

## North York Moors National Park Authority Finance, Risk, Audit and Standards Committee

22 June 2020

### Health and Safety

#### 1. Purpose of the Report

- 1.1 To update Members on health and safety activity so far during 2020/21, in particular the way in which the health and safety issues arising from COVID 19 are being managed.

#### 2. Background

- 2.1 This report is normally a quarterly update on accident statistics, progress against the agreed health and safety action plan and a commentary on other health and safety activity. As Members will be only too aware, the last three months have been far from normal and this paper will therefore depart considerably from its usual format.

#### 3. General Health and Safety Response to COVID 19

- 3.1 Officers have taken the view that in terms of working practice, the Authority should follow both the letter and intent of Government guidance. Initially this resulted in a number of actions being taken;
- All volunteering ceased in mid-March;
  - Practical apprentices and Maintenance Rangers were placed on furlough on late March and early April;
  - Visitors Centres were closed
  - All education and events activity ceased
  - Car Parks and public toilets were closed
  - Office based staff all moved to home working.
- 3.2 As Government advice has developed in the period since mid-March, the Authority's approach has changed and staff have returned from furlough as and when it has been deemed safe to do so. Prior to any return to work, activities have been risk assessed and working practices changed to ensure that Government advice has been followed. Staff have been properly consulted as well. This has required a flexibility of approach on the part of all concerned as in most cases staff have changed their working practices to ensure that they socially distance, wear additional PPE where this has been risk assessed as essential as well as carrying out different duties.
- 3.3 No accidents or near misses have been reported since 1 April. While the reduction in outdoor working certainly provides some explanation of this, Officers are arranging to remind staff of the continued need for reporting in line with our usual health and safety practices.
- #### 4. Return to Practical Work
- 4.1 Maintenance Rangers and apprentices have now returned and practical work has recommenced but with revised work instructions. Staff are social distancing, not travelling in the same vehicle, and have adequate PPE supplied for their use.

On occasions, where lifting is involved, 2m social distancing can't be observed, but this is properly managed and staff are working in regular pairs to reduce the chance of infection. This seems to be working well and is encouraging the staff concerned to think more about the tasks that need carrying out and they can then plan accordingly.

- 4.2 In addition to Rangers, Planning and Conservation staff are undertaking site visits to enable work to progress wherever possible. These activities have been fully considered and a risk assessment for outdoor and practical work under COVID 19 restrictions have been developed (**Appendix 1**). This is supported by written guidance on site visits and outdoor/practical work during CV19 restrictions. Both documents are updated fortnightly and revised versions communicated clearly to staff.
- 4.3 Staff undertaking site visits can either use pool cars or their own car if they prefer. Pool cars are available to be booked and are sanitised between uses. Staff who are allocated a vehicle have continued to use it and are responsible for its cleanliness.
- 4.4 Car parks are now open as are the public toilets associated with them. In addition to the usual risk assessments and the COVID 19 assessment detailed above, specific instructions have also been given to Car Park Wardens regarding what is expected of them (**Appendix 2**). This is also updated fortnightly.

## 5. **Homeworking**

- 5.1 In the space of 2 days, all of the Authority's office based staff moved from being office to home based. The technical side of this to ensure 'in the office' access to networks went really well. On any single day up to 85 staff are accessing the IT network from home. Staff have generally coped with the rapid change very well. There are however a number of issues to be aware of;
- Officers are aware that the provision staff members have at home to set up an office are variable and some are undoubtedly working in less than perfect conditions. The Health and Safety Executive has issued advice on how to make impromptu office set ups comfortable and this has been shared several times with staff. In addition, staff have been encouraged to borrow whatever equipment they need from the office and a number have taken chairs, tables etc.
  - In the past the Authority has not encouraged significant amounts of home working in the belief that teams function better when they are able to see each other and that Officers should be easily accessible to the public. Management methods are all set for this, so there has had to be considerable effort and creativity put into staying in touch on an individual and team basis. The use of Lifesize has helped as have use of applications such as WhatsApp. Written communication hasn't been forgotten either and there is a weekly edition of Moors Chat and Involved Extra to supplement the more formal information sharing.
  - Some staff who have young children to look after have found the combination of childcare and working from home to be difficult. They have been encouraged to do what work they can, but also to regard looking after their families as their first priority. This has helped to relieve the immediate pressure and these difficulties will start to ease as lockdown restrictions are lifted.
  - Apart from childcare, isolation from colleagues has been cited by staff as the single biggest issue that they have encountered. For some this means that there is a gradually diminished awareness of what is going on across the whole Authority and for others the lack of human contact is of greater concern. Officers are mindful that the isolation could cause mental health issues in the medium term. Teams have been very supportive of each other and when colleagues have been struggling they have been able to seek support and understanding from each other. The availability of good quality counselling services via Health Assured has also been promoted on several occasions.

