

Framework to support social landlords in decision making on service provision during the COVID-19 outbreak

The Social Housing Resilience Group, convened in response to COVID-19, comprising SFHA, Scottish Government, Scottish Housing Regulator, Wheatley Group, Glasgow and West of Scotland Forum of Housing Associations (GWSF), and Association of Local Authority Chief Housing Officers (ALACHO), has developed this framework to support social landlords in local decision making on service provision and which can help facilitate essential travel by those delivering services during the outbreak

Scottish Government and COSLA have issued advice regarding key workers which can be found [here](#). This sets out categories of key workers with respect to what childcare and learning provision is expected to be made available to them during closures of school and early learning and childcare (ELC) settings to deal with the current outbreak. Organisations will wish to consider this guidance as part of their service planning. Local authorities have discretion as to how apply Scottish Government guidance, so the exact definition of a key worker may vary across the diverse range of localities across Scotland.

Scottish Government Guidance on Key Workers Categories	Essential/ Life and Limb Services by Social Housing Providers	Categories of Staff Groups delivering essential services i.e. key worker
Category 1 – Health and Care workers directly supporting COVID response, and associated staff; Health and Care workers supporting life threatening emergency work, as well as critical primary and community care provision; Energy suppliers (small numbers identified as top priority already); staff providing childcare/learning for other category 1 staff	Personal Care services Sheltered & supported accommodation and services including hostels & outreach homeless services Life and limb resident safety & security activities including: <ul style="list-style-type: none">• fire safety checks and compliance• electrical safety (where life or limb at risk or to comply with the law)• gas safety (where life or limb at risk or to comply with the law)• Infection control related cleaning of communal areas (eg lifts, handrails, door	Care workers Support workers Staff providing essential accommodation and essential services to vulnerable/homeless customers Emergency gas safety engineers Emergency electricians

	<p>handles) and waste/fire hazard removal from common areas</p> <p>Emergency call handling linked to the above activities</p>	<p>Housing Officers (as required by law to attend forced entry for gas, electrical safety or other life and limb emergency checks) and joiners or other staff involved in forcing entry to these properties</p> <p>Emergency call handlers</p> <p>Staff involved in infection control-related cleaning of communal areas in properties, including uplift of waste</p> <p>Sheltered housing wardens</p> <p>Concierge in Multi-Storey Properties and supporting mobile patrols</p> <p>Staff directly involved in providing supplies to essential repairs operatives</p>
<p>Category 2 – All other Health and Care workers, and wider public sector workers providing emergency/critical welfare services (e.g Fire, Police, Prisons, Social Workers, etc), as well as those supporting our Critical National Infrastructure, without whom serious</p>	<p>Housing association staff involved in the provision and delivery of food to vulnerable residents</p> <p>Cleaning linked to the above activities (eg of the internal parts of delivery vehicles)</p>	<p>Staff involved in food provision and/or delivery</p> <p>Staff involved in cleaning equipment required to support any of the above activities (eg</p>

damage to the welfare of the people of Scotland could be caused.	IT infrastructure to support essential services	<p>food delivery and essential repairs vehicles)</p> <p>Staff providing IT infrastructure to allow continuation of essential services</p>
Category 3 – All workers (private, public or third sector) without whom there could be a significant impact on Scotland (but where the response to COVID-19, or the ability to perform essential tasks to keep the country running, would not be severely compromised)	Payment of suppliers and staff	Staff directly involved in the payment of staff or suppliers