

Fife Council Covid-19 Route Map

Updated: 22 July 2020

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This document sets out the approach Fife Council will take as the region recovers from the Covid-19 pandemic and related restrictions.

It is a high-level route map, which outlines our approach to resuming local services - against the phases defined by the Scottish Government. We're working on detailed plans as national guidance continues to develop.

We will keep the public up to date with new information about our services as plans are finalised. The latest information will always be on www.fife.gov.uk and key messages will be shared on the council's social media channels.

Like everything in our daily lives, council services will not return to 'normal'. When some services become available they may operate differently to the way they did before - any changes will be widely promoted.

No facilities will re-open, or services resume, until we are confident that all practical logistics and health and safety requirements are in place.

And, as we move through recovery, we will be considering what support is most vital for communities, because we know that the social and economic impacts of this pandemic will have long-term effects.

Like many households and businesses, the council is now facing a huge financial challenge in the wake of Covid-19.

We will have to look carefully at the most effective ways of providing the services and the help that our communities need.

For all of these reasons, services won't necessarily resume at the point the Scottish Government announces a new recovery phase. And they might change over time, or stop running, as we all adapt to different ways of doing things.

We want to build on relationships that have been forged during this period and the excellent work that has happened within individual communities. And we thank all the formal and informal volunteers who have supported the people of Fife through the pandemic.

We will keep working with partner organisations, the voluntary sector, businesses, community groups and individuals to build a fairer Fife where everyone is safe, happy and healthy.

Steve Grimmond
Chief Executive, Fife Council

Fife Council Covid-19 Route Map

Corporate



	Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
 Facilities Management/Infrastructure	Continued identified staff undertaking essential activity only in key offices and other buildings.	Some indoor non-office based activity resumes.	Return of identified staff undertaking non-essential activity that cannot be undertaken from home.			Key offices and other buildings open for all activity.
 Digital	<p>Remote working Prioritise response to Council business and service needs for digital solutions</p> <p>Work with Services to tackle any challenges arising from the increase in public digital uptake for Services</p>	<p>Remote working Prioritise response to Council business and service needs for digital solutions</p> <p>Work with Services to tackle any challenges arising from the increase in public digital uptake for Services</p>	<p>Remote working. Prioritise response to Council business and service needs for digital solutions</p> <p>Work with Services to tackle any challenges arising from the increase in public digital uptake for Services</p>	<p>Remote working Prioritise response to Council business and service needs for digital solutions</p> <p>Work with Services to tackle any challenges arising from the increase in public digital uptake for Services</p>	Developing new service models and approaches to ensure home-based working and home-based learning are established as part of the "new norm". Not only key from a resilience standpoint in the event of a second-wave, but noting the significant opportunities that these new ways of working have opened up.	Embed and continue to develop new ways of working, collaborating and learning
 Workforce	Work with services to transform and re-design public service provision.	<p>Workforce health and safety assurance Employee inductions for those returning to workplace under this phase</p>	<p>Workforce health and safety assurance Employee inductions for those returning to workplace under this phase</p>	<p>Workforce health and safety assurance Employee inductions for those returning to workplace under this phase Considerations for those who will be working from home longer-term</p>	<p>Workforce health and safety assurance Employee inductions for those returning to workplace under this phase</p>	

Fife Council Covid-19 Route Map

Housing Service and Safer Communities



	Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
 Housing Access and Homelessness	Allocations coordinated through central allocations team. Homelessness assessments and reviews delivered through telephone contact	Property turnover is enhanced through transfers and increased flow of voids. Management of voids is through a centralised team	Housing Support returns to some face to face services with enhanced approach to digital delivery	Scatter flat 'flipping' programme is restarted to address the backlog of homelessness needs	Furnished tenancy scheme introduced and up to two hostels repurposed for supported accommodation	Integrated Housing Access Team delivering accredited housing advice, homelessness prevention and allocations
 Housing Operations	Council houses are allocated to homeless households and accommodation support / advice continues to be delivered to tenants using mobile technologies. Private landlord regulation progresses with workarounds due to lack of physical inspections		Allocations are widened to include mainstream tenants. Accommodation is managed and support / advice is given to tenants using safe distancing and mobile technologies. Some inspections are carried out in empty properties.		Selective staff allowed to access office bases for business critical activities	
 Safer Communities	Business critical functions continue - anti-social behaviour and fly tipping, joint patrols with Police Scotland regarding social distancing	Broader functions are reintroduced including environmental enforcement and actions to address dirty gardens	Home visits are increased where people are not shielding			
 Rent	No evictions for rent arrears and support for eligible Council tenants provided through £2m UC and Covid-19 rent support funds	Processing of £2m UC and Covid-19 rent support funds	Sensitive and supportive approach to rent arrears management is reintroduced with switch on IT systems	Continuing support for eligible Council tenants provided through £2m UC and Covid-19 rent support funds	Sensitive and supportive approach to rent arrears management continues	Return to Court action for those in persistent arrears who can afford to pay rent
 Housing Condition & Supply	Social distancing working arrangements are established with partners to allow emergency projects and major works to progress. Gas safety activities are progressed focusing on annual servicing and repairs	Social distancing working arrangements continue with focus on gas safety and emergency repairs	Social distancing working arrangements continue and projects are reprioritised to focus on delivery of the Energy Efficiency Standard for Social Housing	Social distancing working arrangements continue and projects are reprioritised to focus on delivery of the Energy Efficiency Standard for Social Housing	Increased delivery of projects and major works under social distancing arrangements. Resume affordable housing construction	

