



THIS ITEM IS FOR INFORMATION ONLY
(Please note that "Information Only" reports do not require an Integrated impact assessment, Legal or Finance Comments as no decision is being taken)

Title of meeting:	Culture, Leisure and Economic Development Decision Meeting
Subject:	The Culture and Leisure Response to the Covid 19 Pandemic March - June 2020
Date of meeting:	17 July 2020
Report by:	Director of Culture, Leisure and Regulatory Services
Wards affected:	All

1. Requested by:

1.1 The Portfolio Holder for Culture, Leisure and Economic Development

2. Purpose

2.1 To provide information on the scope and breadth of actions and activities carried out by Culture and Leisure teams, within the Directorate, in response to the Covid 19 pandemic, in order to mitigate impacts and support residents.

3. Introduction

3.1 Information requested

3.1.1 The impact of the Covid 19 pandemic across the city of Portsmouth was to initially close most services with direct public access, taking steps to mitigate risk to customers and staff. Subsequently staff across the services have been adaptable and innovative in terms of finding new ways to work, communicate and support residents during lock down.

On-line digital solutions and social media communication have played a major role in maintaining contact with colleagues and existing audiences. They have enabled access to new customers and contacts as residents have become more confident in accessing and participating in new digital content and platforms. Other works have engaged vulnerable and isolating individuals and families and manage the different ways people have sought to access the city for exercise and essential activities.

3.1.2 This report sets out, service by service, the key issues, actions and innovations employed to address the challenges of Covid 19, in Portsmouth, March - June

2020. It includes further developments and work plans being devised in order to adapt to the changing environment in the months ahead.

3.2 Business support team, also including the Hotwalls Studios, Beach Huts Management and Guildhall

3.2.1 Beach huts

On 13th March communication was made to annual beach huts owners not to use the huts during lockdown unless they lived within 1 hour exercise parameters and those living locally. With ease of government restrictions beach huts were opened on 15th May with government guidelines on cleaning, social distancing and time spent away from home.

3.2.2 Despite being in lockdown the service was able to re-let the 10 huts that have been given up from July, for the start of the year.

3.2.3 One of the measures in place, as part of the easing of the lockdown, was to gather data on a daily basis for the 10 days following the decision on the opening of the sites, to check if social distancing rules have been followed. It was encouraging to find, even in high temperatures and a bank holiday, that the information was positive, with most people adhering to the rules and protecting others. We have introduced community advisers this year, as part of the support along the seafront and although particularly focused on supporting the correct use of BBQs, we will also request them to check on the area at Lumps Fort for any further social distancing issues.

3.2.4 Hotwalls Studios

Artists living locally continued to use their studios over lockdown, with internal doors locked. No Public Access signs were displayed in the windows, with yellow signage in the area to enforce social distancing measures. Toilets remained open to the public. At the point of lockdown artists and participants were made aware of cancelled events via our social media channels and through a Mailchimp newsletter send to approx. 750 people. The newsletter included our lockdown announcement as well as ways of engaging with creative practice from home.

3.2.5 Information on business support and grants was shared with the artists. All creatives were successful in their application for the £10,000 business grant from PCC/ Government. This was a lifeline for these business and the site itself. Many creative in the city were not so lucky. An application for Emergency Funding from Arts Council England was compiled and was successful, granting £15, 000 to commission Hotwalls artists to create new artworks that can become part of the museum's collection. Other studio artists, including Alice Hume and Company of Makers, have also been granted Emergency Funding. Alice is using the money to launch her project Community Textiles, in which she will work with local charities to supply macramé kits to vulnerable people across Portsmouth.

- 3.2.6 The office has been fitted out providing a presence on site to support artists and ensure site is operating well and working safety. All staff on site with PPE in place.
- 3.2.7 Support has been provided for the "We Believe" project with Portsmouth Creates as a crowdfunding initiative for those artists that have fallen between the cracks. Artists will be commission to produce work that will go into an arts trial across the city in vacant poster sites. Vacant poster sites are offered at no charge for this work
- 3.2.8 The first Digital Market via Instagram was launched instead of a physical event, with positive feedback, a notable increase in sales and a strong interaction with their website and social media. The Hotwalls Studios profile was viewed by 750 people-compared with an average of 60-70 over the same time period
- 3.2.9 Future plans include:
- Using the Round Tower as a pop-up shop and also supporting the artists as a space for the public going forwards
 - Hosting a series of Digital Open Studios events Instagram and Facebook and strengthening digital offer. Artists adapting business model; to online and click and collect which will benefit some in the long terms
 - Coordinate a digital tour of Old Portsmouth and Hotwalls Studios for Heritage Open Days. If it's safe to do so, tours in person, will be offered to small groups in addition to sharing digital versions.
 - Increased access to events by providing digital content where possible
 - Participation in a collaborative arts festival, "Back and Fill", initiated by Marine Studios in Margate. The aim is to unite coastal towns in putting on a creative celebration that shows the resilience of coastal areas and the power of art for regeneration.
 - From Monday 15th June, some studios have taken the first steps to re-open to the public. This has been the choice of individual artists, and some have welcomed in one visitor at a time, encouraged contactless payments and asked customers to put items in bags themselves. PCC have supplied starter PPE kits including anti-bacterial wipes and hand sanitiser, as well as posters and floor markings.
 - The Canteen to move to 7 days a week opening for take-away only and reopen outdoor seating in July.
 - Resumption of small scale events in the autumn, subject to government guidelines.

3.2.10 Staffing

Half of the 10 staff have IT access to enable working from home. The remainder was supplied slowly over the following weeks of April, other sites found for staff who can't work from home such as seafront services. Staff deployed to registrars. Communication via what's app groups, zoom weekly staff meetings and zoom 121's. Work processes were put in place to ensure business continuity, communication and GOLD commitments assured. Until everyone was installed with Cisco jabber - the seafront and Hotwalls phones were manned by the team throughout lockdown including weekends.

3.3 Community Centres

The Community Projects Officer has retained regular email and telephone contact with all the community associations and been sending them copies of information from the government, links to advice and information sources and templates of key documents to ensure the best and most current information was available to them. She has also remained in contact to respond to any questions and provide clarifications. Community Centres have been encouraged to keep in contact with each other, to provide constancy of approach and share information and examples of their documentation for re-opening. This has included risk assessments, cleaning procedures etc.

3.4 Public Libraries

3.4.1 Portsmouth Central Library and the History Centre were closed to the public, at 5pm on Friday 20th March. All other library service points, including the Mobile, had been closed earlier in the week on Tuesday 17th March, following PCC decision to focus on critical service delivery only. Frontline library staff were requested to report to Central Library from Wednesday 18th March in order to keep the library open, in line with Library and Archive Service Business Continuity planning. Given the timing of the decision, information of the closure was sent to Corporate Communications and shared on library and PCC social media.

