

Public Document Pack



Agenda for a meeting of the Bradford West Area Committee to be held on Thursday, 25 February 2021 at 6.00 pm in <https://bradford.public-i.tv/core/portal/home>

Members of the Committee – Councillors

LABOUR	Alternates Members LABOUR COUNCILLORS
Amran	Azam
Akhtar	Duffy
Mohammed	S Hussain
Thirkill	Shabbir
Nazir	Shaheen
A Ahmed	Dunbar
Engel	Arshad Hussain
Mullaney	Lal
Kamran Hussain	Swallow

Notes:

- Please note that, under the current circumstances, we are only able to produce limited paper copies. A webcast of the meeting will be available to view live on the Council's website at <https://bradford.public-i.tv/core/portal/home> and later as a recording
- Any Councillors or members of the public who wish to make a contribution at the meeting are asked to email asad.shah@bradford.gov.uk by **10.30 on Wednesday 24 February 2021** and request to do so. In advance of the meeting those requesting to participate will be advised if their proposed contribution can be facilitated and, if so, they will be provided with details of how to electronically access the meeting. Councillors and members of the public with queries regarding making representations to the meeting please email Asad Shah.
- Approximately 15 minutes before the start time of the meeting the Governance Officer will set up the electronic conference arrangements initially in private and bring into the conference facility the Chair and Members so that any issues can be raised before the start of the meeting. The officers presenting the reports at the meeting will have been advised by the Governance Officer of their participation and will be brought into the electronic meeting at the appropriate time.
- Decisions on items marked * are not Executive functions and may not be called in under Paragraph 8.7 of Part 3E of the Constitution.***

From:

Parveen Akhtar
City Solicitor
Agenda Contact: Asad Shah
Phone: 01274 432280
E-Mail: asad.shah@bradford.gov.uk

To:

A. PROCEDURAL ITEMS

1. ALTERNATE MEMBERS (Standing Order 34)

The City Solicitor will report the names of alternate Members who are attending the meeting in place of appointed Members.

2. DISCLOSURES OF INTEREST

(Members Code of Conduct - Part 4A of the Constitution)

To receive disclosures of interests from members and co-opted members on matters to be considered at the meeting. The disclosure must include the nature of the interest.

An interest must also be disclosed in the meeting when it becomes apparent to the member during the meeting.

Notes:

- (1) *Members may remain in the meeting and take part fully in discussion and voting unless the interest is a disclosable pecuniary interest or an interest which the Member feels would call into question their compliance with the wider principles set out in the Code of Conduct. Disclosable pecuniary interests relate to the Member concerned or their spouse/partner.*
- (2) *Members in arrears of Council Tax by more than two months must not vote in decisions on, or which might affect, budget calculations, and must disclose at the meeting that this restriction applies to them. A failure to comply with these requirements is a criminal offence under section 106 of the Local Government Finance Act 1992.*
- (3) *Members are also welcome to disclose interests which are not disclosable pecuniary interests but which they consider should be made in the interest of clarity.*
- (4) *Officers must disclose interests in accordance with Council Standing Order 44.*

3. INSPECTION OF REPORTS AND BACKGROUND PAPERS

(Access to Information Procedure Rules – Part 3B of the Constitution)

Reports and background papers for agenda items may be inspected by contacting the person shown after each agenda item. Certain reports and background papers may be restricted.

Any request to remove the restriction on a report or background paper should be made to the relevant Strategic Director or Assistant Director whose name is shown on the front page of the report.

If that request is refused, there is a right of appeal to this meeting.

Please contact the officer shown below in advance of the meeting if you wish to appeal.

(Asad Shah – 07541 624384)

4. PUBLIC QUESTION TIME

(Access to Information Procedure Rules – Part 3B of the Constitution)

To hear questions from electors within the District on any matter this is the responsibility of the Committee.

Questions must be received in writing by the City Solicitor in Room 112, City Hall, Bradford, BD1 1HY, by mid-day on Tuesday 23 February 2021.

(Asad Shah – 07541 624384)

B. BUSINESS ITEMS

5. AN UPDATE ON COVID-19 IN BRADFORD DISTRICT

1 - 10

The report of the Strategic Director, Place (**Document “C”**) provides an update on COVID-19 in Bradford District. It describes the district response between March 2020 and January 2021. The latest data on cases, admissions and deaths will be reported verbally at the meeting.

The report sets out how the Bradford District COVID-19 response is being managed, explaining the leadership role of the COVID-19 Management Group and the working groups that feed it.

Recommended –

That Bradford West Area Committee notes the contents of the report and the work that is taking place across district to respond to the Covid 19 pandemic.

(Ian Day – 07896 728186)

6. AN UPDATE ON COVID-19 RELATED COMMUNICATIONS IN BRADFORD DISTRICT

11 - 20

The report of the Chief Executive (**Document “D”**) provides an update on COVID-19 communications in Bradford District. It describes the district communications response between March 2020 and January 2021.

The report sets out how the Council-led system-wide communications response to COVID-19 across the Bradford District is being managed, explaining the leadership and co-ordination role of the System Communications Group, communications activities throughout the pandemic so far, and NHS-led planning for vaccinations.

Recommended –

- (1) That Bradford West Area Committee notes the contents of the report and the communications work that is taking place across district to respond to the COVID-19 pandemic.**

(Jenny Cryer – 07582 103747)

7. OBJECTIONS RECEIVED TO THE TRAFFIC REGULATION ORDER FOR WAITING RESTRICTIONS ON VARIOUS ROADS IN THE BRADFORD WEST CONSTITUENCY 21 - 34

The report of the Strategic Director, Place (**Document “E”**) considers objections to the proposed Traffic Regulation Order on various roads in the Bradford West Constituency.

Recommended –

- (1) That the No Waiting At Any Time restrictions proposed for the area between Sandsend Close and Neville Grove be removed from the draft Order, and the remaining objections be overruled and the Traffic Regulation Order be sealed and implemented as otherwise advertised.**
- (2) That the objectors be informed accordingly.**

(Andrew Smith – 01274 434674)

8. WASTE SERVICES - BRADFORD WEST SERVICE PROVISION - UPDATE 35 - 68

The report of the Strategic Director, Place (**Document “F”**) will update the Committee on actions from the previous brief in November 2020 with regards to the additional demands and operational difficulties encountered due to the Covid19 pandemic and its effects within Bradford West and the wider District.

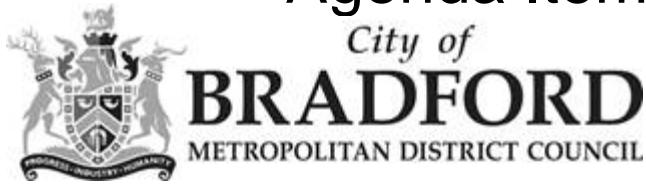
Recommended –

- (1) Members are asked to consider this report and the obstacles that Waste Services have had to overcome to maintain this essential operation. Any recommendations to further aid with service provision are welcome.**

(Richard Galthen – 01274 431217)

THIS AGENDA AND ACCOMPANYING DOCUMENTS HAVE BEEN PRODUCED, WHEREVER POSSIBLE, ON RECYCLED PAPER

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Report of the Director of Place to the meeting of Bradford West Area Committee to be held on 25 February 2021

C

Subject: AN UPDATE ON COVID-19 IN BRADFORD DISTRICT

Summary statement:

This report provides an update on COVID-19 in Bradford District. It describes the district response between March 2020 and January 2021. The latest data on cases, admissions and deaths will be reported verbally at the meeting.

The report sets out how the Bradford District COVID-19 response is being managed, explaining the leadership role of the COVID-19 Management Group and the working groups that feed it.

EQUALITY & DIVERSITY:

Data suggests that the correlation between dying from COVID-19 and deprivation is strong. 40% of people who died were residents who lived in the most deprived areas of Bradford District (quintile 1) compared to 7% in the least deprived areas (quintile 5). Whilst everyone is affected by measures to control COVID-19, some groups in Bradford are experiencing disproportionate health, social and economic impacts. COVID-19 has both amplified the existing inequalities in society, and created new risks and impacts for people who may not previously have considered themselves to be vulnerable. There have been three main ways Bradford Council has led the response to COVID-19; with the aim of reducing exacerbation of health inequalities. Firstly through working with communities, secondly through targeting prevention and control activities and finally through targeted research with partners.

Jason Longhurst
Director of Place

Portfolio:

Public Health

Report Contact: Ian Day, Assistant
Phone: 07896728186
E-mail: ian.day@bradford.gov.uk

Overview & Scrutiny Area:

Health and Social Care

1. SUMMARY

This report provides an update on COVID-19 in Bradford District. It describes the district response between March 2020 and January 2021. The latest data on cases, admissions and deaths will be reported verbally at the meeting.

The report sets out how the Bradford District COVID-19 response is being managed, explaining the leadership role of the COVID-19 Management Group and the working groups that feed it.

2. BACKGROUND

- 2.1** At its meeting of 26th November 2020 Bradford West Area Committee received a verbal update on the work of the Council in its response to the Covid 19 pandemic. At the meeting it was resolved:
- (i) *A written report be presented in February 2021 that gives detailed information on Public Health and Council's Covid-19 Programme Management activities, with particular focus on fair and representative recruitment processes for Covid related positions.*
 - (ii) *That the spirit of the work ethic of NHS frontline staff including the Ambulance Service be highly praised for their efforts in pulling together and making essential changes to ensure the best possible care for patients during Covid-19.*
- 2.2** The Council originally developed Terms of Reference for the Covid Emergency Response on the 17th March 2020. This was based around an Emergency Management approach of Gold, Silver and Bronze commands, with Bronze commands established for five thematic areas of work. Since then, the district (as per nationally), has gone through a partial period of recovery but is now experiencing a second wave.
- 2.2.1** Between March and September, the COVID-19 response was coordinated through the Test and Trace Steering Group chaired by Public Health. This group met weekly and had representatives from environmental health, education, care homes, primary care, local contact tracing, testing, outbreak control, VCFS partners, Bevan House, education and engagement and programme management reporting in. The group was responsible for delivering a work programme and produced regular highlight reports to the Outbreak Control Board.
- 2.3** The Test & Trace Steering Group put the framework in place for the district response, producing an outbreak management plan, a testing strategy and delivering essential advice and guidance to public and partners, supported by detailed public health intelligence briefings. The Group also commissioned a number of community anchor organisations to deliver engagement and education and to support with testing, outbreak management and support to isolate if required. In addition, a group of Covid Young Ambassadors was established to provide 'voice and influence' for the districts young people. Feedback from these organisation also helps to build a picture of concerns and issues that inform local

responses.

2.4 Mobilising the districts response was challenging and undertaken at speed, although also highly effective and it laid the solid foundations upon which a more sustained and longer term response has now been built.

2.5 The COVID-19 Management Group and working groups

To formalise the Council's response and reporting arrangements for the COVID-19 second wave from October 2020 onwards a new structure was established to ensure that:

- Local response was built on existing solutions wherever possible
- All activity associated with Covid-19 within the Council and was co-ordinated through clear governance and reporting structure, and that decisions could be taken at the appropriate level.
- Actions and tasks requested through all levels of the governance structure could be undertaken and acted upon in a timely manner.
- Issues and decisions are evaluated at an appropriate level, with issues escalated upwards when needed

3. OTHER CONSIDERATIONS

3.1 The COVID-19 Management Group

Building on the existing strengths in the Neighbourhood Service, the COVID-19 management group meets weekly and is chaired by Ian Day, Assistant Director Neighbourhood & Customer Services and Sarah Muckle, Director of Public Health. The group is fed by a number of working groups, operating under a programme management methodology. The management group produces weekly health intelligence reports which guides the work of all other working groups and also a weekly highlight report made from reports on set key performance indicators from each working group. These reports are shared with the Health Protection Assurance Group and the Outbreak Control Board, which provide a mechanism for the escalation and resolution of any emerging issues or higher level decisions.

3.2 The working groups comprise: Data and Intelligence; Engagement; Enforcement; Outbreak Control; Education Settings; Vulnerable Adults; Testing; Contact Tracing; Finance & Resources, Communications and more recently 'Vaccination'.

3.2.1 Data and Intelligence

A weekly intelligence report is produced to support the work of the group. This report includes intelligence on cases, Bradford District's national ranking in terms of cases, our positivity rate (% of tests which are positive), age groups affected, ethnicity affected, priority wards, data on contact tracing, outbreaks, NHS activity and deaths and insight from local and national reports. The report also includes recommendations for weekly priority geographic areas of focus.

3.2.2 Engagement

The Bradford COVID-19 Hub sits within the Neighbourhood Service and is located at St Margaret McMillan Towers in the centre of Bradford, from where staff are deployed across the district.

The Hub employees in the region of 100 Covid Support Workers, who work shift patterns providing seven day a week cover for the majority of daylight hours.

The hub engages with residents and businesses on a range of activities which varies depending on any particular national restrictions, aligned to the government tiering system and any emerging local priorities. This work includes direct engagement with businesses to reinforce messaging on issues such as 'QR Codes' and face mask usage and work with customers on similar issues, including queuing and personal safety.

The Hub also manages home testing, providing door step tests for up to 2,000 people a week in areas of noted high infection and two 'rapid' testing sites at St Georges Hall and Airedale Shopping Centre in Keighley, where in the region of 2,000 tests on 'asymptomatic people are undertaken weekly, through a 'walk up' facility. More recently new approaches are being tried out to increase take up of tests, including basing staff at community centres and at retail areas.

In advance of 'home testing' and aligned to the rapid testing sites Covid Support Workers spend time in communities to promote these opportunities and engage people in conversations around Covid related matters. Ward councillors have played an important role in encouraging participation in the testing work.

More recently, Covid Support Workers have worked in communities to promote take up of the vaccine and to provide marshalling support at vaccination centres to help queue management and providing support to people that are attending for a vaccine injection. The diverse composition of workforce and in particular 'community language skills' held across the teams has proven to be invaluable in this aspect of the work.

Staff from the Hub are sharing information, resources, skills, languages and experience from across diverse sectors seeking to collectively target engagement with residents in neighbourhoods, parks, open spaces, commercial centres and business corridors where there are challenges with social distancing and compliance.

Community engagement and support is crucial. It is imperative that Bradford residents support efforts to avoid infection from COVID-19 and avoid transmission if infected. This requires communities to understand how COVID-19 is spread, and the consequences of the infection as well as trust in the impact of communal efforts to control CODID-19.

3.2.3 Enforcement

District enforcement is undertaken through a combination of Council (Licensing & Environmental Health), Police and West Yorkshire Fire & Rescue Service resources. A range of activity has been delivered to support the Four Es model of engage, educate, encourage and then enforcement.

Due to the changing nature of legislation the enforcement role is often challenging. Expectations from the public around what is possible to enforce often don't match with the powers available to the Council or Police. A regular tasking meeting takes

place which also reports weekly to a West Yorkshire Tactical Coordination Group on Enforcement.

3.2.4 Testing working group

The purpose of the Testing Working Group is to implement the Bradford District Testing Strategy. The strategy has four aims:

- Controlling and preventing transmission of the virus by identifying cases, tracing their contacts and supporting cases and contacts to isolate – to break the chain of transmission and prevent and protect the spread of the disease amongst the population
- Surveillance to understand the spread of coronavirus and to target future testing
- Protecting NHS services to deliver testing to support the safety of staff and patients
- Protecting vulnerable groups to reduce the risk of infection in groups, communities or settings where there are greater risks.

The working group brings together colleagues from public health, the COVID-19 response hub, the CCG and adult social care. The working group plans, directs and oversees local testing through: home testing, rapid (lateral flow testing), Mobile Testing Units, locally run testing at Marley Fields for key workers, testing for residential care staff via the national portal and testing at the City Centre Local Testing Site, Bradford University Regional Testing Site and Victoria Hall Local Testing Site.

3.2.5 Local contact tracing working group

The Council has built up a local contact tracing team operating within the Council's Customer Services team. All engaged on this work have received specialist training provided by Public Health England. Co-ordinated with the national NHS Test and Trace service, the local team receive details daily of individuals testing positive for COVID-19 in the BMDC area, that the national team have been unable to reach, following these up by text, phone call and home visit.

3.2.6 Outbreak control working group

Response to outbreaks is overseen by the Outbreak Control working group. The definition of an outbreak in a COVID-19 scenario is where two or more people with confirmed COVID-19 (positive test) are linked by a common setting.

The working group includes representatives from Public Health, Environmental Health, Infection Prevention and Control, as well as Voluntary and Community Services. The team work closely with the Public Health England Health Protection Team (Yorkshire and Humber) to provide robust outbreak and complex case management. The team also work proactively to prevent the spread of COVID-19 through engagement and site visits to ensure COVID-19 risk assessments are in place, implemented and adhered to.

