

**To:               Emergencies Board**

**On:               29 May 2020**

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**Report by:    Chief Executive**

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**Heading:      Update on COVID-19**

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## **1.     Background**

- 1.1    This report provides an update of the Council's current arrangements and response to the COVID-19 pandemic. Information is provided on the national position including the numbers of cases and deaths at both Scottish and UK levels. The recent publication of updated figures and analysis from the National Records of Scotland is included and continues to show that the rate of increase in deaths from COVID-19 is beginning to slow. A summary is also provided of other policy and guidance updates that have been released over the past week.
  - 1.2    As previously reported, the First Minister set out a routemap and proposed stages for moving on from lockdown and opening up businesses and services. The initial work being undertaken to prepare for recovery, as the Council reintroduces its own services and supports relevant local businesses under Phase 1 of this plan is outlined in Section 4.
  - 1.3    Section 5 highlights the support being provided for communities with updated information in relation to Care Homes and Care at Home Services. This section also updates Members on the support being provided to some of the most vulnerable residents in Renfrewshire.
  - 1.4    Section 6 provides a workforce planning update for the Council. It confirms the current position in relation to availability of PPE; employee testing procedures; the impact of absence on the availability of employees; and redeployments.
  - 1.5    Section 7 provides an operational update from Environment and Infrastructure Services on Spaces for People Funding.
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## **2. Recommendations**

- 2.1 It is recommended that the Emergencies Board:
- (a) Note the current national and local situation with regard to COVID-19 and the impact on communities, businesses, the Council and its partners
  - (b) Note the response measures being put in place by the Council and partners as set out in this report
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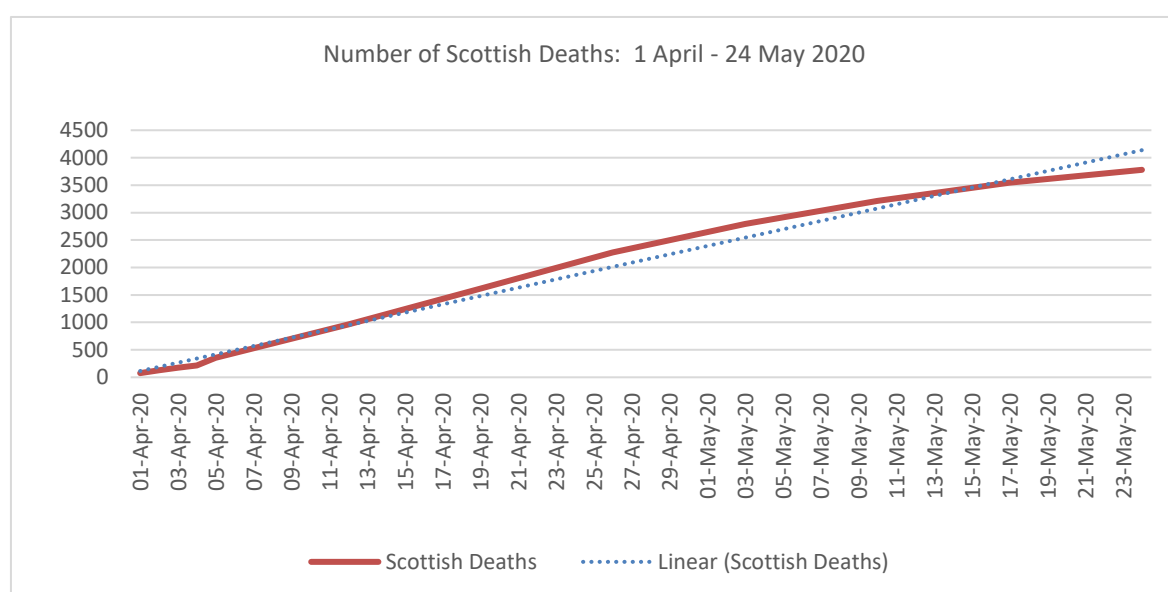
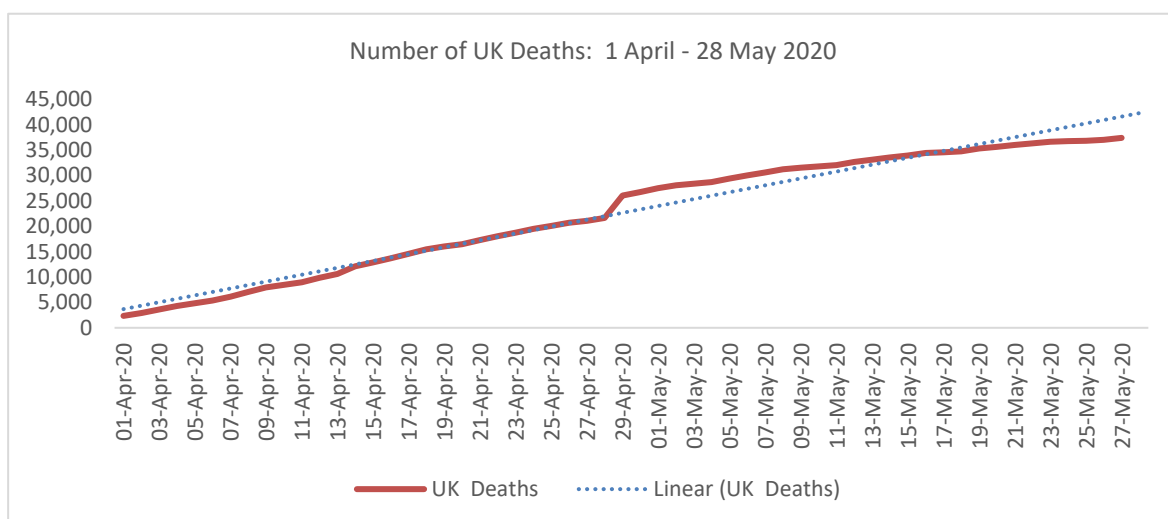
## **3. National Situation**

### **Numbers of Cases**

- 3.1 Currently there are 267,240 confirmed cases of COVID-19 in hospitals in the UK up from 250,908 reported on 22 May 2020. In Scotland there are now 15,288 confirmed hospital cases (up from 14,856). Of these, 3,934 cases are within the Greater Glasgow and Clyde Health Board area (up from 3,806). In GGCHB area there were 369 people in hospital (down from 400) (9 in intensive care – down from 16) as either confirmed or suspected cases.

### **Numbers of Deaths**

- 3.2 Worldwide it is very sad to note that there have now been over 354,000 deaths due to COVID-19. At a UK level, reports are indicating that there have now been 37,460 deaths across the UK (up from the 36,042 deaths reported on 22 May 2020). The UK still ranks second for overall numbers of recorded deaths, behind the United States where over 101,000 deaths have been recorded (305 per million population). When considering the number of deaths in relation to population size (removing countries with very small populations) the UK now ranks 3<sup>rd</sup> with 552 deaths per million population, having overtaken Italy and behind Belgium and Spain. Italy now ranks 4<sup>th</sup> while France which is the closest in population size to the UK ranks 5<sup>th</sup> with 437 deaths per million population.
- 3.3 The latest National Records of Scotland report shows that at 24 May 2020, there had been a total of 3,779 deaths registered in Scotland where COVID-19 was mentioned on the death certificate – up from 3,549 deaths registered up to 17 May 2020.
- 3.4 The graphs below show the increase in the overall numbers of deaths recorded at a UK and a Scottish level since 1 April 2020 and in each case show that the rate of increase is slowing, with the numbers recorded now sitting below the linear trajectory of increase over that period of time.



3.5 The National Records of Scotland analysis also provides additional information on the outbreak so far in Scotland, including some further positive indicators of progress in responding to the outbreak:

- Of the total number of deaths registered in the week from 17 to 24 May 2020, there were 230 where COVID-19 was mentioned on the death certificate, a decrease of 105 from the previous week. This is the fourth weekly reduction since the first COVID-19 death was registered in March.
- The proportion of all deaths involving COVID-19 has also decreased for the fourth week in a row:
  - 36% of all deaths in week to 26 April 2020
  - 31% of all deaths in week to 3 May 2020
  - 29% of all deaths in week to 10 May 2020
  - 23% of all deaths in week to 17 May 2020
  - 19% of all deaths in week to 24 May 2020
- The proportion of all COVID-19 deaths which took place in care homes initially rose each week and represented 59% of all COVID-19 deaths in the

week to 3 May 2020. While this has reduced each week since, in the latest week to 24 May 2020 deaths in care homes sadly represented 54% of all COVID-19 deaths.

- The number of deaths in care homes also reduced for the fourth week in a row – down to 124, 62 fewer than the previous week.
- When looking at all deaths with COVID-19 registered to date there is no change from last week:
  - 46% relate to deaths in care homes
  - 47% were in hospitals
  - 7% of deaths were at home or non-institutional settings
  - 76% were people aged 75 or over

3.6 The National Records of Scotland information provides additional detail to understand the position and changing impact of the outbreak in Renfrewshire. This week, the data shows a resumption in relatively positive trends at a local level:

- In Renfrewshire, the number of COVID-19 related deaths recorded in the week to 24 May 2020 was 13, a reduction of 4 from the previous week. (Figure 1: Appendix 1)
- Similarly, in the week to 24 May 2020, COVID-19 related deaths represented 26% of all deaths recorded in Renfrewshire. This was a reduction from 28% the previous week (Figure 2: Appendix 1)
- The COVID -19 related death rate for all of Scotland has sadly reached 6.9 per 10,000 population (an increase from 6.5 per 10,000 population last week).
- The death rate in Renfrewshire reflects this and has also risen during the past week to 10.6 per 10,000 population (from 9.8 the previous week). This means Renfrewshire now has the fifth highest death rate in Scotland. A reduction from the fourth highest death rate over the last two weeks. Inverclyde remains the area in Scotland with highest COVID-19 related death rate. (Figure 4: Appendix 1)
- The proportion of deaths that have occurred in care homes in Renfrewshire remained at 50%, the same as the previous week. The average across all of Scotland's care homes remains at 46%. (Figures 3 and 5: Appendix 1)

3.7 At both a Scottish and UK Government level, the policy context in relation to the response to COVID-19, continues to develop at a rapid pace. Changes to existing policies, the introduction of new processes and announcements on future developments, are all being closely monitored. Information is provided elsewhere in the report on key policy updates and their impact in Renfrewshire – however, since the last Emergencies Board meeting on 22 May 2020, the following policy change has been announced:

### **Test and Protect**

3.8 The Test, Trace, Isolate and Protect contact tracing model is now being referred to as “Test and Protect” with the First Minister launching updated guidance this week. As previously reported to Board, Test and Protect will be important in reducing the transmission of COVID-19 moving forward.