5.2 A survey of staff has been undertaken to consider a number of questions regarding home working with a view to consider whether the more regular home working should become part of the normal mix of working. A discussion paper for SLT to consider is currently being prepared.

## 6. **Volunteers**

6.1 As mentioned in Paragraph 3.1, all volunteers were stood down in mid-March and have recently returned to work in a low key and closely managed way. Officers have produced a protocol which details the steps that line managers are required to go through, supported by the Volunteering Team, to facilitate volunteering for specific outdoor tasks. This mainly includes survey work and also some Voluntary Rangers undertaking weekend work to support the Senior Rangers, particularly in the busier areas of the Park.

6.2 Role profiles have been updated and consideration regarding COVID 19 has to be given explicitly to each role. All revised role profiles have to be signed off by the Head of Volunteering prior to any work being undertaken.

6.3 At this stage there is no activity by groups of volunteers. No restriction has been placed on volunteering due to age, but any returning volunteer does have to confirm that they have not been formally advised to shield.

## 7. **Sickness Absence**

7.1 Generally, sickness absence has been significantly reduced during this period. No staff have reported being confirmed as having coronavirus, although a number have self-isolated at different times because they have displayed the symptoms. In most cases, staff have continued to work while self-isolating.

7.2 Four colleagues have been formally advised to shield due to longer term health issues, but are well and three of them have continued to work normally.

## 8. **Provision of Additional PPE**

8.1 In common with many organisations, the purchase of additional supplies of gloves, hand sanitiser and masks has proved to be difficult. The situation has now eased and good supplies of all these products have been bought. The supply of these to staff and volunteers is being driven by risk assessment, but, where possible, for handwashing soap and a supply of water are provided as this is considered to be a more effective protection against COVID 19 rather than relying on hand sanitiser. The costs are all being allocated to one cost code to monitor additional spending on these items.

## 9. **Opening of Offices, Depots and Visitor Centres**

9.1 Offices and depots have had to be open on a very limited basis to enable staff to collect work and materials as well as deal with incoming post and answer machine messages. Straightforward protocols are in place to ensure that the numbers in a building at any one time are low, that social distancing protocols are observed and that regularly touched surfaces are clean.

9.2 As lockdown measures nationally begin to ease, it is likely that the HQ offices will open for more regular working. There is considerable work to do to ensure that cleaning arrangements are updated, maximum numbers on each floor established and appropriate signage in place to ensure social distancing is maintained. While Officers are mindful that Government advice is likely to continue to be that those who can work at home should do so, there is a delicate balance to strike between this and improving the mental health of those who are struggling in terms of isolation.

9.3 At the time of writing this report, consideration is being given to the reopening of Sutton Bank Visitor Centre close to the date when non-essential retail outlets are allowed to open. The Visitor Centre Manager has been recalled from furlough and is working on a plan to reopen the centre ensuring the safety of staff and visitors alike.

## 10. Management of Health and Safety

10.1 The Health and Safety group has continued to meet (next meeting 24 June), supported by advice from North Yorkshire County Council. The Head of Recreation and Ranger Services has organised the revised health and safety provision for practical work and car parks. The Head of Corporate Services has oversight of health and safety work across the Authority and this has been supplemented by fortnightly meetings with UNISON representatives where safety is a standing topic of discussion. In addition to this, there are monthly meetings which also include the full time UNISON officer and in the latest of these there was a detailed discussion about health and safety arrangements.

10.2 Contractors have continued to work on behalf of the Authority on a wide variety of work. In each case, however, the Officer responsible for the work has satisfied themselves in advance that the contractor is working in a manner consistent with Government guidance.

## 11. Communications with staff

11.1 While day to day communication has properly remained the responsibility of line managers, considerable effort has been put into regular written updates. Members will be aware of the weekly publication of Moors Chat and Involved Extra. These have proved to be popular, but there have also been regular (at least fortnightly) more formal updates covering a range of issues including staff welfare and health matters. An example is attached as **Appendix 3**.

