food hubs close. Start to consider how we learn from HAART and how we focus our services and resources on getting the right services to the right people and in the right place.	Focus our services and resources on getting the right services to the right people and in the right place.	Focus our services and resources on getting the right services to the right people and in the right place.	
Our services continue where possible online and through virtual meetings but with critical services delivered face to face.	Our services continue where possible online and through virtual meetings but with more critical services delivered face to face. Priority panels resume online.	Our services continue where possible online and through virtual meetings but with more critical services delivered face to face and home visits. Priority panels continue online. Further increase in face to face working and home visits where appropriate.	Our services continue where possible online and through virtual meetings but with more critical services delivered face to face and critical home visits. Priority panels continue online. Further increase in face to face working and home visits where appropriate.	Our services continue where possible online and through virtual meetings but with more critical services delivered face to face and critical home visits. Priority panels continue online. Further increase in face to face working and home visits where appropriate.	Our services continue where possible online and through virtual meetings but with more critical services delivered face to face and critical home visits. Priority panels continue online. Further increase in face to face working and home visits where appropriate.
Council tax and rent breaks offered.	Council tax and rent breaks offered.	Restarting of formal debt recovery processes for council tax and rent.			
Unpaid work suspended.	Unpaid work suspended.	Outside work and small groups resume.	Wider range of placements where possible adhering to national guidance.	Wider range of placements where possible adhering to national guidance.	Wider range of placements where possible adhering to national guidance.
Courts closed except for specified cases. Critical court work continues.	Courts closed except for specified cases. Critical court work continues. Diversion assessments continue.	Increase in court activity. Use of virtual court hubs. Telephone interviews for home background reports and home detention curfew assessments as required.	Bail Supervision Assessment resumes; face to face interviews and meetings become more routine.		
School closed and transport suspended but hubs established for key workers' children and vulnerable children; staff deployed.	Schools closed and hubs operating. Childcare for school holidays operating. Start electronic payment of Free School Meals. Ongoing work to develop plans for blended learning model and reopening of schools.	Childcare for school holidays offered; electronic payment of Free School Meals; return to school on 12 August 2020 for all children and young people. School transport operating from 12 August. Enhanced and revised catering arrangements in place. Childcare providers reopen and ELC provision available. Schools ready to reopen with blended learning model as a contingency. Senior pupils accessing Dundee and Angus College provision.	Schools and other settings open and operating in line with national guidance. Continue to respond to public health advice and develop how learning in Angus will look in the future.	Schools and other settings open and operating in line with national guidance. Continue to respond to public health advice and develop how learning in Angus will look in the future.	Schools and other settings open and operating in line with national guidance. Continue to respond to public health advice and develop how learning in Angus will look in the future.
All face to face and group activity adult learning ceases	Establish online learning to support basic digital skills training.	More online Adult Learning classes continue.	Online and face to face learning offered.	Online and face to face learning offered.	More mixed learning methods available.
All face to face delivery of employability courses for all ages ceased.	Regular calls and online engagement with young people and clients.	Regular calls and online engagement with young people and clients; some face to face delivery restarts.	Regular calls and online engagement with young people and clients; online and face to face learning and training offered.	Online and face to face learning offered.	Redesign services to meet needs of young people and focus on online offer.
All face to face and group activity youth work ceased. Online programme developed.	Online programme continues.	Some activity resumes outdoors within guidance to support young people and communities.	Further activities resume outdoors within guidance to support young people and communities and respond to emerging mental health issues.	Online and face to face learning offered.	
Homelessness assessments and reviews delivered by telephone only and not face to face.	Homelessness assessments and reviews delivered by telephone only and not face to face.	Some face to face housing support returns but with main focus on telephone and digital delivery.	Implement further digital solutions and reduce face to face contact.	Implement further digital solutions and reduce face to face contact.	Redesign services.
Evictions for non payment of rent suspended and no rent arrears pursued.	Emergency Housing Repairs only. Gas safety checks carried out to ensure compliance.	Contractors restart to bring vacant properties to market and undertake gas servicing and repairs.	Ongoing advice and help via online; identified business critical face to face or office based work; restart managing rent arrears.		Return to Court action for non payment of rent.
Housing moves suspended. Online communication with tenants if possible.	Housing moves suspended. Virtual tours of properties start; online communication with tenants if possible.	Housing moves resume.			
Essential housing and building maintenance carried out only including gas testing.	Essential housing and building maintenance carried out only including gas testing.	Repairs and improvements recommence in line with guidance.	Repairs and improvements continue in line with guidance.	Continue to develop capital projects with timescales and budgets reprofiled; clear backlog of minor works.	
Remote death registration only; birth registrations suspended.	Remote death registration only; birth registrations suspended.	Alternative registrar's opens for appointments for birth and deaths; small marriages and civil ceremonies recommence.	Alternative registrar's opens for appointments for birth and deaths; small marriages and civil ceremonies recommence.	Larger ceremonies allowed.	More online registrations.