3.2.7 Education settings working group

Public Health works closely with schools and the education sector to provide timely public health advice on preventing and managing COVID-19 cases in school.

There is a dedicated national Department of Education (DfE) support line for new cases. Schools are asked to report all new cases to the DfE, but also the Local

Authority so that the severity of any COVID-19 clusters can be assessed and support offered

3.2.8 Vulnerable adults working group

The Vulnerable adults working group ensures there is appropriate support for vulnerable adults across Bradford District. The council's Department of Health and Wellbeing has developed a COVID-19 Support Team. This team provides a dedicated care liaison support role for independent care providers in the response to COVID-19. The team supports local providers of residential/nursing care and community based services to vulnerable people providing advice, guidance and support in their response to COVID-19. This includes advice on infection, prevention and control; latest guidance; routine repeat asymptomatic testing of staff and residents and links to support to manage outbreaks. The team works in partnership with providers to promote the wellbeing and safety of service users and staff within the sector.

3.2.9 Finance and Resources

Oversight of finances and resources is managed by the finance and resources working group. This group leads on the coordination of recruitment and monitors expenditure of Covid related activity, ensuring that costs are managed and budgetary provision is made available for necessary costs.

The Council's Human Resources team has taken a lead on the recruitment of staff for the Covid Hub and are also involved in the recruitment of staff for the wider vaccination programme, working with the 'Skills House' partnership.

The role of Covid Support Worker was created in order to establish a generic frontline Covid response role that could conduct those roles and responsibilities lead from the Covid Response Hub. The Hub is managed thorough a district-wide arrangement overseen by two Hub Managers who are supported by six Operations Managers, Covid Support Workers and an administrative support team. (structure is attached as Appendix A). An initial recruitment process for these roles yielded approximately 30 members of staff. As the work of the Covid Response Hub continues to increase, it was felt that a further recruitment process was needed to increase the numbers of people in the Covid Support Worker roles.

In November 2020, a large scale recruitment process was developed with the assistance of 'SkillsHouse' colleagues. Further to the Council's recent investment in the partnership, SkillsHouse has been upscaling its model to implement a localities based multi-agency approach. This has enabled greater reach in terms of promoting the roles and engaging residents across diverse communities. To ensure that recruitment to these roles was as timely, inclusive, and efficient as possible, it was agreed that the council's usual recruitment processes would be streamlined as much as possible, without reducing the integrity of the process in either the quality or suitability of candidates appointed, or in the candidates' experience of the recruitment process.

In order to ensure that the opportunity of applying for these available roles was made available to all aspects of Bradford's diverse community, a number of methods were adopted to ensure that as many people as possible were informed about the roles. As well as the roles being made available on the 'Skills House'

website, Bradford Council's external recruitment website and also the schools HR recruitment website 'Prospects', the Bradford Covid Response Hub used a range of social media platforms extending from Facebook, Twitter, email distribution lists and groups on 'What's App' to promote the Covid Support Worker opportunities. In addition, a wide range of trusted local contacts and voluntary infrastructure groups such as CABAD, REN, local faith networks as well as Ward Officers (to cascade to local contacts) and Youth Workers also supported sharing information extensively across their contacts. The vacancies were also promoted through the wider SkillsHouse delivery partnership including VCS partners across the District, the three FE Colleges, Incommunities, JCP and the University of Bradford.

To date, as a consequence of this recruitment process, we have received over 500 applications. Through the subsequent consistent shortlisting process 286 people were interviewed with approximately 60 people having been appointed to the Covid Support Worker roles in a variety of full and part time roles, working during the daytime, evenings and weekends, to maintain the 7 days a week Covid Response Hub operation.

The recruitment process remains 'live', with a number of applications still being received each week. It is planned that a further advertising campaign will take place over the next few weeks, to again approach Bradford's diverse communities to increase awareness of these roles and seek further applications, with the aim of ensuring that our workforce is representative of the community and district that it serves.

The successful candidates now working in these roles, represent a broad cross section of ethnicities, ages, socio-economic backgrounds and other characteristics found within the diverse Bradford district. The diversity of those recruited has provided the Hub with staff who can speak languages extending from Urdu, Bengalis, Hinko, Pushto, Slovak, Polish, Serbian, Romanian, Arabic and many others. In addition, these staff have been integral to taking part in discussions and opportunities to shape culturally appropriate and sensitive services.

3.2.10 Communications

The Communications approach for Bradford has been delivered through a partnership which includes the Council, the Clinical Commissioning Group (CCG) and Voluntary and Community Sector (VCS). VCS partners include CABAD, the Council for Mosques and the Racial Equality Network who work with a network of 21 community based anchor organisations. Regular meetings take place to coordinate activity. This model allows for agile and targeted communications that build on deep understanding of communities, operating as part of a wider joined up communications effort.

3.2.11 Vaccination

More recently and sitting within the governance of district Health partners a highly complex set of arrangements has been put in place to organise the delivery of vaccines to eligible district residents. The vaccine is currently being administered through three hospital sites, ten primary care networks (GP surgeries) and a community pharmacist location in the centre of Bradford. A larger community vaccination site has also opened at Jacob's Well. All vaccination sites are

appointment based and the community pharmacy site and Jacob's Well also serve people from a 45 mile radius, extending beyond the districts boundary.

3.3 The current situation: epidemiology

Due to the fast changing nature of infection rates, details on the current position will be provided verbally at the meeting.

4. FINANCIAL & RESOURCE APPRAISAL

Government support includes specific funds which are targeted at containment of Covid outbreaks, test and trace, surge enforcement and the clinically extremely vulnerable and it has been confirmed that as part of the Comprehensive Spending Review statement in November, the chancellor announced the continuation of emergency grants into next year. The Council will also receive separate funding for the work it is doing on lateral flow testing. Furthermore, where the Council is supporting the NHS on the vaccination programme, all additional costs will be recovered.

5. RISK MANAGEMENT AND GOVERNANCE ISSUES

Risks are managed within the governance of the district response and there are no direct risk management and governance issues within the context of this report.

6. LEGAL APPRAISAL

There are no legal issues apparent.

7. OTHER IMPLICATIONS

7.1 SUSTAINABILITY IMPLICATIONS

There are no sustainability implications within the context of this report.

7.2 GREENHOUSE GAS EMISSIONS IMPACTS

There are no greenhouse gas emissions within the context of this report.

7.3 COMMUNITY SAFETY IMPLICATIONS

Enforcement of any breaches of Covid 19 restrictions are undertaken through a combination of the Council's Licensing Team, Environmental Health Officers and Bradford Police Division.

7.4 HUMAN RIGHTS ACT

There are no human rights implications apparent within the context of this report.

7.5 TRADE UNION

There are no trade union implications apparent within the context of the report.

7.6 WARD IMPLICATIONS

Infection rates vary by ward and local response is adapted accordingly. These can and do change over time and deployment plans are reviewed weekly. Where the Hub deploys staff to a particular ward, local ward councillors are informed and invited to participate in any engagement work.

7.7 AREA COMMITTEE ACTION PLAN IMPLICATIONS

(for reports to Area Committees only)

There are no Area Committee Action Plan implications apparent.

7.8 IMPLICATIONS FOR CORPORATE PARENTING

There are no corporate parenting implications apparent.

7.9 ISSUES ARISING FROM PRIVACY IMPACT ASSESSMENT

There are no issues apparent.

8. NOT FOR PUBLICATION DOCUMENTS

None.

9. OPTIONS

Bradford West Area Committee is asked to consider the district response to the Covid 19 pandemic and the latest data on infection rates locally. The Area Committee may determine to make any recommendations for change.

10. RECOMMENDATIONS

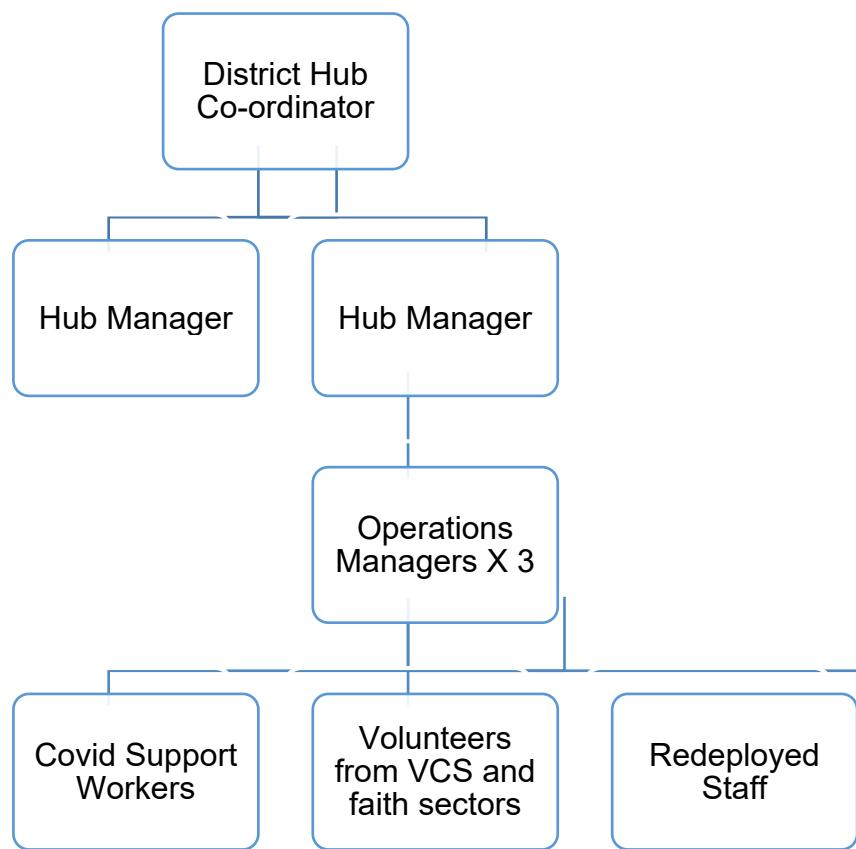
That Bradford West Area Committee notes the contents of the report and the work that is taking place across district to respond to the Covid 19 pandemic.

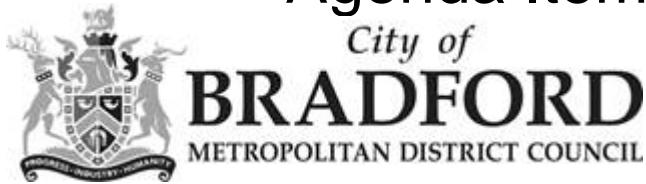
11. APPENDICES

11.1 Appendix A – Bradford Covid Response Hub structure.

12. BACKGROUND DOCUMENTS

- Bradford District Outbreak Control Plan (June 2020)
<https://www.bradford.gov.uk/media/5921/bradforddistrictcovid-19outbreakplan.pdf>
- C-SAG bradfordresearch.nhs.uk/c-sag/
- Cases – coronavirus cases in the uk: <https://coronavirus.data.gov.uk/cases>
- Deaths - Death registrations and occurrences by local authority and health board:
<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/causeofdeath/datasets/deathregistrationsandoccurrencesbylocalauthorityandhealthboard>
- National restrictions https://www.gov.uk/guidance/new-national-restrictions-from-5-november?utm_source=4ec0c5c2-dae1-4d85-81b0-bdd531c4bc31&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate





Report of the Chief Executive to the meeting of Bradford West Area Committee to be held on 25 February 2021

D

Subject:

AN UPDATE ON COVID-19 RELATED COMMUNICATIONS IN BRADFORD DISTRICT

Summary statement:

This report provides an update on COVID-19 communications in Bradford District. It describes the district communications response between March 2020 and January 2021.

The report sets out how the Council-led system-wide communications response to COVID-19 across the Bradford District is being managed, explaining the leadership and co-ordination role of the System Communications Group, communications activities throughout the pandemic so far, and NHS-led planning for vaccinations.

Kersten England
Chief Executive

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Executive
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Portfolio:

Corporate

Overview & Scrutiny Area:

Corporate

EQUALITY & DIVERSITY:

Everyone is affected by COVID-19 and the measures to control the virus but some groups in Bradford are experiencing disproportionate health, social and economic impacts. The pandemic has magnified some of the existing inequalities including health inequalities in society and this has been reflected in disproportionate numbers of residents from BAME communities being impacted by the virus.

Bradford Council has led the communications response to COVID-19 by working with partners, system staff and volunteers on the ground to ensure key messages are spread as widely as possible; targeting communications to specific communities; and by producing communications in a range of formats, languages and channels.

1. SUMMARY

- 1.1 This report provides an update on COVID-19 communications in Bradford District. It describes the district communications response between March 2020 and January 2021.
- 1.2 The report sets out how the Council-led system-wide communications response to COVID-19 across the Bradford District is being managed, explaining the leadership and co-ordination role of the System Communications Group, communications activities throughout the pandemic so far, and NHS-led planning for vaccinations.

2. BACKGROUND

- 2.1 The onset of COVID-19 in February 2020, followed by a swift move into total lockdown in March 2020, required immediate and enhanced communication by the Council and its system partners to inform residents and ensure that people were able to access the services they needed during the crisis. Additional services particularly at neighbourhood and community level were emerging to respond to the crisis and these needed to be communicated to the people of the district. Major central government initiatives such as Track and Trace and business grants also needed a swift and effective communications response.
- 2.2 In the early days of the crisis it was clear that the capacity within the Council communications function needed to be increased to meet demand. It also became clear that communications needed to reach deep into communities and that the usual channels used by the team on their own would not be sufficient to meet this need. New ways of reaching and impacting on residents would become ever more important as the crisis continued.
- 2.3 As messaging moved into the space of behaviour change, this need to think outside of the usual box became even more critical. To meet this developing need a multi-faceted approach was put in place at pace. The elements within the response were:
 - An initial Communications Strategy was produced.
 - The Council Communications team, working on a 7-day 24-hour cover basis, to both send out proactive communications and to respond to the upsurge in media enquiries.
 - A contract given through Communities Bronze to CABAD to deliver communications with and through communities.
 - A contract with the Council for Mosques focusing primarily on communication with South Asian communities using the mosques network.
 - A contract from Public Health to the Race Equality Network and their community anchors to deliver communications and engagement in BAME communities
 - A contract given via Health and Wellbeing Board for additional support from external communications specialists. This contract ended October 2020.
 - A District System Communications Group was established, chaired by the Council and with membership including the Council, NHS, police and fire, faith groups, VCS, Bradford Chamber, Incommunities and Bradford University.
- 2.4 This model enabled the system to step up quickly to meet the sudden

increase in communications requirements. It is worth noting that the last 12 months have seen incredible commitment from individuals to what has been at times a relentless demand for communications and it has resulted in creativity and innovation. In the early months it did however result in a fragmented approach that didn't always maximise the potential for combined working.

- 2.5 In August 2020 the System Communications Group was refreshed, chaired by Jenny Cryer (Assistant Director, Office of the Chief Executive) from Bradford Council. It now provides the coordination that has resulted in a more coherent approach.
- 2.6 The group has communications routes through WhatsApp and by email which have been used to share messaging and to keep all partners informed about key developments. A Sharepoint site, accessible by all, is in development as a shared resource for communications and marketing collateral.
- 2.7 The group works on joined-up and consistent approaches and campaigns, which are mutually amplified across the partners, and identifies current communication gaps that exist and develops bespoke plans to increase engagement and produce communications that resonate with both specific and general audiences. It also reports weekly to Council CMT (Corporate Management Team), Outbreak Control Board and Strategic Co-ordination Group.

2.8 Current focus

- 2.8.1 The main areas of focus for the system communications group as the national lockdown announced in early January 2021 continues are:
 - Vaccination comms. Supporting and amplifying messages from the NHS, support via community engagement, and reviewing all channels to promote the messages effectively.
 - Continued Stay at Home and hands, face, space messaging for national lockdown.
 - Mental health and wellbeing support.
 - Business support.
 - Support for unemployed and those in financial hardship.
 - Planning for an end to national lockdown and what restrictions regime may be imposed after that.

2.9 Vaccination communications

- 2.9.1 System partners are supporting the NHS leads on roll-out of vaccinations to priority groups. This includes amplifying positive messages on the vaccines through social media and networks and providing a narrative and messages to staff to counter myths that are emerging about the vaccine. Content from the latest Facebook Live event is being used to promote vaccine take-up.
- 2.9.2 The vaccine is being offered to the following groups (who are more at risk of coronavirus) in the following order:
 - people who live in care homes and care home workers
 - people aged 80 and over

- health and social care workers in England
- all those 75 years and over
- all those 70 years of age and over and clinically extremely vulnerable individuals

2.9.3 The vaccine will then be offered to people in the following order:

- all those 65 years of age and over
- adults aged 18 to 65 years in an at-risk group*
- all those 60 years of age and over
- all those 55 years of age and over
- all those 50 years of age and over

2.9.4 The Bradford District COVID-19 vaccination programme has given a large number of residents their first dose of 2 doses. This includes a significant proportion of the first four cohorts.

