

## Notice of Meeting and Agenda Emergencies Board

Date	Time	Venue
Friday, 01 May 2020	15:00	Skype meeting,

KENNETH GRAHAM  
Head of Corporate Governance

### Membership

Councillor Eddie Devine: Councillor Alistair Mackay: Councillor Iain Nicolson:  
Councillor Marie McGurk (Convener): Councillor Michelle Campbell (Depute Convener):

### Recording of Meeting

This meeting will be recorded for subsequent broadcast via the Council's internet site. If you have any queries regarding this please contact Committee Services on 07534 058160. To find the recording please follow the link which will be attached to this agenda once the meeting has concluded. Please note that only meetings of the Emergencies Board from 17 April 2020 onward have been recorded for broadcast.

### Chair

### In Attendance

### Skype recording of meeting of Emergencies Board: 1 May 2020

<https://youtu.be/5gWF-qY4xcA>

### Apologies

Apologies from members.

### Declarations of Interest

Members are asked to declare an interest in any item(s) on the agenda and to provide a brief explanation of the nature of the interest.

## **Items of business**

- |          |  |               |
|----------|--|---------------|
| <b>1</b> | <b>Minute of Previous Meeting</b><br>Minute of Meeting held on 24 April 2020   | <b>3 - 8</b>  |
| <b>2</b> | <b>Update on COVID 19</b><br>Report by Chief Executive   | <b>9 - 24</b> |
| <b>3</b> | <b>Items for Decision by the Board</b>   |               |
| <b>4</b> | <b>Date of Next Meeting</b><br>As there is a public holiday on 8 May 2020, consider alternative date for next meeting. |               |

### **EXCLUSION OF PRESS AND PUBLIC**

**The Board may by resolution exclude the press and public from the meeting during consideration of the following items of business as it is likely, in view of the nature of the business to be transacted, that if members of the press and public are present, there could be disclosure to them of confidential information.**

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| <b>5</b> | <b>Confidential Updates</b><br>Reports from Services |
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## Minute of Meeting Emergencies Board

Date	Time	Venue
Friday, 24 April 2020	15:00	Skype meeting,

### Present

Councillor Michelle Campbell, Councillor Eddie Devine, Councillor Alistair Mackay, Councillor Marie McGurk, Councillor Iain Nicolson

### Chair

Councillor McGurk, Convener, presided.

### In Attendance

S Black, Chief Executive; S Quinn, Director of Children's Services; M Crearie, Director of Communities, Housing & Planning Services; G McNeil, Director of Environment & Infrastructure; A Russell, Director of Finance & Resources; L McIntyre, Head of Policy & Commissioning, L Mahon, Head of Communications & Marketing and P Fara, Web and Multi-media Editor (all Chief Executive's); J Trainer, Head of Childcare & Criminal Justice and Chief Social Work Officer (Children's Services); O Reid, Head of Communities & Public Protection and C Dalrymple, Communities & Regulatory Manager (both Communities, Housing & Planning Services); K Graham, Head of Corporate Governance, L Neary, Head of Transformation, HR & OD, M Conaghan, Legal & Democratic Services Manager and D Low, Democratic Services Manager (all Finance & Resources); D Leese, Chief Officer and S Strachan, Acting Head of Health & Social Care (Paisley) (both Renfrewshire Health & Social Care Partnership); V Hollows, Chief Executive (Renfrewshire Leisure); and D Mair, Civil Contingencies Officer, Civil Contingencies Service.

### Recording of Meeting

Prior to the commencement of the meeting the Convener intimated that this meeting of the Board would be recorded and that the recording would be available to watch on the Council's website.

## **Declarations of Interest**

Councillor Campbell declared an interest in item 2 on the agenda as she was an employee of NHS Greater Glasgow and Clyde but not in the Council's area and intimated that she would remain in the meeting during consideration of the item.

### **1 Minute of Previous Meeting**

There was submitted the Minute of the meeting of the Board held on 17 April 2020.

**DECIDED:** That the Minute be approved.

### **2(a) COVID-19 Update**

There was submitted a report by the Chief Executive relative to the Council's current arrangements and response to the ongoing international Coronavirus, COVID-19 pandemic.

The report provided an update on the numbers of cases and deaths at both Scottish and UK levels and noted the publication of figures and analysis from the National Records of Scotland which showed that as at 19 April 2020, there had been a total of 1,616 deaths registered in Scotland where COVID-19 was mentioned on the death certificate. (The figure for hospital deaths reported at that time was 903). The death registration statistics also revealed that of the total number of deaths registered between 13 to 19 April there were 651 where COVID-19 was mentioned on the death certificate, 34% of the total; that this was an increase of 41 from the previous week 6 April to 12 April; that 33% of COVID-19 deaths registered to date related to deaths in care homes; that 56% of deaths were in hospitals and 10% of deaths were at home or in non-institutional settings; and that 74% of all deaths involving COVID-19 to date were of people aged 75 or over.