## 12. Other Health and Safety Issues

12.1 The Trackplot device <https://trackplot.com/> is now in use by the Ranger team (the Lone Working Policy is being updating to reflect this). This equipment uses GPS to ensure that the location of users is known at all times. Rangers have welcomed its introduction, particularly while they have been dealing with potentially difficult situations when lone working at weekends.

12.2 The Health and Safety Group has agreed the introduction of a standard policy for the acceptable speed limits for all of its vehicles. The current legal limits are based on a complex system which is open to interpretation, but the in-house policy is simple and has been communicated to staff.

## 13. Financial and Staffing Implications

13.1 Day to day health and safety management has become significantly more onerous as a result of COVID 19. This means that other planned health and safety work is being postponed, but will be returned to later in the year. Additional expenditure is being incurred to purchase PPE, but Officers have taken the view that this is essential spending.

14. **Recommendation**

14.1 That Members;

- Support and comment on the work undertaken since the last FRASC meeting.

Contact Officer:

Ian Nicholls

Head of Corporate Services

01439 772700

**Background documents to this report**

**File ref.**

NPA Reports, December 2013, 2014, 2015, 2016, 2017, 2018, 2019

FRASC Reports 2012, 2014, 2015, 2016, 2017, 2018, 2019, 2020



North York Moors  
National Park

## 29. Risk Assessment Form – work under CV19 restrictions

Activity: Outdoor and practical work under CV19 restrictions	Assessor's name: D Trafford
Date: 4 June 2020	Review Date: 18 June 2020

- Can you maintain 2m social distance? All work should be carried out in accordance with social distancing advice.
- Can you wash your hands? You must have suitable means of cleaning your hands regularly and thoroughly i.e. hand sanitiser or hot water and soap.
- Working alone is preferred for most tasks. If working in pairs, keep to fixed pairings
- Is the work **LOW** risk? Higher risk work must be avoided at this time to avoid the potential for extra strain on the NHS and emergency services. This includes very remote/difficult to access sites, complex chainsaw work, working at height, using ATVs, winching operations, and heavy/complex manual handling.

Other tasks or site visits not covered in this RA must be approved by line manager and individually risk assessed.  
All usual risk assessments and H&S requirements still apply.

What are the Hazards?	Who Might be Harmed & How?	Control measures	Residual risk rating			Additional action (who/by when)
			L	S	R	
Contact with the public through touching hard surfaces or close proximity	Staff, family of staff members, public Transfer of virus Illness, possibly severe	Each task planned and risk assessed in advance. Site needs to be physically wide enough for safe passage of public past the work area; consider how to manage public access if the work site is likely to be busy, for instance by using signs, barrier tape or a banksman.  Use men at work signs and social distancing signage to remind members of public to maintain distance.  If the site becomes too busy to work safely, cancel or postpone task.  Wash hands regularly - after touching hard or shared surfaces (NHS is advising virus can survive for 72 hours), before/after eating, when arriving on site and leaving site. Avoid touching face.	2	4	8	

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What are the Hazards?	Who Might be Harmed & How?	Control measures	Residual risk rating			Additional action (who/by when)
			L	S	R	
Contact with colleagues on site	Staff, family of staff members, public Transfer of virus Illness, possibly severe	<p>Sometimes it is necessary to work in pairs, on site or in vehicles. When this happens, the following steps should be taken to enhance safety:</p> <ul style="list-style-type: none"> <li>• Used fixed pairings – work in the same pairs rather than frequently swapping</li> <li>• Maintain social distancing as far as safely possible</li> <li>• If a task requires you to work closer than 2m apart, it should only take place if it is a high priority. This should be discussed with your line manager.</li> <li>• If you have to work closer than 2m apart, keep the activity time as short as possible</li> <li>• Wash hands more frequently</li> <li>• Work back to back or side by side rather than face to face</li> <li>• No more than 2 people working together on site.</li> </ul> <p>Wash hands regularly - after touching hard or shared surfaces (NHS is advising virus can survive for 72 hours), before/after eating, when arriving on site and leaving site. Avoid touching face.</p> <p>Equipment/machinery not to be shared unless thoroughly cleaned on handover with sanitising wipes Staff will travel usually separately to site and plan suitable parking locations.</p>	2	4	8	
Manual handling injury	<p>Social distancing reduces ability to share lifting and carrying</p> <p>Staff – musculoskeletal injury on site, needing recovery from site or medical treatment. Time off work</p>	<p>Carry out manual handling assessment before the task; plan to avoid manual handling where feasible and use appropriate lifting methods for heavy loads such as lifting aids. Use mechanical means to transport loads such as vehicle, trackbarrow, wheelbarrow, kerb grabber.</p> <p>Arrange for any deliveries as close to site as possible. If the load cannot be safely moved by the staff on site (no more than 2), or by using the available lifting aids, then the task should be postponed. If social distancing can't be maintained while moving the load, plan how it will be moved in order to</p>	2	3	6	

