

Glasgow Makes Connections

*Building Capacity
Creating Connections
Supporting Organisations*



Opening Spaces – A Conversation

31st July 2020 Hosted by GCVS on Zoom

Lots of first hand knowledge about what's involved in the planning for opening up all our venues safely

"Yes We will go over all procedures and check lists to make sure we are prepared "

Any participants who would still like to contribute to the evaluation or share ideas can do so [here](#).

Watch a recording of this conversation on GCVS YouTube channel [here](#).

Special thanks go to our key speakers for the conversation Alex Byers, Glasgow Life and Melanie Farrow, Maryhill Burgh Halls.

Below is summary of the key points discussed and ideas from participants. In all cases, no one is claiming to be an expert but rather sharing their experience and contacts, should these be of use to others.

1. Context

Our key speakers set the scene for where they are in their own journey to reopening spaces:

- Alex Byers from Glasgow Life is planning a phased opening of community facilities & libraries but not planning to open all facilities initially. They are well advanced with their planning.
- Melanie Farrow from Maryhill Burgh Halls Trust is also well advanced with the planning and purchasing of necessary equipment and is likely to open at the beginning of September

2. Planning

Clearly planning is the first necessary step and both speakers agreed that it is vital to work through a process and actually continue interactively, ie you will not find all the answers or fix everything first time round, so plan, execute, reflect, adapt and repeat. Key points for planning include:

Guidance

- Ensure that you are following the correct guidance for Scotland, ie that from the **Scottish Government**. This applies also when purchasing equipment.
- It may also be useful to refer to guidance from other non-governmental organisations e.g. EMBED - see links).

- Note that guidance may change so it is important to follow updates and respond accordingly with your planning.
- Keep copies of the guidance you are using and date it, so you know which is the most up to date. Follow something similar for any guidance documents you create and distribute.
- Different sectors are working to different guidance and understanding the wider picture is a key element for consideration if your organisation spans different sectors eg you may have community groups able to come back but non-essential offices are not allowed to open until phase 4.

Insurance

- Check public liability insurance before re opening - it may exclude pandemics.
- Review your insurers' requirements, eg you may be required to carry out weekly checks of the building whilst it is closed and risk assessment to mitigate challenges.

Assessments and Plans

- Risk assessments and Recovery Plans should be undertaken – review/revise regularly – mitigate risk – sign off.
- COVID Risk assessment – adopt/develop for organisation.
- Partners are happy to share examples and these will be circulated when available, but it is important to adapt them for your building and circumstances
- Encourage feedback from staff/tenants/public to see if plans are workable.
- Work back from a proposed opening date and you may have to adjust timelines!

3. Buildings

Health and Safety

- Water and fire alarm checks should be done on a weekly basis.
- Fire regulations should still be adhered to even if building currently empty. You cannot wedge fire doors open because they are high contact points!
- Introduce H&S template/checklists (see links).
- Review your First Aid Procedures and your first aid boxes – extra masks.
- Containment control – if person becomes ill – adopt designated isolation area/then close and deep clean.

Layout and Signage

- Adhere to social distancing implications - based on 2 meters distance but may change.
- Signage is expensive so consider making your own or be generic, eg request that users adhere to social distancing (not specific distances but you could have one more explicit sign at the entrance).
- Walk Round as a first step to identify “pinch points” eg on stairs, lifts, toilets, at cross over points in hallways or other potential congestion points.
- Consider introducing one-way system to avoid congestion points.
- Think about staggering opening hours – to minimise congestion and allow cleaning between users.
- Capacity implications – e.g. Hall which previously could hold 60 now 12 & large hall 250 now 40.
- Children under 11 do not now have to social distance but adults do have to distance from them, so care is still needed for each group.
- Shared equipment and storage spaces may be difficult areas, so discussions and collaboration from all users will be needed.