3.4.2 A group of senior staff assembled at Central Library the following Monday and immediately began working on consolidating the online public library offer to residents. Posters were distributed to all library sites, inviting the public to access eBooks, eAudiobooks; music downloads; magazines and newspapers for free with their library cards. Those without a library card were invited to access the library homepage and register for a library card online. This communication also reassured residents that books and other physical items on loan during this period had automatically been renewed, so there would be no penalties for late return.

3.4.3 Online membership, not surprisingly, has increased during this period. In April, there was a 94% rise in registrations, which is 574% up on the same time last year. Just over half of online registrations immediately after lockdown were from people aged 50-70 years. People who register online receive a unique number

and PIN that they can use immediately. When libraries re-open, they will be able to collect a physical library card.

- 3.4.4 As physical book deliveries were suspended by our suppliers, additional resources from the Bookfund have been allocated to increase the digital offer. Compared to April 2019, eBook loans increased by just over 150% and eAudiobook loans were increased by 95%. In May, the figures increased again by 10%. Supplier of online content have responded to the increased demand by offering attractive discounts or two-for-one offers on eBook and eAudiobook titles. Portsmouth also benefitted from national Arts Council England funding, which provided £1000 for library authorities to purchase additional online resources to meet demand.
- 3.4.5 Corporate Communications supported libraries with a poster campaign in local parks, promoting 'a world of free fun online'. Throughout this period, library staff working from home have been active in uploading digital content suitable for all ages to our social media platforms, ranging from video rhymetimes and storytimes to recipes and craft activities. Staff have also uploaded how-to guides to all the digital platforms so support those needing additional help accessing our resources.
- 3.4.6 COVID19 has identified the digital divide in the city and the Library and Archive Service recognises there are many families who are not online and cannot take advantage of these offers. Immediately after lockdown, staff were involved in making telephone calls to some of our Home Library Service customers, referring them to Portsmouth HIVE, where necessary. Library staff were also able to resume book deliveries to these customers, observing social distancing and guidelines from Public Health England around handling books and other items.
- 3.4.7 From Wednesday 29th April, more staff who were unable to work from home were called into Central Library, Portsmouth History Centre, Southsea Library, North End Library, Cosham Library and Beddow library. Library assistants have been working in closed buildings for three days each week, Wednesday to Friday. This work, which has been timetabled and risk assessed to ensure safe practice and social distancing, has enabled staff to begin the process of preparing work spaces to re-open to the public. This will include moving shelving to avoid bottlenecks, directional guidance and safe queuing spaces. They will also undertake cleaning, stock work.
- 3.4.8 Once initial emergency needs from residents - health; financial and food - were being addressed by Portsmouth HIVE, it was reported that residents were in need of additional resources to facilitate wellbeing. To this end, libraries have developed a partnership whereby residents calling the HIVE helpline can request books for all ages and in a variety of formats. These are put together by library staff working from the larger branches and are collected and delivered by HIVE volunteers. Again, Corporate Communications have supported libraries with a poster campaign and engaging social media posts to promote this service. Libraries also purchased games; jigsaws; colouring books and pencils

that can be sent out in these packs. Library staff have also been working on simple craft activities and puzzles for families.

3.4.9 Libraries, as lead organisation for the Portsmouth Cultural Education Partnership are facilitating the delivery of packs generated by Portsmouth Creates containing their colouring book together with resources donated by Aspex Gallery, the Guildhall, library teams and Artswork. Together they provide innovative and culturally stimulating resources to stir the imagination of children. The packs also contain invitations to take part in the "Great Indoors" challenge to either draw or write about their experience of lockdown. Working with local schools, libraries will ensure 1,000 pack reach vulnerable and targeted children in the city.

3.4.10 **School Library Service**

- Portsmouth School Library Service (SLS), a Traded Service of PCC, closed its building on Tuesday 17th March. Primary and Secondary School customers have continued to receive weekly communication by email newsletters and staff set up a private Facebook page for school staff so that links and videos to online educational resources could be shared.
- For some years, SLS has provided an eBook and eAudiobook service to customers. As the vast majority of pupils were sent home, demand for these resources was unprecedented. In April, there was a 210% increase in the number of online borrowers of eBooks and eAudio books compared to the previous year. The number of online titles on loan or reserved was up 250% on the same period last year.
- SLS has also continued to support schools by providing *The Day* and *The Day Explorer*, an online news resource for primary and secondary pupils and the SLS Twitter account *@portsmouthsls*, keeping school staff informed of resources available from authors, publishers and reading related resources.

3.4.11 **Archive and Portsmouth History Centre**

The History Centre Team have been working during this period, reconfiguring the space for re-opening and undertaking ongoing work on the organisation and cataloguing of collections. Working in collaboration with the Museum Service on 'Collecting Covid'. A major priority is to capture documents, leaflets, images, records and personal reflections related to the coronavirus pandemic in Portsmouth. As a major event in Portsmouth's history, that has affected everyone in the city in many ways, local people will wish to study the outbreak in the city and PHC expect to be asked to produce an exhibition and related material in due course. Two photographers are working with the centre to provide a photographic record, there has been a call out on social media for personal insights and entries to the children's challenge, and "The Great indoors" will form part of a permanent record.

Children are asked to record their feelings and experience of lockdown in a picture, poem or piece of writing. The PHC and the Museum Service have been working with Corporate Communications to encourage public engagement whilst emphasising that no one should take any action that compromises current guidelines and health priorities. A blog has already been created to encourage members of the public to respond.

3.4.12 **Conan Doyle**

The Conan Doyle Collection used past resources to provide Study Packs (Key Stages 1 -4) via the School Library Service to all schools in Portsmouth. These were advertised on the Conan Doyle, Library and Museum Facebook pages and this brought in 30 additional requests from families, with more downloading the Study packs directly from the Museum website too.

Quote from parent: 'Just wanted to say a humongous massive thank you so much for the brilliant articles you so kindly printed out for us and the fantastic copy of the original story!!! Wow!! We feel like Christmas has come early, my daughter and I are thrilled with this extra treat you have gifted us, it means a lot to us, thank you again for your kindness in helping.'

A volunteer has been engaged virtually to manage the social media pages the Conan Doyle Collection has. There has been interesting engagement with the promotion of the Conan Doyle past exhibitions, linking to the website. There has been a noticeable increase in fans going from the Facebook page to the website to view these pages. <https://www.facebook.com/conandoylescacebook>

Website stats are up with 769 people hitting the website this month so far from all over the world, buoyed by the hits from Facebook. Recently added to the website has been the Story Cubes stories written by the community groups that made them, along with a page explaining the project and photographs of the 6 community made story cubes. Each community group has been told about this too, and the Young Carers talked about their involvement in the Story Cubes in their newsletter to all of their Young Carers.