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What are the Hazards?	Who Might be Harmed & How?	Control measures	Residual risk rating			Additional action (who/by when)
			L	S	R	
		<p>minimise manual handling risk and to minimise time spent at less than 2m distance (see advice below re working at less than 2m)</p> <p>All staff have completed appropriate manual handling training. Apply safe lifting/carrying/moving methods at all times and carry out dynamic risk assessment if situation changes.</p>			8	
Accident or injury on site	<p>Staff</p> <p>Accident or injury requiring first aid or emergency assistance. Emergency services may take longer to arrive or may not be able to attend Colleagues unable to apply first aid due to social distancing; FAWW refresher training lapse and reduced numbers of staff on site means fewer first aiders available</p>	<p>See guidance above – higher risk work not to be undertaken during period of restrictions. Only trained and competent staff familiar with area to work alone. Lone working policy is strictly adhered to.</p> <p>No working at very remote or difficult to access sites. Although difficult to define explicitly, these sites are not accessible by an off road vehicle and would be extremely difficult to extract a casualty from.</p> <p>All lone workers carry first aid kit and mobile phone. Rangers have Trackplot lone working system – check in when leaving the house, check in at prearranged check in times and when moving between sites, check out when arriving back at home at end of day.</p> <p>Lone workers will apply self-help in first instance and then raise alarm for assistance – 999 if needed, AND call a colleague or buddy.</p> <p>If lone worker does not return as expected and has not raised alarm, usual lone working procedures apply to identify route or last known location and locate worker.</p> <p>If emergency services/mountain rescue are unable to attend, suitable staff members will be asked to assist in recovering lone worker.</p>	2	4	8	

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## Risk Assessment

What are the Hazards?	Who Might be Harmed & How?	Control measures	Residual risk rating			Additional action (who/by when)
			L	S	R	
		<p>Follow HSE guidance on FAWW training if out of date for refresher  <a href="https://www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm">https://www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm</a></p> <p>People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands. All staff to refer to guidance on giving first aid  <a href="https://www.sja.org.uk/get-advice/first-aid-advice/covid-19-advice-for-first-aiders/">https://www.sja.org.uk/get-advice/first-aid-advice/covid-19-advice-for-first-aiders/</a>            And <a href="https://www.sja.org.uk/get-advice/first-aid-advice/unresponsive-casualty/how-to-do-cpr-on-an-adult/">https://www.sja.org.uk/get-advice/first-aid-advice/unresponsive-casualty/how-to-do-cpr-on-an-adult/</a></p>				
Illness while at work	<p>Staff            Member of staff feels ill or experiences symptoms of CV19 while working</p> <p>Transfer of virus.            Illness, possibly severe</p>	<p>All staff are aware that:</p> <p>Anyone experiencing symptoms of CV19 must go home immediately, having made the work site safe (if not at home already), inform line manager and begin self-isolation in accordance with current government advice.</p> <p>If equipment needs to be recovered, a colleague can be tasked to arrange this.</p> <p>Any colleagues who have recently been in contact must be informed and required to self-isolate.</p> <p>Wash hands regularly - after touching hard or shared surfaces (NHS are advising virus can survive for 72 hours), before/after eating, when arriving on site and leaving site. Avoid touching face.</p>	1	4	4	
Confrontation, challenge or hostility	<p>Staff            Verbal or physical confrontation from member of public</p>	<p>Tasks and site visits planned in advance – all risk factors taken into account, including being lone worker. Lone working policy applies whenever working alone</p>	3	2	6	