2.9.5 The vaccine is safe. It has been thoroughly tested. As with any medicine, there are checks at every stage in the development and manufacturing process, and continued monitoring once it has been authorised and is being used in the wider population.

2.9.6 Most people will be invited for their vaccination in the form of a letter either from their GP or the national booking system; this will include all the information they need, including their NHS number. Over 70s are currently being asked to book proactively through the national booking system. The Jacobs Well mass vaccination centre opened on 1 February for appointment-only patients in priority groups.

3. Communication channels campaigns and approaches

The system communications network has been responsible for a wide range of campaigns and initiatives throughout the COVID-19 pandemic, including:

3.2 Stay Connected enewsletters (sign up at www.bradford.gov.uk/stayconnected)

3.2.1 The Council was ahead of the game in setting up a dedicated COVID-19 topic in our Stay Connected enewsletter system on 13 March. Our first COVID-19 update was sent to all the subscribers of our other topics, encouraging them to sign up for the new topic. It was an instant success with 14,000 subscribers to the topic in 3 weeks. In that period we issued 53 bulletins which had an average engagement rate of 94% and a total of 34,400 link clicks, more than twice as many as all our social media combined.

3.2.2 We now have over 35,500 subscribers to our public COVID-19 email bulletins, and still increasing steadily. We also have a specific 'Coronavirus support for businesses' topic which has grown to over 9,000 subscribers. Engagement rates for both have remained high and anecdotal feedback from residents indicates that our bulletins are useful, well-written, relevant and timely.

3.3 iVan and iWalkers

- 3.3.1 We got in quickly before the first national lockdown in March 2020 to hire the iVan on a regular basis to support a range of campaigns. It has featured relevant, up-to-date messages, images and audio in different languages and particularly targeted hard-to-reach communities in priority hotspots to support the extensive engagement work in these wards where local intelligence highlighted compliance to lockdown guidance was low.
- 3.3.2 Over the last 12 months messages covered hand washing, face coverings, how to spot symptoms, social distancing, self isolation, testing, vaccination, mental health, domestic violence, #StillHereToHelp, how coronavirus is spread, along with community leader messages.
- 3.3.2 Films about Ramadan and Eid, which were developed in partnership with the Council for Mosques, were also used. Residents really appreciated the messages and many filmed and shared it on social media. 12 community languages were used.
- 3.3.3 The iVan and iWalkers have been used to highlight the local, Tier 3 and national restrictions and engage with those residents who were still out and about promoting messages about lockdown, staying at home and where you can get a fast test.

3.4 **Use of video**

- 3.4.1 Early on in the pandemic, working with the Public Health team, we launched a series of short information films – COVID-19 Big questions, Big answers – to help people protect themselves and their loved ones. The importance of hand washing and maintaining a 2m social distance were just some of the topics covered in these short films. Dr Sufyan Dogra, Health Promotion Researcher at Bradford Royal Infirmary, gave information in both Urdu and Punjabi whilst Bradford GP Dr Katherine Hickman talked about the importance of respiratory hygiene. Lots of other subjects including alcohol use, shielding, attending hospital, looking after your mental health, cancer, and more, featured other local community and health experts from across the district.
- 3.4.2 An anti-rumour campaign was developed in partnership with Asian Sunday to respond to pervasive rumours on social media about children who tested positive being taken into care. The campaign had video content in English and community languages targeting both parents and young people and included rap by a young artist Faisal Motin from Bradford, and videos made by a senior safeguarding lead and the Deputy Leader of the Council. This was supported by John Wright and his team and resulted in the fake news being taken down and an apology made.
- 3.4.3 We produced a series of ‘stay at home’ videos from Bradford-linked celebrities, including Alhambra pantomime legend Billy Pearce and World Cup-winning cricketer Adil Rashid.

3.5 **Information for takeaways**

- 3.5.1 Up-to-date information and posters that takeaways needed to operate their business to keep staff and customers as safe as possible were developed, designed and sent electronically with an offer for us to send posters if they didn’t

have access to a printer. 37 businesses contacted us requesting posters and were extremely grateful for the information and support provided.

3.6 Behind the Mask campaign

- 3.6.1 Behind the Mask was a joint CABAD and Council campaign, designed to drive behaviour change through stark messages using real Bradford District people with their personal stories of the impact of COVID. It was a social media, billboard and bus advertising campaign which ran for a several weeks.
- 3.6.2 The campaign has attracted plaudits from communications teams around the country for its creativity and impact and several councils, including Leeds and Salford, have subsequently contacted the team to ask permission to replicate the campaign. The team behind it also presented to the Cabinet Office.

3.7 No Child Cold campaign

- 3.7.1 'No Child Cold' is urging people to give the cost of a coffee and sandwich to help keep the district's children warm this winter. Businesses, community and faith groups, and individuals, are being urged to pledge donations to help families struggling financially and back the pledge that no child will be cold in the district due to lockdown. For £21, someone can cover the additional heating costs for a family to keep children warm while they learn remotely.
- 3.8 Other specific communications activities undertaken by system partners, under Council leadership, between February 2020 and February 2021 include:
 - Leading the communications and crisis management response to emerging Incident Management Team demands, including Akbars, Nafees, Farmers' Boy, Toller Lane Mosque.
 - Providing 'lines to take' to key personnel on sensitive/complex national, regional and local media issues.
 - Publicising the help and support available for residents, centralised through Council Contact (01274 431000), the ongoing help available from GPs, urgent care and blue light services, including the NHS-led #StillHereToHelp campaign.
 - A district-wide communications push focusing on educating people about home testing and how it can help to reduce case numbers in high-risk areas. The home testing teams have delivered around 2,000 tests a week on the doorstep.
 - A big push on test, trace, isolate and support – encouraging people to isolate when contacted and informing them of the payments and other support they may be eligible for. Isolation communications have continued with translations being done and designed into booklet form to be delivered through engagement and contact tracing staff. A series of films were produced in partnership with Asian Sunday on what a household is, what self isolation means and other topics. Information for businesses to send to their employees re self isolating have been developed along with a thank you card for contact tracers to leave with people who are following self isolation guidelines.
 - Working with DHSC on a 'targeted community testing' programme using lateral flow tests and promotion of the testing centres at Airedale Shopping Centre, Keighley

and St George's Hall, the new pop-up centres in community centres and faith settings, and employers who have asked to be part of the programme.

- Council communications managers took part in a lessons learned call with colleagues from Liverpool Council and gained useful insights into what worked and what didn't in their mass testing pilot programme.
- Working with DHSC, PHE and LGA on the development of case studies around testing, community engagement and vaccine hesitancy.
- A letter from Cllr Hinchcliffe and Kersten England was delivered to all 226,000 households in the district with a COVID leaflet on national restrictions and available support. This was also provided as a video message with translation.
- The Council communications team has also delivered campaigns in relation to Different Diwali, Halloween at home, Bonfire Night and Remembrance Sunday/Armistice Day, alongside service closure communications and targeted work with social care on care home visiting arrangements.
- Two Facebook Live events with Cllr Hinchcliffe, the Director of Public Health and other key figures were held in November and January, with another scheduled for early March.
- Targeted communications to wards with high rates of infection, including targeted Facebook messaging and doorstep engagement.
- A CABAD/Council booklet on COVID support has been printed for doorstep use with an electronic version also circulated.
- A Christmas campaign was developed, combining clarification of the one-day restrictions, and reinforcement of the continuing public health messages, with fun festive social media messaging.
- A new weekly engagement meeting has been setup to bring together intelligence from CABAD, CCG and the COVID Ambassadors which is used to agree key doorstep messages.
- A Message of the Day is circulated to all communications colleagues and system leaders through WhatsApp so they can amplify it through their channels.
- The Council, Race Equality Network and Council for Mosques have worked together to provide translations with the BAME communities.
- A selection of Bradford District Zoom backgrounds were developed for Ramadan and Eid as part of campaign to encourage people to 'fast at home'.
- A Systems Communications Group working group has been coordinating a social media campaign promoting mental wellbeing using #KeepHope and #GoodDaysBadDays. Representatives from Living Well, CABAD, Healthy Minds Bradford and the Council are continuing to develop the campaign. Promotions have included #20MinMovement (a new Living Well campaign) and Time to Talk Day on 4 February. They have been tasked with looking at a piece of work around suicide prevention.
- A bespoke campaign has been launched targeting the increase in domestic violence as a result of COVID.
- Worked in partnership with social housing provider Incommunities to target residents of its 23,000 rented homes in Bradford
- 100,000 people weekly reach for Council social media posts.
- The system's face covering campaign – Make and Donate – was seen by over 24,000 people. This prompted, amongst others, groups of refugees, asylum seekers and EU migrants who were being taught by Bradford College on a bespoke training course to take part.

- Critical thinking and anti-rumour workshops and toolkits launched to enable community champions and ward councillors to debunk fake news and conspiracy theories.
- Resilience Walk Volunteers, Ward Officers and Wardens and redeployed staff volunteers have worked closely with local community, faith and voluntary groups to authenticate and instantly share key messages; debunk ‘fake news’ and myths; and act as early-warning system to community concerns for early action. For example, at St Johns at Great Horton, there was a large Slovakian community who do not (on the whole) access social media; Bradford Council, NHS or other information websites; or listen to/read the news. Trusted wardens and volunteers shared translated leaflets and engaged with key influencers in the communities, and an interpreter attended the food banks with health colleagues (social prescribing and health support).
- Consistent internal communications messaging has been co-ordinated across partner staff groups.
- COVID-related pages on the Council website have now had more than 4 million page views, and the main COVID page now has almost 2 million views, since 5 March 2020.
- A film was developed and published which featured Bradford West Area Committee Chair Cllr Mohammed Amran sharing his very personal journey with COVID-19 – it was very powerful. It has been picked up and shared by lots of different media.

3.8 CABAD booklet & Well Bradford magazine from Council for Mosques

CABAD have produced a hard copy and electronic booklet with source of COVID support. This has been used in doorstep engagement and through websites. Council for Mosques have produced a hard copy magazine with support information.

3.9 Use of social media channels

We have made extensive use of channels, including Twitter, Facebook and Instagram and are starting to use TikTok. The Council has both produced material for social media and also amplified the material produced by partners. This has included materials produced by REN and the NHS targeting BAME audiences.

4. FINANCIAL & RESOURCE APPRAISAL

Council communications activity has been resourced through Marketing & Communications Service base budget and time-limited Government funding to support test and trace. Temporary posts created to bolster the corporate team may be unsustainable once the test and trace funding expires.

5. RISK MANAGEMENT AND GOVERNANCE ISSUES

Risks are managed within the governance of the district response and there are no direct risk management and governance issues within the context of this report.

6. LEGAL APPRAISAL

There are no legal issues

7. OTHER IMPLICATIONS

7.1 SUSTAINABILITY IMPLICATIONS

There are no sustainability implications within the context of this report.

7.2 GREENHOUSE GAS EMISSIONS IMPACTS

There are no greenhouse gas emissions within the context of this report.

7.3 COMMUNITY SAFETY IMPLICATIONS

There are no community safety implications within the context of this report.

7.4 HUMAN RIGHTS ACT

There are no human rights implications apparent within the context of this report.

7.5 TRADE UNION

There are no trade union implications apparent within the context of the report.

7.6 WARD IMPLICATIONS

Infection rates vary by ward and the support provided to engagement activity and communications approaches are reviewed on a regular basis and adapted accordingly.

7.7 AREA COMMITTEE ACTION PLAN IMPLICATIONS**(for reports to Area Committees only)**

There are no Area Committee Action Plan implications apparent.

7.8 IMPLICATIONS FOR CORPORATE PARENTING

There are no corporate parenting implications apparent.

7.9 ISSUES ARISING FROM PRIVACY IMPACT ASSESSMENT

There are no issues apparent.

8. NOT FOR PUBLICATION DOCUMENTS

None

9. OPTIONS

Bradford West Area Committee is asked to consider the system communications response to the COVID-19 pandemic. The Area Committee may determine to make any recommendations for change.

10. RECOMMENDATIONS

That Bradford West Area Committee notes the contents of the report and the communications work that is taking place across district to respond to the COVID-19 pandemic.

11. APPENDICES

None

12. BACKGROUND DOCUMENTS

None



Report of the Interim Strategic Director Place, to the meeting of Bradford West Area Committee to be held on 25 February 2021

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Subject:

OBJECTIONS RECEIVED TO THE TRAFFIC REGULATION ORDER FOR WAITING RESTRICTIONS ON VARIOUS ROADS IN THE BRADFORD WEST CONSTITUENCY

Summary statement:

This report considers objections to the proposed Traffic Regulation Order on various roads in the Bradford West Constituency.

EQUALITY & DIVERSITY:

There are no issues arising from the Council's Equality & Diversity Strategy.

Jason Longhurst
Interim Strategic Director Place

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Phone: (01274) 434674
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Portfolio:
Regeneration, Planning & Transport

Overview & Scrutiny Area:
Regeneration & Environment

Wards: City, Heaton, Manningham

1.0 SUMMARY

- 1.1. This report considers objections to a proposed Traffic Regulation Order for various roads in the Bradford West Constituency.

2.0 BACKGROUND

- 2.1. At its meeting on the 26 February 2020 this committee approved as part of its Safer Roads Programme, a scheme to introduce a Traffic Regulation Order on various roads throughout the Bradford West Constituency.
- 2.2. The Order has been promoted to resolve a number of requests for small areas of existing waiting restrictions to be amended or new restrictions to be introduced. The requests to resolve various traffic management issues have been raised by ward members, officers or local residents and businesses.
- 2.3. The Traffic Regulation Order was formally advertised between the 8 January and 1 February 2021. At the same time consultation letters and plans were posted to residents and businesses affected by the Order. This resulted in objections in respect of 4 of the proposals. Drawings showing the locations that received objections are attached as Appendix 1.
- 2.4. A summary of the points of objection and corresponding officer comments is tabulated below: -

Objectors concerns	Officer comments
<p>Ferndale Grove, Heaton (Drawing No. HS/TRSS/104751/CON-7A)</p> <p>First objector</p> <p>Two residents of a property affected by the introduction of the formal blue badge parking place suffer from various issues that limit their mobility. One of the residents also has chronic health issues which require them to park outside or close to their property for quick access. They are in the process of applying for a blue badge but this has been delayed due to the pandemic.</p> <p>The objector believes it to be unfair that the only parking space in front of their house will be taken. It is already difficult to park in front of their home due to the competitiveness of parking on the street. they have no objection to the current bay directly in front of the applicants' home. Extending the bay across part of the neighbouring frontages will cause great problems. The objection is therefore being made because the objector requires the</p>	<p>The proposal to introduce a formal Blue Badge Parking Bay has been progressed following complaints that the existing informal bay is being used by residents who do not have a blue badge. Making the bay official will only allow blue badge holders to park there but it requires the bay to be extended to a minimum length of 6.6 metres to conform with the Traffic Signs Regulation and General directions 2016. This will result in the bay encroaching onto the neighbours' frontages by approximately 800mm either side. It is understandable there will be some impact on the neighbours but there are also currently issues for the badge holder who has requested the parking bay. Once the objector has received their blue badge they can apply for a blue badge bay which will be given due consideration.</p>

Objectors concerns	Officer comments
space for one vehicle in front of their home, due to the two individuals, suffering from their health conditions.	
<p>Second objector</p> <p>The objector states that the disabled bay has never been obstructed in any way as resident leave cones around the bay when they leave so it is always empty also the area is known for very bad traffic & parking we have elderly family who can't walk far distances it's already a huge hassle trying to find space to park. Also even if the bay was extended it would only benefit the resident as they'd park both their vehicles in them only they would use it as nobody else has a disability.</p>	<p>The Council has a policy for blue badge parking bays and the applicant must meet the criteria set out in the policy before a bay is authorised.</p> <p>The bay can be used by any blue badge holder and its use should not be restricted by applicant for their sole use.</p>
<p>Great Horton Road (Drawing No. HS/TRSS/104751/CON-23A)</p> <p>First objector</p> <p>The Traffic Regulation Order (TRO) is not within the relevant powers. No valid statutory purpose has been identified in the reasoning for which it is expedient to make the TRO.</p>	<p>The reasons for which it is expedient to make the Order can be found in the statement of reasons for proposing to make the Order and are as follows: -</p> <ul style="list-style-type: none"> i. for facilitating the passage on the road of any class of traffic (including pedestrians); ii. for preserving or improving the amenities of the area through which the road runs; and iii. for avoiding danger to persons or other traffic using the road or any other road or for preventing the likelihood of any such danger arising.
<p>Traffic Regulation Act 1984, section 122 provides that;</p> <p>(a) The desirability of securing and maintaining access to premises</p> <p>(b) The effect on the amenities of any locality affected. The issue is whether in substance the section 122 duty has been performed i.e. has the balancing exercise been conducted and not merely expressly considered.</p> <p>The scheme hinders our operations as our access would be completely restricted. All our deliveries are done by lorries for which would be restricted on a daily basis. No access for our daily deliveries around our premises. Such limitations would mean we</p>	<p>The waiting restrictions have been proposed to support a scheme to construct a pedestrian refuge on Great Horton Road which is part of the Safer Roads programme approved by this committee. The yellow lines will prohibit vehicles parking near to the proposed pedestrian refuge and adjacent side road junctions to allow traffic to pass freely, improve the view for pedestrians and to protect sight lines for traffic turning out of Lime Street and Gathorne Street.</p> <p>Access to the car parks at the rear of the objector's property from Gathorne Street and at the side of the property from Great Horton Road will be maintained. The latter</p>