Nationally, it was noted that when the report had been prepared there were 138,078 confirmed cases of COVID-19 in hospitals in the UK, up from 103,093 reported on 17 April 2020. There had been 18,738 deaths in hospitals across the UK (up from 13,729 in the last report). In Scotland there were now 9,409 confirmed hospital cases (up from 7,102) and 1,120 deaths (up from 779). Of these, 2,250 cases were within the Greater Glasgow and Clyde Health Board area (up from 1,742). In GGCHB area there were 564 people in hospital (down from 606) and 49 in intensive care (down from 70) as either confirmed or suspected cases.

The report highlighted a strategy paper released by the Scottish Government which set out a proposed approach to be followed to ease restrictions following the current period of lockdown. The Council had already started considering the longer-term impact of the virus pandemic on services and service provision across the Council and on how the Council could continue to support communities and protect vulnerable residents as the lockdown period was eased in some aspects. The information that was presented on 23 April 2020 and the associated strategy paper would be factored into this exercise and further information on proposals for recovery would be brought back to future meetings of the Emergencies Board.

The Director of Finance & Resources was invited to provide a commentary on the financial update that had been set out in the report. He advised that the COVID-19 pandemic had now become an economic crisis as well as a health crisis. He outlined the State of the Economy update provided by the Chief Economist to the Scottish Government which had set out an expected 33% reduction in economic output as well as the significant costs associated with governmental economic intervention and the impact of this on local finances. Economic recovery remained uncertain for a number of reasons which were detailed in the report and the national economy and public finances would be placed under a new level of strain, pressure and uncertainty, at both a UK and Scottish level.

The report detailed the additional financial support that had been made available to public services in Scotland including: the provision of a financial assurance by the Scottish Government in relation to additional spend being incurred by IJB's; similar funding assurances for Local Government which had been agreed between the Scottish Government and COSLA; and the provision to the Council of just under £3.5 million by the Scottish Government to support the Council's response to the pandemic. It was anticipated that further financial assistance would be provided to Scottish local authorities through the redistribution of an estimated £155 million allocated to the Scottish Government as a Barnett formula consequential. Council officers were in the process of completing a template form which would detail the additional costs incurred by the Council arising from the pandemic for submission to the Scottish Government. An overview of the submission from the Council will be provided to the board next week with future appropriate reporting cycles receiving updates in line with the proposed two-weekly update arrangements agreed with COSLA.

The Acting Head of Health & Social Care (Paisley) (Renfrewshire Health & Social Care Partnership) was invited to provide an update in relation to the impact of COVID-19 on care homes in Renfrewshire. She advised that the three care homes and the four extra care units operated by the HSCP had no reported COVID-19 related symptoms or related deaths. Of the 22 care homes in Renfrewshire, 10 were self-reporting residents with COVID-19 related symptoms and COVID-19 related deaths.

The Head of Policy & Commissioning was invited to provide an update on support for shielded residents and the creation of virtual neighbourhood hubs. Along with its key partners, through the virtual hubs, the Council would work to meet emerging local needs such as providing very localised support around shopping, food provision, digital access and health and wellbeing. Volunteers to support the neighbourhood hubs would be recruited in partnership with Engage Renfrewshire, from the Renfrewshire Volunteer Reserve Bank.

The Head of Childcare & Criminal Justice and Chief Social Work Officer provided comments on the decision by the Scottish Government to release some prisoners early. Only prisoners serving a sentence of less than 18 months and in the last three months of their time in custody would be considered for early release. Prisoners convicted for sexual, domestic violence or terrorism offences and those who had a supervision order imposed as part of their sentence would not be considered for early release.

The Chief Officer, Renfrewshire Health & Social Care Partnership, updated members on the provision of PPE and advised that the process for allocating such equipment had been streamlined. Testing for COVID-19 for staff had been rolled out and now

included residential and nursing care home staff and critical Council staff.

**DECIDED:**

(a) That the current national and local situation with regards to COVID-19 and the impact on communities, businesses and the Council and its partners be noted; and

(b) That the response measures being put in place by the Council and partners as set out in the report be noted.

## **2(b) COVID-19 Pandemic - Renfrewshire Leisure Community-focused Response**

There was submitted a report by the Chief Executive, Renfrewshire Leisure, providing an overview of Renfrewshire Leisure's community-focused support in response to the current COVID-19 pandemic.

The report highlighted the continuity of provision for sport and health services including online health & wellbeing classes including services for those with underlying health conditions; sport services for children and young people through the Renfrewshire Active Schools programme; and the Sporting Memories Dementia Group.