<https://www.visitportsmouth.co.uk/conandoyle/our-work/city-of-stories/story-cubes>

The Conan Doyle Collection has recently taken on two young adults (one after finishing a degree at Exeter and another having just finished college) again as virtual volunteers to write Adult Study Packs. The Conan Doyle Collection has a wealth of resources from the years of talks and projects detailing the collection and world of Sir Arthur Conan Doyle and Sherlock Holmes. There is a need for more adult activities for those people shielding or vulnerable, that are accessing packs from the HIVE/Central Library, but these would also be a great resource for the future with the potential for these to be given to people with longer term health issues who are house bound, or people living in residential homes. They will also prove useful should there be a second wave of Covid19, forcing a secondary lockdown.

3.4.13 **Recovery**

Based on current Government guidelines, no public library can open its doors before Saturday 4th July. Portsmouth Libraries plan to initially open Central; Southsea; North End and the Mobile Library Service from Monday 6th July. Each library has been risk assessed in consultation with senior management; frontline library staff and trade union representatives. Libraries Connected have also provided some guidance for public libraries nationally and will deliver a Toolkit in agreement with DCMS. Buildings have been reconfigured to allow social distancing and are equipped with PPE, cleaning stations and desk shields.

Strict limits on numbers of members of the public in the buildings at any one time have been agreed and the emphasis is on encouraging rapid engagement where possible. To this end, public computer access will be reduced to 1 hour per day and whilst browsing is permitted, members of the public will be given the opportunity to take away bags of pre-selected books or call ahead with requests for certain themes, authors or genre to be prepared for collection (Click and Collect)

The Recovery Plan is provided as Appendix 1

3.4.14 **Future Planning**

Library teams are currently preparing children's activities for the summer, to replace the live events which would usually take place in libraries. They can be collected in bags from open buildings or be delivered through collaboration with the Hive.

The concluding celebration for the ACE funded City of Stories project was delayed by lockdown and is now planned to be incorporated in BookFest 2020. The work and participating artists of the last two years will be celebrated in film and other digital content to be consumed in diverse ways as well as exploring some modest live events.

In association with the Children's, Families and Education Directorate, Reading Agency and local schools, the Public and Schools Library Services will be delivering the Summer Reading Challenge to all primary age children this summer, both via schools and open libraries. The initiative will be supported by a communication campaign to encourage children across the city to get reading and discover new books this summer, to support literacy and learning in a time when many have been away from the classroom for a long time.

3.5 **Marketing and Tourism**

- 3.5.1 **National and regional meetings and webinars.** Jane Singh has joined as many relevant meetings and webinars as possible during this period. This includes regular VisitEngland/VisitBritain Destination Management Organisation

(DMO) meetings (fortnightly), UKInbound webinars, Tourism South East DMO meetings (weekly), Coastal Tourism national group meetings and the COVID19 Regional Tourism, Hospitality and Leisure Recovery meeting which includes Solent LEP. This has ensured Portsmouth has a voice at these various forum, also feeding into groups reporting direct to Government and regular contact with the Tourism Policy Advisor in DCMS.

3.5.2 **Engagement with tourism partners.** Keeping partners informed and up to date with news and support both from PCC and the Government has been key and regular updates have been sent by email. There have been three virtual destination meetings and regular catch up with key tourism partners including the International Port and Shaping. .

3.5.3 **Brochure Mail-Out** As people have been mostly trapped at home, 5,000 Visit Portsmouth brochures are being sent to individual addresses across the UK. About 50% of these have been distributed so far, all including a letter explaining the changes to events and attractions etc. The digital versions of the brochures and Mini Guides have been amended to reflect changes to events this year.

3.5.4 **Visit Portsmouth website**

In addition to cancellations and rescheduling to reflect the lockdown environment, new pages and sections have been created to provide up-to-date information, continuing promotion of the city and aligning with wider campaigns. The Covid-19 information page detailed attractions closures, latest governmental advice, information on big events and general updates has been viewed 2,329 times to date, with the average time on page being 30.9% higher than the site average, as people spend time reading the content. The Virtual Portsmouth section was created to promote city attractions and encourage people to keep the city in mind for when they are able to safely travel. It collated activities that people were able to do from home, from virtual museum tours to craft activities, live music performances and more. Since it went live at the very end of March, the section has been viewed 14,249 times. People are engaging with the content and staying on the site longer than average, with the bounce rate 28.1% lower in this section than the site average. Since it has been live, the Virtual Portsmouth landing page has been the single most viewed page on the site, ahead even of the homepage.

3.5.5 Ahead of the busy bank holiday period, a campaign: Don't Visit Portsmouth... yet, aimed to promote the city and showcase what people can enjoy, but to dissuade them from doing so during lockdown. The page included government advice, as well as FAQs and information on events. It has been viewed 3,237 times and had a spike in traffic when it first launched thanks to the social media campaign run alongside it. More recently (within the past week) we launched a page to run alongside our Stay Safe: Plan Ahead campaign. This campaign will begin encouraging visits from those within the region and advising people to plan ahead to ensure their visit is not only enjoyable but also safe.

3.5.6 The Visit Portsmouth social media channels have been updated throughout this period, sharing updates from individual attractions, promoting the various

campaigns that have been run, and posting feel-good images and videos. Since 16 March, the Facebook posts alone have enjoyed a reach of 798,279 – or a reach of 13,530 per post. In that time Facebook has driven 8,009 people directly to the Visit Portsmouth website. These visitors have been better quality than the average, with the bounce rate of Facebook traffic being 24.9% below the site average, and the average pages per session coming out 12.3% higher.

- 3.5.7 In early April, a video of the city’s most popular spots looking quiet with few people around, reached 57,400 people and generated 13,597 minutes of video view time. The Facebook page now has a total of 36,770 followers. The Twitter page generated 221,000 impressions over this period – around 2,500 per day. It has driven 641 people directly to the Visit Portsmouth website.

3.6 Museums

- 3.6.1 Visitor Information Services have continued to be provided during this period of lockdown by phone and email. The online shops have gone live for Portsmouth Museums and The D-Day Story, already generating sales and with ambition to add more products and promote more widely.

A number of staff have been furloughed with a core team who are carrying out site checks twice a week and staffing The D-Day Story and Portsmouth Museum for the HIVE and essential works. They are also undertaking the community advisor roles on the seafront at weekends. The team are currently working hard on our re-opening plans with The D-Day Story first on 20 July, followed by Portsmouth Museum and Art Gallery on 11 August. Both museums will have a number of measures in place including a reduced capacity, queueing systems, one way system, new screens for reception areas (already installed) and will adhere to the new VisitEngland/VisitBritain safety standard for tourism businesses.