Objectors concerns	Officer comments
<p>would have no choice but to close and move premises as access is absolutely imperative to the operation of our business. The same applies to customers.</p>	<p>will possibly be improved as it will be protected by the proposed waiting restrictions. Both of these car parks have direct access to the entrance to the restaurant and deliveries could be made from them. Access to the restaurant for pedestrians will also be improved with the introduction of a safe crossing point where they can see and be seen when crossing Great Horton Road.</p>
<p>Second objector</p>	
<p>The business will be effected substantially. They need access to refrigerated trucks daily.</p>	
<p>The objector believes the introduction of the restrictions is unlawful.</p>	
<p>Parking and access is already an issue and you are exacerbating it.</p>	
<p>No evidence exists for such draconian measures. Without explaining clearly.</p>	
<p>Third objector</p> <p>The proposals will severely affect the business. Parking is already an issue. This does not address the problem</p>	<p>The objector's business is a distance from the proposed restrictions and located off Great Horton Road. The proposals should not have a direct effect on the business. Parking is an issue on Great Horton Road and the introduction of this scheme will improve sight lines for pedestrian by prohibiting parking near the proposed crossing point.</p>
<p>Fourth objector</p> <p>The objector states that parking is a necessity for us and our customers, these plans will severely affect our business and suppliers, as parking will be severely strained.</p>	<p>The business is some distance from the proposals and parking adjacent to this business is not affected.</p>
<p>Fifth objector</p> <p>The proposals will cause serious complications for my business as customers are not allowed to park here as it is on Sundays due to cannon mill and with restricted parking as proposed it will have a serious impact on my business for which I am opposing this proposal.</p>	<p>Parking will not be prohibited adjacent to this business.</p>

Objectors concerns	Officer comments
<p>Sixth objector</p> <p>You have not consulted with me and I believe this scheme will have a major impact on my business. We already struggle for parking. You have not taken local businesses in consideration.</p>	<p>Consultation letters have been sent to the businesses directly affected by the proposals. Notices have also been placed on Great Horton Road to inform other road users and residents of the Council's proposals. Parking will not be prohibited adjacent to this business.</p>
<p>Seventh objector</p> <p>We already have a serious issue with parking and this would cause us more inconvenience. I really don't think this proposal will benefit anyone as there have been no incidents here so is it really necessary</p>	<p>The objection is from a resident of Gathorne Street and the proposals will not affect parking on this road. The proposals will however protect and improve the sight lines for vehicles turning out of Gathorne Street.</p>
<p>Highfield Crescent (Drawing No HS/TRSS/104751/CON-21A)</p> <p>First objector</p> <p>The objector feels that the proposals will impair access to their property and would not be able to leave their car outside their house.</p> <p>Without the double yellow lines vehicles can still turn round if cars are only parked around the edge of the cul de sac.</p> <p>It is considered that parked cars deter anti-social car driving and crime as they act as a physical deterrent to any who want to burgle the properties at this end of Highfield Crescent.</p> <p>Only the residents use the street.</p> <p>The objector's car insurance does not cover them if they can't park outside their home as it is void. If the restrictions are put in place, there is not much more parking space on the street.</p>	<p>It is understood that parked vehicles often obstruct the turning area on Highfield Crescent. This creates issues as vehicles have to reverse some distance because they are prevented from being able to use the turning area.</p>
<p>Second objector</p> <p>If the restrictions are adhered to they are likely to end up parked in the middle of the cul de sac and also at the end of the cul de sac. Turning into the cul de sac can be hazardous because of this and creates the risk of collision. Increased parking there is going to exacerbate this problem.</p> <p>parking up of undesirables has been a problem in the past. Nobody would deal with them late at night, as the police would not be interested because they're not</p>	<p>It is understood that parked vehicles often obstruct the turning area on Highfield Crescent. This creates issues as vehicles have to reverse some distance because they are prevented from being able to use the turning area.</p>

Objectors concerns	Officer comments
<p>breaking the law. There would be no way there would be any enforcement. At least that problem has been solved for now.</p> <p>I know the proposals will be interpreted by some on the cul de sac as vindictive, will create more parking problems and increase tensions. This idea as it stands seems to be something raised by a neighbour with a local councillor with no thought about potential implications.</p>	
<p>Third objector</p> <p>The objector has a gated access from Highfield Crescent. They used to suffer from anti-social behaviour but this has not re-occurred over the last one and a half years. They have noticed that some neighbours park at the end of the road which they are comfortable with as it has tightened up the sense of not being robbed and got rid of the riff raff.</p> <p>The introduction of the yellow lines will ruin the running of their lives and could be really bad for security and privacy.</p>	<p>It is understood that parked vehicles often obstruct the turning area on Highfield Crescent. This creates issues as vehicles have to reverse some distance because they are prevented from being able to use the turning area.</p>
<p>Back Whetley Hill (Drawing No. HS/TRSS/104751/CON-11B)</p> <p>First objection</p> <p>The objector has a business on Whetley Hill and the proposals will impact on access for loading and unloading. They are already restricted by double yellow lines in front of their premises.</p>	<p>The waiting restrictions have been proposed following reports that vehicles parked in the back street, between Newport Place and Arnold Place, obstruct pedestrian access to the rear of premises on Whetley Hill. This is causing significant hardship for some residents.</p> <p>The back street is narrow, approximately 4m wide, and any vehicles parked here obstruct access and prevent other vehicles passing through.</p> <p>Loading and unloading for up to 30 minutes is permitted on the double yellow lines at the front of the premises therefore deliveries can still be carried out on Whetley Hill.</p>

3.0 OTHER CONSIDERATIONS

- 3.1. Ward members and emergency services have been consulted and there have been no adverse comments to the advertised proposals.

- 3.2. The objector to the Great Horton Road proposals has also sent a petition with his objection. This was first presented to the Council in opposition to the pedestrian refuge scheme which is part of the Safer Roads programme approved by this committee. As a result of the cancellation of the Bradford West Area Committee at the time, a temporary alternative decision making process to ensure that items were not overly delayed was put in place. In accordance with the Council's constitution, Area Committees are acting on an Executive delegated function. As such Executive, acting through the respective portfolio holder, considered the petition. It was resolved that the objections be overruled and the proposed pedestrian island be implemented and the associated Traffic Regulation Order formally advertised with any valid objections to the Order being reported to the Bradford West Area Committee or, in the event of there being no objections, the Order be sealed and implemented as advertised. City ward members are supportive of the Council's proposals to introduce the pedestrian island and associated waiting restrictions.
- 3.3. An objection to the proposal to introduce waiting restrictions on Heights Lane, Heaton (see drawing No HS/TRSS/104751/CON-8B attached as appendix 2) has been received. The objection has been considered and it is feasible to modify the proposals without prejudicing the effectiveness of the scheme. it is proposed to remove the prohibition of waiting between Sandsend Close and Neville Grove from the Order. the objector has agreed to withdraw his objection on the grounds of the modification being undertaken.

4.0 FINANCIAL & RESOURCE APPRAISAL

- 4.1. A budget of £17,000 has been allocated from the Safer Roads Budget. The project can be delivered within budget.

5.0 RISK MANAGEMENT AND GOVERNANCE ISSUES

- 5.1. There are no significant risks arising from this report.

6.0 LEGAL APPRAISAL

- 6.1. There are no specific issues arising from this report. The course of action proposed is in accordance with the Council's powers as Highway Authority and Traffic Regulation Authority.

7.0 OTHER IMPLICATIONS

7.1. SUSTAINABILITY IMPLICATIONS

There are no significant Sustainability implications arising from this report.

7.2. GREENHOUSE GAS EMISSIONS IMPACTS

There is no impact on the Council's own and the wider District's carbon footprint and emissions from other greenhouse gases arising from this report.

7.3. COMMUNITY SAFETY IMPLICATIONS

The introduction of some of the waiting restrictions in the Order will be beneficial in terms of road safety.

7.4. HUMAN RIGHTS ACT

There are no implications on the Human Rights Act.

7.5. TRADE UNION

None.

7.6. WARD IMPLICATIONS

Ward members have been consulted on the advertised Traffic Regulation Order.

7.7. AREA COMMITTEE ACTION PLAN IMPLICATIONS

None

7.8. IMPLICATIONS FOR CORPORATE PARENTING

None

7.9. ISSUES ARISING FROM PRIVACY IMPACT ASSESSMENT

None

8.0 NOT FOR PUBLICATION DOCUMENTS

- 8.1. None

9.0 OPTIONS

- 9.1 That the objections in respect of Ferndale Grove, Great Horton Road, Highfield Crescent, or Back Whetley Hill be upheld and the Order be modified accordingly.
- 9.2 Members may propose an alternative course of action from the recommendations on which they will receive appropriate officer advice.

10.0 RECOMMENDATIONS

- 10.1. That the No Waiting At Any Time restrictions proposed for the area between Sandsend Close and Neville Grove be removed from the draft Order, and the remaining objections be overruled and the Traffic Regulation Order be sealed and implemented as otherwise advertised.
- 10.2. That the objectors be informed accordingly.

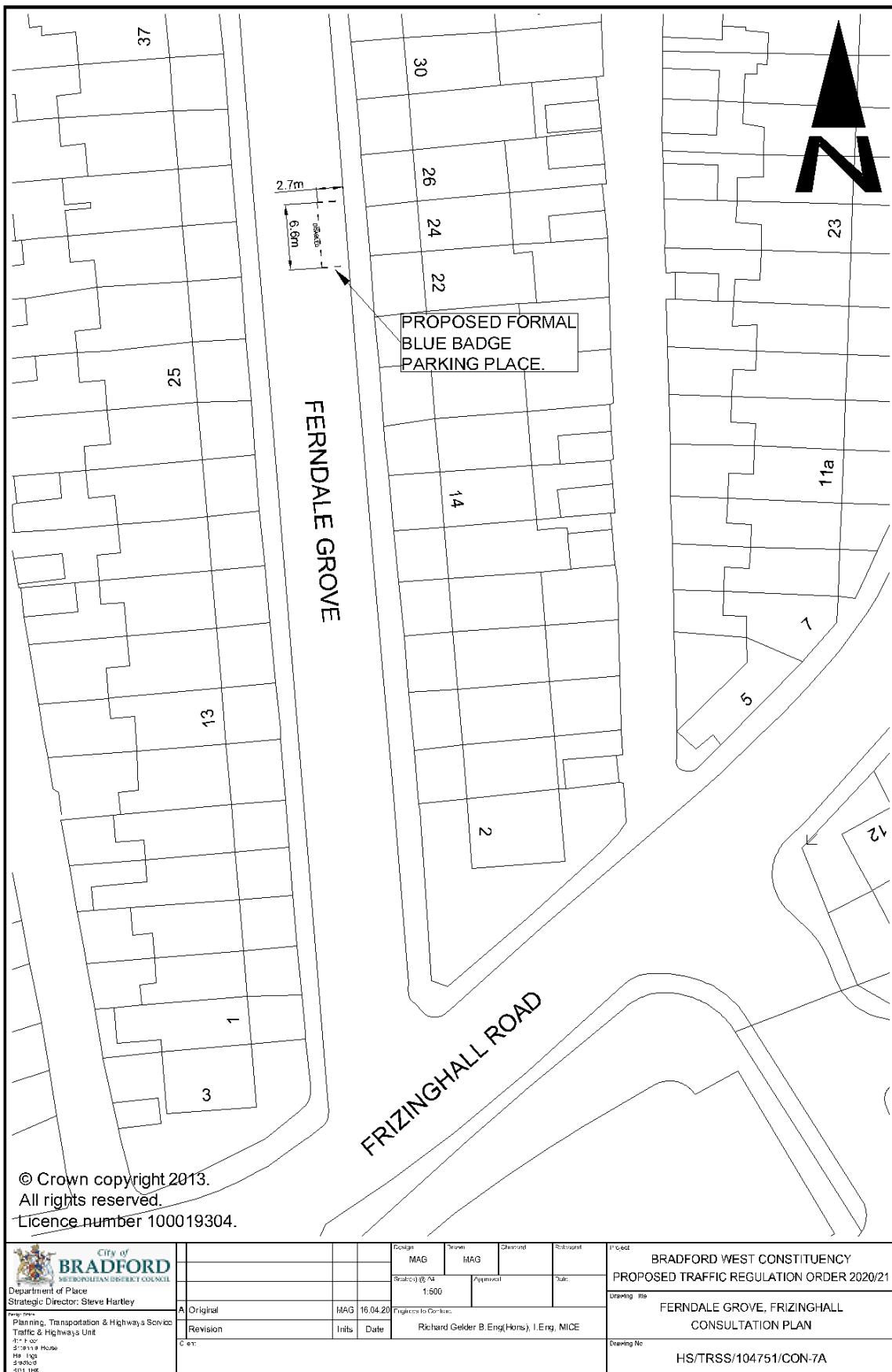
11.0 APPENDICES

- 11.1. Appendix 1 – Drawings showing the proposals that have received objections
- 11.2. Appendix 2 – Drawing No. HS/TRSS/104751/CON-8B