The report outlined the role of the Museum Project in the recovery process with an increased focus on health & wellbeing, inclusion, co-production and learning. Two strands of project work were emerging from this adapted approach: Listening (building community, connections, relationships) and Creating (promoting sense of worth, identity, empowerment).

The report intimated that there had been a 72% increase in the use of Libraries ebook and magazine loans and the Chief Executive, Renfrewshire Leisure, outlined a number of increased pressures Renfrewshire Leisure was addressing.

**DECIDED:**

(a) That the work being delivered by Renfrewshire Leisure to support the health and wellbeing of local people, both in terms of the immediate restrictions faced by communities and through the anticipated, longer-term recovery period be noted; and

(b) That Renfrewshire Leisure's plans to expand this work in collaboration with the volunteer response hubs being established by the Council and partners be noted.

## **3 Items for Decision by the Board**

It was noted that there were no items for decision by the Board.

## **EXCLUSION OF PRESS AND PUBLIC**

The Board resolved to exclude the press and public from the meeting during consideration of the following item of business as it was likely in view of the nature of

the business to be transacted, that if members of the press and public were present, there could be disclosure to them of confidential information.

#### **4 Confidential Updates**

The Chief Executive provided a confidential update to members.

**DECIDED:** That the update be noted.







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**To:               Emergencies Board**

**On:               1 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 overview of the Council's current arrangements and response to the ongoing international Coronavirus, COVID-19 pandemic.
- 1.2    To reflect changes in the National situation, an update is provided on the numbers of cases and deaths at both Scottish and UK levels, which notes amendments now being made to the recording of deaths at a UK level to include those deaths that occur in care homes and the wider community as well as in hospitals. The recent publication of updated figures and analysis from the National Records of Scotland is included.
- 1.3    Section 4 of the report highlights the support being provided for communities and provides information in relation to Care Homes and support for mental health and wellbeing. This section also includes up to date figures on the numbers and types of support being provided to some of the most vulnerable residents in Renfrewshire including arrangements being made locally to establish neighbourhood hubs and volunteering.
- 1.4    Section 5 provides an update on the current position in relation to availability of PPE, and the additional guidance recently provided by the Government in this regard. Information is also included on the extension of employee testing procedures. The current position in relation to the impact of shielding procedures and absence on the availability of employees and on redeployments is provided.

## 2. Recommendations

2.1 It is recommended that the Emergencies Board:

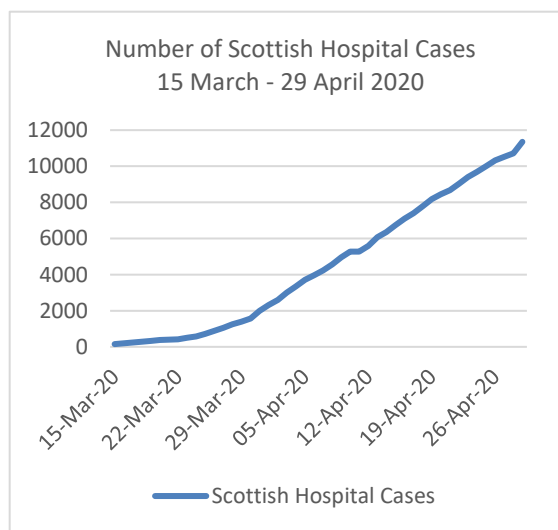
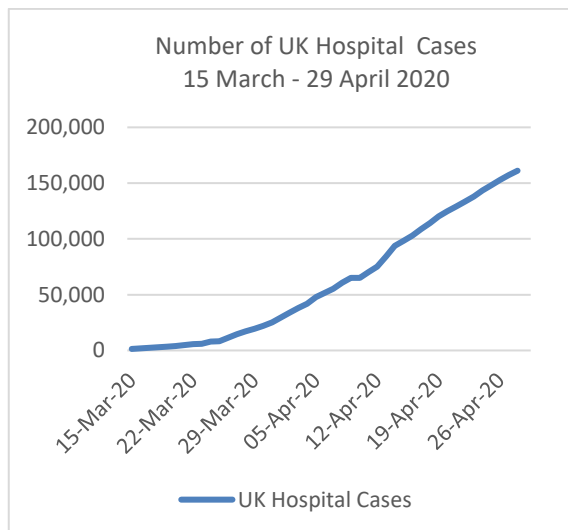
- (a) Note the current national and local situation with regards to COVID-19 and the impact on communities, businesses and the Council and its partners
- (b) Note the response measures being put in place by the Council and partners as set out in this report