- 3.9 Test and Protect was launched this week - going live on 28 May 2020 with a sustained communications campaign to remind the public of the importance of self-isolating if they have been identified as being in recent close contact with someone who has tested positive for COVID-19.
- 3.10 A close contact is someone who has been physically close enough to the confirmed case for a long enough period of time that they may have had the virus transmitted to them e.g. within 2 metres for 15 minutes. The risk of the virus being transmitted is higher the closer the contact, the greater the exposure to respiratory droplets (for example from coughing), and the longer the duration of the contact.
- 3.11 If someone has been in close contact with a confirmed COVID-19 case, they will be asked to self-isolate for 14 days. This is due to the fact that it may take up to 14 days for the virus to develop into an illness (the incubation period of the virus).
- 3.12 If they do not have symptoms and are self-isolating as a close contact of a person who is a confirmed case, other people in the same household will not be asked to self-isolate along with them – unless they have also been in close contact with a person who is a confirmed case, in which case they will be informed by the NHS. Confidentiality will be maintained and people identified by NHS contact tracers as having been in close contact with a confirmed case, will not be told their identity unless the confirmed case has explicitly agreed for NHS Greater Glasgow and Clyde to pass on their details.
- 3.13 Environmental Health Officers have been trained to assist NHS Greater Glasgow and Clyde by leading a team of contact tracers. People who are required to self-isolate as a result of the Test and Protect programme will be able to access the support of specialist support services through the Council Local Assistance Team in the same way as those that are in the Group 2 vulnerable list of residents.
- 3.14 Guidance Updates:
- A range of guidance documents have been issued this week in relation to the Test and Protect Programme including:
    - advice for employers on helping staff who need to self-isolate at home
    - Information and support for people who are asked to self-isolate because of COVID-19.
    - Guidance on what you should do if you have to stay at home to self-isolate because of COVID-19.
  - Physical distancing and hygiene advice for multi-storeys and high-density flats for social landlords managing multi-storey and high-density flats during the COVID-19 health crisis. This guidance is non-statutory and incorporates public health advice on minimising the transmission of infection and provides practical examples of measures that can help to ensure multi-storeys are safe environments for those who live and work there.
  - Joint Scottish Government and COSLA guidance for local authorities on the considerations involved in reopening and operating Household Waste Recycling Centres (HWRCs) in the context of COVID-19 to support safe operation of facilities.
  - Guidance for local authorities and resilience partnerships delivering support services for those who are clinically at the highest risk from COVID-19 to

update information in relation to the SMS service and national food deliveries.

- Guidance on support, information, food and other essentials available to protect the wellbeing of people affected by COVID-19. This includes those at increased medical risk from the virus and those who are asked to self-isolate under the government's Test and Protect programme.
- A Transport Transition Plan was published by Transport Scotland, on 26 May 2020 which sets out how transport provision will be managed through the four-stage easing of lockdown set out in the Scottish Government's COVID-19 routemap. Associated guidance for the public on how to travel safely and a guide for transport operators in Scotland to keep their staff and those using their services safe has also been published
- Sectoral guidance for easing lockdown published for retailers and manufacturers to consider how people can safely return to work in relation to the manufacturing and retail sector and for customers initially. Additional information on this is included at Section 4 of this report.

### 3.15 Funding announcements:

- More than £8 million has been awarded to projects which deliver mental health support and wellbeing services for people who are feeling isolated during the COVID-19 pandemic. The funding was allocated to 344 projects, providing support in communities across Scotland, including to those who are self-isolating or shielding. It is part of a £50 million Wellbeing Fund that is helping people through the pandemic. In Renfrewshire so far there have been 41 awards totalling £389,888. More information on the Wellbeing Fund including details of the initial round of projects funded locally in Renfrewshire is included in Annex 1 of Appendix 3 to this report.

### 3.16 Following agreement of CoSLA Leaders, all local authorities are now submitting a data return on a weekly basis. The data includes a range of indicators already collected and reported for other national monitoring purposes. Work is underway by the Improvement Service and SOLACE to analyse these returns. Appendix 2 provides a copy of the data return submitted by the Council to COSLA on 22 May 2020. Due to the data verification process and timescale for submitting the return the information reported in Appendix 2 may be different from similar data contained elsewhere in this report which is more current.

## 4 Recovery – Phase 1: Living with COVID-19

- 4.1 As previously reported, on 21 May 2020 the First Minister made an announcement that set out details and proposed stages for moving on from lockdown and opening up businesses and services. This routemap, which was included in the last report to the Emergencies Board on 22 May 2020, has impacted on a number of services across the Council – either supporting them to increase their operations or service delivery or requiring them to support other businesses and services as they begin to open for business.
- 4.2 Specific service updates in relation to the implementation of the Phase 1 easing of the lockdown are provided below. Each are subject to confirmation of relevant Phase 1 implementation details and timescales by the Scottish Government.

### Phase 1 Update: Environment and Infrastructure

- 4.3 When the lockdown was introduced in March 2020 the only grass cutting services deemed as essential were those taking place to maintain the Council's cemeteries. As the Scottish Government moves to introduce Phase 1 of the routemap to ease the lockdown, non-essential outdoor workplace activities can be undertaken with provision for appropriate physical distancing. Golf and Bowls are also included on the list of activities that the public can take part in when observing physical distancing. To support Renfrewshire Leisure in opening the golf course and bowling greens on 29 May 2020, Barshaw Golf Course, and the Bowling Greens were all cut and prepared on 27 and 28 May 2020. In addition to this the first round of the Council weed control programme has also been started.
- 4.4 While the Council can reintroduce some non-essential outdoor workplace activities under Phase 1 of the routemap, the grass cutting service cannot operate as it would in normal years. The requirement to maintain physical distancing and reduced resource availability each place additional challenges on the service as it delivers a grass cutting service over this summer period.
- 4.5 As previously reported, a reduced frequency of grass cutting activity will be undertaken through this summer period with a focus on maintaining priority areas. An open space grass panel will be deemed a priority area if it supports outdoor exercise and/or the safety of pedestrians and road users. The table below sets out a staged programme to reintroduce the Councils grass cutting service over coming weeks. The timescales noted are indicative and may be subject to change should the Government amend its Routemap phases and guidance.

Stage	Grass Cutting Activities
Ongoing - continued during lockdown	<ul style="list-style-type: none"><li>• Cemetery Grass Cutting Operations</li><li>• Cemetery Grounds Maintenance</li><li>• Emergency Arbor</li><li>• Sightline Vegetation Removal</li></ul>
Stage 1 (26 May to 1 June)	<ul style="list-style-type: none"><li>• Golf Course</li><li>• Bowling Greens</li><li>• School Hubs</li></ul>
Stage 2 (1 June to 21 June)	<ul style="list-style-type: none"><li>• Common Maintenance Programme</li><li>• Garden Assistance Scheme</li><li>• Grass Roundabouts &amp; sightlines</li><li>• open spaces panels (large &amp; medium sized)</li><li>• Parks</li><li>• School grounds and surrounding grass panels</li><li>• Sports Pitches</li><li>• Weed/Herbicide control</li></ul>
Stage 3 (21 June onwards)	<ul style="list-style-type: none"><li>• Flower Bedding</li><li>• Hedge &amp; shrub maintenance that support sightlines</li></ul>
Stage 4 (13 July onwards)	<ul style="list-style-type: none"><li>• Review of all other grass panels, hedges and shrubs to determine what areas require attention to support priorities.</li></ul>

- 4.6 Details of the specific grass cutting panels that will be cut in accordance with each of the stages as the programme progresses, shall be made available on the Councils website to allow elected members and the public to see what areas of

grass will be cut over coming weeks. As the grass will only be cut for the first time during June and July, for many panels it will take a few cuts for grass panels to resemble the appearance standards that would normally be seen at this time of year. The programme set out in Stages 1-3 accounts for over 80% of all grass maintained by the Council. The communications team will support this programme of work to provide regular updates to the public, communities and members.

- 4.7 As reported last week the Household Waste Recycling Centres will reopen on 1 June 2020.
- 4.8 Roads maintenance and buildings services are beginning to make arrangements to recommence activities in line with the Scottish Government routemap and phasing approach. Construction sector guidance is expected to be issued by the Scottish Government shortly to provide further direction to support the phased reintroduction of these services over coming weeks as part of future phases of the routemap outlined on 21 May 2020.

#### **Phase 1 Update: Children's Services**

- 4.9 As reported to Board last week, provided progress continues to be made in controlling COVID-19, the phased routemap indicates that early learning centres will start to reopen in June and throughout the summer. Schools will reopen from 11 August 2020 with a blended approach of learning at home and in school.
- 4.10 An education recovery governance group has been established including representation from all relevant services. This group will ensure national guidance is implemented in all schools and early years centres with the highest priority being to ensure the health and safety of all employees, children and young people.
- 4.11 Staff will begin to return to establishments during the month of June once appropriate risk assessments have been completed and all mitigating actions have been taken in order to minimise risk. Further national guidance is expected to be published that will support local authorities and establishments as they make plans to reopen. This will be used as the basis for planning by schools and early years centres as it becomes available.
- 4.12 As schools plan for reopening, alternative approaches are also being considered to continue to provide childcare support for key workers and vulnerable families. These plans are currently being developed for the remainder of the summer term, over the school holiday period and into autumn.

#### **Children's Social Work Services and Criminal Justice**

- 4.13 During the period of lockdown children's social work has maintained direct contact with children on the child protection register and those children identified as vulnerable and subject to a multiagency plan. Social workers have been continuing to undertake home visits to children on the child protection register and those identified as the most vulnerable. Under Phase 1 of the routemap, children's social workers will increase the number of home visits to vulnerable children following the completion of a risk assessment, the provision of PPE, physical distancing and considering the views of the family.
- 4.14 Renfrewshire's Children's Houses and the Throughcare Service have continued to operate under the current lockdown arrangements. The service will respond to



guidance from the Scottish Government on the gradual removal of lockdown measures.

- 4.15 The criminal justice social work service has continued to maintain contact with those identified as highest risk. As the gradual removal of lockdown measures is taken forward the criminal justice social workers will increase the nature and level of contact in the same manner as outlined for children's social work

#### **Phase 1 Update: HSCP**

- 4.16 Health and social care partnership services have provided an ongoing response throughout the current pandemic:
- Locality Services provide a full intake service including welfare contacts, phone calls and where required, home visits.
  - Hospital admission / discharge services operate on a 7-day service basis.
  - All Renfrewshire care homes are operating in line with national guidance.
  - Care at Home Services, including community meals and responder services continue to operate for critical users.
  - Adult Support and Protection Services have been maintained.
  - District Nursing services continue to provide nursing care to those most in need, including end of life care.
  - Rehabilitation work is focused around supporting care homes, community respiratory patients and rehabilitation from COVID-19.
  - Addictions Services continue to carry out triage and assessment and operate essential services from Back Sneddon Street.
  - Mental Health Community Services continue to provide essential treatment services from Charleston Centre
  - Services developed to respond to COVID-19 - the Assessment Centre, Care Home Testing and the PPE Hub are operating in line with national guidance.
- 4.17 As Phase 1 of the Scottish Government routemap is implemented a gradual, risk-based approach to extending services beyond critical, to those with substantial needs will be taken. This will take account of a range of key factors including: adherence to Scottish Government guidelines, including physical distancing and shielding; the needs of specific client groups and assessment of client vulnerability; workforce capacity; health and safety guidance; and alignment with clinical care governance standards.
- 4.18 The HSCP will continue to plan with COSLA and Scottish Care and other national and local partners to support and, where needed, review social care and care home services. There will be a phased resumption of visiting to care homes by designated visitors and family members in a managed way where and when it is clinically safe to do so.
- 4.19 Health visiting services will re-introduce developmental assessments undertaken at one year old, 39 months and pre-school. The uptake of childhood immunisations decreased at the peak of the pandemic and there will be a focused piece of work to identify children who have missed their immunisations and for them to be reappointed as a matter of priority.
- 4.20 During the COVID-19 lockdown, Renfrewshire Learning Disability Service has developed and implemented a 4-Tier model to provide essential support to the

most vulnerable adults with learning disabilities. The model was designed to incorporate day/respite services working in close partnership with the Integrated Community Team.