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What are the Hazards?	Who Might be Harmed & How?	Control measures	Residual risk rating			Additional action (who/by when)
			L	S	R	
		<p>Task can be cancelled or delayed if confrontation seems likely and can't be prevented through prior consultation.</p> <p>All staff going out are provided with a letter stating their business and who members of the public can contact with any questions</p> <p>In the event of confrontation on site which can't be resolved, task or site visit is postponed.</p>				
Vehicle or plant - breakdown or collision	<p>Staff member unable to be recovered for extended period</p> <p>Vehicle or plant has to be left in place if recovery not possible</p>	<p>Continue to MOT vehicles as scheduled to ensure safety Vehicles maintained and serviceable. If servicing or repairs cannot be carried out due to service closures, it must be marked unserviceable and reported.</p> <p>Daily checks before going out</p> <p>If vehicle can't be recovered, a colleague can recover the driver, maintaining social distance within their vehicle – this may require collection of minibus or crewcab (see advice above). Clean hands before and after travelling and provide ventilation.</p> <p>If broken down vehicle or plant must be left in place, lock/make as secure as possible. Notify line manager and (where appropriate) landowner, arrange safe recovery from home or office.</p>	2	2	4	
Injury whilst carrying out maintenance work at a depot or property	<p>Staff Injury sustained while working e.g. buildings or equipment maintenance</p>	<p>Lone working system and buddy system applies, Trackplot for registered users</p> <p>Carry mobile phones</p> <p>Where possible have a second person on site and check on each other regularly</p>	2	4	8	

## North York Moors National Park Authority Risk Assessment

What are the Hazards?	Who Might be Harmed & How?	Control measures	Residual risk rating			Additional action (who/by when)
			L	S	R	
		<p>If not possible, arrange regular check in times with colleague</p> <p><b>No</b> working at height</p> <p>Power tools are PAT tested, cleaned, maintained and checked before use. Any guards fitted and used correctly.</p>			8	
Contact with virus through work at car parks	<p>Staff</p> <p>Public</p> <p>Contact with hard surfaces where virus is present, close proximity to public</p>	<p>Staggered approach applied to reopening and enforcing charges based on govt guidance/alert state</p> <p>Car park attendance reduced – opening and cleaning toilets (see below), checking site for safety and serviceability; closing toilets, checking site again and removing any cash (if charges in operation).</p> <p>All maintenance should be scheduled for when visitor numbers most likely to be low. Consider closing car park if carrying out the work is likely to require close contact with public.</p> <p>If ticket machines are in use, cleaning between each use/on regular basis during day <b>is not practicable</b>.</p> <p>Enforcement of charges suspended</p> <p>Staff use gloves and wipe down any surface they handle on ticket machines before opening the machine or carrying out any maintenance, and wipe again afterwards.</p> <p>Any cash handling carried out at end of day or when visitor numbers are lowest. Gloves and optional mask used for handling and transferring cash – following PHE advice, masks are not necessary for this type of work but they are available for any member of staff who wishes to use one. Handwash or sanitiser to be used before and after any cash handling procedure.</p>	2	4	8	

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What are the Hazards?	Who Might be Harmed & How?	Control measures	Residual risk rating			Additional action (who/by when)
			L	S	R	
		<p>Staff will not under any circumstances to attempt to police or enforce social distancing guidelines among visitors or car park users. If social distancing cannot be maintained, staff in car parks should return to their vehicles, or leave site and come back later.</p> <p>Signs in car parks – 2m social distance at all times</p>				
Contact with virus through work in toilet blocks	<p>Staff Public Contact with hard surfaces where virus is present, close proximity to public</p>	<p>Staggered approach applied to reopening based on govt guidance/alert state</p> <p>Toilets opened to public when cleaning regime and rota can be fully resourced</p> <p>Full stocks of cleaning materials, masks and gloves available for toilet cleaning at each site – following PHE advice, masks are not necessary for this type of work but they are available for any member of staff who wishes to use one.</p> <p>Reduce number of facilities open to maintain high cleaning standards</p> <p>Reduce opening hours</p> <p>Tie outer doors open where possible</p> <p>Single use PPE correctly disposed of after use</p> <p>Toilets are closed to public while being cleaned</p> <p>Toilets are locked overnight</p> <p>Signs on toilets – no more than 2 inside at one time, 2m distancing</p> <p>Handwashing signage</p> <p>Queue markings on ground at busy sites</p> <p>Staff are not under any circumstances to attempt to police or enforce social distancing guidelines among visitors or toilet users. If social distancing cannot be maintained, staff in car parks should return to their vehicles, or leave site and come back later.</p>	2	4	8	

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What are the Hazards?	Who Might be Harmed & How?	Control measures	Residual risk rating			Additional action (who/by when)
			L	S	R	
Disposal of used PPE	Used PPE not correctly disposed of	All used PPE to be bagged and disposed of in correct bin	1	3	3	