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## 3. National Situation

### Numbers of Cases

- 3.1 Currently there are 165,221 confirmed cases of COVID – 19 in hospitals in the UK up from 138,078 reported on 24 April 2020. In Scotland there are now 11,353 confirmed hospital cases (up from 9,409). Of these, 2,759 cases are within the Greater Glasgow and Clyde Health Board area (up from 2,250). In GGCHB area there were 548 people in hospital (down from 564) (43 in intensive care – down from 49) as either confirmed or suspected cases.
- 3.2 The following graphs illustrate the significant increase in cases since 15 March 2020:

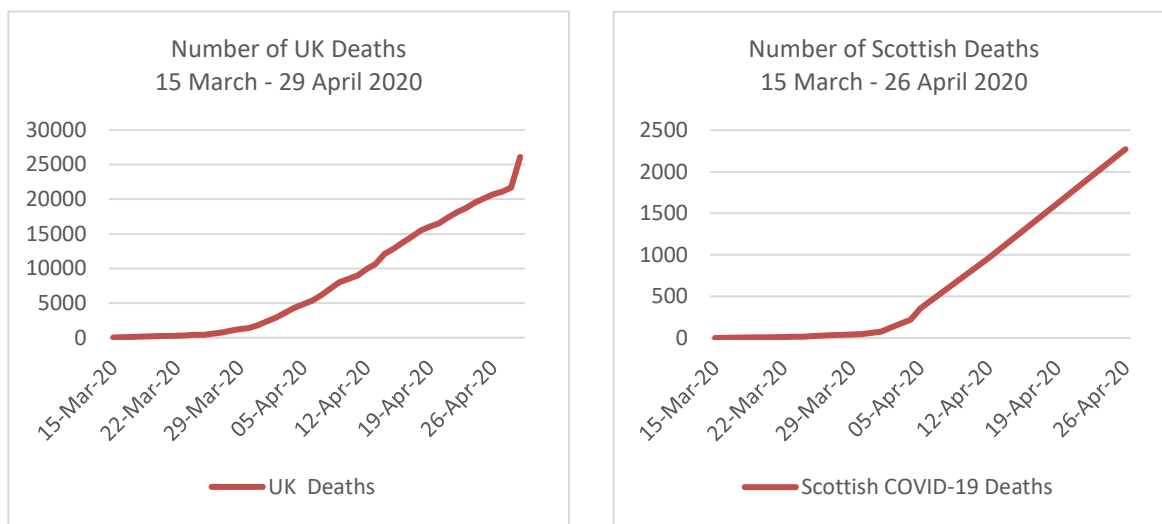


### Numbers of Deaths

- 3.3 In a change from previous weeks, numbers of deaths are now being reported more comprehensively both in the UK and in Scotland. The inclusion this week of care home and wider community deaths in the UK figures means that they are more directly comparable to the figures that have been compiled by National Records of Scotland since 5 April 2020 and that provide information on the overall number of Scottish Deaths. At a UK level, reports are indicating that there have been 26,097 deaths across the UK (up from the 18,738 deaths in hospital alone reported on 24 April 2020). While this is a very significant increase within the week, it reflects the fact that now, the figure for deaths includes those who died

within a care home or the wider community as well as those that have died in a hospital. This change in reporting first happened on 28 April 2020 at a UK level.

- 3.4 The National Records of Scotland has now published its 4<sup>th</sup> weekly report which indicates the numbers of deaths registered in Scotland that note COVID-19 as a factor in the death. As at 26 April, there have been a total of 2,272 deaths registered in Scotland where COVID-19 was mentioned on the death certificate. The graphs below demonstrate the change in reporting and show the increase in the overall number of deaths recorded in terms of UK deaths on 28 April 2020 and in the case of Scottish deaths on 5 April 2020. (Prior to these dates the figures recorded in each graph reflect the hospital only deaths reported):



- 3.5 What the graphs above continue to demonstrate is that while the overall numbers reflect the population differences across the UK and Scotland and are therefore very different in magnitude in relation to recorded cases and deaths, the trend and escalation in numbers of cases and deaths in Scotland is very similar to the picture seen across the rest of the UK and reflects the proportion of the UK population that live within Scotland. The National Records of Scotland analysis also provides an additional level of detail on the outbreak so far in Scotland:

- Of the total number of deaths registered in the week from 20-26 April 2020 in Scotland, there were 656 - (36% of all deaths) where COVID-19 was mentioned on the death certificate.
- Since the outbreak began, 39% of all COVID-19 deaths registered to date relate to deaths in care homes – an increase of 3% since last week
- 52% of all COVID-19 deaths to date were in hospitals a reduction of 4% since last week
- 9% of all COVID-19 deaths to date were at home or non-institutional settings a reduction of 1% since last week
- 74% of all deaths involving COVID-19 were of people aged 75 or over – the same as last week.