12.0 BACKGROUND DOCUMENTS

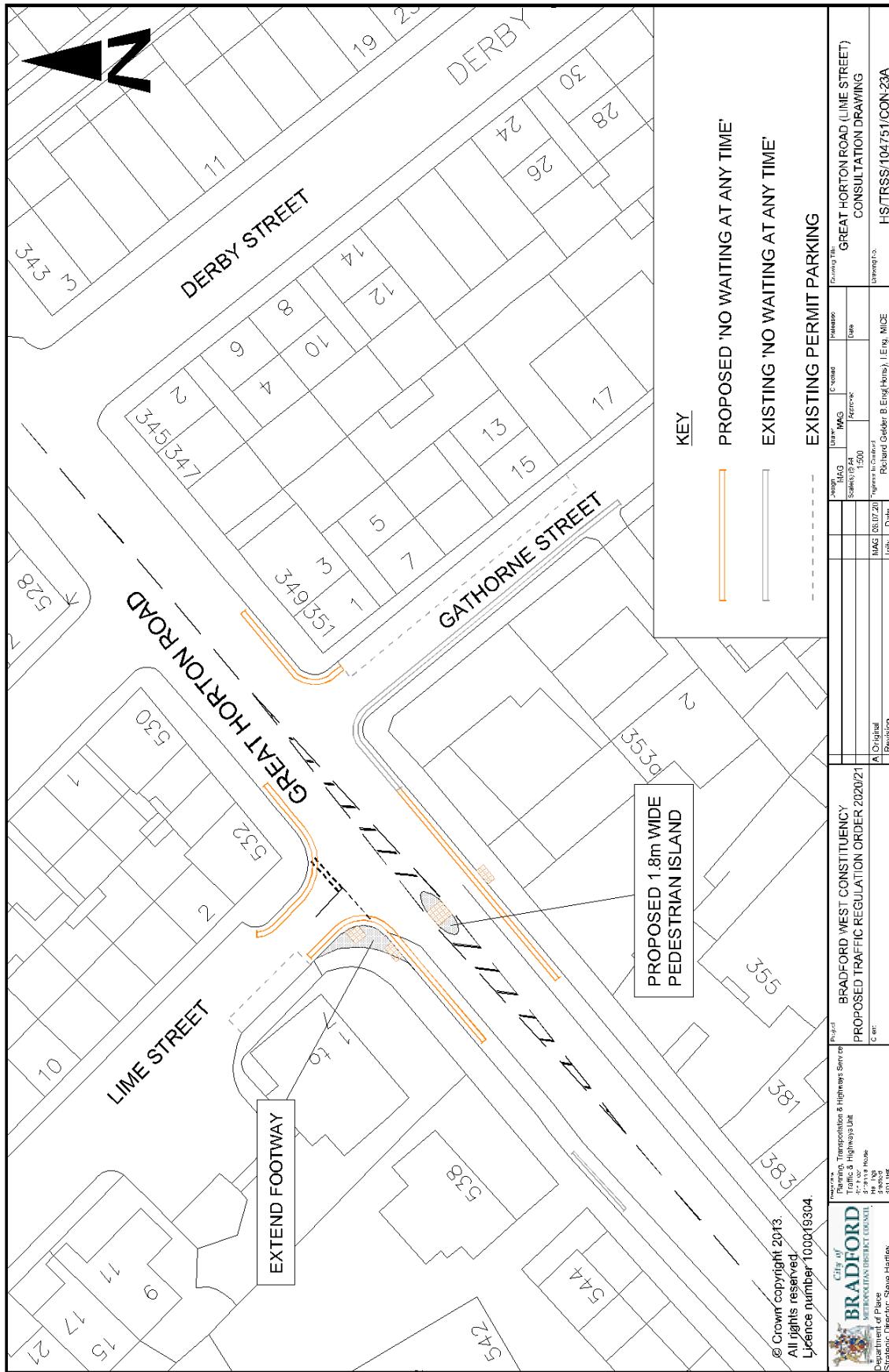
- 12.1. None

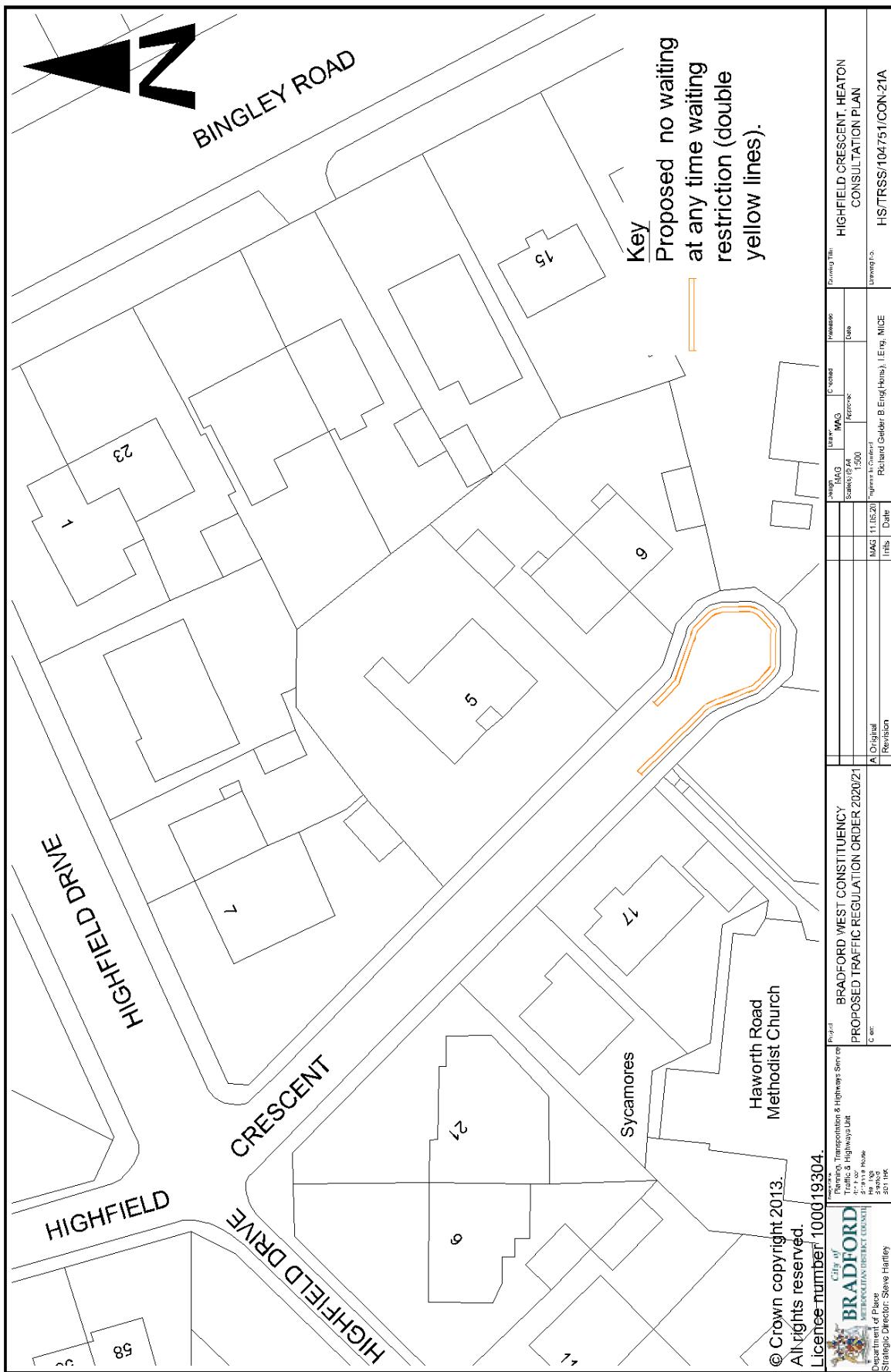
APPENDIX 1



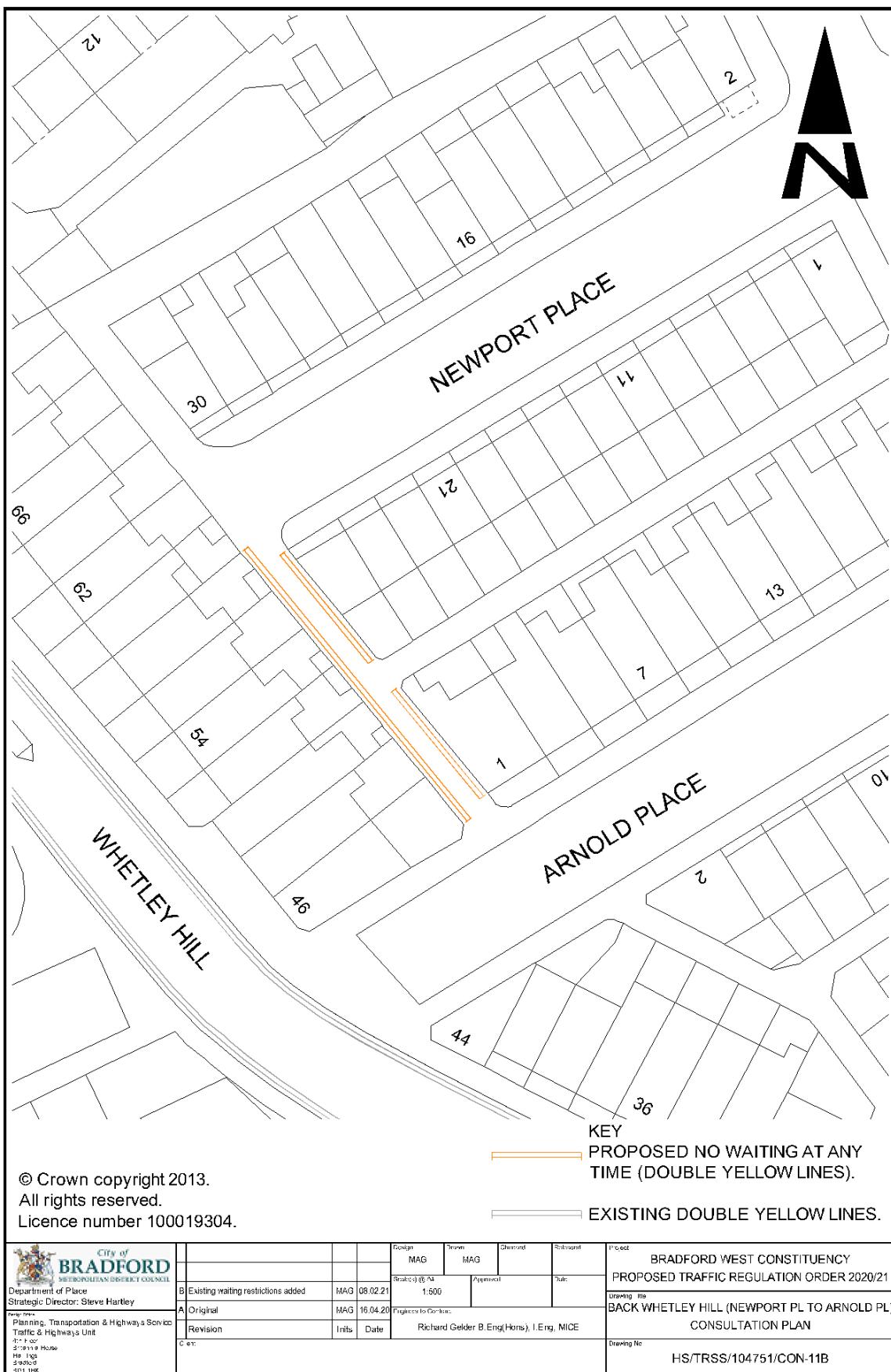
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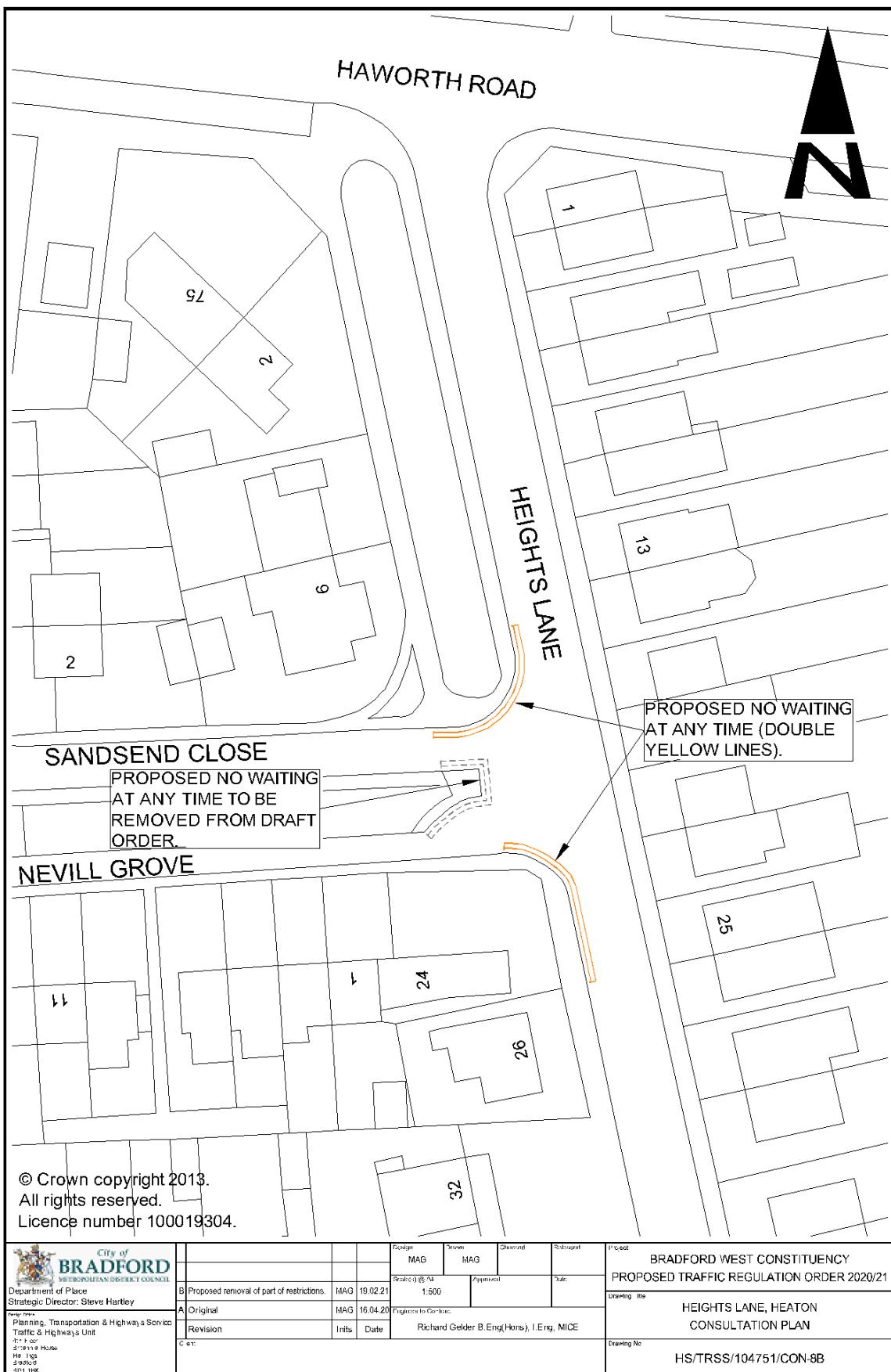




APPENDIX 1



APPENDIX 2





Report of the Strategic Director PLACE to the Meeting of the West Area Committee to be held on 25 February 2021

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Subject:

Waste Services – Bradford West Service Provision - update

Summary statement:

Waste Services have prepared this report to update the Committee on actions from the previous brief in November 2020 with regards to the additional demands and operational difficulties encountered due to the Covid19 pandemic and its effects within Bradford West and the wider District.

Jason Longhurst
Strategic Director PLACE

Report Contact: Richard Galthen
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Portfolio:
Healthy People and Places
Overview & Scrutiny Area:
Regeneration & Environment

1. SUMMARY

Bradford West Area Co-ordinator to facilitate a working group of elected Members of the Bradford West Area Committee, officers from the Bradford West Area Co-ordinators Office and Waste Services to investigate responses to the issues highlighted in the report specifically related to side waste and other operational activities.

Representatives met in January to discuss areas of concern and joint working which could be closely co-ordinated in order to make an impact on issues relating to low recycling rates and side waste.

It was agreed to increase co-ordination between ward officers, wardens and recycling officers with stronger communication links and expectations, as this would be advantageous, increased sharing of data from collection routes in the West Area would also be closely scrutinised to identify early priority locations.

Currently, recycling officers are unable to operate business as usual due to lock down. Once restrictions are lifted, teams will be able to carry out targeted street level work and aid with follow up engagement with community representatives and residents.

Indications are that City, Toller and Manningham wards had the highest levels of contamination, side waste and lack of adherence to waste collection policies, it was agreed a pilot would be designed that encourages closer working relationships between waste collection, and area office staff.

It is envisioned that 6 locations form three of the high priority wards will be agreed in a six weekly cycle. The location will be small enough to visit each household in a 3-hour time frame.

Each location will be visited the Friday before Waste collection day, by a team of neighbourhood wardens, in the first week households will be leafleted with clear messaging advising and refreshing resident's knowledge and expectations of disposing, recycling and storing household waste.

On the day of waste collection, the recycling team will visit the area checking, engaging and educating. Each week ward officers will, through local networks send out targeted communication reiterating the message, this will also include social media and direct communication through Elected Members and their networks.

We agreed to meet once we were clearer when Recycling Officers were back to normal duties. This date is still unknown and workloads across Waste Services are still at maximum capacity.

2. BACKGROUND

Waste Services operate a fleet of 54 Refuse Collection Vehicles (RCVs) that are used to collect domestic, recyclable, bulky, garden and trade waste from residents and businesses. We also operate eight Household Waste Recycling Centres (HWRCs) where residents can deposit their waste personally.

Monthly, the above waste streams usually total around 20,000 tonnes.

Collection days:

Domestic and recyclable waste is collected Tuesday to Friday on an alternate weekly basis.

Garden Waste is collected four weekly on an annual paid subscription service.

Trade Waste is collected Monday to Friday on a weekly or bi-weekly basis from 2,800 businesses across Bradford.

Collection data:

Bradford West accounts for approx. 1,900 tonnes of domestic waste and 544 tonnes of recycling per month.

Within the recyclable waste, we usually see around 30% contamination (non-recyclable material, waste and organics). However, throughout the Covid19 pandemic, this has increased to over 45% across the district. Recent analysis shows that areas vary from 13% to 50% contamination.

Routes:

All routes are devised with operational efficiencies in mind and are therefore not specific to ward areas. Wards may overlap on most routes due to the time and weight constraints on each vehicle.

An overlay of the routes within Bradford West has been added as appendix 1 to this document.

Property data and missed bins

Our data shows we collect from 42,177 properties in Bradford West, with an average of 23kg per domestic bin which is above the Bradford average of 21kg per bin.

Across the ward, less than 0.1% of bins (36 per week) are reported as missed collections. This is mainly down to access issues on smaller back-streets etc. which in the event of parked cars, can lead to the bin wagons not being able to access the bins.

These are known hotspots for missed collections; Heaton – Parkside Grove. Toller Ward – Agar St. Thornton and Allerton – James St. Clayton and Fairweather Green – Cranbrook St area. City Ward – Legrams Lane, St Margarets Rd, Roslyn Place. Manningham – seems ok at the moment.