3.6.2 Digital

During lockdown there has been a marked increase in digital activity to provide an alternative form of access for visitors and other users at a time when the museums cannot be visited. We have delivered continuous collection based posts on Facebook whether anniversary based or as part of a Facebook Live series of talks. Recent Facebook Live sessions have covered the artist Edward King, the Overlord Embroidery and work on the city's natural history collection. On twitter we have participated in national lockdown initiatives such as #CuratorBattle, #MuseumsUnlocked, #MuseumFromHome and #MuseumsWeek. We have produced videos including of the ‘D is for Dodo, E is for Extinct’ display at Portsmouth Museum and Art Gallery <https://www.youtube.com/watch?v=Lk5WIYtk3c> and another showcasing work on the Hymenoptera collection is in progress. Smaller videos have also been uploaded to Facebook and Twitter. We have also collaborated online with organisations such as the Commonwealth War Graves Commission and we anticipate that this will lead to other national and international collaborations on social media in the future.

- 3.6.3 The museums' new websites were launched during lockdown and a range of online activities added; collection based jigsaws for all ages and abilities, history puzzles downloadable colouring sheets and jigsaws based on the paintings of Edward King, worksheets and ideas for 'make and takes' based on the natural history collections. In June we launched the people's online gallery. The theme for the first exhibition is 'Pets at Home' which will be live on the website from 19th June to 16th August. The exhibition theme will change monthly and is open to all ages and abilities.
- 3.6.4 The D-Day Story has used this period as an opportunity to understand online audiences and engage new ones; creating content in line with our brand values to attract younger and family visitors. This has informed the development of a wider project to create a digital strategy for the museum service. The response from users has generally supported the view that collections and the stories associated with them are popular. Having said that, the most popular posts on the Cumberland House Facebook page have been those featuring local wildlife, especially insects. A post about stag beetles had a reach of 3.4k. Our experience indicates that digital needs to be integral to everything we do and has highlighted the resources, including staff time, required to create the content. One member of staff has created 230 posts during lockdown - an estimated 213.5 hours / 5.8 weeks' work (noting that creating content is slower when working from home); a second estimates 1.5 hours for each post including, research, writing, scheduling, replying/monitoring and fact checking with colleagues. The total post reach for all the museums' Facebook accounts from 23 March to 28 June is 730,245.
- 3.6.5 **DD-76 Campaign What a difference a year makes.** The D-Day Story's campaign to commemorate D-Day 76 reached over 261,000 people on social media. The campaign started in mid-May and ran to 7th June. Museum volunteers created videos explaining why they believe people should still remember D-Day, members of the public shared their photos of last year's events and the Event Team worked with us to create a virtual memorial ceremony. The virtual memorial ceremony featured the Lord Mayor and a service by Canon Rev'd Bob White. It was played on Facebook on 6th June and reached 13,000 people. Bob White appeared on Sky News and Andrew from the museum was interviewed by BBC Radio Solent. As a result of the campaign Facebook page likes were up 300% and on Twitter engagements were up 320% compared to before the start of the campaign. A series of #OnThisDay tweets were particularly successful, highlighting key events in the run up to D-Day using objects from our collection.
- 3.6.6 The team continued their Facebook Live series and have taken part in live events with the Commonwealth War Graves Commission and the 'Polish D-Day Story'. The Polish D-Day Story event was watched by 330 people and attracted viewers from all over the globe, from Canada, Sweden and even Singapore. The campaign presented a good opportunity to work with colleagues in the Event Team to run events in lockdown and we seek to build on it in future.

- 3.6.7 **Collecting Covid-19** The museum service in partnership with archives is collecting material reflecting the city's experience of the coronavirus pandemic. We have been offered a number of objects including artwork produced in lockdown and face shields produced by local companies. We have also been engaging with local businesses, organisations and PCC teams to ask them to keep objects safe for us to collect later. This has been a useful exercise in terms of contemporary collecting illustrating the staff time required and use of multiple channels to reach people. The News is a partner in the project and this will be invaluable in terms of generating interest and contributions. Local photographer Paul Gonella has been documenting Portsmouth during lockdown with the permission of relevant landowners and businesses. Paul reports that he has over 2,000 photographs to sort and edit. The collection will be donated to the city and we plan to feature some of the photographs in the forthcoming Portsmouth revisited II exhibition at Portsmouth Museum and Art Gallery.
- 3.6.8 **Portsmouth revisited II** This new exhibition will open in August at Portsmouth Museum and Art Gallery. It will be an opportunity to showcase over 80 modern and contemporary works from the city's permanent art collection complemented by key loans by local artists. The Curator of Art created a virtual tour to promote the exhibition in April, shown on YouTube and on Facebook. The exhibition was featured in the May edition of the Southsea Lifestyle magazine and will be covered in Flagship. We have applied to the Art Fund and V&A Purchase Grant Fund for funding towards the cost of purchasing a group of prints by the Portsmouth born artist Derek Boshier for the exhibition. If successful it will mean the museum will have the largest collection of his works, ranging in date from the early 60s when a young artist to more recent work as an established international artist. The acquisition will enhance the contemporary aspect of the fine art collection and support community engagement.
- 3.6.9 **Collections** Prior to lockdown, recent work on the natural history database had focussed on creating new well-structured records with the help of volunteers. Lockdown has provided an unexpected opportunity to finally get to grips with and revisit the data of previously catalogued objects. Since the start of lockdown over 12,000 records have been updated and restructured. Some areas of the database have been globally edited, but many records needed to be updated individually. Information from old card indexes and copies of accession registers and notebooks have been added to improve the quality of the database. This work has vastly improved our knowledge of the natural history collections and we have been able to write an overview of the collections for the first time since the 1980s. We also have a list of taxidermists associated with the collection which has been researched by front of house staff and natural history volunteers. Another volunteer has been working through the collectors associated with the insect collections.

The Natural History Collections Assistant has been curating the Hymenoptera (bees and wasps) collection (over 1000 to date). This will soon be the first fully catalogued and labelled insect collection.

3.6.10 **Covid related activity has included:**

- Covid-proofing displays in preparation for re-opening including how we treat objects on open display and hands-on interpretation
- Adjusting externally funded project budgets to take account of Covid-19 and seeking approval from the funder (National Lottery Heritage Fund).
- Preparing bids for Covid-19 emergency funding

3.6.11 **New Museum websites**

The new websites for the Portsmouth Museum Service were launched during lockdown. The suite includes six new sites: Portsmouth Museum and Art Gallery; Southsea Castle; Cumberland House; Charles Dickens' Birthplace Museum; Eastney Engine Houses; and a Portal to sit above them all and cover service-wide aspects.