- **Tier 1 – Care at Home** (Over 3700 welfare calls undertaken)
  - **Tier 2 – Access to Daily Exercise/Community Response** (12 service users/families experiencing critical need have been supported)
  - **Tier 3 – Outreach Day Respite** (Controlled at Spinners Gate)
  - **Tier 4 – Crisis Overnight Respite** (Controlled at Weavers Linn – 48 nights Respite has been provided to 4 families in crisis)
- 4.21 During phase 1 of the routemap the service will continue to use the 4-Tier model to increase its capacity to support access to respite/day care to support unpaid carers and for families with a disabled family member. The service will maximise available support and assessment for those requiring respite services in line with legislation and guidance.
- 4.22 All GP practices have been open throughout the pandemic and operate with a 'telephone first' model of triage and online assessment with face to face consultation only where required. The Community Pathway for face to face assessment of patients with suspected COVID-19 was established in March 2020 and will continue to be in place, with a key aim to minimise the exposure of patients using GP practices to COVID-19. This will help to support the continued delivery of core General Medical Services within GP practices.
- 4.23 Community Pharmacies have remained open, with current social distancing measures in place. As the routemap phases roll out, a new national NHS "Pharmacy First Scotland" service will harness the skills and expertise within community pharmacies, to provide access to treatments for common clinical conditions. Further information regarding this national scheme is pending with an anticipated start date of Mid July 2020.
- 4.24 Dental Practices are working toward reopening by August 2020 to provide any treatment that does not requires an Aerosol Generated Procedure. In the interim, any patients who have an emergency dental need, in normal working hours, should contact their dentist on their usual number. Web links are available to access out of hours services and for those not registered with a dentist.
- 4.25 16 optometry practices are currently open in Renfrewshire and can provide triage assessment and treatment including emergency dispensing of glasses. Sight threatening emergencies which need to be seen face to face are available at the RAH. An Emergency Eye Treatment Centre model delivered through four NHSGGC Acute Referral Centres has been established. This has provided rapid access to advice or assessment for those with urgent, sight threatening conditions while keeping the number of face to face appointments required to a minimum.
- 4.26 As the routemap phases are rolled out treatment for a wider range of conditions that require to be seen face to face will be established within Community Optometry settings with appropriate PPE and infection control arrangements in place. The Acute Referral Centre model will be retained for the most urgent sight threatening emergencies.

### **Phase 1 Update: Renfrewshire Leisure Ltd**

- 4.27 Renfrewshire Leisure plans to open the golf course and bowling greens outdoor facilities from 29 May 2020. Phase one of the Scottish Government routemap does not allow for club houses or pavilions to come back into use. This means that members of the public and associated clubs will be advised that changing facilities and WCs will remain closed and unavailable until Scottish Government guidance is updated and further phases of the routemap are implemented.
- 4.28 Renfrewshire Leisure will provide one-off access to bowling pavilions to allow club members to collect bowls for play. Thereafter, members will be required to store their bowls and other personal items at home until such time as the pavilions are permitted to reopen. All customers will be responsible for compliance with government guidance on physical distancing, hygiene and kit cleaning. Accordingly, updated rules of play have been provided on Renfrewshire Leisure's website and communicated direct to golf members and bowling club committees.

### **Phase 1 Update: Support to Businesses**

- 4.29 Supporting local businesses will potentially have a large resource implication for regulators in Communities and Public Protection, with over 5,000 relevant business premises in Renfrewshire. Officers will offer advice and guidance, in line with the Renfrewshire Integrated Enforcement Policy and COVID-19 guidance, to target premises offering support or if necessary to enforce as required. Officers will continue to use enforcement as a last resort, however, powers are available under the Health and Safety at Work etc Act, 1974, should businesses fail to comply with ensuring the safety of employees.
- 4.30 On 26 May 2020, the Scottish Government, Police Scotland, the Health and Safety Executive (HSE) and Local Authorities released a joint statement in relation to workplace safety with respect to COVID-19. This safer workplaces joint statement has been released alongside sectoral guidance for businesses, which provides specific details for certain sectors e.g. retail on how they should operate over the coming months. As lockdown is eased by the Scottish Government more businesses will be able to open and there will be increased movement of people, however, physical distancing will remain a key part of society over coming months.
- 4.31 Working together, the Health and Safety Executive (HSE) and Local Authorities have agreed to allocate enforcement and support to local businesses as they open up from lockdown arrangements on the same basis as currently happens under existing health and safety legislation. In general, local authorities are the main sectoral regulator for retail, wholesale distribution and warehousing, hotel and catering premises, offices, and the consumer/leisure industries. HSE is the regulator for other premises including manufacturing, construction, waste and sites subject to major hazards legislation.
- 4.32 Businesses seeking to reopen will require to review their work arrangements and requirements and undertake appropriate COVID-19 risk assessments to identify and mitigate the risks that employees and customers may face. This will be extremely challenging for some businesses. The Council will similarly require to undertake this work when considering its phased recovery of services and facilities.

## 5 Support for Communities

### Care Homes

- 5.1 Renfrewshire has a mixture of residential care homes and extra care housing directly operated by the Health and Social Care Partnership; nursing homes and a smaller group of residential care homes operated by the independent sector.
- 5.2 As in previous reports to the Board the data available is based on self-reporting by all 22 care homes and discussions with the Care Inspectorate, which are held weekly. Sadly, 110 people have now been reported by care homes as dying with COVID-19 since 18 March 2020. 7 care homes are now reporting residents with symptoms of COVID-19, or have confirmed cases, with a total of 14 residents now reported as symptomatic or confirmed. These figures show a reduction however information continues to be subject to frequent change.
- 5.3 The extension of testing for all Renfrewshire care home residents has continued to be rolled out providing a fuller understanding of the level of infection present in the homes.

### HSCP-Operated Care Homes

- 5.4 In Renfrewshire there are 3 HSCP-operated care homes and 4 HSCP-operated extra care units. All resident testing has now been carried out at all 3 care homes and there is one positive case in the resident group. The 4 extra care units which have a similar vulnerable resident population to the residential care homes will also be tested as part of the precautionary measures.

### External Care Homes

- 5.5 Testing is currently underway in 17 external care homes. At the time of writing 834 residents have been tested.
- 5.6 As previously highlighted to the Board, one local care home has experienced a significant number of residents who have tested positive for COVID-19. Additional support has been provided to this care home including input from the clinical lead for palliative care, senior nurse manager for the enhanced care home liaison service, and palliative care nurse who have all visited and provided care to residents. Additional staffing had also been arranged and the care home advise this is no longer required due to improved staffing levels as they return from the period of self-isolation. The HSCP will continue to work closely with the care home, Public Health and the Care Inspectorate to ensure that all appropriate care and support is provided to the residents.

### National Guidance

#### Care Homes Oversight

- 5.7 In line with national guidance and as previously reported a local multi-disciplinary team of key clinical and care leads has been established. The team includes Public Health and the Local Authority's Chief Social Work Officer and convenes daily. The team is 'responsible and accountable' for providing oversight, analysis and response to emerging issues; infection prevention and control; and for the clinical and care support provided to service users.

### Death Certification

- 5.8 On 20 May 2020 the Interim Chief Medical Officer issued updated guidance to medical practitioners for death certification during the COVID-19 Pandemic.
- 5.9 The Lord Advocate has now directed that with effect from 21 May 2020, in light of significant public anxiety around deaths in care homes and deaths of those who may have contracted COVID-19 in their place of work, any such deaths must be reported to the Procurator Fiscal by medical practitioners. This includes any death due to COVID-19 or presumed COVID-19 in the following situations:
- a) where the deceased was resident in a care home (this includes residential homes for adults, the elderly and children) when the virus was contracted or
  - b) where to the best of the certifying doctor's knowledge, there are reasonable grounds to suspect that the deceased may have contracted the virus in the course of their employment or occupation. Whilst not exhaustive, this may include deaths of care home workers, frontline NHS staff, emergency services personnel and public transport workers.

### **Care at Home Services**

- 5.10 At present, Renfrewshire HSCP is supporting approximately 1,600 service users through its internal and external Care at Home services.
- 5.11 Appropriate PPE is worn by staff when supporting service users in their homes, with all appropriate precautions being taken to maintain safe and effective care delivery. Access to testing is available for eligible people and staff who are symptomatic or have household members who are symptomatic.
- 5.12 At the time of writing, sadly 14 Care at Home service users have died, with the deaths reported as being related to COVID-19. In addition, 6 service users have been confirmed as having COVID-19 and another 7 are currently being reported as having COVID-19 like symptoms.

### **Shielded and Vulnerable Residents**

- 5.13 To date the local helpline has received 5,846 calls in relation to shielding enquires and the following support has been provided:

	Total	Previous	Change since last week
Total number of individuals on shielding list in Renfrewshire	6,150	6,057	93
Total number of individuals on shielding list contacted	5,751	5,490	261
Number of individuals requiring food delivery only	1,670	1,662	8
Number of individuals requiring pharmacy delivery only	134	131	3
Number of individuals requiring food and pharmacy	128	128	0
Number of individuals requiring other services	16	16	0
Number of individuals in need of no services	5,137	4,890	247

- 5.14 Group 2 vulnerable residents have also made 857 calls through the national helpline, with the overall level of support provided through the Local Assistance Team to vulnerable people in this category, outlined in the table below:

	Group 1 Shielded	Group 2 Helpline	Other Vulnerable Groups	National Brakes Deliveries (Group 1 only)	Total Supported
<b>Food</b>	525	1208	812	1273	Food – 3,818
<b>Medicine</b>	262	454			Medicine – 716
<b>Other</b>	16	158			Other – 174

- 5.15 The initial crisis response phase of assistance is now more or less complete. The Local Assistance Team has made contact with the majority of people on the local shielding list – over 90% and in the past week only a further 93 names were added to the list of people being asked to shield. Where contact has not been made directly by the team it is being checked through the HSCP with GP's.
- 5.16 As the Council moves forward with establishing virtual neighbourhood hubs and wider community support, it is continuing to support residents to access advice and welfare services, to access food at a local level, to offer activity that supports wellbeing and a sense of connection, or to support people to access food independently through some of the new service offerings being developed by supermarkets. A detailed report providing progress with taking forward the development of virtual neighbourhood hubs and volunteering has been provided at Appendix 3 to this report.