Fife Council Covid-19 Route Map

Customer and Online Services



Customer Contact and Online Services

Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
<p>Revenues collections and assessment continues as 'business as usual'. Contact Centre and repairs - urgent and emergencies mainly. Homeless, Social Work lines open. Increased usage of Web Chat. Social Welfare Fund - all staff processing at home supported by staff from other services.</p>	<p>Commence Business Rates Annual Billing. Trialing working from home contact centre telephony. Work with services to phase re-opening of phonelines.</p>	<p>Pay School Clothing grants in preparation for children returning to school. Pilot ChatBot for Environment Line. Increase expected in Social Welfare Fund application volumes as restrictions ease. Prepare to open main centres</p>	<p>Possible first recovery run for Council Tax. Potential to re-open all relevant phonelines depending on office capacity and homeworking capability. Open main Customer Service Centres with limited face to face appointments only. Continued use of chat.</p>	<p>Customer Service Centres begin to re-open. Re-introduce face to face debt recovery when appropriate. Re-open Long Term Care Financial Assessment and Business Rates helplines.</p>	



Registration

<p>Remote death registration only.</p>	<p>Remote birth registration and planning for resumption of births/marriages and civil partnerships. Work ongoing to potentially move towards a process for remote registration of births. Registration offices to open for high priority tasks, as well as marriages and civil partnerships with a limited number of attendees. Continue to operate from 4 closed buildings meantime."</p>	<p>Start to plan for some face to face registration and customer service appointments to commence in Phase 4. From 15th July, marriage and civil partnership ceremonies can take place indoors and outdoors, with a maximum of 20 people in attendance. No Longer required to provide 7 day a week death registration service</p>	<p>Limited face to face appointments only.</p>		
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Fife Council Covid-19 Route Map

Communities and Neighbourhoods



	Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
 Active Communities - (Active Fife Team)	<p>Support non - contact outdoor sports clubs governing body guidance Solution focused approach to Active travel. Work with communities to address social distancing for cycling - RA for organised cycle sessions in children's hubs - Create new remote resources for cycling - Active Travel advice consistent messaging across FC</p>	<p>Support outdoor sports clubs who can resume activity . Support Care Home, Day Centres and Older Adult Communities remotely</p>	<p>Support return of under 18 contact sports and outdoor sports clubs who can resume activity / increased outdoor sports / phase 3 indoor sports following guidance. Active Families Programme</p>	<p>Support outdoor sports clubs who can resume activity following governing body guidance Government phase 2 increased outdoor sports / phase 3 indoor sports following guidance</p>	<p>SportsSTARS participation sessions resume following guidance Training to resume - blended learning practical assessments following improved public health advice</p>	<p>SportsSTARS participation sessions resume following sports specific guidance</p>
 Adult Education and Community Based Adult Learning	<p>Plan support for increasing capacity for adults to support Blended Learning and strategies for +ve mental health</p>	<p>Plan support for increasing capacity for adults to support Blended Learning and strategies for +ve mental health</p>	<p>Re-establish learning to support basic digital skills and remote working. Further enhance opportunities for +ve mental health and forging community support.</p>	<p>Online Adult Learning with some outdoor activities</p>	<p>Blended approach (face to face with limited numbers and online)</p>	<p>Approach in line with government guidance</p>
 Parks, Outdoors and Allotments	<p>Allotments-Operational with restrictions in place</p>	<p>Develop risk register and commence re-opening of play parks in line with guidance. Fife Coast and Countryside Trust limited operations</p>	<p>Limited reopening of Fife Cycle Park and Outdoor Education. Fife Coast and Countryside Trust expand operations.</p>	<p>Enhanced reopening and outdoor service provision.</p>	<p>Allotments-Operational</p>	<p>Explore community based approaches to outdoor and parks management.</p>
 Community Use including Halls, Centres and Community Use Schools	<p>Closed Some in use for Facility Support CAH, Immunisation NHS requirements and Off Campus Education Develop on line tuition approaches</p>	<p>Closed As phase 1 plus access to outdoor space and sports courts.</p>	<p>Limited access to indoor facilities As Phases 1&2</p>	<p>Enhanced access to indoor facilities - learning & leisure to resume</p>	<p>Reduced capacity for all bookings & delivered activities to support social distancing & cleaning Working within the blended Education provision model - Potential decanting to allow service provision with current guidelines</p>	<p>Resumption of all activity including large events</p>

