

Midlothian's Route Map through and out of the crisis



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Foreword

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In response to the Covid-19 emergency, Midlothian Council and its partners have had to speedily adapt to new and more flexible ways of working. Despite the many hardships the lockdown has, by necessity, imposed on individuals, our families and communities, we have worked hard to keep essential services operational.

The response from our Community Planning Partners including: council services, the NHS, our health and social care partners, the emergency services, the Armed Forces, businesses, community groups and volunteers, has been truly outstanding. Now, we need to work with you to plan for a new, very different future within the limited resources available.

It is clear that as we gradually and carefully leave lockdown, many of the enforced restrictions we have seen over the last few months will inevitably need to remain in place for some time to come. This means continuing to change the way we work - providing the support and protection our communities need; restoring and maintaining local services, and supporting our vital economic recovery in a sustainable way.

This document is a renewal plan for Midlothian. It sets out how the council intends to work with its partners and communities to put the necessary changes in place to help us recover from the pandemic and to meet the huge challenges we now face. Without underestimating the scale of the task ahead, our plan is one firmly founded on hope, ambition and the promise of a better future.

I hope that you will not only take the time to read about our plans as these develop but that you will contribute your own comments, questions and suggestions on this “new beginning” for Midlothian.



A handwritten signature in black ink that reads "Derek Milligan".

Council Leader
Councillor Derek Milligan

1. Introduction

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On 20 March 2020 the council moved to critical service delivery in response to the Covid-19 Pandemic. The rapid response to this pandemic resulted in a complete transformation of how the council works, including remote working, digital transformation and rapid response. This new strategy seeks to both support recovery and to retain the best elements of the transformation which took place in response to Covid-19 and make these permanent changes to the way the council delivers its services

The Covid-19 crisis has created a very different way of working and rapid learning for Midlothian Council at all levels. This outbreak will end, but we need to change how we work: there are things we have paused or stopped doing, and many things we needed to do differently, and there are some things we have done that we haven't done before. Some of these changes reflect the restrictions the government has put in place to stop the spread of infection, while others are to allow us to continue running our operations while protecting all of us. We also recognise we can't do everything ourselves so we have partnered with others to help fulfil the role communities need of us.

The purpose of this document is to set out a flexible and iterative renewal plan by Midlothian Council, in association with partners, to recover from the Covid-19 pandemic. These are exceptionally trying times. We all face huge challenges, but we'll all come through not just intact, but strengthened and with the renewed trust of the people and communities we serve.

This much is certain: when we finally enter into the post-crisis period, the business and economic context will not have returned to its pre-crisis state. Executives preparing their organisations to succeed in the new normal must focus on what has changed and what remains basically the same for their customers, companies, and industries. The result will be an environment that, while different from the past, is no less rich in possibilities for those who are prepared.

McKinsey & Co.

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Caring for vulnerable residents, looking after key workers’ children, liaising with our resilience partners, making sure bins are emptied and supporting local businesses and workers during the pandemic are just a few of the critical services we continue to deliver. This is all while adapting and responding to new and unforeseen challenges at considerable speed.

However, with evidence the virus is slowing, at least temporarily, we can embrace new opportunities after life in lockdown. This route map is not just about when you can expect buildings to reopen. It’s about using our new knowledge, experiences and sense of shared endeavour to collaborate and think innovatively to reshape services around the needs of our citizens.

We all want to return to some kind of normality but we must keep everyone as safe as possible. So while focussing on hope, ambition and the promise of a better future, our renewal plan is firmly-founded on evidence around how and when to ease restrictions locally while keeping people safe.

In Chapter 5, you will find our approach mirrors the Scottish Government’s route map, from the current Phase 1 when there remains a high risk the virus is not contained to Phase 4 when the virus is suppressed and no longer poses a significant risk to public health.