## 6. Support for Employees

### Sourcing and Stocks of PPE

- 6.1 There are sufficient supplies for the next 7 days to support the current service profile in the HSCP and other frontline services. The Corporate PPE Group will continue to monitor supplies and associated impacts across the workplace generated from the relaxation of lockdown rules.
- 6.2 All guidance continues to stress that physical distancing, hand washing and respiratory hygiene, are the most important and effective measures to adopt to prevent the spread of coronavirus.

### Staff Testing

- 6.3 Testing arrangements have become an important element of maintaining resilience across the workforce supporting key workers who are displaying symptoms of COVID-19, or live with people who are, to get tested early. If the early testing proves negative, this facilitates an earlier return to work for the employee than would be experienced under existing self-isolation arrangements without testing. This in turn supports services to maintain higher levels of available staff resource to continue to meet the significant demand for services.
- 6.4 As previously reported, NHSGGC has already established its own system of testing which as at 20 May 2020 has facilitated 121 HSCP staff to be tested, with

39 testing positive for COVID-19. Of the 82 staff who did not test positive, this process has allowed 62 to return to work and 25 have moved to general absence.

- 6.5 In addition to this, staff testing is also happening routinely across Renfrewshire Care Homes. At the time of writing, all 201 staff working at our 3 HSCP-operated Care Homes have been tested. 168 staff have tested negative, and we are awaiting the remaining tests results.
- 6.6 At present, there are a total of 71 HSCP staff unavailable to work due to a COVID-19 diagnosis, family contact or actual symptoms. This is a decrease in the figures over the last week.
- 6.7 To date, 60 non-healthcare Council employees have been tested for COVID-19. 8 employees have tested positive, 49 employees have tested negative, 2 employees are awaiting results and 1 test returned as inconclusive. Of the 58 employees who have received test results, 51 have returned to work and 7 are currently recorded as sickness absence.

### **Staffing Update**

- 6.8 Amongst Renfrewshire Council employees there are currently 229 employees self-isolating either because they have symptoms; or because they have other people in their household experiencing symptoms; or because they are following government and health guidance. (This is a decrease from 350 reported on 22 May 2020). Of the 229, 72 are currently working from home. The decrease in cases is due to on-going work between HR&OD and Service Managers facilitating a return to work from self-isolation. Whilst the majority of employees returned to work after the appropriate self-isolating period, a small number of employees have moved to the “at risk” category as detailed in paragraph 6.11.
- 6.9 The 229 are split across Services as follows:

<b>Service</b>	<b>Number of employees</b>
Chief Executive Services	6
Children’s Services	77
Communities, Housing and Planning	31
Environment and Infrastructure	88
Finance and Resources	5
Health and Social Care Partnership	22
<b>Council Total</b>	<b>229</b>

- 6.10 The number of employees in the at-risk category and unable to perform frontline duties is 1,026, up from the figure of 985 reported on 22 May 2020. Of these 359 are currently working from home. Where employees are not able to carry out their normal duties from home, options for redeployment on a home working basis are being actively considered and put in place.

## **Redeployment**

- 6.11 Currently around 1,000 employees have been redeployed within their Services to focus on the delivery of priority services for the community. Corporate, cross service redeployment requests and placements are continuing. The focus this week is on supporting Services to prepare and open front-lines priority services, including Household Waste Recycling Centres and the cleaning of schools.
- 6.12 To date, 204 corporate redeployment requests have been received, 127 filled:
- 47 Drivers supporting food and pharmacy deliveries as well as social distancing arrangements within waste collection
  - 25 Call handlers supporting responses to shielded and vulnerable citizens
  - 38 Coordinators, team leads and managers supporting the local hubs
  - 4 Food packers
  - 3 PPE packers
  - 2 Day centre caretakers
  - 8 HWRC site and traffic attendants
- 6.13 The remaining 77 posts are in the process of being filled:
- 50 Cleaners for a short 2-3 day engagement w/c 1<sup>st</sup> June
  - 17 HWRC site and traffic attendants
  - 6 Call handlers experienced in dealing with complex and sensitive situations
  - 4 Coordinators with appropriate levels of supervisory experience
- 6.14 Renfrewshire Leisure continues to be canvassed for appropriate redeployment roles. Currently 10 volunteers (4 packers and 4 drivers have been arranged locally with a service, and 2 corporately on HWRC).

## **7. Service Updates**

- 7.1 Relevant service updates on specific issues that have not been reported before are included below:

### **Service Update – Environment and Infrastructure Spaces for People Funding**

- 7.2 To support physical distancing the Scottish Government created a new infrastructure programme to develop pop-up walking and cycling routes and temporary improvements to existing routes. Initially on 28 April 2020, the Scottish Government announced that it had allocated £10 million from the 'Places for Everyone' budget to a new 'Spaces for People' fund, with no match funding required from local authorities to deliver projects in their area.
- 7.3 As a result of the level of interest expressed in the fund, on 26 May 2020 available funding was increased to £30 million. The fund does not have a closing date and is a more dynamic funding process than the Council is normally used to, allowing the Council to submit a number of different applications. There has been positive engagement and interest from local residents, elected members and community groups in this funding and a dedicated email address will be created to support ideas being put forward for consideration and linked to a communications campaign to highlight awareness of the funding further. Council officers will continue to work closely with interested parties to consider and develop relevant proposals and projects.



- 7.4 The Council expressed an interest in the fund at an early stage and has had positive engagement with Sustrans on what type of projects will be accepted for funding and what would not be supported. The guidance on what will be accepted is based on the principles below:
- **Protecting public health**
    - Provide temporary walking and cycling infrastructure that helps to protect public health.
    - Enable safe physical distancing for essential journeys and exercise for everyone, in particular where there are space constraints or user safety concerns.
  - **Essential journeys**
    - Focus on essential journeys including to and from hospitals and health services, to shops, pharmacies and schools for key workers and to facilitate recommended exercise, for example, neighbourhoods and local parks.
  - **Immediate delivery**
    - Be delivered quickly, providing a visible improvement that has an immediate benefit
- 7.5 Importantly, projects for this funding must be of a temporary nature at this stage, with no permanent infrastructure being considered. A number of related existing projects for permanent infrastructure have been identified and Sustrans are supporting the Council with other funding streams that can be applied to for these projects. The Council has a number of plans as part of its Cycling Strategy that fall into this category, for example the Elderslie gap area and the proposed cycle route from Bishopton/Dargavel to the Red Smiddy roundabout at Inchinnan.
- 7.6 In Renfrewshire, proposed projects for Spaces for People: Active Travel Funding are being grouped around supporting and delivering a range of short, medium and longer term proposals that will support the governments routemap to secure a safe passage through and out of the pandemic. These groupings are as follows:
- **Temporary footway widening around busy amenities** – The initial focus is on areas around pharmacies and local shops etc where the footways are very narrow and make it difficult to achieve physical distancing. To date there have been 11 different locations in Renfrewshire discussed with Sustrans where funding agreement is being finalised. Projects will widen the footways through removal of parking bays and guard rails and erection of temporary barriers to separate pedestrians from road users. Elected Members will be updated as projects receive confirmed funding.
  - **Arterial Routes** – The main focus will be around the creation of temporary cycling infrastructure on arterial routes in and out of towns and villages, where there is sufficient road space to give over to cycling infrastructure. This will have the benefit of supporting people in travelling to and from work locations and will also be used to trial the possible introduction of more permanent plans in the future. There has been a good level of engagement from communities on these projects with a number of residents and members providing useful ideas for consideration.

- **Keeping public transport safe** - increasing the waiting areas around bus stops and taxi ranks where needed to support physical distancing.
- **Supporting Schools Reopening** – measures that can be put in place around schools to support active travel arrangements and pedestrian movements for the reopening of schools in August.
- **Supporting Local Businesses** – Supporting the reopening of local businesses, particularly in the food and drink sector where the use of the exterior space around premises for outdoor service space; or to support employees or customers to walk or cycle to business locations, will support reopening plans.

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## Implications of the Report

1. **Financial** – although at this stage not quantified, the Council will experience a wide range of significant financial pressures arising from the impact of the pandemic on the population as well as the economic and social disruption caused by the associated restrictions being deployed by national governments. Significant financial pressures will emerge in a wide range of forms from loss of income, exceptional service costs, significant increase in demand for services, the need for additional and new interventions, urgent and immediate support arrangements and services from the Council to help individuals, families and businesses across Renfrewshire as well as the Council's workforce. The Scottish Government has provided a range of immediate funding announcements to provide specific support via local authorities to both individuals and businesses as well as a degree of general funding to assist local authorities in managing immediate financial pressures. Engagement will continue between COSLA and the Scottish Government regarding further funding as the period of emergency extends, however notwithstanding, the Council will experience significant financial impact and disruption that will require it to draw heavily on all its financial reserves and which is likely to take some time to recover
2. **HR & Organisational Development** – the Council's workforce represents a major part of the local population and as such is being impacted directly by the spread of confirmed cases, but much more significantly by the public health directions for self-isolation given to those displaying symptoms and those with family members displaying symptoms as well as those in the at risk groups instructed to pro-actively implement strict social distancing arrangements. Full support and communication are being provided to all staff members to ensure they remain fully informed of the developing situation and where appropriate and practical, are being supported to work safely at home and or safely return to active work once recovered or free of recommended self-isolation periods. The impact of these factors will increase exponentially over coming days and weeks and therefore the scale of availability across the Council's workforce will come under unprecedented pressures. Working closely with national government, partners and trade unions the Council will by necessity be required to actively manage and redeploy staffing resources to meet the most critical services over this exception emergency period.