Fife Council Covid-19 Route Map

Communities and Neighbourhoods



	Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
 Employability/ 16+ No-one Left Behind	16+ Activity Agreement regular calls and online engagement with young people; gauging ICT needs	16+ Activity Agreement; continue engagement re young people's ICT needs; Programme developed	16+ Activity Agreement phone and online with some outdoor contact	16+ Activity Agreement phone and online with some outdoor contact	Blended approach (face to face with limited numbers and online)	Service delivery in keeping with NOLB contract/Bid process and associated outcomes.
 Sports, Leisure and Culture	Fife Sports and Leisure Trust (FSLT), Fife Cultural Trust (FCT) and Fife Golf Trust (FGT) developing operational and business continuity scenarios for phased opening's	Reopening of golf courses in line with guidance with limited play.	Limited re-opening of key leisure sites and services. Limited library service and access to galleries and museums.	Expanding re-openings and service delivery.	Joint programming of activity to support communities.	Increased joint working and planning of services within areas.
 Youth Work	Virtual Youth work programme has been developed for twice weekly delivery online from the 9th June 2020 . Staff will Contribute to the Hubs and any other requests from the multi disciplinary team.	Staff will Contribute to the Hubs and any other requests from the multi disciplinary team.	Outdoor Youth Work can resume within guidance and detached youth work being undertaken to support young people and communities	Respond to any emerging needs for higher levels of mental health issues and increase range of youth work being undertaken.	Re-establish youth work offer in partnership with the voluntary community centre network. Embed support re mental health and anxiety.	Review/Assess need and redesign offer to meet young persons agenda and community need. Focus on increased on-line offer autumn/winter.
 Community Assistance and Welfare Support	Support for vulnerable people and families with food and welfare support through network of Community Assistance Hubs, Multi-disciplinary Teams and work with the voluntary sector and communities. Online and telephone welfare support	As phase 1	As Phase 1 with increase increased access to community based support.		Embed multidisciplinary teams in areas and support ongoing delivery of community assistance and welfare support	

Fife Council Covid-19 Route Map

Education and Children's Services



Education Service

Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
<p>Plans developed to allow school staff to return to schools. Continued operation of the Children's Activity Centres and continued expansion of support for vulnerable families.</p> <p>FSM payments continue.</p>	<p>School holiday childcare for keyworker and vulnerable children being finalised, based on need data.</p> <p>FSM payments continue.</p>	<p>School holiday childcare for keyworker and vulnerable children operating.</p> <p>FSM payments continue.</p>	<p>Return to school and nursery, 12th August 2020, for all our children and young people (unless for health reasons they continue to shield, alternative arrangements will come directly from school in these instances). Children and young people are no longer expected to keep a 2-metre distance from each other in school when they return.</p> <p>A blended model of part-time in-school teaching and part-time at-home learning is in place as a contingency plan.</p> <p>Childcare providers reopen subject to public health measures. ELC entitlement is 600hours, with expectation that 1140hours will be delivered where possible.</p>	<p>School and childcare provision operating with any necessary precautions.</p>	<p>School and childcare provision operating with any necessary precautions.</p>
<p>Readiness of buildings/sites to re-open: initial preparations with Property Services – 2-week lead in time.</p>	<p>Public Health measures in place</p>	<p>Public Health measures in place and appropriate PPE in place across all buildings.</p>	<p>Public Health measures (including physical distancing between adults) and appropriate PPE in place across all buildings.</p>	<p>Relevant Public Health measures in place.</p>	<p>Relevant Public Health measures in place.</p>