3.7 **Parks**

3.7.1 The Parks Team have continued service delivery throughout the pandemic with the only interruptions to facilities/services being as dictated by Government legislation. Upon lockdown, the Government widely referenced parks and open spaces as places the public should use for their daily exercise routine - alone or with members of their household. Since many residents in the city do not have gardens of their own and want to exercise - whether it be running, walking or exercising the dog - the initial legislation was to use the open space nearest to where they live. This has now been relaxed to unlimited time and travel to exercise, albeit there are still restrictions on who you can exercise with. The team made early adjustment to the working practices of staff, moving to a mixed model, with some staff working from home, adjusting configurations and start times at depots, use of vehicles, restricted use of the Civic Offices and the majority of staff working at distance in the field. Some facilities had to close, but have since re-opened and are operating under revised arrangements.

The full Park Situation Report can be viewed at Appendix 3.

3.7.1 **Achievements:**

- Increased number of residents and visitors using our public open spaces
- People are visiting sites they have not previously used in order to find quieter spaces for exercise and where they can socially distance, such as wildlife sites like Portsdown Hill, Hilsea Lines and Milton Common
- The grounds maintenance team have continued to achieve very high standards of maintenance to our parks and open spaces across the city, which considering the adaptations that have had to be incorporated, is a real achievement. All the bedding (70,000+ plants) and hanging baskets are on display and being maintained
- All safety inspections have been completed as normal to help reduce risk of harm to the public

- The service and team has received a higher number of compliments than normal through various communication channels - a sign that residents have appreciated how their open spaces are maintained
- Lockdown restrictions have led to new users playing golf at Great Salterns, which opened under revised booking and play arrangements. Demand is exceptionally high and the adaptations have worked very well. However the necessary adjustments to facilities such as Great Salterns Golf Course and Waterfront Garden Centre mean they are not able to operate at full capacity, at this time of increased demand
- The Waterfront Garden Centre has re-opened (with adjustments) and is making record sales with increased visitor footfall

3.7.2 **Issues and Challenges:**

- Number one priority has been the welfare of all staff who have continued working their normal roles during this time. Adaptations have been made where they can and working practices amended where necessary. This is a continuing responsibility whilst we work through the recovery phase, as further changes are made to Government regulations, to ensure our staff and the public remain safe.
- With increased visitor numbers, comes increase in the number of common issues or causes of complaint. Many people have used open spaces not only for exercise but to overcome some of the mental and social constraints of lockdown and there needs to be appreciation that these are unprecedented times. There is a balance between issues that we can and cannot influence at this time.
- Common causes for complaint are littering, BBQ's and anti-social behaviour. The Communications Team are working on a campaign aimed at raising awareness of littering and disposal. The newly formed Seafront Community Advisors are helping raise awareness of the dedicated BBQ zones and to avoid leaving scorch marks and to encourage use of the available bins. The Parks Team are taking any measures it can to help alleviate increased ASB issues and nuisance to properties neighbouring parks amenities.
- With Government restrictions affecting the operation of many buildings and facilities, there is an increase in the number of businesses and activities that wish to make use of open space in order to operate at the same capacity. This will place an increase in demand on available open space and how temporary permissions may be enabled where this is to be considered.

3.8 **Partnership and Commissioning Manager**

The post holder relocated to the Seafront Office at the point of lockdown and has been able to assist the work of the Hive, located in the D Day Museum and other services, facilitating new ways of working and applying good practice to address new challenges. The key achievements during the period of lockdown have been:

- 3.8.1 Supporting the Hive initially to cross reference food offers with requests to support vulnerable families and individuals and those who are shielding. Also to consider food offers with businesses offering to donate food to NHS and key workers
- 3.8.2 Assisting the Hive to secure necessary infrastructure including, walk in chiller units which were secured from both the International Port and the Royal Navy.

- 3.8.3 Providing logistical support in devising logging system and applying event management knowledge to different circumstances
- 3.8.4 Working with Portsmouth Creates to assist their distribution of activity packs to isolated, shielded and vulnerable individuals and families and starting work on their next initiative which is to offer a number of artist commissions to local artists for new works which will be featured in the poster sites going forward
- 3.8.5 Supporting Revenue funded organisations, ensuring they have been made aware of funding streams which became available within PCC and much wider.
- 3.8.6 Co-ordinating a new Service newsletter to update both internally and externally on actions the service was undertaking, offers and how it was responding to the situation with a view to ensuring there was a good understanding of our wider offer and, where necessary constraints
- 3.8.7 Coordination of the seafront offer in response to Covid, using an Events management model, to improve communication and understanding of operations in this multi-service space with both PCC services and also key external stakeholders such as Police and RNLI
- 3.8.8 Managing resident and visitor expectations of how spaces could work and function within the Government restrictions related to Covid and ensuring that the latest messaging was clearly displayed across the open spaces
- 3.8.9 Supporting safe usage of the seafront with significantly increased footfall since the beginning of the pandemic

.....
 Signed by
Stephen Baily
Director of Culture, Leisure and Regulatory Services

Appendices:

Appendix 1

Library and Archive Recovery Plan

Portsmouth Public Libraries and Archive Recovery Proposal

The proposals below are risk assessed, agreed with HR and in line with current guidelines and Government advice. They are continually under review, if and when guidance might change. The proposals and changes in practice are put in place to safeguard customers and staff during the Covid 19 emergency. Property Management and Corporate Communications will be notified ahead of opening any library and archive building to the public.

Change in approach and priorities regarding service delivery in initial period of release from lockdown

- The function of libraries will be to provide loan material, digital access and all universal offers, but NOT provide places to linger, meet friends or attend events. While the importance of digital access is acknowledged, excessive recreational use of the Peoples Network will be discouraged and session length will be limited and informed by size of queues (where appropriate.)
- In line with best practice in supermarkets, cleaning stations will be provided for customers to clean surfaces/keyboards etc and use hand sanitizer at their discretion.
- Promotion of Spydus App to encourage self-issue/discharge
- Ongoing promotion of digital offers

Changes to policy to be implemented prior to opening:

- Maximum numbers of customers agreed for the building - both PC users and other customers. In the case of Central the maximum number per floor agreed
- The reservation service will be suspended
- Volunteers will not be invited back during social distancing measures
- Only one family in the children's library at a time
- PN computer sessions limited to one hour. Where customers are waiting this may be reduced to 30 minutes.
- History Centre to encourage customers to reserve a place where possible - up to the maximum for the floor.
- Card payments only accepted - amounts less than £1 should be paid by the customer into a donations box
- Provision of "click and collect" collections, or those who wish to limit their time in the building. These will be themed collections of library books and other loan items. Customers may specify genre, topics or preferred authors but not specific titles. This is in line with the existing services provided to isolating families in receipt of home deliveries.
- Handling stock policy - all returned and browsed items to be quarantined for 72 hours before handling and re-shelving.
- Where applicable only one person or social bubble on a stair well at a time.
- Where applicable only one person, or social bubble in a lift, at a time.