3. **Community/Council Planning –**  
Covid-19 will impact on the operations of Council partners and on services to the community. This paper highlights the work being undertaken to mitigate this impact as far as possible and maintain essential services for the safety and wellbeing of the community.
4. **Legal – N/A**
5. **Property/Assets – N/A**
6. **Information Technology –** ICT are working to ensure staff have the capability to work from home wherever possible to reduce social contact in line with government and health guidance
7. **Equality & Human Rights**
  - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report.
8. **Health & Safety –** Advice and guidance is being given to protect the health and safety of employees and service users when carrying out priority services for the Council in line with government and health guidance
9. **Procurement – N/A**
10. **Risk –** Due to the severity of the global pandemic and Covid-19, there is a risk to the delivery of the services with staff levels being reduced. This is being closely monitored by the Emergency Management Team. Business Continuity Plans have been reviewed and the risk has been added to the Corporate Risk Register.
11. **Privacy Impact -** None.
12. **COSLA Policy Position –** Not Applicable
13. **Climate Risk –** Not Applicable

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#### **List of Background Papers**

None

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## Appendix 1 - Deaths involving coronavirus (COVID-19) in Renfrewshire

Figure 1 - Renfrewshire, Weekly COVID-19 Deaths

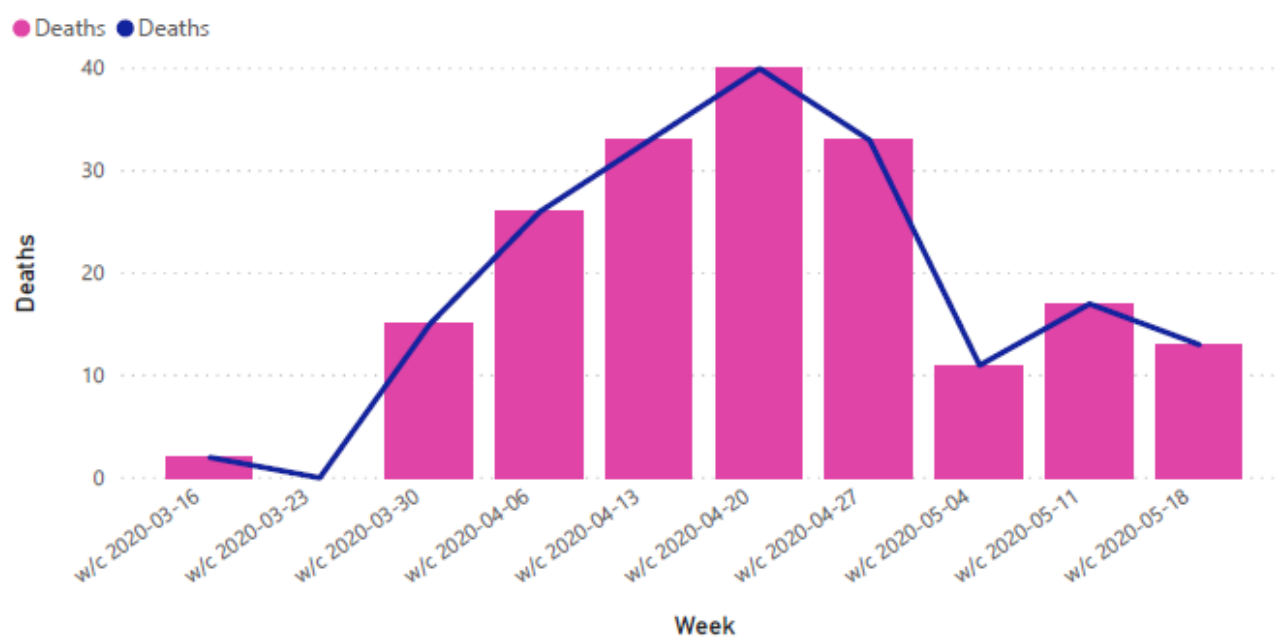
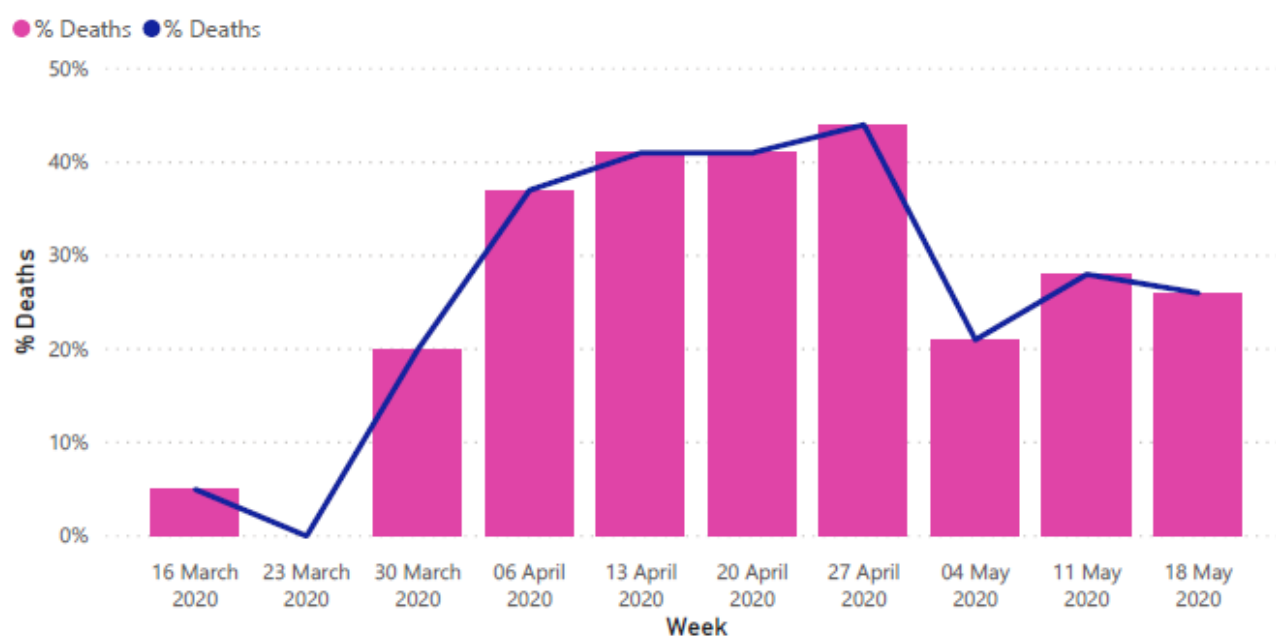


Figure 2 - Renfrewshire, Weekly COVID-19 Deaths as % of All Deaths



Deaths recorded since the 18th March 2020

Source: National Records Scotland <https://www.nrscotland.gov.uk/covid19stats>

Figure 3 - Renfrewshire, Location of COVID-19 Deaths

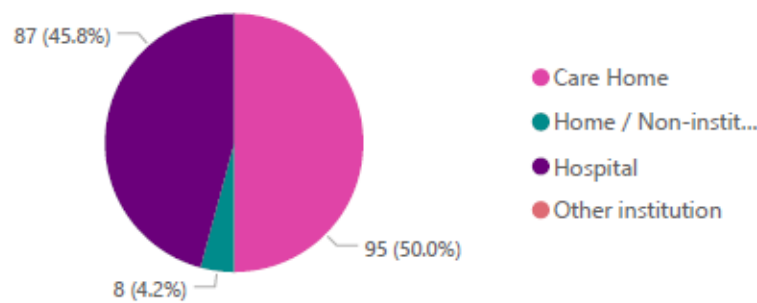


Figure 4 - COVID-19 Deaths Per 10,000 pop by Local Authority

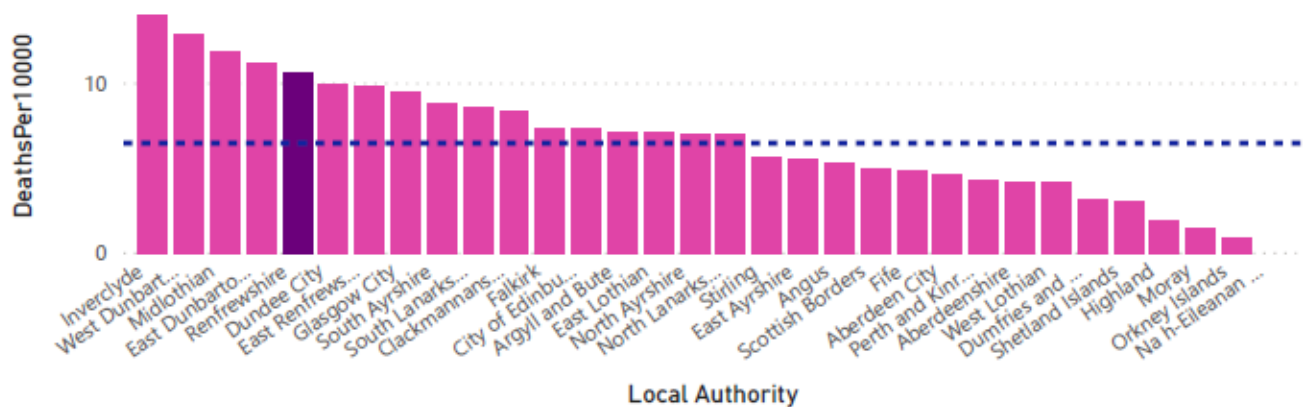
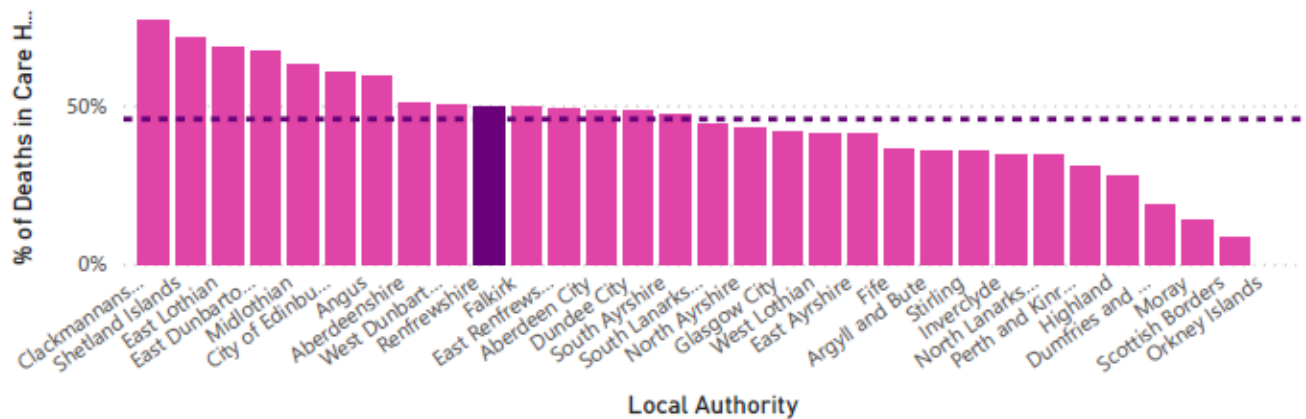


Figure 5 - % of COVID-19 Deaths in Care Homes by Local Authority



Deaths recorded since the 18th March 2020  
Source: National Records Scotland <https://www.nrscotland.gov.uk/covid19stats>