## Our communities

	More action to address anti social behaviour in respect of non compliance with social distancing.	More action to address anti social behaviour in respect of non compliance with social distancing.			
All waste services continue. Burials continue. Recycling centres closed.	Grass cutting in parks and cemeteries and at council house properties restarts. Four recycling centres reopen for essential waste disposal.	All recycling centres reopen with online booking system.	Other services resume.		
Access to all play equipment stopped.	Access to all play equipment stopped.	Playparks reopened in line with guidance as well as country parks; public and community managed toilets reopen.			
Essential roads maintenance only carried out.	Essential roads maintenance carried out only.	All roads construction and maintenance recommences in line with guidance and construction plan.	All roads construction and maintenance restarted in line with guidance and construction plan.		
Parking charges and enforcement suspended.	Parking charges and enforcement suspended.	Parking enforcement reinstated.			
Reduced public transport provision.	Reduced public transport provision.	Normal services resumed.	Normal services resumed.	Normal services resumed.	Further use of digital verification processes.
		Introduction of measures to encourage social distancing - 20mph speed limits in town centres and small villages.	Introduction of further measures to encourage social distancing through Spaces for Everyone.		
Arbroath Harbour closed to public but operational.	Sailing of pleasure boats from harbour with members of some household on board permitted with same day return to harbour.	Sailing of pleasure boats from harbour with members of one other household on board permitted with same day return.	Sailing of pleasure boats from harbour with members of more than one household on board permitted with same day return.	Sailing of pleasure boats from harbour and to other harbours to stay over permitted. Pleasure boat visitors from other harbours can visit and stay overnight or numerous nights.	

## Our business and economy

Construction suspended.	Construction suspended.	All construction works recommence in line with guidance and construction plan including social distancing.	All construction works underway in line with guidance and construction plan including social distancing.	Continue to develop capital projects.	Construction business fully delivered.
All on site visits from Building Standards suspended.	Introduction of virtual inspections.	Limited on site inspections aligned to construction restarting.	Limited on site inspections and use of virtual inspections.	Further use of digital verification processes.	Mainly use of digital verification processes.
Essential on site visits only to businesses to ensure compliance; food hygiene training suspended.	Essential on site visits to businesses to ensure compliance and advise on reopening.	Essential on site visits to businesses to ensure compliance and advise on reopening. Food inspections restart.	Ongoing compliance visits and advice to business.		
Rent breaks offered to our business unit tenants.	Preparations to support business units with shared space to reopen.	Limited site visits only for business unit enquiries; online marketing of Angus increased; promotion of Shop Local campaign funding awarded by Scottish Towns Partnership; restart works funded through Town Centre Fund.	Limited site visits only for business unit enquiries; online marketing of Angus increased; promotion of Shop Local campaign.	Focus on online and virtual engagement and meetings; attendance at events in line with guidance e.g. trade fairs.	
Newly Self Employed, Bed and Breakfast and Business Support Grants processed.	Newly Self Employed, Bed and Breakfast and Business Support Grants processed.				
		Support town centre retailers promoting Shop Local campaigns.			
Licensing applications and inspections on hold.	Online taxi licensing offered.	Limited on site inspections.	More inspections and compliance visits.		
Some contracts extended due to delay in tendering processes. Supplier Support Scheme developed in line with national guidance.	Some contracts extended due to delay in tendering processes. Supplier Support Scheme developed in line with national guidance.	Some contracts extended due to delay in tendering processes. Supplier Support Scheme amended in line with national guidance.	Supplier Support Scheme wound down.		
Formal debt recovery suspended.	Billing of Business Rates deferred.	Restarting of formal debt recovery processes. Resumption of billing of Business Rates.			