- 3.6 Over the past week a number of announcements have been made to update guidance or reinforce messages in relation to the management of the COVID-19

outbreak. On 28 April 2020 guidance was published by the Scottish Government on the use of face coverings by the public. The guidance also reinforced the message that physical distancing and good hygiene and handwashing remain the most effective ways to reduce transmission of the virus. Earlier on the week, guidance was also released on the use of PPE for unpaid carers and personal assistants. Additional information on these areas of guidance is included in section 5 of this report.

- 3.7 Additional areas of guidance that have been referred to in this report include guidance in relation to increasing access to testing for key workers – including those in Council services, extended testing in relation to care homes and the decision to test over 70's if they are admitted to hospital. Additional guidance on testing and progress towards government targets on testing is expected on 1 May 2020.
- 3.8 On 30 April 2020 the First Minister reinforced the need for all members of the public to adhere to guidance on physical distancing and the lockdown. She reflected on the fact that there was evidence that the lockdown was proving effective in controlling the transmission of the virus and protecting the NHS and saving lives. She expressed concern that there was also some evidence that some people were increasing their use of public transport and of making car journeys and requested that people consider whether their use was strictly necessary and in line with the need to only travel when absolutely essential.
- 3.9 The Prime Minister also made a statement on 30 April and reinforced the 5 tests that would need to be complied with prior to the lockdown being removed:
- The NHS is able to cope
  - A sustained fall in deaths is observed
  - New infections are decreasing to manageable levels
  - Adequate testing and PPE is in place to meet operational requirements
  - There is no risk of a second peak
- 3.10 Further information on the plan for easing restrictions of the lockdown is also expected to be set out on 7 May 2020.

## 4. Support for Communities

### Care Homes

- 4.1 As reported in the media and highlighted in the analysis from the National Records of Scotland, there are a growing number of people who are symptomatic or who have died with COVID-19 in care homes, and this is also unfortunately reflected in Renfrewshire. The HSCP continues to closely monitor the situation to ensure that everything possible is being done to protect the most frail and vulnerable residents across all care groups.
- 4.2 The greatest impact of COVID-19 is in the population of older people and people with underlying health conditions, in particular care homes. Renfrewshire has 22 care homes with an available bed capacity of 1,320 spaces. At the time of writing one of the three care homes operated by the HSCP has reported COVID-19 related symptoms. There are no COVID-19 related symptoms in the other 2 HSCP operated care homes and 4 extra care units. (These are extra care or residential care homes where the residents tend to be in better health than the resident group in the Nursing Home sector who are often receiving end of life care and have complex needs including dementia).
- 4.3 The data available is based on self-reporting by care homes and discussions with the Care Inspectorate. At the time of writing, 11 care homes are affected by COVID-19 and sadly 81 people have died with the deaths reported as being related to COVID-19. A group of 27 people resident in the care homes are currently being reported as having COVID-19 like symptoms. The information is subject to frequent change and it is hoped that there will be greater clarity as testing becomes more wide spread.
- 4.4 The HSCP and partners are working together to offer a range of enhanced support and assurance to care homes. This work has been previously reported to the Board but includes the following key actions:
- The initial Public Health led assessments of each care home have been carried out by a questionnaire survey and the high-level output has been shared.
  - Work is taking place led by Public Health to complete risk assessments to inform the level of enhanced support. This is supplemented by the GG&C wide work to clarify the offer of support for care homes across the 6 Health and Social Care Partnerships.
  - From Thursday 30th April, NHSGGC has established a new testing pathway for symptomatic residents in all residential and nursing homes across the GGC area. The care homes will contact the relevant GP practice for the resident to initiate the referral for the test. The HSCP will undertake tests in residential care homes and nursing home staff will complete the tests for their residents. Tests results will be reported back to the care home via the GP practice.
  - Work is now taking place to people discharged from a hospital based setting to a care home have been given two tests and that those are clear prior to discharge. All new residents and returning residents are care for in isolation for a period of 14 days isolation as part of infection control measures.
  - The reporting of a national data set is now in place to support the clinical overview.