Cleaning

- Cleaning more often and more extensively – may have to consider employing a cleaner for longer hours/on site (may require additional funding to employ) or purchasing a Fogging deep cleaning machine.
- Important to ascertain who is responsible for cleaning – acceptable for staff/volunteers to clean own desk but may be more opposition if requested to clean toilets.
- Agree if tenants, responsible for additional cleaning.

- Important to have discussion and agreement between all parties.
- One organisation has installed toilet seat sanitiser in all toilets to allow people to clean as they use as well as regular cleaning.
- A couple of organisations encouraging staff to keep their own crockery / belongings stored in their own washing bowl / box so it is well contained and can be kept clean by them.
- Do not forget the benefits of soap and water and encouraging staff and volunteers to wash their hands.

4. PPE

- Ensure you know who you are buying from – care required to avoid scams. If possible, use a supplier you know or at least give them a call and speak to a person – avoid unknown websites.
- Visors often preferable to masks – more acceptable to those with autism/easier to lip read/ less of a barrier and perhaps more welcoming? However, check guidance to ensure that they meet the required standards.
- Consider screens at reception area or anywhere with a lot of direct face to face contact.
- Think about sanitizers at high touch points.
- Masks mandatory but staff may find uncomfortable so plan for how to introduce and handle this.
- Orders for PPE may take longer than anticipated, eg 4-6 weeks.
- Consider providing masks for service users – request donation to cover costs? Some people can source masks for as little as 7p each.
- One organisation shared their contact for PPE, not as a sales pitch but as an example of who they have used – check it out for yourself if appropriate - orders@PPEScotland.co.uk and his name is Marcus.

5. Tenants

- Speak to tenants, get their feedback – help to shape plans.
- Who is responsible for additional cleaning – discussion and agreement required.
- Walk Rounds for tenants and staff to reduce concerns.
- Introduce clause to ensure tenants provide risk assessment.
- Discuss data collection with tenants – visitors details required.

6. General Users

- One organisation has bought reusable masks for our regular service users and will have disposables for ad-hoc visitors
- Consider how to communicate with the public to reassure them and explain new arrangements, eg making a video to share on social media showing the new arrangements.

7. Staff and Volunteers

- Seek their thoughts/concerns – some folk keen to get back to work in building, others anxious and scared.
- Offer individual meetings to allay fears and discuss current situation – consider personal circumstances e.g. childcare responsibilities.
- Work in consultation with trade unions if relevant to ensure safe for staff to return.
- Consider staff working times – start early/late to assist with cleaning & avoid travelling at peak times
- Walk Rounds for staff and tenants to reduce concerns.
- Pre return to work visit – to make people feel more at ease.
- Handover model may have to change between staff teams, eg one member of staff to reduce risk of infection whereas 2 previously.
- Do you need to split your staff team separately and work with 'bubbles'? What would happen if everyone who deals with one function gets ill? Better to split your team to work separately. This is particularly important for small organisations.
- Consider staff member(s) attending training – eg COVID Control programme, infection Control course from Glasgow Clyde College. There is online training too. Glasgow Life have training that they may be able to share (to be confirmed).

- One organisation is providing staff/volunteers with a 'return to work' pack with individual sanitiser/reusable masks etc.

8. Gathering and Handling Information

- Test & Protect – is primarily covered by names, addresses and telephone numbers.
- Timing however is important – you need contact details but with a time, ie if someone becomes ill you need to know who was in the building in the same period and therefore be at risk. With regular groups, a register could cover this. For drop ins maybe a paper solution of details posted in a box and kept for a set period. Different boxes for different days/ sessions – does not have to be a sophisticated system!
- Ensure GDPR & confidentiality requirements adhered to.
- Seek support from external organisations e.g. Scottish Tech Army to revise data strategy if needed.
- Discuss with tenants/hirers – visitors' details will be required so ensure they have processes in place.
- Note that information given may not be accurate – this has been an issue in pubs and restaurants, but it is hoped this will be less of an issue in our local sector.
- Different requirements/approaches required for different groups e.g. childcare facilities drop off outside – likely have contact details for parents/carers already; a group with a regular booking would keep their own register and members' details; you keep details of 'drop in' / visitors.
- One organisation is going to ask group members to complete a registration form, so we only must gather info once, and then just use our group registers /fire safety sign in book to know who was in when.
- GCVS use the Sign In App at the Albany Centre. This can be modified for opening post COVID-19 and is all GDPR compliant. You can pre-register people with retention policies and allows for contactless sign in.