Our document indicates when you may gradually and carefully see a lifting of restrictions. For example, in line with national guidance, Stobhill Recycling Centre reopened in Phase 1, with physical distancing measures and a new traffic management system in place. With more outdoor activity permitted – such as being able to sit in the park, as long as physically distanced - Vogrie car park and toilets also reopened in Phase 1. Other services will take longer.

Some of our buildings and practices need to change to reflect new safety guidance. We are working hard for the return to school for children from the 12 August.

We do not specify dates and times for each phase of the route map, but will instead base future phasing on national guidance as well as local need.

Much of our decision making will, therefore, depend on the Scottish Government’s three week reviews. It must meet specific criteria, including those set by the World Health Organisation (WHO), before speeding up or slowing down elements within each phase nationally.

The pandemic has cemented our vision of a greener, safer, sustainable, ambitious and thriving Midlothian underpinned by a wellbeing economy that puts its citizens and local service delivery at the heart of all decisions. Therefore, the Midlothian phases also reflect new ways or working from lessons learned from lockdown including redesigning services around ‘digital by default’ and ‘remote working’ solutions.

It won’t be easy at times and we will all have to adapt. However, having witnessed staff, partner organisations, residents and communities pulling together for the common good during this terrible pandemic, we are confident that, with Midlothian’s route map through and out of the crisis, we will emerge stronger, united and committed to an even better future.

2. Our vision, mission and values

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In delivering services, it is important to recognise people are our most important asset. Our people can deliver life-changing impacts for our communities. Therefore to maximise that positive impact it is imperative that we work as One Council by removing any institutional barriers and eliminating any silo working to enable the organisation to implement simple solutions that make a big difference. This means placing our citizens and communities at the centre of our daily work; growing our own talent and empowering our staff, thereby enabling Midlothian to fulfil its potential as a Great Place to Grow.

The Council is ambitious for the future of Midlothian. The Vision for Midlothian is a Great Place to Grow. The Community Planning Partnership has identified Carbon Neutral by 2030 as an overarching aim supported by 3 main priorities:

- Reducing inequalities in learning outcomes
- Reducing inequalities in health outcomes
- Reducing inequalities in economic circumstances

The Midlothian Community Planning Partnership continues to prioritise the available resources towards the delivery of the partnership's key priorities. We will also continue to build on our successes by our investment in a major capital building programme which will see record investment in much needed social housing, extra care housing, care homes and schools to meet the requirements of a fast-growing population.

Such a strategy is critical because the council is a busy place, carrying out many functions. Research shows that the very best organisations succeed because they know where to focus their attention. This strategy is therefore, our statement of intent - designed to focus investment and drive performance within a values-based organisation to best meet the needs of the individuals and communities we serve.



Care



Social Housing



Waste to Energy



Education



Carbon Neutral



Capital Programme

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Our strategy for recovery, as we continue to respond and emerge from this crisis, is based on the creation of a Wellbeing Economy, designed to achieve wellbeing, inclusion and fairness for our communities and to protect and enhance our environment.

Our overarching principle is that in delivering services, whether commissioned internally or externally, that we keep our communities, our employees and our environment safe minimising exposure to Covid-19, or any other harmful agent, at the same time as meeting our commitment to being carbon neutral by 2030.

Building on our 9 drivers for change, this strategy covers the following areas:

Holistic Working	Hub and Spoke	Modern	Sustainable	Transformational	Preventative	Asset Based	Continuous Improvement	One Size Fits One
<ul style="list-style-type: none"> One Council - joined up - Services All through support, minimising transition points 	<ul style="list-style-type: none"> Local by default supported by 4 Locality Place Teams Minimal services delivered centrally 	<ul style="list-style-type: none"> Digital by Default Place based front facing services Home working for those services able to be delivered at home Digital, rather than physical, attendance at meetings 	<ul style="list-style-type: none"> Climate Change commitment to be Carbon neutral by 2030 Minimising travel by committing to working as locally as possible 	<ul style="list-style-type: none"> This strand supports the delivery of the other 8 drivers for change 	<ul style="list-style-type: none"> Continued investment in early intervention and prevention as a priority 	<ul style="list-style-type: none"> Local by default Only retaining physical buildings where required Maximising opportunities for social housing solutions Eliminate homelessness 	<ul style="list-style-type: none"> Committed to achieving "better than our previous best" 	<ul style="list-style-type: none"> Our Citizens come first and are known as individuals and experience services appropriate to best meet their needs