- 4.5 At a local level, as outlined previously, a number of steps have been taken to ensure that assistance and support is offered to the care homes within Renfrewshire. This includes:
- Daily contact with all care home by the contracts team to ensure that they have full PPE supplies in place and to seek information on any COVID-19 related issues affecting residents
  - Daily contact by the enhanced nurse led Care Home Liaison service to offer advice and support with a particular focus on the care homes who have the greatest level of need
  - 'Just in Case' medication pack supplies in each care home to ensure end of life care and supporting medication can be offered immediately
  - Sharing information on care homes with the local GP group following on from the discussion on registration of deaths
  - Weekly meeting with the Care Inspectorate team and the Chief Social Work Officer to share information and ensure a consistent response
  - Focused reviews led by the Care Inspectorate and supported by Public Health with care homes who have new infections or where there are high reported numbers of people affected by the virus
  - Discussions with the care homes reporting the most COVID related issues led by the Medical Director and involving pharmacy, enhanced nursing teams, and the hospices [to support palliative care] to offer additional tailored medical and practical support to each home.
  - Daily meetings [via Skype] of the Locality Management Team to actively monitor and respond to the changing situation for all providers
- 4.6 In addition, within the care at home services there are a small but growing number of people living within their own homes with suspected or confirmed COVID-19 and being supported by staff. Joint work is now also taking place between the HSCP, Housing Services and the range of sheltered housing providers to ensure support is in place for those teams and resident groups.

#### **Mental Health and Wellbeing Support**

- 4.7 Whilst new referrals for statutory Mental Health Services have declined since the outbreak of COVID, demand from existing patients is high. Understandably COVID-19 and lockdown anxieties have added to the stress and distress of this group.
- 4.8 The HSCP has been working with RAMH to develop increased capacity to respond to mental health and wellbeing worries during this time. RAMH are already commissioned to deliver professional care and services to those affected by mental ill health; depression, self-harm, bipolar disorder, anxiety and other conditions across Renfrewshire.
- 4.9 As part of the Local Assistance Helplines already in place for those Shielding and Vulnerable, any callers expressing concerns around their general wellbeing are now being offered support via a helpline being managed by RAMH. A triage approach is in place. Where a caller is expressing concerns around their mental health, if they are known to Mental Health Services this will be passed to them to follow up. For callers not already known, RAMH will respond in the first

instance. There are robust processes in place for RAMH to escalate any concerns and access the full range of HSCP Mental Health and Crisis Treatment and Interventions if required.

- 4.10 The HSCP has also increased its Crisis First Response contract with RAMH, to provide additional counselling sessions. This helpline service is available 7 days a week, 365 days a year, Monday-Friday 9am-8pm and Saturday-Sunday 9am-5pm.

#### **Support for Shielded Residents**

- 4.11 On 28<sup>th</sup> April, officers received a 5<sup>th</sup> tranche of shielding data from the Scottish Government, which brings the total number of people in Renfrewshire who have been advised to shield to 5436. Prior to the 5<sup>th</sup> tranche being received the Local Assistance Team had made contact with the majority of people on the list, with less than 400 contacts still to be made as a result of unanswered calls/incorrect numbers being provided to the Council. Further work is being undertaken to identify contact details for people on the list, with the team planning to send a letter directly to this harder to reach group. GPs have also been provided with local shielding data from Scottish Government and have been independently contacting local shielded residents to undertake checks.
- 4.12 Data matching has also been undertaken with relevant housing and social care systems to ensure this vulnerability is flagged appropriately. For example, 379 cases have been matched against adult social care systems and 470 cases flagged in the local housing system.
- 4.13 To date the local helpline has received 3,302 calls in relation to shielding enquires and the following support has been provided:

	Total	Previous	Change since last week
<b>Total number of individuals on shielding list in Renfrewshire</b>	5,436	4,869	567
<b>Total number of individuals on shielding list contacted</b>	4,548	3,410	1,138
<b>Number of individuals requiring food delivery only</b>	1,306	987	319
<b>Number of individuals requiring pharmacy delivery only</b>	82	82	0
<b>Number of individuals requiring food and pharmacy</b>	100	100	0
<b>Number of individuals requiring other services</b>	12	4	8
<b>Number of individuals in need of no services</b>	3,933	2,922	1,011

- 4.14 Work has also been undertaken to develop referral routes between the Local Assistance Team and the newly established neighbourhood hubs. Further, more detailed data work has now been undertaken to match local shielded residents to the Brakes delivery lists and registration with the national SMS system which shielded individuals need to be registered to in order to access priority supermarket delivery slots. A programme of planned callbacks is now being put into place for the Local Assistance Team, to ensure eligible local people are accessing these national services, with local food provision being available to supplement this where appropriate, or where urgent need is identified.

### **Group 2 National Helpline and Support for Vulnerable Residents**

- 4.15 The “high risk” group 2 refers to those people who are being encouraged to contact a national helpline for support if they have particular health conditions or other vulnerabilities and do not have access to family or community assistance.
- 4.16 Individuals have been encouraged through a national campaign to call a national helpline, which allows enquiries and requests for support to be directed to the relevant local authority. During the week commencing 27 April, information packs from the Scottish Government highlighting the availability of this helpline, began to be delivered to households across Renfrewshire.
- 4.17 Renfrewshire Council has received 572 calls through the national helpline. The Local Assistance Team has been supporting vulnerable people in this category for many weeks with the current level of support provided in the table below.