## Appendix 2: Local Government Data Dashboard - submission 22/5/20

Ref	Indicator	Value	Data as at date	Comments
S3	Total number of individuals on shielding list in contact with LA	5,449	18/5/20	
S5	Number of individuals assessed to be in need of food delivery but not pharmacy	69	18/5/20	This shows number of new individuals for week 11 <sup>th</sup> to 17 <sup>th</sup> May.
S7	Number of individuals assessed to be in need of pharmacy delivery but not food	13	18/5/20	This shows number of new individuals for week 11 <sup>th</sup> to 17 <sup>th</sup> May.
S9	Number of individuals assessed to be in need of both food and pharmacy delivery	0	18/5/20	This shows number of new individuals for week 11 <sup>th</sup> to 17 <sup>th</sup> May.
S12	Number of individuals who received other services	0	18/5/20	This shows number of new individuals for week 11 <sup>th</sup> to 17 <sup>th</sup> May.
NS1	Total number of individuals calling Wellbeing line prior to helpline set up in LA area	5,422	21/5/20	
NS2	Total number of individuals calling helpline in LA area	824	21/5/20	
PP1	How many children (including unborn babies) were added to the child protection register in the last week?	10	21/5/20	
PP5	How many children with child protection plans were seen face to face by a professional (education/health/social work) in the last two weeks?	84	21/5/20	
AB5	Overall % of staff on Sickness and Special Leave	16.1%	15/5/20	
R1	Total Number of Deaths Registered	1,038	17/5/20	177 Renfrewshire deaths registered mentioned covid-19, up to 17th May.
F9	Net Council Additional Costs Financial Projection (Costs + Lost Income - Reduced Costs)	TBC	N/A	

Ref	Indicator	Value	Data as at date	Comments
CH2	Number of teaching staff physically working in schools/hubs or LA ELC settings today	112	20/5/20	
CH5	Total number who physically attended today (excluding those that only attended for a free school meal)	304	20/5/20	
FSM1	The total number of children and young people for whom vouchers, direct payments or home deliveries have been provided for	7,627	20/5/20	
BG1	Numbers of Coronavirus Business Support Fund grant applications	2,540	19/5/20	This includes both small business grants and retail, hospitality and leisure grants.
BG2	Number of Coronavirus Business Support Fund grants awarded	1,845	19/5/20	As above.
BG4	Total value of Coronavirus Business Support Fund grants made	£21,008,750	19/5/20	As above.
H7	Total number of Homeless applications received in the month	55	30/4/20	
H20	Current tenant arrears - end of period	£1,962,500	30/4/20	
HSCP1	Total Projected Additional HSCP Expenditure	£26,165,072	13/5/20	
HSCP7	Total all categories delayed discharges	16	11/5/20	
ASP1	Number of Adult at Risk / Adult Protection Referrals over the last week	21	20/5/20	
ASP2	Number of Adult Concerns (from Police Scotland) over the last week	19	20/5/20	
ASP3	Number of adults that were subject to an adult support and protection investigation over the last week	3	20/5/20	

## Appendix 3 – Update on Volunteering and Neighbourhood Hubs

### 1. Purpose of paper

1.1 This paper provides an update on the role of volunteering and the wider third sector locally during the COVID-19 pandemic. It describes the collaborative approach that has been adopted in Renfrewshire, one that is based on partnership with national and local organisations and networks, other sectors and services. It covers the following:

- **Background** covering current focus on volunteering and role of Renfrewshire's third sector
- **Purpose of Volunteering**, role of volunteering and Council's policy position on volunteering
- **National context**
- **Supporting the Third Sector**, including a summary of emergency national funding that local organisations have received to date
- **Business and third sector partnership**
- **Renfrewshire context**
- **Neighbourhood Hubs**
- **Volunteer Quotes**
- **Kindness Counts campaign**, including Postcards from Home and Volunteer Week plans
- **Looking forward**

### 2. Background

2.1 The COVID-19 crisis has thrown a spotlight on volunteering and on its role in a national response to preparing and dealing with emergencies, locally and nationally. Volunteering is part of everyday life for many people, making a huge and often hidden contribution to the lives of individuals and communities across Scotland. It can be a lifeline for more vulnerable communities and brings numerous benefits and connections for volunteers themselves. The third sector that supports and develops volunteering contributes around £2 Billion to the economy in Scotland. It offers opportunities for individuals and groups to actively participate and contribute to civic society and it engages and empowers communities. Renfrewshire is home to an active, connected and well established third sector, this meant that many organisations were able to respond quickly to meet needs with food provision and digital support as the crisis hit.

### 3. Purpose of Volunteering

3.1 Volunteering is a choice an individual makes to give time, energy and skills not for financial gain or for a wage or salary. Many normal volunteering opportunities have stopped as a result of the lockdown meaning that many people are looking for alternative ways to help and stay connected. Volunteering is an enriching and rewarding experience for the volunteer as well as developing support networks within communities.

3.2 During the COVID-19 pandemic, volunteering is playing a critical role in humanitarian efforts and to support wellbeing. Renfrewshire Council is working with national and local partners to ensure a collaborative and coordinated approach to support third sector and community capacity.

3.3 The Council also has a track record of working in partnership to develop the capacity of communities to play active roles within their neighbourhoods. Examples of best practice include Team Up to Clean Up and the Events Volunteering Programme. These approaches involve volunteers working in tandem with Council officers in communities. Volunteering



adds value but must not replace paid council roles. Engage Renfrewshire are the third sector interface locally and therefore have the experience, expertise and processes to support organisations as they recruit volunteers.

- 3.4 Where volunteers are asked to work alongside paid employees, complementing and adding value to the work done by expert Council employees, there is a requirement for a clear distinction between the roles of volunteers and those of paid employees, to ensure that volunteering does not result in job substitution. The Neighbourhood Hubs are a good illustration of best practice in this area and are described more fully below.

## **4. National Context**

- 4.1 The immediate response from both UK and Scottish Government was to develop, at speed, a centralised approach to volunteer recruitment. The campaign was collectively called Scotland Cares and it encouraged people to volunteer to provide practical or emotional support. Initially, the Ready Scotland website directed people to volunteer in the following ways:

- returning Health & Social Care workers could sign up with the NHS
- joining the British Red Cross to support public services including the NHS and local authorities
- signing up to Volunteer Scotland to support other charities and groups in communities

- 4.2 More than 50,000 people signed up to volunteer in Scotland in a matter of weeks. Over 1,100 of these were in Renfrewshire, putting Renfrewshire in the top ten for numbers of newly recruited volunteers in Scotland.

- 4.3 From 1 May 2020, the Scottish Government “Scotland Cares” volunteering campaign was paused. This was in recognition of the fact that the number of people who had already signed up far exceeded the number of opportunities available for them to volunteer. Engage Renfrewshire are continuing to match people to local volunteering opportunities as these become available and the Council website has the following message:

*“With national and local partners, we would like to thank everyone who has signed up to volunteer and who are volunteering to support people at this time in neighbourhoods across Renfrewshire. The most important thing people can still do is stay at home and look out for neighbours. If you do feel you can help, the [Engage Renfrewshire Covid 19 Volunteer Reserve Bank](#) is still open. Volunteers are playing a key role in helping support people through this pandemic and will continue to play a critical role as communities begin to reconnect, renew and recover in the months ahead”*

## **5. Supporting the Third Sector**

- 5.1 Third sector organisations are resilient, they are often formed of small staff teams with part time working commonplace, with their activity supported by networks of volunteers. The capacity of such organisations can be precarious and is reliant on staff undertaking multiple roles from fundraising, leadership and communications to being hands on. Since the start of this crisis many of these organisations have been working flat out and adapting to meet the need arising in communities quickly. Given the increased surge in volunteering through national and local recruitment, an additional pressure has been placed on these organisations to accommodate, coordinate and deploy large numbers of new volunteers. The third sector, like all sectors is facing pressures and having to make complex decisions at speed, often relating to their governance, sustainability, employment and funding that

may lead to a significantly changed third sector landscape in terms of the way organisations develop, merge and collaborate to sustain themselves.

- 5.2 To support the third sector, several funds have been set up nationally. Engage Renfrewshire have promoted this new funding landscape to ensure that local organisations are aware of all new opportunities. Engage Renfrewshire are also acting as assessors for the Wellbeing Fund application process, providing support for Resilience Fund applicants and providing guidance and assessment support for community anchor organisations that are delivering Supporting Community Fund programmes.
- 5.3 Engage Renfrewshire, as the single point of contact for local third sector organisations, is coordinating ongoing efforts to identify gaps in funding support, helping to facilitate networking across community anchor organisations, community groups and statutory services.
- 5.4 Across the Wellbeing Fund, the Response, Resilience and Recovery Fund, Third Sector Resilience Fund, Supporting Communities/Community Anchor Funds and Communities Wellbeing Small Awards Fund a total of **£618,469** has been received by local organisations in Renfrewshire to date.
- 5.5 **Annex 1** at the end of the report contains a fuller summary of the funds awarded to organisations that have been supported in Renfrewshire so far, across a range of funding programmes.
- 5.6 Initial indications are that there has been an increase in demand for mental health and wellbeing support, along with counselling services. Digital support, particularly kit (laptops for home use for children and families), has also been an issue along with general costs around data/Wi-Fi and phone top-ups.
- 5.7 It also appears that organisations and groups have been quick to collaborate and forge local networks with local businesses including:
- Local food group 'The Ark on the Clyde' has been working with local suppliers; village stores and farm shops to provide groceries and essentials
  - Childcare Social Enterprise 'Klas Care' has been working with local shops to provide food for key workers and their children, plus distributing donated food hampers.
  - Local football team Thorn Athletic FC have been working with local traders to deliver food and groceries.

## **6. Business and Third Sector Partnership**

- 6.1 A partnership between Renfrewshire Chamber of Commerce and Engage Renfrewshire has been established to nurture a closer relationship between both sectors. Initially, it will deliver a group mentoring programme to support the long-term resilience, sustainability and capabilities of the third sector as they navigate the challenges of the crisis and adapt and innovate. It will focus on how to deliver in new ways and to use different models when engaging with service users. There is a longer-term aim to develop a 12- month mentoring programme to support recovery and on-going leadership development across the third sector.
- 6.2 The following five webinars are planned with around 20 organisations to allow a coaching and mentoring approach to be taken:

- Three Digital Mentoring sessions delivered by Gary Ennis from NSDesign, exploring digital, social media marketing, online services etc
- Two Leadership and Organisational Development sessions delivered by John Armstrong from Ontrack Training & Coaching. These sessions will focus on people development, leadership, managing teams, goals setting and KPIs.

6.3 The first Digital Mentoring session was held on 20<sup>th</sup> May 2020 and was attended by the following organisations:

Digital Mentoring Attendees	Main focus of organisation
Organisation	Main Activities
Linwood Development Trust	facilities hire, fruit & veg delivery
Ability post production academy activities	film production training
YMCA	Youth organisation
Music Broth	music tuitions and instrument hire
Sassy Lassy	clothing poverty
Weaving Musical Threads	Scottish arts - event management & merchandise sales
Create Paisley	youth arts organisation
Mossvale Community Church	Church services, refugee/youth activities/food drops
Jambo Radio	Community radio
Flexicare	Supporting autistic children & young people
Childcare First	Nursery
Renfrewshire Witch Hunt 1697 (SCIO)	Venue based, history & culture
Old Paisley Society	Venue based, history & culture
RAMH	Mental health support
Engage Renfrewshire	TSI
Star Project	Food and prescription deliveries, online support groups
Pachedu	Inclusion, English language, access to services
Renfrewshire Effort to Empower Minorities	Inclusion, English language, access to services

## 7. Renfrewshire Context

7.1 Renfrewshire's vital, local and networked voluntary sector adapted quickly to undertake a huge range of critical roles in neighbourhoods such as food distribution and digital support sessions. Before national campaigns had begun an estimated 690 people were supporting around 14 organisations providing direct food and resilience support, this indicates there are many more over and above this number currently volunteering.