Priority for re-opening library buildings as lockdown eases

The rationale is based on providing access in larger buildings where distancing can more readily be achieved. Prioritising libraries where records of use show they provide access for the largest number of residents and provide the best geographical spread around the city.

1. Central - priority also based on providing access to the Portsmouth History Centre and tenants and their clients. Maximum customers in public areas :
LGF 6 (TBC with HIVE)
GF 2PN and 1 child PN and 8 roaming
1st Floor 10 PN and 10 roaming
2nd Floor 2PN and 6 at work stations
3rd Floor (TBC)
2. Southsea - maximum customers - 7 adult and 1 child on PN and 12 roaming
3. North End - maximum customers - 7 adult and 1 child on PN and 10 roaming

The following libraries have also been assessed for maximum numbers of customers, but will not open in the first phase on 6th July:

4. Cosham - maximum customers - 4 adult and 1 child PN and 10 roaming
5. Beddow - maximum customers - 3 adult and 1 child on PN and 8 roaming

Smaller branches should remain shut until social distancing measures are relaxed and increased staffing is available.

Initial opening times

Monday - Friday 9.30 - 17.00 No weekend opening

Timetable June/July 2020

DCMS advice indicates Public Libraries should re-open as part of phase 3 of the Governments programme. The suggested date is Saturday 4th July 2020. As Portsmouth aims to deliver a Monday - Friday service in the first instance, we would open the libraries identified below from Monday 6th July 2020.

Currently small social distancing teams of staff are working in Central, Southsea, North End, Cosham and Beddow Libraries from Wednesday - Friday each week. Their role includes works to prepare libraries for re-opening, also preparation of loan items for the home delivery packs, liaising with the HIVE, stockwork and cleaning.

Present - 21 June	22 June - 5th July	6th July - onward
Skeleton staff working in Central, Southsea, North End , Cosham and Beddow Libraries.	Full operational teams working from Central, Southsea and North End. Other buildings remain closed	Full operational teams working from Central, Southsea and North End

<ul style="list-style-type: none"> • Preparation for Covid reopening. • Cleaning • Removal and alternations to furniture and equipment 	<ul style="list-style-type: none"> • Establishing new work routines and safe working practice. • Use of PPE • Training and clarification of the amended library policy and procedures 	<ul style="list-style-type: none"> • Open to the public and delivering library services in line with guidelines • Ongoing review of practice
---	--	--

Priority for re-opening July 2020

Currently constrained by the availability of front line staff to attend libraries and the need for additional staff numbers to manage queues and deal with enquiries after the extended period of closure. Some staff are shielding and unable to attend the workplace.

1. Central
2. Southsea
3. North End

The above presumes normal library staffing levels + 2 additional persons for Central Library and Southsea and 1 additional person for North End.

Changes to buildings to be implemented prior to opening, to be agreed with senior managers:

- Removal of public seating other than at public network PC's and limited short term single seats for the elderly and disabled.
- Removal of shelving and display where this creates narrow passing points
- Establish cleaning stations for public use
- Put alternate public access PC's out of action to enable 2 meter distancing for users
- Queue/distancing markers outside entrance and in building at desks as appropriate
- Mark "one-way" movement around space
- Plastic skips by discharge kiosks to receive returned stock for 72 hour quarantine.
- Provide posters to inform customers of changes to practice
- Install sneeze guards at front desks.
- History Centre to provide self-help guides to the services
- Availability and access to public toilet facilities - to be advised

Storage for excess furniture to be provided in Room D Central and Volunteer room above Southsea Library

Staff Support:

In line with HR policy - Coronavirus; Returning to work after lockdown

Guide for Managers.

Staff will be encouraged to handle and practice with all PPE in the two weeks prior to opening.

Training to support new policies and processes in the two weeks prior to opening, to include use of walkie talkie.

Staff time to agree routines and processes for the staff areas, work spaces and rest facilities.

PPE provision

- Desk/sneeze guards
- Visors/masks
- Disposable gloves
- Cleaning wipes
- Hand sanitizer/cleaning wipes/soap/paper towels
- Cleaning stations for public use.

Library and Archive communication with customers

- 22nd June - 5th July Promote library opening via social media, website and campaign with Corporate Communications
- Posters in libraries to communicate changes to the library offer
- Promote the Spydus App - this enables customers to use their phone to record loans etc
- Continue to promote the digital library offer
- Actively promote the "Click and Collect Service" and continue to promote home delivery services for shielding families and individuals in association with the HIVE and HIVE volunteers

Review

Managers to monitor service points on day 1 of opening, to consider changes to policy and procedures to support customer and staff safety and wellbeing. Then weekly evaluation or whenever Government guidance changes.

Appendix 2

Museum Social Media Statistics and Feedback

Comments received after the first Facebook Live on the artist Edward King:

Thank you that was very interesting. I do remember the bomb sites opposite the Guildhall. Looking forward to Milton Locks paintings as I was brought up there.

This was brilliant. Many Thanks

Quite upsetting really, and I think the stillness and the muted palette makes it more sad.

Hi from Australia 😊 I have ancestry from Portsmouth. My 2x great grandfather was born there. His father owned a bakery. I believe I have cousins still living there. I love this.

Thank you. It's like travelling on my couch 😊

I'm massively grateful to all museums and other institutions providing seminars and other activities on line. Shielding and finding it v tough mentally and this type of event is literally keeping me going. Glad to have come across this one I am in Sheffield and hadn't heard of Edward King before but will look more into his work.

Social statistics

The below stats cover the Facebook pages for Portsmouth Museum, Cumberland House and Southsea Castle, from when the lockdown officially began on 23 March through to 15 June.

Please note: Though the below figures show much higher figures for Portsmouth Museum than Cumberland House, the number of followers is more than twice the size, so this will have played a part. Also, total figures and averages have been included, to show the full volume but also how that sits more broadly, as the total post volume will have a large impact on the total post reach. The Southsea Castle page reach is much larger than the post reach, most likely because people tag it in their posts.