	<b>Group 1 Shielded</b>	<b>Group 2 Helpline</b>	<b>Other Vulnerable Groups</b>	<b>National Brakes Deliveries (Group 1 only)</b>	<b>Total Supported</b>
<b>Food</b>	411	894	666	995	Food – 2966
<b>Medicine</b>	182	363			Medicine – 545
<b>Other</b>	12	93			Other – 105

- 4.18 Going forward the newly established neighbourhood hubs will work with the Local Assistance Team to assist with referrals through the helpline.

### **Establishment of Neighbourhood hubs**

- 4.19 As reported to the board on 24 April 2020, 7 virtual neighbourhood hubs have now been established in a partnership between the Council, HSCP, Engage Renfrewshire and a wide range of other third sector and community organisations. The virtual hubs are established in line with existing Local Partnership boundaries with the key purpose of the hubs being to work locally with partners to support any emerging local need. The virtual neighbourhood hubs will respond to referrals for support generated through the Local Assistance Team, or through close working with local partner organisations only.
- 4.20 In their first week of operation, the hubs have been working intensively to contact and develop relationships between the local neighbourhood coordinators and local groups and organisations in order to fully map local resources and need. A small number of referrals for support have also been handled

### **Volunteering**

- 4.21 The focus this week has been to recruit volunteers from Engage Renfrewshire’s Volunteer Reserve Bank to support the Neighbourhood Hubs, 70 volunteers are expected to be used by the Hubs as they establish themselves. Volunteer roles will largely fall into the following areas:
- Keeping in touch: making friendship calls and chatting to people informally
  - E-pals: becoming email penpals with people to build contact over time
  - Get togethers: helping to host and support on-line gatherings



- Digital drop ins – supporting skilled staff to help people with digital and internet questions
- Home delivery: supplementing food parcels, other deliveries and helping lift other food orders into homes and supporting other services that could have a home delivery option
- Daily errands: dog walking, simple tasks such as posting letters and parcels for people
- Neighbourhood noticeboard: supporting staff 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

4.22 Engage Renfrewshire are in contact with around 1000 people that have volunteered to the national volunteer campaigns and they are being invited to join the Renfrewshire Volunteer Reserve Bank so that the Council can work with one locally managed pool of volunteers. In addition, officers have been:

- working in partnership with Renfrewshire Leisure to offer a bespoke library and digital support services from the hubs
- establishing relationships with larger groups of volunteers from the private and public sector
- working in partnership with Renfrewshire Chamber of Commerce and Engage Renfrewshire to deliver a programme of support that brings business and third sector together – five webinars will be initially offered focussing on digital, leadership and organisational development

## 5. Support for Employees and Operational changes

### **Sourcing and Stocks of PPE**

- 5.1 There are sufficient supplies for the next 7 days to support the current service profile in both the HSCP and across wider Council Services. It is however recognised that a number of recent announcements from the Scottish Government will lead to an increase in demand for PPE which will need to be factored into future stock projections, namely new guidance in relation to:
- PPE for unpaid carers providing personal care
  - Personal use of face coverings
  - The requirements for local hubs to extend their PPE provision to include unpaid / family carers and personal assistants
- 5.2 On Monday 27 April, the Scottish Government updated its guidance for unpaid carers providing personal care. The guidance now recommends carers use appropriate PPE when carrying out personal care - even when they live in the same house - if the person is shielding, COVID-19 positive or symptomatic.
- 5.3 On 28 April 2020, the Scottish Government announced guidance on the personal use of face coverings during the coronavirus pandemic. This guidance recognises that questions have been asked about the use of facial coverings and that the

guidance has been developed to address these. It stresses however that physical distancing, hand washing and respiratory hygiene, are the most important and effective measures we can all adopt to prevent the spread of coronavirus. Therefore, the wearing of facial coverings must not be used as an alternative to any of these other precautions.

- 5.4 The guidance states there may be some benefit in wearing a facial covering when you leave the house and enter enclosed spaces, especially where physical distancing is more difficult and where there is a risk of close contact with multiple people you do not usually meet. Examples include, travelling on public transport or entering a food shop where it is not always possible to maintain a 2-metre distance from another customer. However, given that the evidence of impact on transmission is relatively weak, the public use of facial coverings is not being made mandatory and will not be enforced at this stage.
- 5.5 The HSCP also received guidance on 23 April 2020 from the Scottish Government's Community Health and Social Care Directorate that local hubs should be the primary model for distribution of PPE supplies to the whole social care sector, and that this provision should be extended to include unpaid / family carers and personal assistants. In line with this guidance, the HSCP has been working with the Renfrewshire Carers Centre to establish a clear process that unpaid / family carers and personal assistants can follow to access the PPE they need.
- 5.6 In the new process, the Carers Centre will act as a single point of contact for these requests and will distribute PPE to carers on behalf of the HSCP. In addition, the HSCP Self-Directed-Support Team are proactively phoning the 60 SDS Personal Assistants working in Renfrewshire to ensure they have appropriate supplies. This exercise was also carried out at the start of the crisis, and the HSCP has been responding to any PPE requests on an ongoing basis.