7.2 The Council is working in close partnership with Engage Renfrewshire as the third sector interface that supports charities and other not-for-profit groups locally. Engage Renfrewshire is leading locally and liaising nationally to empower other organisations to be safe, resourceful and effective, and to grow and develop their services during and after this crisis. In addition, Engage Renfrewshire's New Buddies Network Officer, Gozie Joe Adigwe, began work with the organisation on 6th April. The officer, funded by the National Lottery, is supporting ethnic minority groups in Renfrewshire and has been of huge value already.

## 8. Neighbourhood Hubs

- 8.1 Neighbourhood Hubs have been established to provide general support and information to residents who may need extra help in coping with the effects of COVID-19. The Hubs are working across the 7 Local Partnership areas.
- 8.2 The Hubs are led by the Council in partnership with key local organisations such as the Health and Social Care Partnership, Renfrewshire Leisure and local voluntary and community groups. The Hubs are working holistically with households and focussing on the overall wellbeing of individuals, households and neighbourhoods with an emphasis on building relationships with people across local communities. The Hubs can reflect and respond to the current and emerging situation and can therefore adapt to support within neighbourhoods as the situation continues to change.
- 8.3 Officers, partners and volunteers are working together as one blended team to support people in flexible and innovative ways which complement the wider work already being undertaken by the Council and partner and community groups. The Neighbourhood Hubs are expertly staffed by Council employees and are supported by around 60 volunteers undertaking various roles allocated and overseen by Council staff. These volunteers have been recruited via Engage Renfrewshire's Volunteer Reserve.
- 8.4 All volunteers have received on-line and at hub inductions and have received a handbook, an agreement and additional guidance to support them. Risk assessments have been carried out to make sure that health, safety and wellbeing is always prioritised. Volunteer roles are largely organised in the following ways, some of these will develop over time:
- 8.5 On site (from hub):
- **Doorstep delivery:** undertaking reasonable deliveries to people's doors and supporting other services that could have a delivery option such as packing and delivering PPE to carers.
  - **Daily errands:** dog walking, simple tasks such as posting letters and parcels for people that although small can be hugely meaningful
  - **Neighbourhood noticeboard:** to coordinate neighbourhood wide activities and communication/connections such as window displays, newsletters, postcards and letters, plant displays and community news
  - **Community matters:** supporting larger endeavours to bring communities together (whilst apart) and encourage civic pride and a sense of place
- 8.6 Off site (from home) activities:
- **Keeping in touch:** making friendship calls and chatting to people informally to support people who are isolated
  - **Epals:** becoming email penpals with people to build contact over time
  - **Get togethers:** help to host and support online gatherings
  - **Digital drop ins** – supporting skilled library staff and volunteers to help people with digital and internet questions
- 8.7 In addition, the hubs are developing bespoke services in partnership with Renfrewshire Leisure and other services. The first is **Libraries Direct** offering people cultural choice and support. Wellbeing depends on more than just the essentials of food and medicine. For individuals and families isolated in their homes the delivery of books and toys is a way to bring culture, education, fun and entertainment directly into homes. Renfrewshire Libraries have worked to make system alterations and to develop a methodology than can make this happen.

## 8.8 Libraries Direct will:

- Make individuals feel valued and reduce isolation with “friendship” calls
- Address the difficulties experienced by those who are digitally excluded by providing basic digital support by telephone
- Provide books and toys from the libraries’ collection, delivered directly to people’s homes

8.9 To date, the Hubs have supported 105 households across Renfrewshire. They are currently receiving referrals from the Local Assistance Team, as well as other internal referrals. This will continue to be reviewed as the Hubs develop. The most common tasks the Hubs are being asked to assist with are support access to shopping or community food provision, befriending and welfare calls and dog walking. In addition to working with Renfrewshire Leisure, the Hubs are continuing to build relationships and work with local third sector groups to develop their local offer.

## 9. Volunteer Quotes

9.1 At the heart of the Neighbourhood Hubs are a set of values that are driven by a sense of collaboration, kindness and a commitment to help others. The coming together of staff, deployed from other roles, alongside volunteers sums up this spirit and is brought to life in these quotes from volunteers. The quotes illustrate how enriching an experience volunteering is:

*‘I try to volunteer regularly and due to current crisis the areas I normally help out in are closed. I find that volunteering helps me to feel part of my community and does me as much good as it does to those who are receiving the help’*

*‘I decided to volunteer at the local hub to help make people’s lives a bit easier during this virus situation. Everyone needs a little bit of support some more than others and I wanted to be that person who could lend a helping hand or even a listening ear to those in need’*

*‘I decided to join as my parents are elderly and I was going to get their shopping, and I thought there are probably other people locally that don’t have family or friends, that are local to them or that they might be unable to go out to the shops for them for support, for getting their shopping’*

*‘I wanted to “Do my bit” to help out and not just leave it to others, especially when so many people are working in such difficult circumstances in the NHS’*

*‘I decided to volunteer because I had the time and was aware the virus was having a very negative effect on many people’s lives and I wanted to help’*

*‘I am retired but still fit and healthy and wanted to help make a difference in my local community. At the moment there appears to be much more of a sense of community with many people looking out for each other and helping out where they can. This can only have a positive effect on local communities which will hopefully last’*

*‘Overall it can only be positive, I see already how the whole nation is coming together to support our NHS staff and this type of work can only bring communities together’*

*'I think it will impact in a great way. It will bring the community closer together as areas of need are highlighted. It will bring neighbours closer together and help people reach out when they need help the most, even after the lockdown finishes'*

*'I think it will make a big impact, from a personal point of view I will keep on my voluntary work after the lockdown has lifted, as it will help the community but also I get a sense of pride from it, telling people about the service that is available'*

*'I would hope volunteering would have a positive effect on volunteers and local communities. People can be available to volunteer at many stages in their lives'*

*'It's a real boost to the community to see everyone coming together for the greater good'*

*'Volunteering reinforces the feeling that we are not alone, whether it is befriending calls or responding to other requests, that we are all in this together and that people do care about each other'*

## **10. Kindness Counts campaign**

- 10.1 Kindness Counts will provide a platform to say thanks and show gratitude. It will focus on the humanitarian response to coronavirus, promoting feelgood stories of communities looking out for one another with the intention of inspiring others to do the same.
- 10.2 Kindness Counts will encapsulate the work of Renfrewshire Council, its partners and the public that is currently being delivered to protect and care for local people during the coronavirus outbreak. Its main aim is to share uplifting stories about the acts of kindness that are currently taking place in communities and to thank the vital support of partners, volunteers and staff.
- 10.3 Kindness Counts will be a digital-only campaign, predominantly driven by social media to highlight and celebrate good news stories, volunteers in communities and kindness being shown by neighbours. #KindnessCounts is the proposed hashtag with public and partners being encouraged to contribute by sharing their own stories of compassion and goodwill.
- 10.4 At the heart of this campaign will be **Postcards from Home** a creative tool to help reach out to communities, spread a little joy, show kindness and to encourage everyone to keep in touch while we navigate the coronavirus pandemic.
- 10.5 Postcards from Home will be a series that connects people through creativity. They will be postcard format so that they can be sent on to family, friends or neighbours or displayed in windows. The series will include:
  - An illustrated poem from Brian Whittingham, Tannahill Makar for Renfrewshire for the households receiving food and medicine deliveries. The poem recalls happier times and looks forwards to better days. The illustrations will feature a rainbow and can be coloured in (attached at **Annex 2**)
  - Drawings, poems, quotes and art submitted by local people (via a public call out on social media)
- 10.8 The campaign will launch on Friday 22 May; coinciding with Mental Health Awareness Week, for which the theme this year is also kindness.

## **11. Future Paisley Podcasts**

- 11.1 Although stemming from a different programme the new Future Paisley Podcast series is also highlighting the kindness, creativity and collective support that is emerging across neighbourhoods. With events on hold and venues closed, The Future Paisley Podcast offers a series of conversations between people working in culture and in communities in Renfrewshire. The episodes explore the impact of COVID-19 on culture and in neighbourhoods - with debate on the challenges, responses and ideas for the future.
- 11.2 The first podcast can be listened to by going to <http://www.renfrewshire.gov.uk/futurepaisley> with new episodes released every two weeks. The first episode is between Alan McNiven, Engage Renfrewshire and Sharon McAulay, Star Project. The second episode will come from Lochwinnoch.

## **12. Volunteer Week 1<sup>st</sup> – 7<sup>th</sup> June 2020**

- 12.1 Volunteer Week takes place each year across the UK. The tone and focus for this year will be different. It offers an opportunity to take time to thank volunteers for all they have been doing rather than a moment to celebrate. With Engage Renfrewshire, the Council is developing a plan to show thanks and to raise the profile of the vital role of volunteering in neighbourhoods. In addition, the opportunity is being taken to liaise with national partners to highlight the approach and partnerships throughout Renfrewshire.
- 12.2 The following is being planned:
- Videos from a range of people thanking volunteers to be streamed throughout the week led by Engage Renfrewshire
  - Daily case studies highlighting acts of kindness and stories of help and support
  - With national partners, asking people to clap (or perform from doorsteps) for volunteers, on the Thursday at 8pm
  - Encouraging people to share their stories of kindness and volunteering using #KindnessCounts
  - Sending out Postcards from Home to households receiving food and medicine deliveries. First postcard to include a poem from Renfrewshire's Makar and an illustration for children to colour in
  - Launching a call for people to design the next postcard

## **13. Looking forward**

- 13.1 Although all volunteers may not have an active role immediately, the surge in interest in volunteering and an increased understanding of the vital role the third sector plays in neighbourhoods and in wellbeing offers a major opportunity in terms of how communities and places will reimagine, renew, repair and reconnect as the crisis evolves.
- 13.2 Going forward, it will be important to reflect and learn from this collective experience so that the stories and ideas that are born from it, from across communities, influence how plans are developed for renewal and the role that volunteers and the third sector can have in this.

## Third Sector Emergency and Resilience Funding Programmes

### 1. Wellbeing Fund

- The £50 million Wellbeing Fund is part of the £350 million emergency coronavirus funding announced by the Communities Secretary on 18 March.
- It is providing immediate support to third sector organisations providing crucial services to people as a result of coronavirus.
- £7 million has been allocated for small grants and support and a further £10 million has been committed for immediate national priorities.
- The remaining £33 million is open to applications from third sector organisations, with grants available between £5,000 and £100,000.
- Round one opened to expressions of interest on 13 April 2020. More than 1,600 were registered over a 7-day period. On 20 April, 1,686 third sector organisations were invited to apply by completing a simple application form.
- 82 expressions of interest were received from Renfrewshire (including national organisations looking to provide support in Renfrewshire) requesting a total value of £744,194. 25 final applications were submitted for approval.
- 10 organisations were awarded funding in Renfrewshire. Engage Renfrewshire officers have made support available to any organisation looking to reapply or seeking alternate funding streams.