# North York Moors National Park Authority

## Risk Assessment

### Hierarchy of control measures

- Wherever possible, eliminate the risk by removing the hazard.
- If that isn't possible, look for ways to reduce the potential for harm
- Prevent contact with the hazard
- Plan a safe system of work (such as a work instruction or method statement)
- Wear PPE to protect from the hazard

### SEVERITY

Description	Minor injury	Injury requiring first aid	Injury or industrial disease requiring medical treatment	Serious injury or long-term medical effects (industrial disease)	Major injury or fatality
Effect	Cuts & abrasions, minor skin or eye irritations, etc.	Any injury that requires first aid	Deep wounds, fractures, scalds, burns, eye injuries, respiratory infections, temporary blindness or hearing loss, etc.	Loss of digits damage to eyes, serious medical effects	Loss of limbs, sight, hearing, long term illness or death
Outcome	No lost time (sick leave not required)	1-3 days absence	More than 3 days absence – RIDDOR reportable	Weeks – months off work (hospitalisation) RIDDOR reportable	Permanent disability or long term sick RIDDOR reportable

### LIKELIHOOD

Percentage probability	Likelihood	No.	1	2	3	4	5
0 – 20	Highly Unlikely	1					
21 – 40	Reasonably Unlikely	2					
41 - 60	Likely	3					
61 - 80	Highly Likely	4					
81 - 100	Almost Certain	5					

Low Risk Score 1 - 4
  Medium Risk Score 5 - 12
  High Risk Score 15 - 25

**Car parks – CV19**

**Maintain 2m social distance at all times.**

**Wash your hands regularly and thoroughly with hand sanitiser or hot water and soap.**

**If you or a member of your household develop symptoms of CV19 then you must self-isolate and inform your line manager**

**All usual risk assessments and H&S requirements still apply.**

1. Ticket machines are available for use by the public and they will make their own decision about whether they wish to use them. It is not practicable for NPA staff to clean ticket machines between uses. If visitors don't have the correct change then it is not recommended that NPA staff provide the correct change.
2. Enforcement of pay and display is currently suspended to uphold social distancing and in recognition of many people's concerns about using ticket machines.
3. When emptying cash from ticket machines, all usual routines and risk assessments still apply. You should wash or sanitise your hands before and after removing the cash box or carrying out maintenance on the ticket machine. When counting or handling cash you must wear disposable gloves; face masks are provided but are optional in this setting. Wash your hands afterwards.
4. You are **not** expected to enforce social distancing among visitors and it is recognised that you will not be able to interact with the public in the same way that you normally would. You must maintain your social distance from visitors and colleagues; you may not be able to walk around the car park during busy times.
5. Working hours will change to reflect the need for social distancing. You will need to attend the car park at the start and the end of the day, and be on call to deal with any problems.
6. Your duties:
  - Morning - check site for safety and machine for serviceability. Clean and open toilets. Litter pick and report any faults.
  - Evening – walk around, check for any problems. Litter pick and report any faults. Lock toilets, empty cash.
7. Car park permits will be extended to reflect car park closures during lockdown. If anyone asks about permits, they can contact Julia Jewitt via [general@northyorkmoors.org.uk](mailto:general@northyorkmoors.org.uk)

If you have concerns or questions:

Like any other situation at work, if you feel unsafe you should raise the issue with your line manager and discuss the activity risk assessment to find alternative ways of carrying out the task. More information here: <https://www.unison.org.uk/coronavirus-rights-work/>

You can also speak to:

Ian Nicholls

Debbie Trafford

Unison reps Andrew Muir and Simon Bassindale

## Toilet cleaning – CV19

### 1. General principles

- Maintain your social distance at all times from public. Do not attempt to enforce social distancing among visitors.
- In the event of a confrontation or if a member of the public gets too close, walk away. If necessary go back to your office or vehicle, lock door and call for assistance.
- To reduce areas to be cleaned, consider locking some toilet cubicles and covering urinals. Use signs which say 'Closed to maintain high cleaning standards'
- Consider reducing number of sinks in use
- Where possible, tie entrance doors open securely so people don't have to touch the door and can see if there's anyone in there already
- Social distancing signage displayed on outer doors
- Handwashing posters displayed by sinks
- Check stock of cleaning products, toilet roll, paper towels, bin bags and PPE daily – order or request extra stock well in advance due to extended lead times. Contact Julia Jewitt.