Portsmouth Museum

Posts: 186

Post reach: 349,619

Average reach per post: 1,880

Reactions: 33,417

Average reactions per post: 180

Page reach: 244,396

New page likes: 169 (+3.36% – from 5,025 to 5,194)

Cumberland House

Posts: 113

Post reach: 72,318

Average reach per post: 640

Reactions: 6,435

Average reactions per post: 57

Page reach: 63,724

New page likes: 69 (+4% – from 1,723 to 1,792)

Southsea Castle

Posts: 24

Post reach: 7,895

Average reach per post: 329

Reactions: 863

Average reactions per post: 36

Page reach: 145,284

New page likes: 32 (+1.81% – from 1,767 to 1,799)

Appendix 3

Situations Reports - Parks

Culture, Leisure and Regulatory Services - SITUATION REPORT - Parks		
<p>Priorities (no more than 5 priorities)</p> <ul style="list-style-type: none"> ▪ Staff to continue delivering essential service whilst observing social distancing to protect themselves, colleagues and members of the public. ▪ Provide well maintained and safe parks and open spaces for public use/exercise. ▪ Perform health and safety checks of parks amenities and public rescue equipment. ▪ Ensure parks amenities conform with latest government regulations over availability of use. ▪ Target resources to litter management (above other scheduled duties) as dictated by demand to cope with unprecedented use of public open space on a daily basis and accompanied by warm, dry weather 		<p>Anything to note on staff availability?</p> <p>79 staff within the team (68 perm, 11 seasonal + casual staff)</p> <p>3 unable to work (shielding / furloughed)</p>
<p>Any change to services active? Ball courts, tennis courts and basketball courts re-opened between 13-15/5 with revised signage erected. Great Salterns Golf Course - driving range re-opened on 15/5. Golf course re-opened on 18/5. Golf bookings available for up to 4-balls to be played from 8/6 Allotment Association shops recommencing trading (online or with social distancing measures in place). Waterfront Garden Centre re-opened on 23/5 (open to public Thursday - Sunday).</p>		<p>76 available for work (5 working from home, 5 working at PCC site office, 65 front-line, 1 re-deployed)</p>
<p>Issues arising Issues associated to re-opening of ball-court facilities (noise and ASB) Continued closure of play facilities Revised season ticket offer in place. Take-up of available tee-times very healthy</p>	<p>Actions Checks on signage and advising the reporting of 'gatherings' to Police Checks on closure mechanism Close liaison with course professional and gm contractor and dealing with customer complaints</p>	

Ongoing liaison with golf course and bowls associations Traveller occupation on Southsea Common and Rugby Camp causing safety concern to increased visiting public	Advice where required Follow protocols for removal from site and implement additional site protection measures	
Additional support required None currently.	Comms messages required (new/updated) In hand - anti-littering campaign	

Priority	Definition	
Critical (1)	Functions vital to ensure the preservation of life and the safety and well-being of the most vulnerable. Unacceptable financial, legal or reputational risk implications.	RAG ASSESSMENT GREEN - No issues or current anticipated issues or mitigation has worked AMBER - Some concern about the future arrangements RED - Imminent potential for service to fall over or has already fallen over BLACK – Not operational
High (2)	Functions necessary to support and assist those ensuring the safety and well-being of the vulnerable.	
Medium (3)	Functions which, could be reduced or altered in part, but which need monitoring to ensure minimum impact on health and welfare of the community.	
Low (4)	Functions which could be suspended/ altered in the short term without greatly impacting on the health and welfare of the community.	

OTHER SERVICES - Parks & Open Spaces

Ref	Priority	Service Provided	Comments: e.g. change in delivery of service, change in priority, etc.	Status
CL26	High	Respond and use the city's open space as required to mitigate the impacts of an emergency	Public being directed to public open spaces for unlimited exercise whilst observing the social distancing guidelines by: <ul style="list-style-type: none"> - may spend time outdoors with groups of up to six people from outside own household or bubble - staying 2m apart from those outside own household - unlimited travel distance, but no overnight accommodation - avoid use of public transport and only travel with others from own household unless it can be socially distanced i.e. cycling 	Green

Ref	Priority	Service Provided	Comments: e.g. change in delivery of service, change in priority, etc.	Status
CL27	High	Provide and maintain the city's publically accessible parks and green spaces, wildlife areas and grassed sports areas including:	<p>Specific issues captured in service areas below. Overall, the service status is GREEN.</p> <p>79 staff within the team (68 perm, 11 seasonal + casual staff) 3 unable to work (shielding / furloughed) 76 available for work (5 working from home, 5 working at PCC site office, 65 front-line, 1 re-deployed)</p> <p>All staff contacted a minimum once per week by manager to check on work circumstances and wellbeing.</p> <p>All staff that can work remotely have ability to work remotely. All other staff attendance subject to observing and complying with social distancing and hygiene practices, generally listed as:</p> <ul style="list-style-type: none"> - staff using a desk/workstation to observe 2m distancing - where premises allow, 1 workstation per room - display of signage with guidance on social distancing and recommended hygiene practices where operatives frequently visit - display of signage to direct staff to Portsmouth testing station - regular cleaning of premises with adequate cleansing materials available for staff to use to maintain good hygiene - restriction on number of staff using welfare facilities at a time - restriction on visits from third parties entering premises - restriction on staff visiting private properties - staff MUST maintain 2m distance to colleagues, contractors, site operators and the public - staff issued hi-viz vest referencing 'key worker' and 'keep 2m distance' at all times <p>Explanation of the essential works being delivered by service communicated to staff.</p> <p>All key worker staff issued letter signed by Chief Executive to produce if presence challenged.</p> <p>Managers carrying out regular supervisory visits to ensure works are being carried out safely and that COVID-19 precautions are being applied in addition to normal safe working practices.</p>	Green

Ref	Priority	Service Provided	Comments: e.g. change in delivery of service, change in priority, etc.	Status
			<p>Staff health and wellbeing reviewed. All staff with underlying health conditions who cannot work from home have been referred to Occupational Health (with consent) prior to return to work to ensure recommended adjustments are in place and social distancing can be strictly observed. Shielding staff have been furloughed.</p>	
		<ul style="list-style-type: none"> • Grounds maintenance 	<p>In addition to general social distancing practices:</p> <ul style="list-style-type: none"> - staggered start times introduced at Duisburg and Burrfields - staff arriving for work immediately directed to designated work place/task or go straight to the designated work place/task - vehicles to have no more than one person (driver), with the exception of the 'double cabs' where two staff can travel together (passenger in rear at opposite side to driver) - bicycles purchased for use by grounds team to assist with deployment of staff not able to use vehicle (Bicycle Recycling) - where possible, the same teams to work together to reduce the risk of the virus spreading across the work force - staff provided with PPE and gloves required by the works - staff issues face visor and masks where social distance cannot be strictly observed (taking plant deliveries) <p>Operations critical to providing well maintained and safe public open spaces being prioritised.</p> <p>Tivoli staff successfully TUPE'd across on 1 April and operational.</p> <p>Tractor driver employed on short-term contract to cover staff absence due to health conditions.</p>	Green
		<ul style="list-style-type: none"> • Tree management 	<p>External contractor continuing to provide service, implementing change in working practices.</p> <p>Engagement with contractor to understand financial and staff constraints to ensure service provision remains viable.</p> <p>Retention of contracted works retains emergency call-out provision. Contractor staff issued letter signed by Parks Manager to produce if presence challenged.</p>	Green