3. OTHER CONSIDERATIONS

The recent winter period bought multiple service issues such as abandoned collection days due to snow and ice. Catch up days and repeat visits are then needed to get back to normal service provision.

Our next Waste Strategy is yet to be started. This will likely follow or include some of the government guidelines regarding segregated waste and recycling. Food waste collections are most likely to come in by 2023 at the latest and will possibly be collected in with garden waste. Segregated recycling collections are likely to be segregated in some way (i.e. paper/card separate from glass/cans/plastic). None of this is confirmed yet but will be a big change for residents as and when it is rolled out.

4. FINANCIAL & RESOURCE APPRAISAL

The additional costs in comparison to pre-covid levels for collection and processing of waste is approx. £200k per month.

The forecast for domestic waste & recycling contamination waste assumes an additional cost of £2.0m due to the effects of COVID-19.

5. RISK MANAGEMENT AND GOVERNANCE ISSUES

As per previous report – Appendix 2

6. LEGAL APPRAISAL

- N/A

7. OTHER IMPLICATIONS

7.1 EQUALITY & DIVERSITY

As per previous report – Appendix 2

7.2 SUSTAINABILITY IMPLICATIONS

- N/A

7.3 GREENHOUSE GAS EMISSIONS IMPACTS

As per previous report – Appendix 2

7.4 COMMUNITY SAFETY IMPLICATIONS

- N/A

7.5 HUMAN RIGHTS ACT

- N/A

7.6 TRADE UNION

As per previous report – Appendix 2

7.7 WARD IMPLICATIONS

As per previous report – Appendix 2

7.8 AREA COMMITTEE ACTION PLAN IMPLICATIONS (for reports to Area Committees only)

- N/A

7.9 IMPLICATIONS FOR CORPORATE PARENTING

- N/A

7.10 ISSUES ARISING FROM PRIVACY IMPACT ASSESSMENT

- N/A

8. NOT FOR PUBLICATION DOCUMENTS

- None

9. OPTIONS

N/A

10. RECOMMENDATIONS

Members are asked to consider this report and the obstacles that Waste Services have had to overcome to maintain this essential operation. Any recommendations to further aid with service provision are welcome.

11. APPENDICES

Appendix 1 - Collection route overlay
Appendix 2 – November 2020 report

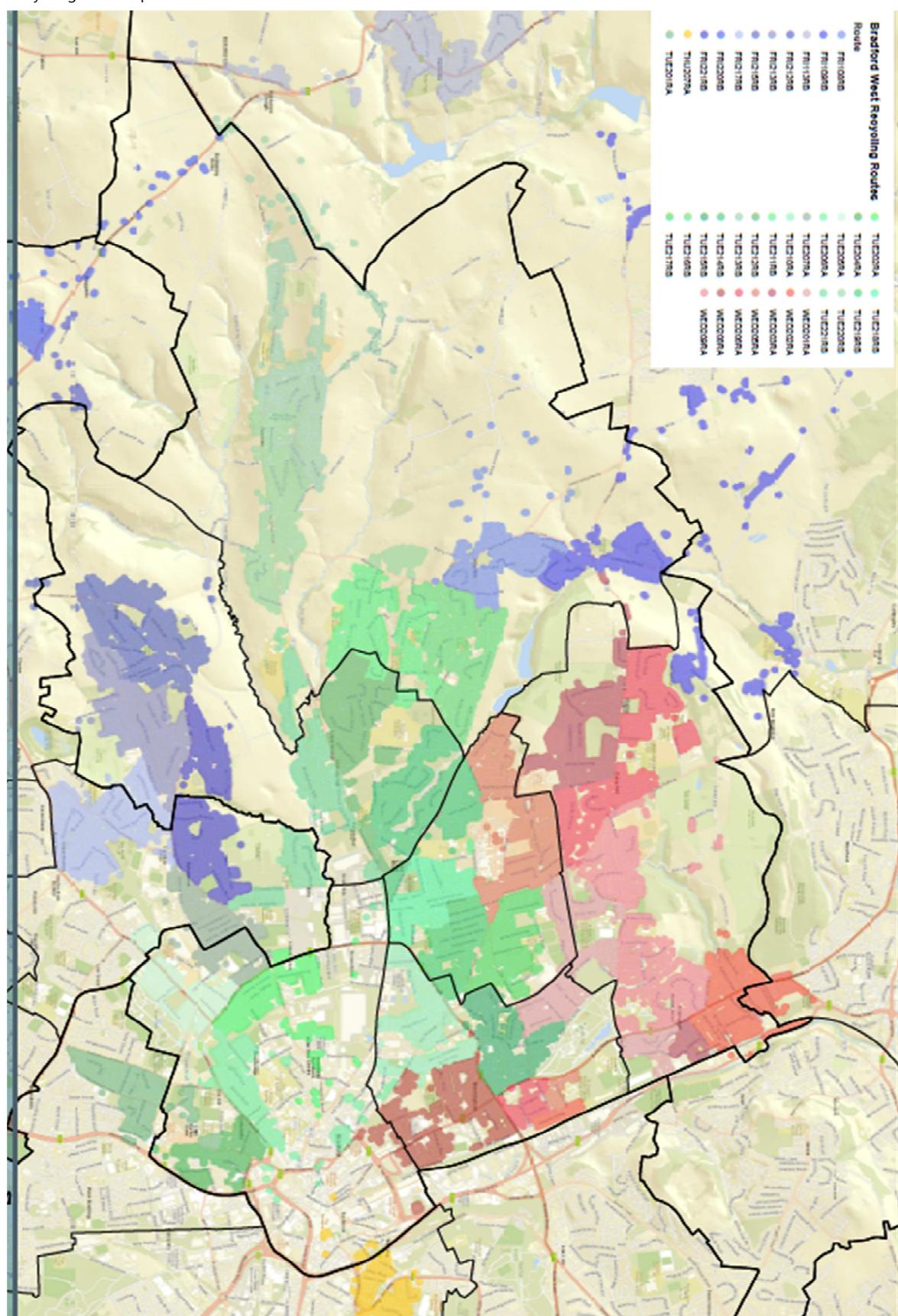
12. BACKGROUND DOCUMENTS

N/A

Appendix 1



BRADFORD_WEST
Recycling Routes.pd



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Report of the Strategic Director PLACE to the Meeting of the West Area Committee to be held on 26th November 2020

Subject:

Waste Services – Bradford West Service Provision

Summary statement:

Waste Services have prepared this report to brief the Committee on the Service's response to date with regards to the additional demands and operational difficulties encountered due to the Covid19 pandemic and its effects within Bradford West and the wider District.

Jason Longhurst
Strategic Director PLACE

Report Contact: Richard Galthen
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Portfolio:
Healthy People and Places
Overview & Scrutiny Area:
Regeneration & Environment

1. SUMMARY

Waste Services provide collection and disposal services to residents for their domestic and recyclable waste. There have various challenges, operationally and financially that the service has to adapt to and overcome. This report will highlight and explain the various issues that are encountered, overcome and the solutions implemented.

2. BACKGROUND

Waste Services operate a fleet of 54 Refuse Collection Vehicles (RCVs) that are used to collect domestic, recyclable, bulky, garden and trade waste from residents and businesses. We also operate eight Household Waste Recycling Centres (HWRCs) where residents can deposit their waste personally.

Monthly, the above waste streams usually total around 20,000 tonnes. This waste is then processed/stored at our Transfer Loading Stations (TLS) and hauled on for disposal/recycling by our fleet of 11 x Tractor Units and Trailers to various contracted outlets.

Collection days:

Domestic and recyclable waste is collected Tuesday to Friday on an alternate weekly basis.

Garden Waste is collected monthly on a paid subscription service.

Trade Waste is collected Tuesday to Friday on a weekly or bi-weekly basis from 2,800 businesses across Bradford.

Collection data:

Approx. 9,500 tonnes of domestic waste and 3,250 tonnes of recyclable waste is collected each month across the district. Bradford West accounts for approx. 1,900 and 544 tonnes respectively.

Within the recyclable waste, we usually see around 30% contamination (non-recyclable material, waste and organics). However throughout the Covid19 pandemic, this has increased to over 45% across the district.

We are actively working with wards, residents and businesses to encourage and enforce the correct recycling policy to reduce contamination which in turn reduces costs for the Council and residents.

Routes:

All routes are devised with operational efficiencies in mind and are therefore not specific to ward areas. Wards may overlap on most routes due to the time and weight constraints on each vehicle.

The routes are organised over a 4 day working week which are Tuesday through to

Friday. The service does not operate on a Monday. Each crew will start and finish at their normal points on each route, barring vehicle breakdowns or staffing issues.

Each vehicle carries approx. 10.5 tonnes of waste when full and has to unload several times per day. A full load is the equivalent of around 500 properties

Data – 6 months:

Data below shows the number of properties collected from and the applicable weights from Bradford West, this in turn indicates an average of 23kg per domestic bin which is slightly above the Bradford average of 21kg per bin.

Across the ward, less than 0.1% of bins are reported as missed collections. This is mainly down to access issues on smaller back-streets etc. which in the event of parked cars, can lead to the bin wagons not being able to access the bins.

These are hotspots for missed collections; Heaton – Parkside Grove. Toller Ward – Agar St. Thornton and Allerton – James St. Clayton and Fairweather Green – Cranbrook St area. City Ward – Legrams Lane, St Margarets Rd, Roslyn Place. Manningham – seems ok at the moment.

April -September 2020			
WARD	Properties	Domestic Tonnage	Recycling Tonnage
HEATON (WARD 12)	6,116	1,879	500
TOLLER (WARD 24)	6,032	2,036	490
THORNTON AND ALLERTON (WARD 23)	7,833	1,885	761
CLAYTON AND FAIRWEATHER GREEN (WARD)	7,055	1,774	667
CITY (WARD 07)	8,777	1,962	412
MANNINGHAM (WARD 19)	6,364	1,986	434
BRADFORD WEST	42,177	11,522	3,263

WARD	Approx Collections (Each Service)	Domestic Missed Collection		Recycling Missed Collection		Total	
HEATON (WARD 12)	79,508	127	0.16%	66	0.08%	193	0.12%
TOLLER (WARD 24)	78,416	138	0.18%	55	0.07%	193	0.12%
THORNTON AND ALLERTON (WARD 23)	101,829	82	0.08%	52	0.05%	134	0.07%
CLAYTON AND FAIRWEATHER GREEN (WARD)	91,715	87	0.09%	53	0.06%	140	0.08%
CITY (WARD 07)	114,101	98	0.09%	49	0.04%	147	0.06%
MANNINGHAM (WARD 19)	82,732	90	0.11%	40	0.05%	130	0.08%
BRADFORD WEST	548,301	622	0.11%	315	0.06%	937	0.09%

Issues:

The main issues arising from all wards is recycling contamination as mentioned

above. Contamination as a whole currently costs the Council approx. £260k per month in processing and disposal costs as a direct result of material not being cleaned or placed in the correct bin. Bradford West accounts for approx. £43k of this monthly cost based on the tonnages above.

To reduce this cost, the Council have restarted working with residents and business to lower contamination levels. Load inspections have also resulted in full loads being disposed of if they are visibly highly contaminated. This information is logged internally and then provided to the Recycling Advisors who then visit the relevant area. This has led to a marked improvement in many areas including Mannigham in particular so it is clear that residents and the Council are working together for a better outcome.

Currently a “no side waste” policy is also enforced (no bags next to the bin). The address is noted down and enforcement letters are posted to the resident. This doesn’t always work well as residents stop for a while and then starts placing side waste out again once the enforcement timeframe expires. It can also be difficult to enforce against landlords and transient residents.

Information for reporting issues is processed through the incab device, which can then be viewed and actioned by call centre staff and back office staff.

Covid19 brings many operation difficulties including:

- increased tonnage and contamination,
- access issues and repeat visits
- staffing levels
- HWRC site capacity – to enable social distancing. We average 3,500 resident visits per day to the HWRCs.
- Vehicle availability – to allow social distancing
- Contractor issues – they too have various difficulties

3. OTHER CONSIDERATIONS

Over the last 8 months or so and mainly in relation to Covid19, there have been multiple instances of Waste Services and other departments coming together to ensure Bradford residents continue to receive the best service possible. This includes:

- Temporary transfer of staff
- Allocation of PPE and hand gel
- Engagement at all levels regarding best practice
- Sharing of information
- Consultation with Trade Unions
- Vehicle sanitisation services for Council, Emergency and private vehicles
- Sharing of available office space and facilities
- Home-working of high levels of staff to allow social distancing in offices/depots.
- Weekly video/phone meetings with other local Councils to share information and initiatives

Throughout the response, Waste Services have strived to use in-house provision to avoid the expensive cost of agency staff.

Liaison with contracted partners has taken place to ensure service continuity throughout the pandemic. This has ranged from waste disposal and recycling contracts to the arrival of 18 new RCVs that were ordered in 2019 in conjunction with Fleet Services.

Contract partners have also had major issues of their own to overcome in order to provide their services. It is noted that all contractors have supplied an outstanding service and worked with us at every stage to ensure safety and compliance with ever-changing regulations and advice.

Corporate Services have provided invaluable assistance and advice on various issues such as PPE, finance and procurement activities to help ensure contracts were maintained, invoices were paid and staff were safe.

Efficiency work and service improvements have continued to take place to ensure Bradford gets the best value from every pound. This has included renewing our garden waste paid subscriptions which are at an all-time high of 42,000 compared to 34,500 in 2019/20. Several new waste contacts have been procured which provide stability for the next few years in various sectors.

Continued investigation into an Advanced Fuel Centre (AFC) is taking place to assist with providing a cleaner/cheaper fuel (compressed natural gas) for the Council's heavy goods fleet.

Should the forth coming winter period bring similar issues, we are in a better position to act accordingly based on this experience. However, operational capability could potentially be impacted by increased demand, staff shortages and contractor availability/capacity.

The recyclable material market continues to be extremely volatile. Prices for paper, card, plastics, aluminium and steel can vary on a weekly basis which has impacts on the processing costs and relative income received for the materials.

To aid with budget recovery, we are in the early stages of investigating opportunities for upgrading our Material Recycling Facility (MRF) which would allow us to process and sell our own material, potentially saving £1m plus each year in third party processing costs. This would require approx. £3m investment.

4. FINANCIAL & RESOURCE APPRAISAL

The additional waste tonnages and costs in comparison to average levels are shown below. These are purely based on collection and processing costs alone.

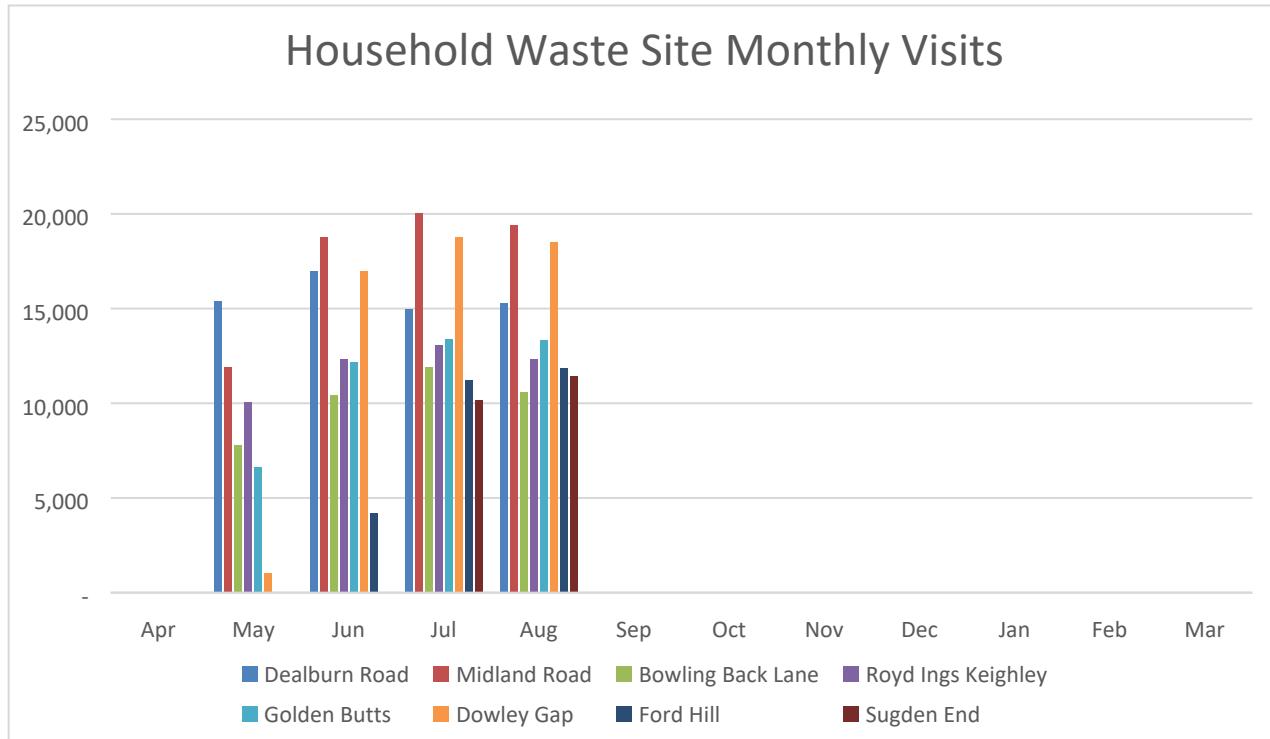
Covid impact 1 st April to 30th August	MIXED RECYCLING	GREEN	WOOD	TRADE (reduced tonnage = income loss)	Recycling Waste (Contamination)	Domestic Waste
Total Tonnages	17,023	8,189	2,745	4,431	5,914	68,658
Variance to 2019	2,897	-819	-974	-2,148	2,840	6,071
Cost	£ 209,776	-£ 28,682	-£ 14,614	£ 139,644	£ 255,572	£ 617,728
						Total Covid impact £ 1,179,423

The current 2020-21 forecast for Trade Waste income assumes an annual loss of £0.4m, partly mitigated by a £0.275m reduction in disposal costs.