Specifically we are prioritising the following interventions to support recovery:

- Economic Renewal
- Accelerated Capital Programme for Housing and the School Estate
- Education Recovery Plan
- Hub and Spoke Place Service Delivery
- Health and Social Care Transformation
- Digital by default, Remote working and Carbon Neutral by 2030 approaches to the workplace and active travel

The strategy is filled with hope and ambition to rebuild Midlothian following the global pandemic. It represents a significant shift for the council in order to help Midlothian deliver services which are digital

by default with services delivered at the most local level, within the resources available, and enabling those who can work remotely to continue to do so.

4. Wellbeing Economy and Economic Renewal

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Our Wellbeing Economy will create a more equal Midlothian where the environment and our communities prosper.

By focusing on, for example, creating sustainable business models including social enterprises, building social value into our procurement contracts and exploring alternative uses of our land for community benefits, we will tackle poverty and inequality and build a more resilient society.

But we can't do it alone. To be successful we must work with our communities and partner organisations, from the NHS to City Region Deal partners and local businesses.

We can all see the benefits our Wellbeing Economy can bring. Better health and potentially life expectancy for local people, net zero carbon emissions and improving attainment by giving our children the best start in life, are just a few.

Our Economic Renewal strategy has been developed to append the previously published Strategy for Growth 2020-25, with its four key pillars of innovation, inclusion, partnership working and ambition - all of which are aimed at continuing to make Midlothian 'a great, green place to grow'. We will work with our businesses to adapt, diversify, develop and grow and ensure local communities and workers have fairer jobs, pay and opportunities to train and progress. We will be encouraging people to support our businesses by spending locally and promoting the Midlothian brand.

The world is already facing a major recession, perhaps the biggest in centuries. It is vital, therefore, that we start now to build our local economy that is fairer, resilient, sustainable and puts the wellbeing of our communities and environment at its heart.

5. Four Phase Route Map

Midlothian Route Map Through and Out of the Crisis: in line with Scottish Government and Health advice

	PHASE 1 As lockdown phase with the following easing of measures:	PHASE 2 As previous with the following:	PHASE 3 As previous with the following:	PHASE 4 As previous with the following:
EPIDEMIC STATUS, INCLUDING CRITERIA, CONDITIONS AND MEASURES	<ul style="list-style-type: none"> Continue with the measures and controls across each work setting for social distancing, hygiene and appropriate PPE requirements in line with HPS Guidelines 	<ul style="list-style-type: none"> Continue with the measures and controls across each work setting for social distancing, hygiene and appropriate PPE requirements in line with HPS Guidelines 	<ul style="list-style-type: none"> Continue with the measures and controls across each work setting for social distancing, hygiene and appropriate PPE requirements in line with HPS Guidelines 	<ul style="list-style-type: none"> Continue with the measures and controls across each work setting for social distancing, hygiene and appropriate PPE requirements in line with HPS Guidelines
PROTECTIONS ADVISED IN EACH PHASE	<ul style="list-style-type: none"> Physical distancing requirements in place. Frequent handwashing and hygiene measures for all. Cough etiquette is maintained. Face coverings in enclosed public spaces, including public transport. 	<ul style="list-style-type: none"> Physical distancing requirements in place. Frequent handwashing and hygiene measures for all. Cough etiquette is maintained. Face coverings in enclosed public spaces, including public transport. 	<ul style="list-style-type: none"> Physical distancing requirements in place. Frequent handwashing and hygiene measures for all. Cough etiquette is maintained. Face coverings in enclosed public spaces, including public transport. 	<ul style="list-style-type: none"> Physical distancing requirements to be updated on scientific advice. Frequent handwashing and hygiene measures for all. Cough etiquette is maintained. Face coverings may be advised in enclosed public spaces, including public transport.
SEEING FAMILY AND FRIENDS	<ul style="list-style-type: none"> More outdoor activity permitted – such as being able to sit in the park, as long as physically distanced. Meeting up with another household outdoors, in small numbers, including in gardens, but with physical distancing required 	<ul style="list-style-type: none"> Able to meet with larger groups including family and friends outside with physical distancing. Meeting people from another household indoors with physical distancing and hygiene measures 	<ul style="list-style-type: none"> Able to meet with people from more than one household indoors with physical distancing and hygiene measures. 	<ul style="list-style-type: none"> Further relaxation on restrictions on gatherings. Continued importance of hygiene and public health emphasised.