Ref	Priority	Service Provided	Comments: e.g. change in delivery of service, change in priority, etc.	Status
			<p>Works being prioritised in open spaces where social distancing can be observed by staff (not Housing estates or gardens).</p> <p>Surveying to produce future works being prioritised on public open spaces.</p> <p>Public enquiries being managed. Dangerous tree reports being investigated and dealt with.</p>	
		<ul style="list-style-type: none"> Play area and splash pool inspection and maintenance 	<p>In addition to general social distancing practices:</p> <ul style="list-style-type: none"> - vehicles to have no more than one person (driver) - where possible, the same teams to work together to reduce the risk of the virus spreading across the work force - staff provided with PPE and gloves required by the works <p>Operations critical to providing well maintained and safe public open spaces being prioritised.</p> <p>COVID-19 signage erected across city's parks, open spaces and seafront. Regular checks undertaken and replaced as required.</p> <p>All city play areas closed (as per government instruction). Regular inspection of equipment, surfacing and means of closure.</p> <p>Police requests for additional measures accommodated where possible and monitored where a change would place pressure on resources if introduced</p> <p>Ball courts, tennis courts and basketball courts re-opened between 13-15/5 with revised signage to inform revised exercise regulations</p> <p>Ground markings installed to raise awareness of social distancing, but placed on hold for certainty of future distancing message</p>	Green
		<ul style="list-style-type: none"> Hard infrastructure management 	<p>As above</p> <p>Operations critical to providing well maintained and safe public open spaces being prioritised, including checks of Public Rescue Equipment along shoreline.</p>	Green

Ref	Priority	Service Provided	Comments: e.g. change in delivery of service, change in priority, etc.	Status
		<ul style="list-style-type: none"> Countryside management 	<p>Site presence being maintained by Countryside Officers.</p> <p>Officers retaining visible presence on site, engagement with visitors to observe social distancing, reinforcement of message with signage where required and perform basic safety checks.</p>	Green
		<ul style="list-style-type: none"> Allotments 	<p>Allotments remain open for tenants to visit (as their regular exercise per day).</p> <p>Engagement with Allotment Associations over Government guidance relating to allotments and social distancing measures that should apply to Association buildings.</p> <p>Shops closed as of 24/3. Current queries as to whether they can re-open (like B+Q).</p> <p>Shops able to re-open and have either implemented strict social distancing or online ordering/payment system.</p>	Green
		<ul style="list-style-type: none"> Sports pitches and golf course 	<p>Sports pavilions temporarily closed with weekly inspection (building team notified).</p> <p>All sports clubs and contacts known by service contacted to alert to Sport England Emergency Fund availability</p> <p><u>Football</u></p> <p>Nets and goals removed following engagement with Portsmouth Football Association and reports of use by public. Pitch reinstatement to commence as no play anticipated until Autumn earliest. No grassed pitch provision out of season</p> <p>Teams able to undertake training in groups no greater than 6 whilst observing distancing</p> <p><u>Bowls</u></p> <p>Clubs have requested use of 'maintenance transition fund' to cover maintenance costs whilst closed. Clubs have been asked to submit application to Sport England for grant before this will be considered.</p> <p>Clubs have been directed to grant funding schemes administered by PCC</p>	Green (golf) (other sports black)

Ref	Priority	Service Provided	Comments: e.g. change in delivery of service, change in priority, etc.	Status
			<p>Clubs / associations able to re-open with social distancing controls in place</p> <p><u>Golf course</u> Course closed as of 24/3. External contractor continuing to provide reduced service, implementing change in working practices. Works focussed on maintenance of greens, tees and fairways as otherwise these will not be suitable for play once course re-opens. Engagement with contractor to understand financial and staff constraints to ensure service provision remains viable. Contractor staff issued letter signed by Parks Manager to produce if presence challenged. Engagement with Course Professional to review course management arrangements and to develop revised pricing and play strategy for when course re-opens. Course income and purchase of season tickets severely impacted by closure. Driving range re-opened on 15/5. Golf course re-opened on 18/5 with social distancing measures in place in shop (course fee payment only) and around course to remove touch points. Two-ball maximum rounds with 10 minute gap between tee-times.</p> <p>Revised season ticket options introduced.</p> <p>Course operations observed and social distancing controls have been successful. Further modifications to green pins to assist putting and eliminate hand contact with flag.</p> <p>Four-ball bookings now available.</p>	
		<ul style="list-style-type: none"> Waterfront garden centre 	<p>Site closed to public on 17/4.</p> <p>Plants being maintained by teams based around site. Garden Centre staff will assist Hive with managing volunteers for horticultural assistance to individuals in self-isolation.</p>	Amber

Ref	Priority	Service Provided	Comments: e.g. change in delivery of service, change in priority, etc.	Status
			<p>Plants have been used by grounds maintenance team where feasible. Other plants have been distributed locally to Care Homes by Victorious Team.</p> <p>Staff returning to site w/c 18/5 to consider adjustments required to enable site to be re-opened to public.</p> <p>Site re-opened on 23/5 with social distancing controls in place.</p> <p>Numbers limited to essential staff only at present to enable social distancing to be observed and manage customers.</p> <p>Supported volunteers will not attend until site controls are in place to ensure social distancing and recommended hygiene practices can be strictly observed and where travel to site does not place individuals at risk (using public transport) or where individuals are shielding.</p>	
CL28	Medium	Continue management and maintenance arrangements to open spaces and wildlife areas, so that standards do not decline or detrimental to the flora and fauna of protected grassland habitats	Sites continue to be maintained as described in CL27.	Green
CL29	Medium	Ensure open spaces are of fit standard to accommodate the planned events programme	Sites continue to be maintained as described in CL27 and will be fit for events programme once this resumes.	Green
CL30	Medium	Management of volunteer engagement opportunities, including supported volunteers	<p>Volunteer engagement opportunities are temporarily suspended due to Government guidelines.</p> <p>Officers have retained contact with volunteers in interim period.</p> <p>Volunteers attending site as part of group or as part of their daily exercise.</p> <p>Tasks risk assessed and limited to those where social distancing and hygiene practices can be strictly observed.</p>	Green
CL31	Low	Provision of information to the public (in person, telephone, web)	Public enquires are being managed by telephone and electronically.	Green

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location