Fife Council Covid-19 Route Map

Education and Children's Services



Education Service

Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
Public Health measures in place across all settings, in time for transition activities. Risk assessments completed for all buildings, to determine safe working for staff returning and for transition.	Room Layouts – establish principles & cascade to schools. Co-ordinate directional plan and signage (across the sites).	Room Layouts – arrangements finalised for each building for August.	Classrooms and timetables are adapted to ensure that physical distancing is in place for adults, that movement around the buildings is controlled and that large gatherings are minimised.		
Set out standards/ staffing/timing with Facilities Management (schools to fine tune locally) as follows: Cleaning (key areas and toilets), Catering offering and dining arrangements, Janitorial arrangements, Security (for traffic flow in the building) etc.	Set out standards/ staffing/timing with Facilities Management (schools to fine tune locally) as follows: Cleaning (key areas and toilets), Catering offering and dining arrangements, Janitorial arrangements, Security (for traffic flow in the building) etc. for August.	Preparation of buildings/ sites to re-open again in August, ensuring all relevant property checks are undertaken. Cleaning protocols agreed and appropriate arrangements developed. Catering arrangements finalised, for all sites, and reflected in school risk assessment.	Standards/staffing/ timing for Facilities Management (schools to fine tune locally) as follows: Cleaning (key areas and toilets), Catering offering and dining arrangements, Janitorial arrangements, Security (for traffic flow in the building) etc. in operation. Catering arrangements are in place, with Free School Meal provision reinstated.		
Transportation arrangements for P7 - S1 transition activities determined.	Finalise models for safely bringing all children back into schools in August, focussed on maximising the opportunities for children to be in schools, but also how teachers continue to support children in the learning that will continue to take place at home.	Transportation arrangements for August to be confirmed and finalised.	Transport reinstated for eligible children, reflecting the Scottish Government guidance.		

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Education and Children's Services



Education Service

Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
<p>Establish sufficiency of Handwashing/sanitising facilities (including conversion of outside taps to handwashing stations)</p>	<p>Determine options for primary and early years, to deliver blended models of learning. National guidance states that it is not appropriate or possible for the youngest of children to follow models of physical distancing that would be suitable for older children. Instead, alternative age appropriate public health measures such as smaller groupings, minimising contacts between groups and enhanced hygiene will be determined to keep everyone safe.</p>				
<p>Prepare and implement mandatory Induction outlining safe system of work and purpose of return for all staff.</p>	<p>For secondary, finalise the delivery model for a full-time education equivalent for young people, using a blend of online and face to face learning that will evolve as pupil-teacher contact increases. Establish common criteria for each stage in order to provide consistency in the way schools move from one stage to the next across Fife. Provide a recovery framework that allows schools to flexibly develop their own learning practice, elective curriculum offer, and family engagement appropriate to each school context.</p>	<p>Mandatory induction updated to reflect the current public health advice.</p>	<p>All staff have completed the updated mandatory Induction and understand the requirements for safe systems of work.</p>		

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Education and Children's Services



Education Service

	Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
Education Service	"Regular engagement and communication with parents and pupils."	Finalise frameworks of pupil-teacher contact for all stages and services that can be upscaled or downscaled rapidly and flexibly once the required capacity and applicable protocols are satisfied. Risk assessments reviewed and updated, for use from August, for all buildings, to determine safe working for staff and pupils returning.	Continued engagement with parents, pupils and other stakeholders.	Continued engagement with parents, pupils and other stakeholders. Risk assessments completed, for all buildings, to determine safe working for staff and pupils returning.		
Children & Families Social Work and Criminal Justice	Social Work teams deliver the level and type of contact required for supporting those children and young people who have been categorised as priority 1, 2 or 3, with acknowledgement that as need and risk changes so will the categorisation of children's circumstances.	Social Work teams deliver the level and type of contact required for supporting those children and young people who have been categorised as priority 1, 2 or 3, with acknowledgement that as need and risk changes so will the categorisation of children's circumstances.	Social Work teams deliver the level and type of contact required for supporting those children and young people who have been categorised as priority 1, 2 or 3, with acknowledgement that as need and risk changes so will the categorisation of children's circumstances.	Social Work teams deliver the level and type of contact required for supporting those children and young people who have been categorised as priority 1, 2 or 3, with acknowledgement that as need and risk changes so will the categorisation of children's circumstances.		Social Work teams deliver the level and type of contact required for supporting children and young people, with acknowledgement that as need and risk changes so will the categorisation of children's circumstances.