5. Four Phase Route Map continued

	PHASE 1 As lockdown phase with the following easing of measures:	PHASE 2 As previous with the following:	PHASE 3 As previous with the following:	PHASE 4 As previous with the following:
GETTING AROUND	<ul style="list-style-type: none"> • Consistent with the reopening of workplaces set out in this phase, where home working is not possible businesses and organisations are encouraged to manage travel demand through staggered start times and flexible working patterns. • Permitted to travel short distances for outdoor leisure and exercise but advice to stay within a short distance of your local community (broadly within 5 miles) and travel by walk, wheel and cycle where possible. • International border health measures are introduced. 	<ul style="list-style-type: none"> • Consistent with the reopening of workplaces set out in this phase, where home working is not possible businesses and organisations are encouraged to manage travel demand through staggered start times and flexible working patterns. • People are permitted to drive locally for leisure purposes. • Public transport operating increased services but capacity still significantly limited to allow for physical distancing. Travel at peak times discouraged as far as possible. • May be geographical differences depending on circumstances 	<ul style="list-style-type: none"> • Can drive beyond local area for leisure and exercise purposes. • Public transport operating full services but capacity still significantly limited to allow for physical distancing. Travel at peak times discouraged as far as possible. • May be geographical differences depending on circumstances. 	<ul style="list-style-type: none"> • Public transport operating full service. • Physical distancing may remain in place.
CORE PRINCIPLES	<p>Seek approval for:</p> <ul style="list-style-type: none"> • Remote Working is the default position for those who can • All meetings, internal and external, to be carried out using virtual platforms • Carbon Neutral by 2030 principles including active travel options 	<p>Implement:</p> <ul style="list-style-type: none"> • Remote Working is the default position for those who can • All meetings, internal and external, to be carried out using virtual platforms • Carbon Neutral by 2030 principles including active travel options 	<p>Extend the implementation of:</p> <ul style="list-style-type: none"> • Remote Working is the default position for those who can • All meetings, internal and external, to be carried out using virtual platforms • Carbon Neutral by 2030 principles continue including active travel options • Hub and spoke service delivery implemented 	<p>Continue to implement:</p> <ul style="list-style-type: none"> • Remote Working is the default position for those who can • All meetings, internal and external, to be carried out using virtual platforms • Carbon Neutral by 2030 principles continue including active travel options • Hub and spoke service delivery implemented”