Organisation	Amount
Houston & Killellan Kirk	£6,300
ROAR	£12,000
Care & Repair	£6,512
New Tannahill Centre	£25,680
St Mirren Charity	£7,000
STAR Project	£23,730
Paisley YMCA	£18,580
Our Place Our Families	£9,000
Disability Arts Forum	£5,250
CREATE Paisley	£9,997
<b>Total</b>	<b>£124,049</b>

- On 8 May 2020, the second round opened to applications, this time with no 'expressions of interest' stage. The second round is open to all third sector organisations that did not apply or receive funding from the first round.
- Applications from organisations working to support people facing financial or employment difficulties are being particularly encouraged, as well as applications from organisations working with BAME communities.
- The deadline for round two applications is noon 22 May 2020.



## 2. Response Recovery Resilience Fund

- Foundation Scotland, in partnership with the National Emergencies Trust are providing funding to support constituted community groups and charities that are responding to and impacted by the coronavirus pandemic. Grants from £1,000 - £5000 are available.
- A total of 745 Total applications have been received with 540 awarded. In Renfrewshire, 16 applications have been awarded a total of £70,408.

Organisation	Activity	Amount
Glen Art	to help veterans with a clinical mental health diagnoses including PTSD to access emergency utility payments, digital equipment to stay connected, essential food packages for them and their dog, volunteer expenses and PPE equipment	£5,000.00
Renfrewshire Effort to Empower Minorities (REEM)	To support the vulnerable / elderly and minorities who are social isolated, REEM will deliver food and toiletries; provide a telephone service; iPads to families who can't afford to buy these to enable the children keep up with the school work	£4,750.00
Quarriers	To provide a contribution towards emergency food, phones, tablets and credit	£5,000.00
Loud n Proud	To set up an online teaching programme for every young musician in Renfrewshire and potentially beyond	£4,093.00
Home-Start Renfrewshire	To provide essential services to isolated families in their area	£5,000.00
Paisley Housing Association	To provide supermarket vouchers and mobile phone top ups to vulnerable tenants of Paisley Housing Association in crisis	£5,000.00
New Tannahill Centre Limited	To purchase PPE equipment and to create welfare packs made up of food and hygiene products for 600 vulnerable households over the next 12 weeks in Ferguslie, Paisley.	£5,000.00
Paisley YMCA	To contribute towards staff time, postage & packaging, to support their online programme of activities for young people during the pandemic.	£2,549.00
Renfrewshire Foodbank	To purchase additional food supplies and meet additional costs for salaries, vehicle hire and fuel to help Renfrewshire Foodbank meet increased demand for its services.	£5,000.00
KLAS Care C.I.C	To purchase slow cookers, soup makers and to provide food parcels and toiletries to be taken home by the children of key workers and vulnerable children in Renfrewshire.	£1,000.00
Create Paisley	To contribute towards the costs of employing a Youth Arts Worker for 12 weeks to oversee a Boredom Bag project and re-establish a SPACE Creators project, and to purchase resources for boredom bags, data sim cards, a laptop and voice helpline costs.	£4,300.00
Shoot for Success	To provide drill packs and weekly online basketball drill sessions to children with additional support needs to help them maintain routine and improve mental and physical health through exercise in Glasgow.	£5,000.00
Girlguiding Paisley Division	To enable Girlguiding Paisley Division to continue their programme for girls of all ages, from Rainbows, Brownies, Guides and Senior sections safely on a virtual basis enabling girls to see their friends and continue working on badges and skills building...	£4,345.00
STAR Project	To contribute towards additional support and administrative staffing costs and enable multiple online well being supports and the delivery of food and hygiene provisions.	£4,931.00
RAMH (Recovery Across Mental Health)	To provide mental health services online for vulnerable people in Renfrewshire	£5,000.00
Linwood Community Development Trust	To fund administrative support to 'Roots' in order to increase capacity for home delivery of fruit and vegetables to vulnerable people and increase provision of essential supplies for NHS personnel and other key workers in Linwood, Renfrewshire.	£4,440.00

### 3. Third Sector Resilience Fund

- The £20 million 'Third Sector Resilience Fund' opened on 25 March and is making payments to charities and social enterprises experiencing, or likely to experience, cash flow difficulties in the months ahead. We are aware that the fund has made awards to 6 local organisations totalling £151,000 so far.

Organisation	Amount
Linstone Housing	£19,000
Crisis Counselling	£20,000
KLAScare	£36,000
RAMH	£69,000
Twist and Hit	£5,000
Return to Life	£2,000
<b>Total</b>	<b>£151,000</b>

- Engage Renfrewshire have fed back to the Local Government and Communities Committee noting that the application process for the Resilience Fund process appears (from the position of smaller local enterprises) to favour larger, more established organisations who have back office staff.

### 4. Supporting Communities – Community Anchor Funds

- The Supporting Communities Fund is being targeted through community anchor organisations. This approach to delivering the fund has been developed recognising that community anchor organisations are well placed to understand what their communities need, to co-ordinate activity in their areas and use existing networks to support place-based working.
- At a time of great challenge for communities it enables a degree of local decision making providing continued sense of community empowerment and is helping to support community resilience and capacity.
- The first phase of the fund has been supported with an initial investment of £10 million. These community anchor organisations are already actively supporting a response to COVID-19 and / or able to coordinate activity to support the delivery of the fund in their communities and across neighbouring communities where possible and needed.
- A further £10 million has been approved for the next phase of the fund and work has begun through a wider range of networks to identify the second wave of community anchor organisations, with particular focus on where gaps are emerging across the country.
- Nationally to date over 270 organisations have been approved for funding amounting to more than £10.5 million being delivered direct to communities.

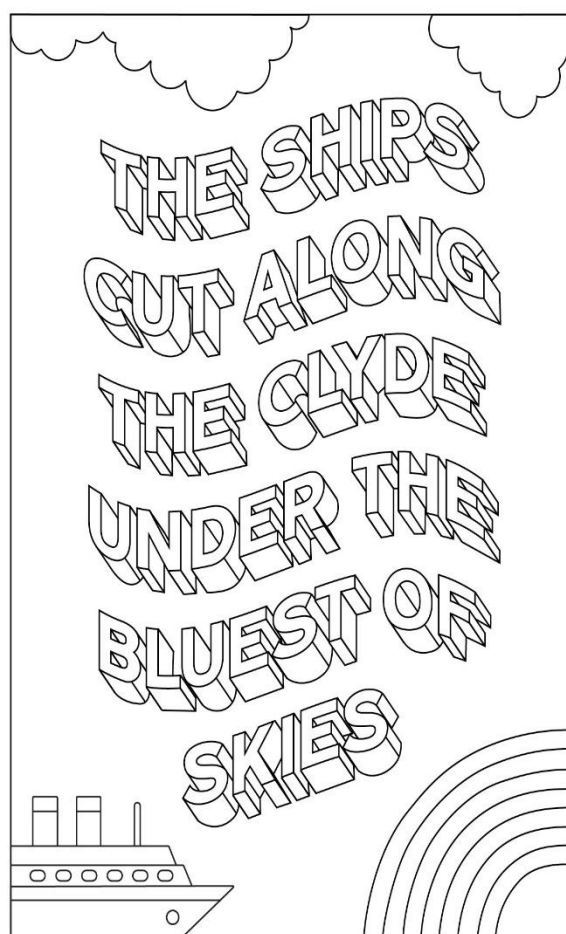
Organisation	Amount
Linstone HA	£200,000
The New Tannahill Centre	£60,548
Bridgewater HA	£27,000
Linwood CDT	£47,464
<b>Total</b>	<b>£335,012</b>

- Linstone Housing Association are seeking to distribute their award through established Renfrewshire-wide organisations, smaller, grassroots and newly formed community-based groups and organisations. Larger, established organisations can apply for up to £15,000. Smaller, grass roots and newly formed organisations or groups can apply for up to £5,000. Engage Renfrewshire are supporting this activity in promotion and as assessors. For those that are unsuccessful in their funding they will be invited to an Engage Renfrewshire 'Grantfinder' funding support session.

## 5. Community Wellbeing Fund Small Awards (managed by Corra Foundation)

- More than 900 charities across Scotland were awarded an immediate small grant of £2,000 from the fund - a commitment of around £1.8million. Engage Renfrewshire were asked to nominate a further twenty Renfrewshire third sector organisations who could also benefit from an immediate small grant of £2,000 securing £40,000 in funding for groups operating in Renfrewshire.
- The Scottish Government is now in the position to extend these immediate small grants (still £2,000) to more organisations. Engage Renfrewshire have been asked to nominate up to a further 30 third sector organisations from Renfrewshire.

## Postcards from Home, design 1 Front



## Renfrewshire Snapshots

An orange sunset over Mallard ducks

bobbing on the surface of Castle Semple Loch.

Fishermen casting, spinners glinting in the sun,  
to lure perch or pike or trout.

Stirring notes from distant bagpipes, float in the air.

*The edge of Barshaw park's pond, with bamboo-pole nets,  
catching baggie minnies and sailing model-yachts.*

*The kiddies train chuntering its loop, with smiling parents  
and children sitting astride, arms around each-other's waists.*

A picnic in the Boden Boo car-park,

The billowing sails of Tall-Ships catch the breeze  
dwarfed by the majesty that is the Erskine Bridge

at pace, the ships cut along the Clyde under the bluest of skies.

*We trek past yellow gorse, watched by skylarks, kestrels  
and a roe-deer who grazes in the shadow  
of the mesmerising Craigie-Linn.*

*We walk the ancient Braes to explore Tannahill's well.*

*Shafts of summer poking through the trees.*

By Brian Whittingham  
Tannahill Makar for Renfrewshire

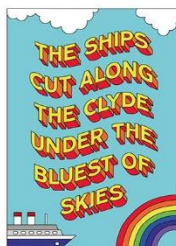


Illustration by Rachel E Millar.

Colour your **Postcard from Home** in, pop it in your window or send it on to family or friends.

Communities across Renfrewshire are coming together to support one another now more than ever. We're celebrating kindness on social media by using the hashtag **#KindnessCounts**, where you too can share your experiences of kindness, and say a big thank you. **Stay safe.**

**Postcards from Home** created in partnership by Renfrewshire Council, Renfrewshire Leisure, Renfrewshire HSCP & Engage Renfrewshire



This poem was written for you, during the coronavirus pandemic lockdown. I wanted to share the memories I have of happy times spent in Renfrewshire over the years. Brighter days are coming. Take care oot there.  
**Brian Whittingham, Tannahill Makar for Renfrewshire**

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