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Education and Children's Services



Children & Families Social Work and Criminal Justice

Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
<p>Children and young people whose names are on the child protection register, or whose home/care situation is fragile, are seen at least once per week. More regular contact is supported through telephone and online platforms. All children who have an allocated social worker continue to receive either a home visit or telephone calls regularly and these contacts focus on wellbeing.</p>	<p>As legislative and judicial processes are reinstated, recover arrangements to ensure full implementation. Review all working practice to assess how we can safely work with all vulnerable groups, with staff working from home and using safe hubs for face to face contact and critical meetings as required. Review the use of technology to help develop a more flexible and interactive approach to meet business needs and secure better outcomes, in a sustainable way.</p>	<p>As legislative and judicial processes are reinstated, recover arrangements to ensure full implementation. Review all working practice to assess how we can safely work with all vulnerable groups, with staff working from home and using safe hubs for face to face contact and critical meetings as required. Review the use of technology to help develop a more flexible and interactive approach to meet business needs and secure better outcomes, in a sustainable way.</p>	<p>As legislative and judicial processes are reinstated, recover arrangements to ensure full implementation. Review all working practice to assess how we can safely work with all vulnerable groups, with staff working from home and using safe hubs for face to face contact and critical meetings as required. Review the use of technology to help develop a more flexible and interactive approach to meet business needs and secure better outcomes, in a sustainable way.</p>		

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Education and Children's Services



Children & Families Social Work and Criminal Justice

Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
As legislative and judicial processes are reinstated, recover arrangements to ensure full implementation.	Appropriate arrangements to support vulnerable children over the school summer holiday period finalised and implemented in partnership with third sector. Consider how the wider definition of vulnerability will impact on demand and visibility of young people in need. Consider increasing resource to pick up changes in emergent need and agree collective responses with Partnership. Review all Criminal Justice Social Work activities to see what can be taken forward safely for service users. Monitor planned increase in Courts activity which will impact demand on, and capacity of, the service.	Consider how the wider definition of vulnerability will impact on demand and visibility of young people in need. Consider increasing resource to pick up changes in emergent need and agree collective responses with Partnership. Review all Criminal Justice Social Work activities to see what can be taken forward safely for service users. Monitor planned increase in Courts activity which will impact demand on, and capacity of, the service.	Consider how the wider definition of vulnerability will impact on demand and visibility of young people in need. Consider increasing resource to pick up changes in emergent need and agree collective responses with Partnership. Review all Criminal Justice Social Work activities to see what can be taken forward safely for service users. Monitor planned increase in Courts activity which will impact demand on, and capacity of, the service.		

Fife Council Covid-19 Route Map

Enterprise and Environment



	Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
 <p>Building Services client works (Social Work, Housing, Education, FSLT, new build, component replacement, repairs, refurbishments)</p>	Undertake critical works/projects only.	Recommence non essential jobs with limited risk.	Resume all projects.		Gradually improve capacity to estimated 60% by end of 2020.	Business as usual
 <p>Building Services Commercial Support Functions</p>	Supply to critical activities only.	Supply to critical and some non essential activities.	Supply to all activities.		Gradually improve capacity to 100% by end of 2020.	Business as usual
 <p>Building Standards</p>	Continued verification process with alternative evidence of compliance being accepted.	Limited site inspection activity begins to align with planning for recommencement of construction work.	Increased site inspections to align with phases for recommencement of construction work.	Full verification process resumes although move towards remote digital verification processes.		
 <p>Care Homes</p>	Enhanced cleaning regime continues.					Review of requirement for enhanced cleaning regime.
 <p>Construction - non business critical (Property Services)</p>	Preparation activity commences in advance of phased return of works.		Phased return commences.	Full resumption of construction activity.		
 <p>Construction (Building Services & Property Services)</p>	Continued construction activity in relation to Woodmill HS and Housing Voids.					