5. Four Phase Route Map continued

	PHASE 1 As lockdown phase with the following easing of measures:	PHASE 2 As previous with the following:	PHASE 3 As previous with the following:	PHASE 4 As previous with the following:
EDUCATION	<ul style="list-style-type: none"> • HTs co-ordinate with staff to plan for return of P1 and P7 pupils 22nd June. • Rota in place for staff and only attending when required to be in the building. • Planning for curriculum and blended learning in August. • Training for remote learning delivery and infection control • Continued organisation of learning spaces and setting up buildings for return • Transition for new P1 and S1 and enhanced transitions where safe and possible. • New arrangements for children of key workers and vulnerable pupils until re-opening of schools in August. • All schools take responsibility and plan for their own key workers and vulnerable pupils from re-opening of schools in August. • HR and emotional support for staff returning to school. • Continue with revised plans for catering, waste management, and school support staff. • Revised plan for Free School Meals agreed • Executive Director to meet with Chairs of Parent Councils to discuss the blended model • Develop revised early learning and childcare plan based on new national guidance 15th June • Expand the operation of a number of early years provisions across the authority area to provide critical childcare • Liaise with key curriculum delivery partners to determine curriculum delivery model in senior phase • Guidance on school trips, visitors to be disseminated. • Instrumental music instructors to test out virtual lessons • Planning with transport providers to marry transport operations with education delivery model • Travel Plan developed for each school and education setting 	<ul style="list-style-type: none"> • On-going support for identified vulnerable pupils • Continue with provision for children of key workers. • Continue and expand the operation of a number of early years provisions across the authority area to provide critical childcare • Develop contingency plans for a school closure • SQA results published and analysed • Planning with transport providers to marry transport operations with education delivery model • Travel Plan developed for each school and education setting 	<ul style="list-style-type: none"> • Teachers return prior to pupils starting on 12th August to support new employees, NQTs and those returning for the first time. • Pupils begin to return to school from 12th August • Re-opening of early learning and childcare within local authority settings • Places at each school and early learning and childcare settings will be limited to that determined by the operational maxima for that building • First priority for attendance will be vulnerable pupils and children of key workers. Remaining places then opened to pupil population on a rotation agreed by the school. • SQA appeals and re-coursing • Blended learning for pupils with mix of in-school teaching and home learning. • Emotional/Wellbeing support for pupils returning to school • Closure plan in place if virus status changes • Instrumental music instructors commence blended delivery model • Continue to review travel plans subject to planned changes to the education delivery model 	<ul style="list-style-type: none"> • Continued development of the primary, secondary and specialist provision curriculum offer • Dependent on virus status and latest scientific and government advice, the operational maxima for schools will be adjusted to allow more to attend. • Increasingly regular operation of schools and early learning and childcare settings whilst maintaining any required precautions • Maintenance of a responsive closure plan should a school or centre be connected to a virus outbreak. • Gradual relaxation of restrictions and additional measures around school transport, cleaning and catering. • Closure plan in place if virus status changes • Continue to review travel plans subject to planned changes to the education delivery model

5. Four Phase Route Map continued

	PHASE 1 As lockdown phase with the following easing of measures:	PHASE 2 As previous with the following:	PHASE 3 As previous with the following:	PHASE 4 As previous with the following:
CHILDREN & FAMILIES	<ul style="list-style-type: none"> • All staff continue to be in office on a rota basis • PPE is available for use by all staff when entering family homes or having direct contact with service users. • Statutory visits with families and those who are at risk shall be undertaken as per interim COVID-19 Guidance. • Visits to families who come into the system via duty shall be undertaken as per Covid-19 Guidance. • Case conference, reviews and statutory meetings shall be chaired and managed using virtual technology. • Children & Families Centre front door shall remain locked to control and monitor service user access to the building • Staff are not transporting children or families unless in an emergency. • Hawthorn transport is available in a mini bus with maximum 3 households sitting at a distance. The bus is cleaned between trips. • Hawthorn Family Learning Centre – will continue to offer support with limited numbers of children in a room, parents not entering the building and cleaning between sessions. • Residential – staff continue with 12 hour shifts and no visitors coming into the house 	<ul style="list-style-type: none"> • Staff continue to be in office on a rota basis • PPE is available for use by all staff when entering family homes or having direct contact with service users • Case conference, reviews and statutory meetings shall be chaired and managed using virtual technology. • Children & Families Centre front door shall remain locked so that the monitoring of service users into the building is controlled • Statutory visits with families and those who are at risk shall be undertaken as per interim COVID-19 Guidance. • Visits to families who come into the system via duty shall be undertaken as per Covid-19 Guidance. 	<ul style="list-style-type: none"> • Staff continue to be in office on a rota basis • PPE is available for use by all staff when entering family homes or having direct contact with service users • Case conference, reviews and statutory meetings shall be chaired and managed using virtual technology. • Children & Families Centre front door shall remain locked so that the monitoring of service users into the building is controlled • Hawthorn Family Learning Centre will opening up to parents and carers. 	<ul style="list-style-type: none"> • Staff continue to be in office on a rota basis • Case conference, reviews and statutory meetings shall be chaired and managed using virtual technology. • Children & Families Centre front door shall remain locked so that the monitoring of service users into the building is controlled. • Face to face visits to children & Young People out-with Midlothian to be undertaken.