### 2. Cleaning

- Lock or barrier off the toilet block while cleaning. Use 'closed for cleaning, please be patient' signs
- Toilets which are being used frequently should be cleaned twice a day. Where fewer people are using the facility this can be reduced to once daily.
- Where demand is high, reduce opening hours to facilitate extra cleaning – Sutton Bank toilets are currently open 10am-3pm
- Lock overnight where possible
- Always start with the dirtiest areas and move to the least dirty areas, use separate cloths to wash sinks and toilets etc.
- Cleaning schedule in each toilet. Sign and note time after each clean
- ✓ Check stock of toilet paper;
- ✓ Check stock of paper towels – instead of dryers;
- ✓ Ensure plenty of hand wash is provided and taps are working;
- ✓ Use disposable wash cloths and mop heads; dispose of after use
- ✓ Wash with clean, hot water and disinfectant cleaner all hand basins, taps, mirrors, sanitary fittings, and tiles, leaving surfaces dry and smear free.
- ✓ Wipe hard surfaces including door handles with disinfectant cleaner
- ✓ Clean and sanitise all urinals, toilet bowls with toilet cleaner and toilet seats with disinfectant cleaner, leaving the latter dry. Check flush
- ✓ Pick up litter;
- ✓ Empty bins – use disposable gloves and ensure bin has a bin liner;
- ✓ Sweep and mop floors (mornings only).
- ✓ Check everything serviceable and report any faults
- Follow COSHH regulations and risk assessments – ask line manager if unsure
- PPE for cleaning – disposable gloves and optional mask. Dispose of after use in bin bag.

If you have concerns or questions:

Like any other situation at work, if you feel unsafe you should raise the issue with your line manager and discuss the activity risk assessment to find alternative ways of carrying out the task. More information here: <https://www.unison.org.uk/coronavirus-rights-work/>

You can also speak to:

- Ian Nicholls
- Debbie Trafford
- Unison reps Andrew Muir and Simon Bassindale



**From:** Ian Nicholls  
**Sent:** 05 June 2020 15:21  
**To:** All Staff  
**Subject:** Update - Friday 5 June

Good afternoon, I hope that you are all well and looking forward to the weekend (even if the days do merge into one a bit at the moment). There are a few things that I thought I ought to cover so apologies for the length of the note again, but here goes;

**Health and Safety and PPE** – Andy Wilson and I met with Simon Bassindale, Andrew Muir and the local full time UNISON Officer earlier this week for one of our regular meetings. Andy was keen to emphasise that he will fully support any staff who raise concerns about safety aspects of their work particularly at this sensitive time. This was on the back of worries about how a small number of visitors have chosen to behave towards some of our staff who are properly carrying out their work duties. Please keep raising any issues and they will be dealt with.

Last time I mentioned that we were hoping to receive deliveries of hand sanitiser, gloves and masks. These finally arrived and we have good stocks for the coming weeks. The use of these items should be driven by the risk assessments process. Using hand sanitiser is fine where there is no alternative, but Government advice continues to be that the most effective way of cleaning hands is by using soap and water if at all possible. If you do need to wear gloves and/or masks, please dispose of them carefully.

There is a great deal of ongoing work to ensure that our working practices are safe. Updated guidance is on the front page of the Intranet <http://intranet1.northyorkmoors.org.uk/> and activity risk assessments are also being updated if necessary. The versions on the Intranet or Dropbox are the upto date ones.

**Testing for COVID-19 and self-isolating** – while lockdown is being slowly eased, the risk of infection has certainly not gone away. The latest Government advice is that anybody in England, whatever their age, who displays symptoms should ask for a test <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/ask-for-a-test-to-check-if-you-have-coronavirus/>. If this proves to be positive, the tracing service will identify who has been in contact with that person and all of those contacts will need to self-isolate for 14 days. <https://www.gov.uk/government/news/government-launches-nhs-test-and-trace-service> provides details about the tracing service. In our role as your employer, we would strongly encourage you to get tested if you develop symptoms and if you have come into contact with somebody who has tested positive, you must stay away from your workplace and self-isolate for 14 days.

**Work and family commitments** – while schools are reopening for some students, this isn't full time and doesn't apply to many year groups. On top of this, some of you will also have additional childcare responsibilities as partners return to work and your normal childcare arrangements continue to be unavailable. The previous advice that I've given on trying to combine looking after your family and working still stands i.e look after your family first and do whatever work you reasonably can. Please keep in touch with your line manager or me and we will be sympathetic.