Fife Council Covid-19 Route Map

Enterprise and Environment



	Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
<p>Covid 19 Inspections and Compliance</p>	Provision in accordance with Phase 1 of Scottish Government routemap.	Provision in accordance with Phase 2 of Scottish Government routemap.	Provision in accordance with Phase 3 of Scottish Government routemap.	Provision in accordance with Phase 4 of Scottish Government routemap.	In accordance with requirements of routemap on an ongoing basis.	
<p>Demand Responsive Transport (DRT)</p>	<p>DRT services remain suspended.</p> <p>DRT providing essential services on behalf of the SAS and transporting vulnerable pupils to CACs.</p>		Prepare for return of limited DRT services.	Re-start limited DRT services.		
<p>Economic Development</p>	<p>Scale down involvement in payments to businesses and immediate response actions and commence preparation on recovery activity.</p> <p>Business Gateway will continue response activity (e.g. newly self employed hardship fund) until end July.</p>	Prepare for office restart. Essential activity within commercial property portfolio (site inspections and visits for emergency/alarm calls only)	Face to face and site visit activity to recommence with physical distancing measures for investment and business engagement meetings where these cannot be held online. Commercial property inspections recommence		Attendance at business investment events such as trade fairs recommences in line with guidance. Bookings taken for meetings and events within enterprise hub(s)	Business as usual
<p>Economy, Tourism & Town Centres</p>		Prepare for office restart. Support reopening of town centres in line with guidance.	Business critical teams able to return to office subject to other calls on space within Fife House. Working from home remains default for majority of staff. Town centres and VDLF capital programmes recommence	Return of non-essential staff where they cannot work from home by default.	Business as usual with blended approach of office and home working	

Fife Council Covid-19 Route Map

Enterprise and Environment



	Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
 Employability		Prepare for office restart.	Online contact remains the default position for client contact, exceptions fully risk assessed and agreed with senior management where individuals' wellbeing is at demonstrated risk.	Limited and initially outdoor engagement with clients is risk assessed and takes place where this cannot be conducted remotely	Limited numbers of staff accessing schools and other learning environments in joint approach agreed with Education and partner services to maintain limited contact with school learners.	
 Environmental Health Licensing	Licensing applications and inspections on hold. Existing licences reviewed and options discussed with businesses.	Review of options for extending licences where possible until Phase 4.	Look to recommence visits to assess license applications.	Move towards full inspection and compliance visits.	Potential back log of inspections to recover.	
 Environmental Protection	Triage of complaints and visits only where deemed critical.	Triage process amended to allow visits in limited situations.	Increased visits to sites to allow investigation of complaints.	Move towards full inspection and compliance visits.	Potential back log of inspections to recover.	
 Food Hygiene	Programmed visits suspended as per FSS advice - inspections by exception.			Increased inspections of higher risk premises.	Identify and implement new inspection programme in consultation with FSS.	
 Funeral services (Bereavement Services)	Continued restriction to funeral attendance to immediate family only.	Commence relaxation of restrictions to funeral attendance.	Review and extension of easing restrictions as appropriate.			Return to full attendance at funerals.
 Harbours	Reopen Harbours for Leisure Use.					
 Matrix Fife		Prepare for reopening of factory on a reduced capacity basis	Factory reopens on a limited capacity basis for key contracts in line with manufacturing guidance	Fully reopen for external and internal customer work.		

Fife Council Covid-19 Route Map

Enterprise and Environment



	Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
 Meals on Wheels	Continued increase in recipients.	Stabilisation of demand			Anticipated reduction in demand.	Anticipated return to normal demand levels.
 Midfield (Skills Development & Conference Centre)	Prepare for reopening.	Core staff return to prepare building for reopening and implementing changes to layout of spaces.	Recommence limited essential outdoor training and CSCS provision.	Employability hub available for limited numbers of staff. Indoor training facilities reopen with increased physical distancing measures, smaller cohorts. Extended hours operation for commercial contracts	Reintroduce other training activity with reduced cohorts. Recommence risk assessed client visits - preferred option remaining online contact.	
 Passenger Transport	Work with Transport Operators to expand levels of public transport services. Prepare for re-start of essential site visits.	Provide School Transport for S1 only. Commence site visits for major applications, condition compliance and RCC certification.	Provide School Transport for S1 only. Commence site visits for local applications, drone footage, local review body, critical planning enforcement, other critical planning application/development proposal visits. This will include site visits for officers within Planning Services, and may also include site visits by elected members through Local Review Body and Planning Committees	Provide full school transport services to new Covid requirements. Enforcement, householder applications, policy and all other work that requires a physical site visit.	Working at 100% capacity on site visits.	Business as usual.
 Private Sector Housing Conditions Activity including HMO's (Fifewide - multi-service)	Triage and visits only where deemed essential.	Inspections prioritised for vacant properties. Consider and review Scottish Government Guidance and reintroduce on a phased basis to some locations as resources/legislation allows.	Increased site inspections on a prioritised basis. Reopen all facilities with increased hygiene and cleaning measures	Move towards full inspection and compliance visits.	Potential back log of inspections to recover.	