5. Four Phase Route Map continued

	PHASE 1 As lockdown phase with the following easing of measures:	PHASE 2 As previous with the following:	PHASE 3 As previous with the following:	PHASE 4 As previous with the following:
COMMUNITIES AND LIFE LONG LEARNING	<ul style="list-style-type: none"> • Liaison with police re anti-social behaviour in terms of youth work • Work continues with vulnerable young adults (16-24) and adults with multiple barriers to employment (Focus Team) on a one to one basis. PAVE continuing to offer sessions to complete learning and gain awards. • Online learning and groups meetings for young people and adults - online platforms agreed, updated policies with staff training • Community resilience response, care for people group, local community resilience structure set up , food / medicines / social isolation – volunteer coordinating & training partnership working with third sector • Maintain community resilience with options of scaling up and down in relation to demand • Maintain Food Depot and supports to foodbanks 	<ul style="list-style-type: none"> • On line offer of youth work and adult learning • Delivery of alternative curriculum offers with schools and FE • Review of ICT requirements, physical site changes to expand learning offer • Employability and learning strategy developed , alongside economic recovery plan in partnership – youth Employability offer 150 S4/5 pupils out in place • Front facing service prioritised, list of locations for safe one to one spaces for range of services. • Digital improvements to allow on line access to adult learning , employability and youth work services • Employability services continue • Maintain community resilience with options of scaling up and down in relation to demand. • New projects to address social isolation for older people • Monitor food banks and food depot demand 	<ul style="list-style-type: none"> • Clear message on community use of buildings and phased opening per locality area with timetable 	<ul style="list-style-type: none"> • Adequate provision for community activities to be in place.