**Finance** – as you will all know by now, the budget that we had for the current financial year is no longer fit for purpose. Work is well underway to produce a new budget which takes account of the loss of income, the savings we have made from freezing budgets and the things we have decided not to do. This new budget will be presented to Members later this month with the final approval likely to come in July. One or two of you have been in touch to express worries about job security.

The revised budget balances without any of us being made redundant and Andy confirmed this when we met with UNISON a bit earlier in the week. If any of you are still concerned though, please get in touch with me. For more general queries about the revised budget, what is still included and what isn't etc. you should speak to your line manager.

**Tom Hind – our new CEO.** I mentioned last time that Tom had been offered the post. The formalities have now been completed, Tom has signed his contract and will be joining us on 28 September. This is obviously some time away, but we have got things in place for his induction. From week commencing 8 June onwards, Andy and Tom will have weekly discussions via Lifesize. On 16 June, Tom will join the Members for their regular fortnightly video call with Andy and the Directors. Tom is planning to be on holiday in the area in early July (Covid guidance permitting), so this will, hopefully, give some of us the chance to meet him. A press release is being prepared and I'll forward this as soon as it is ready as this will give some background information about Tom.

As you know, Andy retires at the end of July which leaves us with a 8 week gap before Tom starts. For this we are expecting to continue the long standing practice when Andy is away, of his powers being given to the longest serving Director - Chris France. There is a fair amount of detail to sort out, but I'll confirm the arrangements a bit nearer the time.

**Annual Leave** - there are a couple of things to mention here. Most of us will have booked annual leave for the coming months and even if your holiday is cancelled it would be really helpful if you still took your leave for a couple of reasons. Firstly, it continues to be important, even with many us working at home, to have time away from work to do other things and, secondly if we all keep our annual leave to use from October to March it will be very difficult to fit it all in. I'm keen not to introduce 'rules' on this and we all have a responsibility to manage our annual leave properly, so I hope that you will have a look at how you intend to organise your leave. On a more practical level, can I ask everyone who is booking/cancelling leave retrospectively, to let Vicky Taylor know so that she can keep your Softworks record upto date.

**Opening Car Parks, Visitor Centres and Offices** – most of our Car Park staff are now back off furlough and we are expecting our car parks and public loos to all be open as normal from this weekend. We are charging at all parks, but will be light touch in terms of enforcement for the next week or two. Working practices have been changed to help ensure the safety of staff as they go about their work.

Caretakers have been working at Visitor Centres throughout most of the lockdown, but the Centres have been closed to the public (although the car park at Sutton Bank in particular has been heavily used). Chris Pye and Julie Crocker will be returning from furlough next week to start making plans for how we will reopen Sutton Bank Visitor Centre towards the end of w/c 15 June to coincide with the Government allowing 'non-essential retail' to open that week. There is a lot to sort out in terms of what level of service we offer and how to ensure that it is safe for staff and visitors. The intention is to get Sutton Bank open first and then use our experience from there to better inform the way in which we open the Moors Centre. There isn't a precise date yet for the Moors Centre, but I would expect this to happen in early-mid July.

Depots are being used by the Ranger and apprentice teams on a regular basis and they have their own guidance in place for this. The HQ offices are open daily from 8.30am-4.30pm for anybody who needs to collect work or equipment, pick up a pool car. For now, would you please continue to let me know in advance if you need to come into the office. Several of you have asked when we are likely to open the office on a more general basis. While the current Government advice continues to be that we should all work from home as much as possible, I do think that we need to strike the right balance though as some colleagues are finding the isolation of working from home pretty difficult. I'm intending that we'll look to open the HQ offices with a strict limit to the numbers who can be in on any one day from early-mid July onwards.

This will tie with the next Government announcement about (presumably) the continued easing of lockdown. Having said that some colleagues would welcome a return to the office for a day or two per week, I'm aware that many of you wouldn't want to do this at the moment, so coming into the office would be very much down to the wishes of the individual at this stage. More details on this and the safety plan that will be in place will follow. Please get in touch if you have any concerns about this.

**Volunteers** - Outdoor volunteering is back under way from this weekend (6 June) in a more limited form than usual. Volunteers are being invited by their line managers to undertake a small number of specific tasks which can be done safely. We are not ready yet to welcome back our volunteers working in groups, but it is good that we are able to take the first steps back towards our normal volunteering activities.

That's about all for now – do get in touch if you want to discuss any of this. Regards, Ian

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