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Enterprise and Environment



	Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
Recycling Centres	Some recycling centres re-open - limited categories accepted.	Continue with timed drop offs and limited categories	Review and extension of provision as appropriate.			
Roads Maintenance	Recommence essential maintenance activities to ensure the critical transport infrastructure remains safe and open.	Prepare Roads Designs, NRSWA notices and contract documents for start of roads construction works.	Re-design and consultation of Area Roads programmes to provide Covid risk assessed programmes.	Recommence roads construction works.		
School Catering	Continued provision of meals to Childrens Activity Centres only.		Commence provision of meals to Nurture Centres.		Commence limited Early Years meal provision.	Resume full service.
Sustainable Transport & Parking	Continued suspension of parking charges.	Review requirement for continuation of parking charges suspension.	Reintroduce parking charges and enforcement. Review application of parking charges to support economic activity			
Transport Transition Plan	Work with Transport Scotland and SEStran councils to develop framework for regional collaboration on transport transition plans and integrated working to mitigate regional and local transport impacts.	Develop draft Fife Transport Transition Plan for internal approval and feeding into regional transport transition plan.	Implement transport mitigations such as active travel improvements, carbon neutral and digital - remote working options and integrated public transport systems.	Further local transport transition plan mitigation factors being implemented and working with regional partners and Transport Scotland.		
Weighbridge Testing - Markinch	Recommence limited testing.	Expansion of testing to cover Police Scotland requirements.	Expansion of testing to cover key customer requirements including member local authorities.	Completion of new timetable for meeting customer requirements for testing and begin roll-out of program.	Full resumption of weighbridge testing capabilities.	

Fife Council Covid-19 Route Map

Finance and Corporate Services



	Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
Legal & Democratic			Courts and Tribunals restart for routine business - format unknown at this time	Socially Distanced/ Blended Committee Meetings restart using Council Chamber	Survey work to resume within the Assessor Service Guidelines to be prepared and any necessary kit allocated	
Assessors					Remote VAC hearing to be made available if possible Electoral Canvass - possibly including door to door visits	
Revenue & Commercial Services	Procurement - Contract Variations (Supplier Relief)	Procurement - Supplier impact/Supply-Chain Resilience and recovery	Procurement - Supplier impact/Supply-Chain Resilience and recovery	Assess Business Support requirements to support services as the organisation moves to the new normal way of working and service re-start. Procurement - Supplier impact/Supply-Chain Resilience and recovery	Strategic Procurement/ Economic Recovery Reform	
HR - Training	Requirement for essential face to face moving and handling training with all necessary physical distancing/hygiene measures in place. Other training delivered online/remotely. Engagement with operational services to revisit plans for 2020/21. Engagement with external providers to offer new ways of delivering learning.	Revamped L&D plans in place. Requirement for essential face to face moving and handling training with all necessary physical distancing/hygiene measures in place. Other training delivered online/remotely. External providers offering new ways of delivering learning	Blended learning delivery focussed on online approaches. Requirement for essential face to face moving and handling training with all necessary physical distancing/hygiene measures in place.	Blended learning delivery focussed on online approaches. Face to face training (with physical distancing/hygiene measures in place) only where there is an essential requirement such as moving and handling training.	Training delivered online/remotely is the default approach.	Focus on online/ remote training to alleviate pressures such as suitable venues, staff time away from workplace etc.

Fife Council Covid-19 Route Map

Finance and Corporate Services



HR - Employee Relations - including managing change, hearings, meetings and appeals

	Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
	Case management support provided remotely with hearings/ investigations being held online (subject to assessment of risks involved/employee agreement).		Activity will be assessed and if deemed essential will be conducted via video conferencing. Face to face, or a blend of face to face and online, will be limited to those exceptional circumstances where video conferencing has been assessed as either unsuitable or not possible.	Activity will be assessed and if deemed essential will be conducted via video conferencing. Face to face, or a blend of face to face and online, will be limited to those exceptional circumstances where video conferencing has been assessed as either unsuitable or not possible. Prioritised Appeals Sub Committee Hearings can resume either virtually or face to face with agreement of appellants	Activity will be assessed and if deemed essential will be conducted via video conferencing. Face to face, or a blend of face to face and online, will be limited to those exceptional circumstances where video conferencing has been assessed as either unsuitable or not possible. Remaining Appeals Sub Committee Hearings can resume either virtually or face to face with agreement of appellants.	
	Limited to business critical posts and only after all other options have been exhausted such as internal movement of existing FC employees / Team Fife Volunteers. Interviews will be conducted via video conferencing. Face to face will be limited to those exceptional circumstances where video conferencing has been assessed as either unsuitable or not possible.	Limited to business critical posts and only after all other options have been exhausted such as internal movement of existing FC employees / Team Fife Volunteers. Interviews will be conducted via video conferencing. Face to face will be limited to those exceptional circumstances where video conferencing has been assessed as either unsuitable or not possible.	Limited to situations where all other options have been exhausted such as internal movement of existing FC employees / Team Fife Volunteers. Interviews will be conducted via video conferencing or by telephone. Face to face will be limited to those exceptional circumstances where video conferencing or telephone interview have been assessed as either unsuitable or not possible.	Limited to situations where all other options have been exhausted such as internal movement of existing FC employees / Team Fife Volunteers. Interviews will be conducted via video conferencing or by telephone. Face to face will be limited to those exceptional circumstances where video conferencing or telephone interview have been assessed as either unsuitable or not possible.	New processes will need to be created and agreed to support the move towards a more flexible workforce where deployment across areas of need is the norm (ref employee expectations). Chief Officer recruitment requires consideration.	



HR - Recruitment

Fife Council Covid-19 Route Map

Finance and Corporate Services



	Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
 HR - Health & Safety Assurance	<ol style="list-style-type: none"> 1. Make sure the basic building blocks are in place and up to date 2. Consider the additional or extended safety control measures 3. Confirm supervisor responsibilities and how they monitor these 4. Communication with the Trade Unions - include the formal mechanisms for reviewing the effectiveness of safety measures 	<ol style="list-style-type: none"> 1. Make sure the basic building blocks are in place and up to date 2. Consider the additional or extended safety control measures 3. Confirm supervisor responsibilities and how they monitor these 4. Communication with the Trade Unions - include the formal mechanisms for reviewing the effectiveness of safety measures 	<ol style="list-style-type: none"> 1. Make sure the basic building blocks are in place and up to date 2. Consider the additional or extended safety control measures 3. Confirm supervisor responsibilities and how they monitor these 4. Communication with the Trade Unions - include the formal mechanisms for reviewing the effectiveness of safety measures 	<ol style="list-style-type: none"> 1. Make sure the basic building blocks are in place and up to date 2. Consider the additional or extended safety control measures 3. Confirm supervisor responsibilities and how they monitor these 4. Communication with the Trade Unions - include the formal mechanisms for reviewing the effectiveness of safety measures 	<ol style="list-style-type: none"> 1. Make sure the basic building blocks are in place and up to date 2. Consider the additional or extended safety control measures 3. Confirm supervisor responsibilities and how they monitor these 4. Communication with the Trade Unions - include the formal mechanisms for reviewing the effectiveness of safety measures 	
 Oracle Cloud Project		Finance & Procurement modules go live 1st July, planned go live was postponed due to Covid, decision based on business readiness.			Go live HR/Payroll/Learn/Talent. Delay based on organisation readiness for change	
 Finance		Enhanced Financial Management to be promoted and supported across the organisation		Gearing up for Committee restarting and organising operations around any new Committee meeting formats.		
 Risk Management		Stepping back up audit and corporate fraud work, but with a view to availability of resources across the organisation		Reviewing risk management processes in light of recovery across the organisation and any potential realignment of operations		

Fife Council Covid-19 Route Map

Health and Social Care Partnership



Health and Social Care Partnership

Phase 1	Phase 2	Phase 3	Phase 4	Medium Term until end 2020	Long Term 2021 onwards
We will consider the introduction of designated visitors to care homes.	<p>Increase the number of home visits to shielded patients.</p> <p>Phased visiting to resume at care homes by family members in a managed way where it is clinically safe to do so.</p>	For the first time, adult flu vaccinations will be available to staff and residents in care homes and in the care at home service.	Full range of health and social care services operating fully, in line with public health advice, with modifications and changes to service design, including greater use of technology to provide improved services to citizens.	<p>Review use of technology and business critical roles/responsibilities to inform future building use to fulfil critical sw/social care functions.</p> <p>Anticipated increase in service demand linked to mental health.</p>	