5. Four Phase Route Map continued

	PHASE 1 As lockdown phase with the following easing of measures:	PHASE 2 As previous with the following:	PHASE 3 As previous with the following:	PHASE 4 As previous with the following:
ADULT HEALTH AND SOCIAL CARE	<ul style="list-style-type: none"> • Critical services have already been provided although where possible using digital communication • Most mental health services have continued to be provided throughout albeit using different methods of delivery • All Midlothian GP practices are operating telephone triage, increased use of video consultations, with face to face appointments only when necessary • Essential GMS services only: urgent care, urgent blood testing, child immunisations, cancer referrals etc. • No dental/optometry services other than emergency at central NHS Lothian site • Limited services will be provided by dentists from Monday 1st June 2020 • Pharmacies are open, but with physical distancing restrictions on customers in shops. Greater reliance upon home delivery of prescriptions • More generally individual service managers and planning officers are beginning to plan for reinstating services, with infection control/physical distancing/technology considerations • Opticians open for urgent and essential eye-care • Care Homes visiting is by telephone or video-calls only, although in exceptional circumstances, face to face visits have been arranged. Digital technology is used to allow residents to have contact with families • Work is planned to enable people with learning disabilities who live in supported accommodation to have contact with their families • Plans will be developed to enable some family carers to receive some form of respite care where possible • Day services have been provided for people with learning disabilities whose needs are critical. Digital technology has been used creatively to provide support. This will continue, and where safe to do so, be extended • Justice services to increase number of face to face contacts. Further developments dependent upon when courts reopen 	<ul style="list-style-type: none"> • NHS Lothian Mobilisation Plan completed, which outlines the details including timescales of the resumption of core services • Dental practices will continue to provide restricted services for a number of months • Continue work through Care For People group to explore how we continue supporting people shielding beyond initial phase of COVID • Delivery of Intermediate Care Services will be redesigned to be more fit for purpose in terms of patient journeys, aiming to keep people in Midlothian where safe to do so • GP Practices will launch major publicity campaign using social media and postcards delivered throughout Midlothian. This will encourage greater self-management through use of NHS Inform. Access will continue to be weighted towards telephone and videoconferencing. • Additional GMS services added including screening. Ongoing development of key initiatives e.g. Community Treatment and Care Centre functions being expanded in some GP practices – this will include chronic disease monitoring. Flu vaccination plan rolled out • Care home visiting to be gradually reinstated in line with Scottish Government guidelines 	<ul style="list-style-type: none"> • See NHS Lothian Mobilisation Plan for details of resumption of core services • All community living services including group-based day services will be subject to risk assessment and redesign before reintroduction to ensure service user and staff safety • Care home visiting to be gradually reinstated in line with Scottish Government guidelines 	<ul style="list-style-type: none"> • Almost all facilities are operational again • Recovery Plan with detailed action plan now being implemented redesigning the delivery of health and care services • Digital technology will feature significantly in the new delivery models for reinstating services • Full visiting restored to Care Homes in line with Scottish Government guidelines

5. Four Phase Route Map continued

	PHASE 1 As lockdown phase with the following easing of measures:	PHASE 2 As previous with the following:	PHASE 3 As previous with the following:	PHASE 4 As previous with the following:
SPORT, CULTURE AND LEISURE FACILITIES INCLUDING COMMUNITY AND PUBLIC SPACES	<ul style="list-style-type: none"> • Sport and Leisure services remain closed, consideration to be given to open Hillend if safe distancing measures can be maintained. • Town centre patrols in place to ensure social distancing • Vogrie Country Park opened, car park and toilet facilities available. • Roslin Glen and Car Park Open 	<ul style="list-style-type: none"> • Sport and Leisure to look to open outdoor spaces to deliver alternative options for physical activity • Town centre patrols in place to ensure social distancing • Summer holiday child care options being planned with Education 	<ul style="list-style-type: none"> • Town centre patrols to ensure social distancing 	<ul style="list-style-type: none"> • Town centre patrols to ensure social distancing
SHOPPING, EATING AND DRINKING OUT	<p>As per Scottish Government Advice:</p> <ul style="list-style-type: none"> • Gradual re-opening of drive through food outlets. • Garden centres and plant nurseries can reopen with physical distancing. Associated cafes should not reopen at this stage except for takeaway. 	<p>As per Scottish Government Advice:</p> <ul style="list-style-type: none"> • Previously closed small retail units can reopen with physical distancing. • Outdoor markets with physical distancing, hygiene measures and controls on numbers of people within market. • Pubs and restaurants can open outdoor spaces with physical distancing and increased hygiene routines (within guidelines). 	<p>As per Scottish Government Advice:</p> <ul style="list-style-type: none"> • Larger retail can reopen with physical distancing. • Pubs and restaurants can open in indoor spaces with physical distancing and increased hygiene routines (within guidelines). • Personal retail services including hairdressers open (with distancing and hygiene.) 	<p>As per Scottish Government Advice:</p> <ul style="list-style-type: none"> • All open with improved public health advice. • Shop local still encouraged.