9. Useful Resources and Offers of Support

These resources and offers of support were provided by participants in addition to Alex and Melanie.

Scottish Government Route Map Updated Phase 3	Link
Scottish Government Guidance for the Tourism & Hospitality Sector	Link
Scottish Government Guidance on Opening Toilets	Link
Scottish Government Guidance on Test and Protect for the collection of contact details	Link
Health Protection Scotland Information and Guidance for Non-Health Care Settings issued 30 July 2020	Link
NHS Inform – resources for posters etc	Link
Guidance for community groups compiled by SCDC and Health Protection Scotland	Link
Health and Safety Executive Guidance including risk assessments	Link
Health and Safety Executive Guide to Working Safely	Link
Leaving Lockdown and Safe Premise Guide from SCVO	Link
'EMBED Reopening Recommendations Support Service' created in collaboration with the <u>Disability Collaborative Network (DCN)</u> and the <u>School of Health Sciences University of East Anglia</u> . Guidance for overcoming barriers for those with disability	Link
Volunteer Glasgow advice	Link

- Maryhill Burgh Halls Trust is producing a video to highlight changes and measures in place now to reassure and will share this when available.
- Alex will investigate which Glasgow Life training and templates she can share, eg for first aid and Covid specific training. In addition, she is offering the opportunity for staff to have a walk around with a member of Glasgow Life staff if they want to see changes in place first-hand. Of course, anything shared should be adapted for your own context.

Feedback from Breakout Groups

Groups were asked to feedback any concerns, questions or help they might require.

- There may be concerns about procedures between groups, eg effectively a group is relying for their safety on the previous group to have cleaned effectively. These might be difficult conversations to have.
 - Discussions and cooperation from all will be needed.
 - There is maybe a different between arrangements for tenants where you can agree the cleaning procedures to be followed and how you manage this with general users.
 - It may be necessary to slowly introduce groups as you can agree appropriate arrangements.
- There was some nervousness about the interpretation of guidelines particularly where there is different guidance and timings for different sectors – is there any support services/telephone helplines available?
 - There is no easy answer and staff must use their judgement for their own situation.
 - HSE / ACAS will offer guidance, but they will not tell you what you must do in your situation.
 - Some tenants and users may believe that they can get into spaces earlier, but they are in a later phase, eg we are phase 3 now so there are some activities that only fall into phase 4. As the person responsible for the space, you may have to deliver this message.
- Where do you find the relevant information you need and how can you help different groups feel more confident?
 - Links will be shared (now in this document) and later via local networks.
- How do we reassure staff and volunteers, particularly around travel arrangements etc?
 - One to one discussion and open an on-going dialogue.
 - Walk arounds of premises.
 - Attend training, eg COVID Control training programme and Infection Control course from Glasgow Clyde College.
 - Workbuzz provide a facility to have anonymous surveys in case staff feel more comfortable with this.
- Can we have more certainty about timescales and funding, eg many groups are dealing with the Covid situation whilst not knowing about their funding beyond end Sep 2020?
 - Difficult – we would like a date for funding decisions
 - All we can do for timescales is keep ourselves up to date with the latest guidance.
- A group was wondering about clear guidance on legal liability.
 - Check with your insurance company.
 - Board should be aware of all relevant guidance.

Many thanks to all that contributed to this Opening Spaces Conversation.

GCVS Capacity Building Team

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www.gcvS.org.uk/capacity-building/

We will go over all procedures and check lists to make sure we are prepared

Use the advice about talking to our insurance companies to find out how COVID affects our cover

Share information with board of trustees to enable us to go forward