The forecast for domestic waste & recycling contamination waste assumes an additional cost of £2.0m due to the effects of COVID-19.

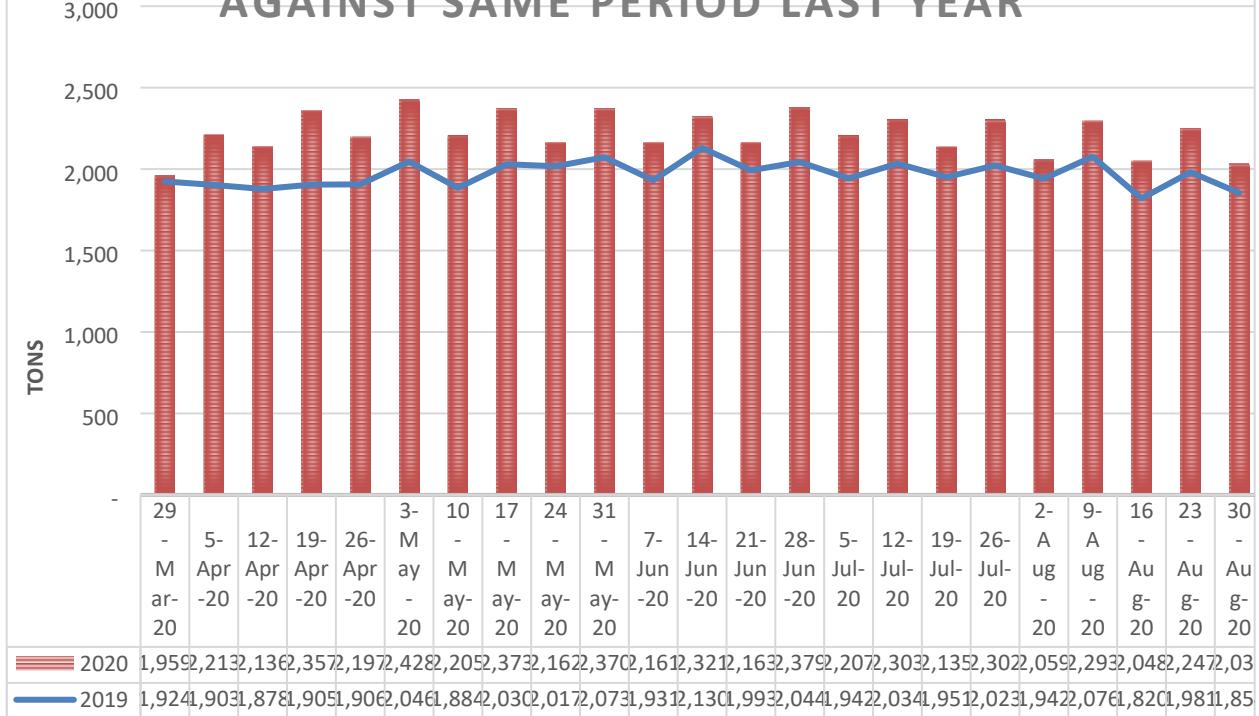
Where additional costs have been incurred and are a direct result of the pandemic, emergency funding from the government will be used and the income compensation scheme will fund losses from reduced levels of income.

The volume of visits to the HWRCs and the tonnage variations collected are shown in the information below. This gives an indication of the resources needed to facilitate the safe operation of the sites and provide the various collection services.

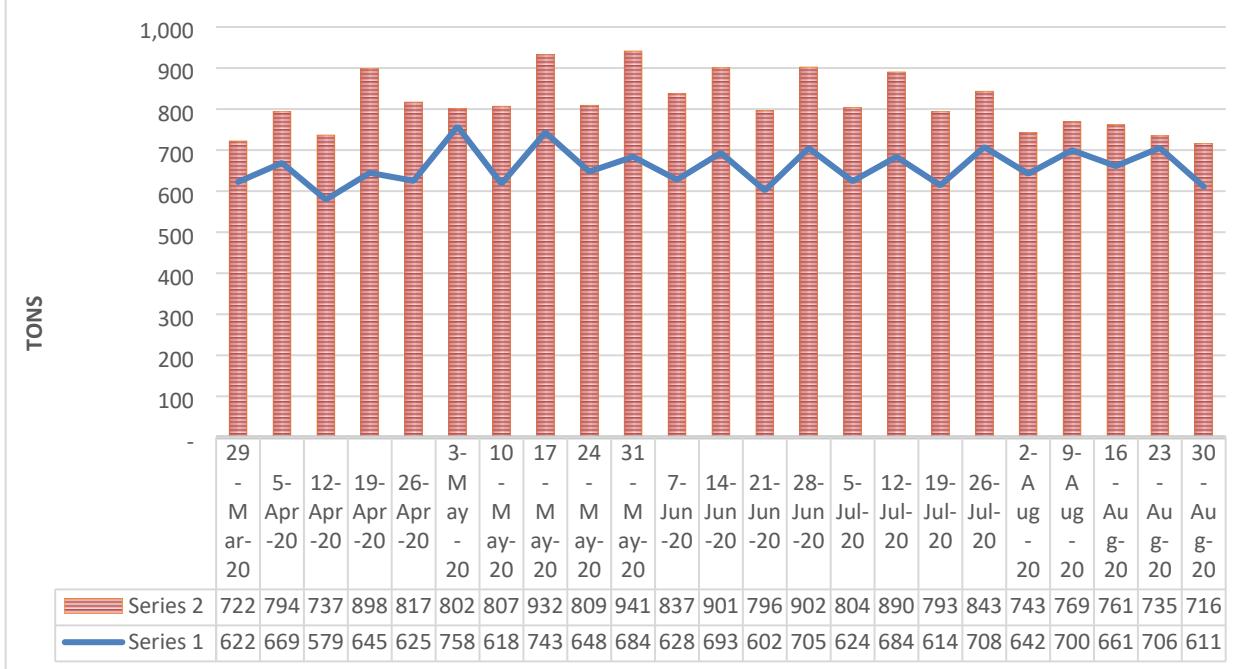


Household Waste Site	May	Jun	Jul	Aug	%	Total
Dealburn Road	15,400	16,990	14,973	15,266	17%	62,629
Midland Road	11,912	18,761	20,044	19,384	19%	70,101
Bowling Back Lane	7,771	10,441	11,911	10,575	11%	40,698
Royd Ings Keighley	10,048	12,329	13,054	12,332	13%	47,763
Golden Butts	6,634	12,160	13,382	13,355	12%	45,531
Dowley Gap	1,026	16,975	18,780	18,520	15%	55,301
Ford Hill	-	4,176	11,220	11,866	7%	27,262
Sugden End	-	-	10,160	11,429	6%	21,589
Total	52,791	91,832	113,524	112,727		370,874

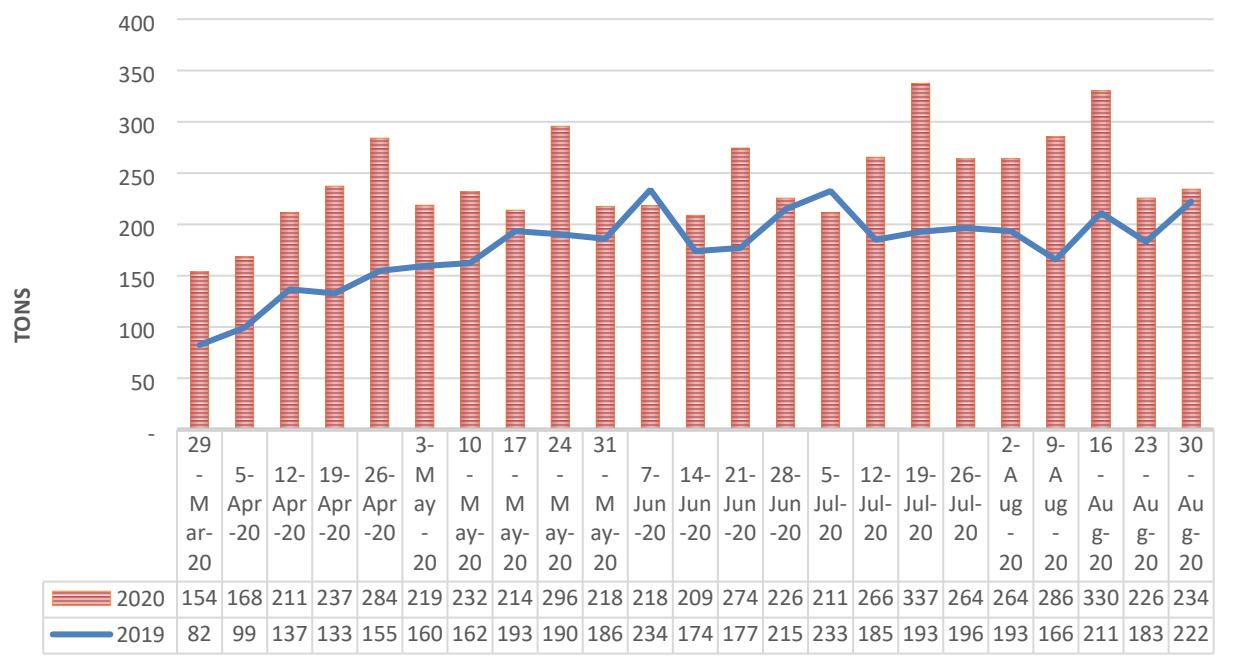
TONS OF REFUSE COLLECTION EACH WEEK AGAINST SAME PERIOD LAST YEAR



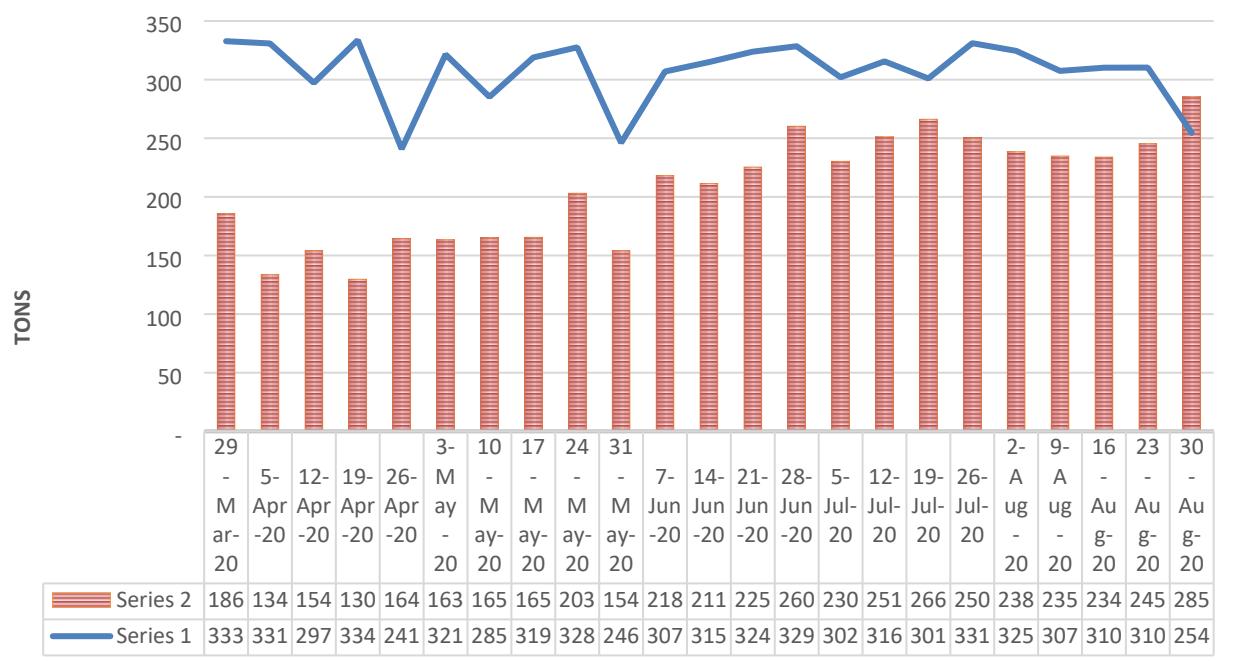
TONS OF RECYCLING COLLECTIONS EACH WEEK AGAINST SAME PERIOD LAST YEAR



TONS OF GARDEN COLLECTIONS EACH WEEK AGAINST SAME PERIOD LAST YEAR



TONS OF TRADE WASTE EACH WEEK AGAINST SAME PERIOD LAST YEAR



5. RISK MANAGEMENT AND GOVERNANCE ISSUES

All associated risk assessments have been carried out to ensure staff members follow current Covid19 guidance and safe working practices with measures in place to take effect if a staff member shows signs of Coronavirus.

6. LEGAL APPRAISAL

- N/A

7. OTHER IMPLICATIONS

7.1 EQUALITY & DIVERSITY

During the pandemic to date, residents from various Wards and backgrounds including the BAME community will have been affected by such issues as missed/late bin collections due to access restrictions (see Ward Implications). This will undoubtedly have caused confusion and potential upset. Waste Services have continued to provide information to all residents and attempted repeat visits wherever possible. Usual enforcement of recycling policies regarding contamination levels was temporarily cancelled during the pandemic to but restarted in October 2020.

7.2 SUSTAINABILITY IMPLICATIONS

- N/A

7.3 GREENHOUSE GAS EMISSIONS IMPACTS

The additional tonnage is the equivalent of 715 full RCV trips over the five-month period and 490 onward haulage trips.

7.4 COMMUNITY SAFETY IMPLICATIONS

- N/A

7.5 HUMAN RIGHTS ACT

- N/A

7.6 TRADE UNION

The recognised Trade Unions were fully consulted throughout the current Covid-19 pandemic on any changes proposed for Waste Collection and Disposal Services. They were very supportive of all changes that were proposed and subsequently implemented.

7.7 WARD IMPLICATIONS

On-going work takes place with various wards as necessary to reduce contamination levels within recycling bins which in turn will aid with budget recovery.

Various wards have been affected over recent months due to increased numbers of parked cars in and around narrow streets due to business and schools being closed and residents staying at home more often. Wherever possible, “missed bins” are collected on return visits but there have been instances which are reported daily of access being impossible for RCVs.

7.8 AREA COMMITTEE ACTION PLAN IMPLICATIONS

(for reports to Area Committees only)

- N/A

7.9 IMPLICATIONS FOR CORPORATE PARENTING

- N/A

7.10 ISSUES ARISING FROM PRIVACY IMPACT ASSESSMENT

- N/A

8. NOT FOR PUBLICATION DOCUMENTS

- None

9. OPTIONS

N/A

10. RECOMMENDATIONS

Members are asked to consider this report and the obstacles that Waste Services have had to overcome to maintain this essential operation. Any recommendations to further aid with service provision are welcome.