5. Four Phase Route Map continued

	PHASE 1 As lockdown phase with the following easing of measures:	PHASE 2 As previous with the following:	PHASE 3 As previous with the following:	PHASE 4 As previous with the following:
PLACE, GATHERINGS AND OCCASIONS	<ul style="list-style-type: none"> • No public gatherings permitted except for meetings of two households, outdoors and with physical distancing. • Statutory and critical services are provided sometimes through different work practice or methods. • Seek approval for the Economic Renewal Strategy including procurement update • Economic Renewal, Business Gateway and Tyne & Esk LEADER services continuing • Seek approval for the accelerated Capital Programme • Assist with the South East of Scotland Transport Transition Plan • Grass cutting for public amenity and open space to facilitate exercise and social distancing. Maintenance of pathways and road verges for public safety completed. • Support services preparation for education reopening; catering, cleaning, digital, transport. • Guidance and assistance provided by Environmental Health and Economic Development for reopening establishments. • Environmental Health Services restricted to public safety enforcement and COVID Test & Protect activities • Stobhill Household Waste Recycling Centre opened. • Waste Services fully operational • Planning services limited please refer to website • Trading standards limited please refer to website • Building Standards Services limited; enforcement and dangerous building work, virtual inspections. • House repairs and Non- Domestic Building repairs limited to emergencies and vacant property works. • Homeless Services operational • Revenues and Benefits services fully operational; rent costs and assistance, council tax reduction, Scottish welfare fund. • Active travel support for walking, cycling, wheeled travel • No viewing or meetings undertaken, alternative channel used where possible • Website maintained and enquiries through alternative channels. • Roads and construction works: phase 0-2 preparations in line with Scottish Government Guidance • Online Library Services available • Library Home Service for Shielding households 	<ul style="list-style-type: none"> • Implement the Economic Renewal Strategy including procurement update • Implement the Accelerated Capital Plan • Continue to assist with the South East of Scotland Transport Transition Plan • Grass cutting completed for public amenity and open space to facilitate exercise and social distancing. Maintenance of pathways and road verges for public safety completed. Weedkilling maintenance. • Guidance and assistance provided by Environmental Health and Economic Development and Trading Standards for reopening establishments. • Pest Control restart in external locations • Restart Air Quality testing • Public amenity and open space maintained to facilitate exercise and social distancing. • Registrar Services resumed with necessary measures in place. Venue options restricted, with <i>minimal number of attendees</i> • Recommence proactive debt recovery action for Council Tax, Rent and Sundry Debt • Commence Non- Domestic Rates billing • Roads, lighting and construction works: phase 1-2 in line with Scottish Government Guidance • House repairs and Non- Domestic Building repairs limited. • Site visits and External site meetings possible subject to improved public health advice • Virtual viewings & inspections for housing and non-domestic properties • Car parks fully opened • Library collection service 	<ul style="list-style-type: none"> • People can meet in extended groups subject to physical distancing • Continue to implement the Economic Renewal Strategy including procurement update • Continue to implement the accelerated Capital Plan • Continue to assist with the South East of Scotland Transport Transition Plan • Town centre patrols – social distancing checks • Registrar Services expanded with necessary measures in place. • Relaxation of restrictions to attendance at funerals, marriages and civil partnerships beyond “close family” • Housing market functioning. • Viewings and lettings in domestic and non- domestic sectors. Shared living services are subject to risk assessment and redesign to ensure service user and staff safety. • Pest Control restart in indoor locations • Roads, lighting and construction works: phase 2 -4 in line with Scottish Government Guidance • Site visits and External site meetings possible subject to improved public health advice • House repairs and Non- Domestic Building repairs resume. • Virtual viewings for housing and non-domestic properties • Lone working inspections with public health advice 	<ul style="list-style-type: none"> • Mass gatherings resume in line with public health advice • Continue to implement the Economic Renewal Strategy including procurement update • Continue to implement the accelerated Capital Plan • Continue to assist with the South East of Scotland Transport Transition Plan • Licensing & Permits services operational • Roads and construction works: phase 2 -4 in line with Scottish Government Guidance • Almost all facilities are operational again within the resources available • All ceremonies can take place, with necessary measures in place in line with Public Health Advice