11. APPENDICES

Appendix 1 - Covid19 Risk Assessment – Ford Hill HWRC

Appendix 2 – Covid19 Risk Assessment – three in a cab

Appendix 3 – Covid19 Risk Assessment – Harris Street Depot

12. BACKGROUND DOCUMENTS

N/A

RISK ASSESSMENT FORM – FORD HILL HWRC

<i>Name of Establishment</i>	Ford Hill Household Waste Recycling Centre
<i>Address</i>	<i>Hill End Lane, Queensbury, BD13 2NQ</i>
<i>Name of person making assessment</i>	<i>David M Copeland</i>
<i>Job Title</i>	<i>Waste Disposal Manager</i>
<i>Assessment date</i>	<i>16th June 2020</i>
<i>Review due date</i>	<i>15th June 2021</i>
<i>Signed by assessor</i>	<i>David M Copeland</i>

<i>1st review Signed by reviewer</i>	
<i>Date reviewed</i>	
<i>2nd review Signed by reviewer</i>	
<i>Date reviewed</i>	

Assessment Reference RA/WM-FH-0005

A new risk assessment should be completed if an operation has changed in any way or the reviewer has identified changes required to an existing risk assessment

**Verbally dealing with service users
whilst enforcing permit, tipping and use restrictions
during COVID-19**

RISKS & HAZARDS

List significant hazards

Collision with vehicles (Trapping of body parts)
Personal threats & verbal abuse against staff (Stress & Anxiety)
Physical assault, to site staff, possible (personal injuries and or broken bones)
Risk to other site users who may become involved directly or indirectly
Risk of COVID-19 Contamination from members of the public or employees

Which groups of people are at risk from the hazards shown above?

All employee's
Contractors
Visitors, members of the public

How would you classify the risk of an accident occurring?

MEDIUM

What is likelihood of a significant injury occurring?

HIGH

How often are people exposed to this risk?

Monday to Friday 08.00am to 17.00pm
Saturday 08.00am to 16.00pm
Sunday 09.00am to 16.00pm

How many people are affected?

4 Members of staff
Up to 10 members of the public at any one time

CONTROL MEASURES IN PLACE

List any existing precautions

Employee site Induction, covering conduct, permit system, waste limits.

Staff training in customer care.

Advertised zero tolerance policy in place for aggressive and verbal abuse Police called as necessary

Safe working procedures on how to deal with the public and handle possible volatile situations.

Area supervisors/ manager to be available to clarify or calm down situations on site or by telephone to talk to site users and site staff.

Regular visits to site by Area Supervisors/manager.

Violence at work reporting and monitoring forms/Procedures.

CCTV Monitoring of site

Staff and contractor PPE:

- Hi visibility vests or hi visibility coats
- Corporate uniform
- Safety Boots with steel or composite toe cap and mid-sole protection
- Gloves as approved and supplied by management PVC/Rubber
- Hard hat with visor
-

Additional measures for social distancing COVID-19

All Staff in contact via two way radios Radio communications between front gate staff and queuing coordinators.

Body cameras on main gate staff and queuing coordinator.

Disposable gloves and personal alcohol gel for all employees

Mask's on request

Clear displayed information & warning signage around site (Remain in vehicle with Windows up please display residential permit, ensure 2 meters social distancing).

Traffic controlled at main gates by 2 staff members at all times, if violence erupts gates will be locked and police called.

Residents Permit MUST be shown in car windscreen clearly visible from the outside (no permit, no tip rule).

8 Designated 2 metre coned off bays for resident's to use to allow social distancing

All waste types accepted Household/Bulk waste, green garden waste WEEE electrical wastes

Sites staffed by 4 staff members (No lone working). 4 staff including a Supervisor on site at all times

Monitoring officer designated to monitor queuing traffic and non-compliant vehicles outside of the sites boundaries.

Site lockdown procedure in place for situations beyond control.

RISK LEVEL AFTER CONTROL MEASURES

How would you classify the risk of an accident occurring?

LOW

What is likelihood of a significant injury occurring?

HIGH

Is there still a significant risk YES / NO

NO

List significant hazards and risks requiring further control

Members of the public not maintaining social distancing therefore putting our staff at risk

Probability of injury occurring H/M/L

M

New control measures needed and target date for implementation

Maintain social distancing and traffic management control on and off site at all times

Date introduced

11th May 2020

Appendix 2

RISK ASSESSMENT FORM – THREE IN A CAB

Part A

DEPARTMENT/ SERVICE			Place- Waste Collection services					
Assessor/ Person(s) assisting with the assessment		David Crabb					DATE	22 nd May 2020
TASK / ACTIVITY (Include duration and frequency of task activity)		Multiple-person crews sharing vehicle cab during the day. Up to 2 hours per day including travel time to and from depot and transfer loading station (TLS). Also including movement between streets/areas throughout the day.						
Likelihood of Occurrence 1 Very Unlikely 2 Unlikely 3 Possible 4 Probable 5 Very Likely	Severity of Outcome					Persons / groups at risk		
	1 Negligible	2 Slight	3 Moderate	4 Severe	5 Very Severe	A Employees	E General Public / Pupils	
	LOW (1)	LOW (2)	LOW (3)	LOW (4)	LOW (5)	B New Employees	F Visitors	
	LOW (2)	LOW (4)	LOW (6)	MEDIUM (8)	MEDIUM (10)	C Contractors / Sub-Contractors	G Volunteers	
	LOW (3)	LOW (6)	MEDIUM (9)	HIGH (12)	HIGH (15)	D Young person / Work experience	H Clients / Service users	
	LOW (4)	MEDIUM (8)	HIGH (12)	HIGH (16)	HIGH (20)			
	LOW (5)	MEDIUM (10)	HIGH (15)	HIGH (20)	HIGH (25)			
Likelihood of occurrence X Severity of outcome = Risk Rating Example: Likelihood (possible 3) X Severity (Moderate 3) = Risk Rating (Medium 9)								

Part B

What are the hazards and What could happen	Affected persons groups	What are the existing control measures	Risk rating (refer to chart)	Further action required to eliminate or reduce the risk (who by and Date)	Residual risk rating (refer to chart)
Time crewmembers spend in the vehicle cab together increasing possible risk of infection.	A,B	<ul style="list-style-type: none"> Encouraging crew members to start and finish onsite and not in depot. Encouraging one crewmember only to travel to Transfer Loading Site (TLS) or depot with driver. 	9	<ul style="list-style-type: none"> The issuing and use of face masks to all crewmembers whilst in vehicle cab. Limit use of RPE (Respiratory Protective 	4

What are the hazards and What could happen	Affected persons groups	What are the existing control measures	Risk rating (refer to chart)	Further action required to eliminate or reduce the risk (who by and Date)	Residual risk rating (refer to chart)
		<ul style="list-style-type: none"> • Crew to structure daily route to minimise need of getting in the cab between locations. • Maintain consistent/same crew members in each team. • If not reasonable or practicable crew members continue to follow the primary control measures in place using a high standard of hygiene through available materials. 		Equipment) to the vehicle cab.	
Page 60 Risk of contamination and infection from outside of the vehicle.	A,B	<ul style="list-style-type: none"> • Wearing of P.P.E gloves and practicing good glove discipline and additional good hygiene measures. 	9	<ul style="list-style-type: none"> • Regular inspection and tests from managers/vehicle enforcement officers to check that crews are following good hygiene standards of safety. • Posters, leaflets and other materials are available for display. • Staff to be reminded that wearing of gloves is not a substitute for good hand washing. 	
Risk of contamination and infection from cab area/surfaces.	A,B	<ul style="list-style-type: none"> • Cabs to have alcohol or soap-based cleansing and/or wipes available for all surfaces and to be cleaned periodically 	9	<ul style="list-style-type: none"> • Scheduled vehicle deep clean prior to new weekly shift commencing. 	4

What are the hazards and What could happen	Affected persons groups	What are the existing control measures	Risk rating (refer to chart)	Further action required to eliminate or reduce the risk (who by and Date)	Residual risk rating (refer to chart)
		<p>throughout the day and at the end of each shift.</p> <p>Open cab windows to encourage airflow.</p>		<ul style="list-style-type: none"> Posters, leaflets and other materials are available for display. 	
Crewmember develops symptoms of COVID-19	A,B	<ul style="list-style-type: none"> Crew member showing symptoms to be sent home immediately. The cab to be decontaminated or the vehicle parked-up for at least 72 hours. This must be done immediately even if it means aborting the collections round. 	6	<ul style="list-style-type: none"> Posters, leaflets and other materials are available for display 	
Adverse reaction from public including aggression and violent behaviour.	A,B	<ul style="list-style-type: none"> Bodycams are worn by crewmember. Works Procedures stipulate that crews leave area or contact management and police if situation escalates. 	4		

Part C

<i>Links to other risk assessments and or safe working instructions - please state</i>		Individual risk assessments Waste Collection Works Procedures Government guidance for maintaining social distancing in the workplace	
Name	and	Sign	Date
<i>When the assessment is complete it should be signed to say that is the case and all identified actions have been implemented</i>		David Crabb	22 nd May 2020
Review - Before work starts, it is important to consider the content on this risk assessment to ensure it still valid. For example, are there any significant changes, additions or omissions at the site not identified on the assessment? Are there any additional hazards or risks? Please record any changes required and or action taken, then date and sign			
Reviewer Name & Date		Notes	
Reviewer Name & Date		Notes	
Reviewer Name & Date		Notes	
Reviewer Name & Date		Notes	

RISK ASSESSMENT FORM – HARRIS STREET DEPOT

Part A

DEPARTMENT/ SERVICE			Place- Waste Collection Services							
Assessor/ Person(s) assisting with the assessment		David Crabb			DATE	21 st May 2020				
TASK / ACTIVITY (Include duration and frequency of task activity)		Social Distancing Harris Street Depot								
Likelihood of Occurrence	Severity of Outcome					Persons / groups at risk				
	1 Negligible	2 Slight	3 Moderate	4 Severe	5 Very Severe	A	Employees	E	General Public / Pupils	
	1 Very Unlikely	LOW (1)	LOW (2)	LOW (3)	LOW (4)	LOW (5)	B	New Employees	F	Visitors
	2 Unlikely	LOW (2)	LOW (4)	LOW (6)	<i>MEDIUM (8)</i>	MEDIUM (10)	C	Contractors / Sub-Contractors	G	Volunteers
	3 Possible	LOW (3)	LOW (6)	MEDIUM (9)	HIGH (12)	HIGH (15)	D	Young person / Work experience	H	Clients / Service users
	4 Probable	LOW (4)	MEDIUM (8)	HIGH (12)	HIGH (16)	HIGH (20)	Likelihood of occurrence X Severity of outcome = Risk Rating			
5 Very Likely	LOW (5)	MEDIUM (10)	HIGH (15)	HIGH (20)	HIGH (25)	Example: Likelihood (possible 3) X Severity (Moderate 3) = Risk Rating (Medium 9)				

Part B

What are the hazards and What could happen	Affected persons groups	What are the existing control measures	Risk rating (refer to chart)	Further action required to eliminate or reduce the risk (who by and Date)	Residual risk rating (refer to chart)
Social distancing must be observed where possible in the workplace. Failure to do so	All staff and visitors within our	Peak times 05.45 to 06.30 for staff starting waste collection rounds, Poster and signs have been put up,	15	Social distancing has been adopted	10

What are the hazards and What could happen	Affected persons groups	What are the existing control measures	Risk rating (refer to chart)	Further action required to eliminate or reduce the risk (who by and Date)	Residual risk rating (refer to chart)
could result in a COVID-19 outbreak amongst our workforce	buildings A,B,C,E,F.	with continues updates to signage.			
Staff who are not fit to work, COVID-19 type symptoms or who have COVID-19	A,B,C,E,F.	Stay at home and contact NHS111 follow advice	15	For symptoms contact line manager who will arrange a test for you or family member	10
The office layout and positioning of furniture does not readily allow social distancing to be observed.	Staff	A number of staff are working from home to allow social distancing in the office.	15		10
Entrances and exits to some buildings are too narrow to allow 2m social distancing of people passing in opposite directions	Staff and visitors entering or leaving premises	People are instructed to observe social distancing where possible. Path ways and corridors are marked out with yellow tape at 2 metre intervals.	15	Office hatch is operated as one person at a time. i.e one person in as one comes out.	10
Corridors and circulation areas are too narrow for 2m social distancing of people passing in opposite directions, or to pass a person stood in the area.	All staff and visitors within a building	People are instructed to observe social distancing where possible. Occupancy levels are very low, mitigating the likelihood.	15	One way systems and no stopping rules to be introduced in such buildings. The direction of travel to be clearly marked using signage on floors, walls and doors.	10
Officers manned increases the risk of infection spreading between people.	Staff	At present only key workers delivering essential services are permitted to attend, thereby reducing the likelihood.			10
Non-compliance with social distancing during an emergency evacuation and requirement for	All staff and visitors	At present only key workers delivering essential services are permitted to attend, thereby reducing	15	In the event of an emergency evacuation the priority will be to vacate the building, which will impact on social distancing. Fire	10

What are the hazards and What could happen	Affected persons groups	What are the existing control measures	Risk rating (refer to chart)	Further action required to eliminate or reduce the risk (who by and Date)	Residual risk rating (refer to chart)
people at assembly points to remain 2m apart.		the likelihood.		warden and fire marshall training and advice to be reviewed and amended accordingly.	
Staff with a Personal Emergency Evacuation Plan (PEEP) which requires physical assistance during an emergency evacuation will not be able	Staff with a PEEP requiring physical assistance during an evacuation	At present only key workers delivering essential services are permitted to attend, thereby reducing the likelihood and impact.	15	[Advice to be obtained from HR]	10
Toilets may be too small to accommodate 2m of social distancing. P 99 G	All staff and visitors	At present only key workers delivering essential services are permitted to attend, thereby reducing the likelihood and impact.	15	Bradford depot toilets for men are multi occupancy. At peak times 05.45 am to 06.30 am all staff are asked to limit number of occupants at any one time.	10
At present the majority of toilets use powered air units to dry hands. These units blow air around a room and could spread COVID-19 virus should the virus be present on surfaces within a toilet.	All staff and visitors	Powered hand dryers to be temporarily decommissioned and paper towel dispensers to be installed in all toilets.	15	Hand towels ordered	10
Some kitchens and tea points are too small to accommodate social distancing.	All staff	At present only key workers delivering essential services are permitted to attend, thereby reducing the likelihood.	15	Kitchens and tea points to be assessed for maximum occupancy (likely to be 1 in most cases). Appropriate signage to be placed on doors and 2m queuing areas	10

What are the hazards and What could happen	Affected persons groups	What are the existing control measures	Risk rating (refer to chart)	Further action required to eliminate or reduce the risk (who by and Date)	Residual risk rating (refer to chart)
				to be marked nearby.	
With the exception of certain larger rooms across the depot, it will be difficult to maintain 2m of social distancing within meeting rooms.	All staff and visitors	At present meeting room use is discouraged and capacities have been reduced by 50%	15	Each meeting room to be reviewed and chairs put 2m apart, with the remainder to be removed. Protocols for usage to be implemented including face to face meetings only to be held when there is no alternative. People entering meeting rooms and moving to the furthest away available chair. Circulation during meetings to be discouraged.	10
Stairwells in most buildings are too narrow for people to pass 2m or more apart.	All staff and visitors	At present only key workers delivering essential services are permitted to attend, thereby reducing the likelihood and impact.	15	Stairwells at Harris Street operate traffic light system over seen by a Manager at peak times 05.45 am to 06.30 am	10
Risk of contamination and infection from surfaces and waste.	All staff and visitors	Cleaning levels have been increased across the depot and deep cleans are implemented on request.	10	More regular treatment of high touch surfaces such as door handles, railings, locks cleaned daily	10
Staff and visitors not washing or sanitising their hands often enough could lead to an outbreak.	All staff and visitors	Staff are encouraged to wash hands through signage. Hand sanitizer is available in receptions.	15	Installation of hand sanitizer dispensers at each building entrance and exit. Consideration to be given to installation of hand washing	10

What are the hazards and What could happen	Affected persons groups	What are the existing control measures	Risk rating (refer to chart)	Further action required to eliminate or reduce the risk (who by and Date)	Residual risk rating (refer to chart)
				stations, although noting that this may lead to reduced capacity.	
An increase in occupation will lead to an increase in staff going outside to smoke or vape. Often people smoking or vaping sometimes gather around entrances and exits, which could lead to instances of social distancing rules being broken.	All staff and visitors	Not working at full capacity at present and only key workers delivering essential services are permitted to attend, thereby reducing the likelihood and impact.	15	Rules for smoking and vaping currently advise staff to do so away from buildings in designated areas.	

Part C

<i>Links to other risk assessments and or safe working instructions - please state</i>	Individual Building risk assessments. Fire Safety Strategy Individual building fire risk assessments Government guidance for maintaining social distancing in the workplace
Name <i>When the assessment is complete it should be signed to say that is the case and all identified actions have been implemented</i>	Sign David Crabb

Date

21st May 2020

Review - Before work starts, it is important to consider the content on this risk assessment to ensure it still valid.

For example, are there any significant changes, additions or omissions at the site not identified on the assessment? Are there any additional hazards or risks?

Please record any changes required and or action taken, then date and sign

Reviewer Name & Date		Notes	
Reviewer Name & Date		Notes	
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Reviewer Name & Date		Notes	