### **Staff Testing**

- 5.7 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 resources to continue to meet the significant demand for services.
- 5.8 NHSGGC has already established its own system of testing which has been expanded to include testing for both NHS staff and social care staff operating within the HSCP, and members of their families. This testing is available to any staff member or family members who are symptomatic.
- 5.9 As a result of this further expansion, while the Glasgow Airport facility continues to primarily operate to meet the testing needs of NHS24 and Scottish Ambulance staff, the NHS GGC testing service is now also using the Glasgow Airport Testing Centre when its own service is at capacity. In addition, where a staff member does not have access to transport to attend a testing centre, there is an option for a small number of staff each day to take up home based testing.

- 5.10 To date, 53 HSCP staff have been tested, with 25 testing positive for COVID-19. Of the 28 staff who did not test positive, this process has allowed 21 to return to work and 7 have moved to general absence.
- 5.11 At present, there are a total of 86 HSCP staff unavailable to work due to a COVID-19 diagnosis, family contact or actual symptoms. There has been a gradual reduction in these figures, with 174 COVID-19 related staff absences being the peak to date.
- 5.12 To support wider essential services to keep running, access to testing has been expanded this week to include a broader range of workers in essential frontline public services and key critical areas in the private sector. This broader testing arrangement is being delivered through the UK testing programme and currently is predominantly expected to be conducted via drive-through sites operating at:
- Glasgow Airport
  - Edinburgh Airport
  - Aberdeen Airport
  - University of the Highlands and Islands campus in Inverness
- 5.13 For those unable to travel to one of these testing centres, a home self-testing kit, which is both delivered and subsequently collected, is available as an option. This programme has been designed to run alongside the existing testing arrangements in the NHS and therefore the Council's Adult Social Care staff will continue to follow the NHS testing arrangement.
- 5.14 Internal HR processes that are already in place for identifying and monitoring Covid19 related absence and self-isolation arrangements, have been quickly adapted to incorporate arrangements to support relevant staff to quickly access testing facilities. With the support of their managers, it is expected that the majority of staff will utilise the on-line self-referral portal established by the UK Government to book their test and receive their results via text. For those staff that are unable to use this self-referral process, the Council as a registered employer, can undertake the referral arrangements on the employee's behalf.
- 5.15 This expanded testing arrangement will support predominantly the Council job roles focused on front line service provision, where working from home is not a viable option. The following are the broad range of job titles that will be supported to access testing where required. Please note, this list is not exhaustive and will be reviewed in line with the Council's arrangements as they change to meet future requirements, in particular as we move into a recovery period.
- Working in Hubs (Community or Education)
  - Those who are essential to the delivery of Education Services or essential to the operation of the education premises that are supporting essential workers
  - Driving duties either directly in their own occupations or those deployed to support other essential services, such as community meals or those shielding
  - Registrations services

- Those involved in Social work or Criminal Justice activities
- Waste and Street scene operatives
- Residential workers
- Sheltered housing teams
- Homeless Services
- Concierge and Caretaking
- Housing Support
- Environmental Health Officers
- Trading Standards
- CCTV operators
- Wardens
- Cleaners
- Building Services
- Roads Workers
- Vehicle Mechanics
- Janitors; and
- Any officer within essential services, that are contributing to the operation and management of the COVID19 response. This includes those who volunteered or have been deployed to support in other areas.

5.16 Staff across all services are being encouraged to contact their manager or HR services (including through newly established weekend cover arrangements) as soon as they believe either they or someone within their household are displaying symptoms to allow the testing referral to be undertaken on day 1. This reflects the need for testing to be completed ideally within the first three days and no later than 5 days, of symptoms first appearing in order to be effective. The national programme aims to provide results within 48 hours, providing the potential opportunity to significantly reduce the period of time the member of staff may be absent from duties where tests prove to be negative.

5.17 Due to the time constraints associated with the window of effectiveness of testing and the timing of the expansion being launched effectively over the weekend, there has been restricted opportunity to begin referring staff, particularly in respect to the significant number of staff who were already self isolating, as summarised in section 5 of the report. Therefore, only very limited numbers of staff, outwith Adult Social Care, have been referred and or tested over the course of this week albeit the process is now established within the Council to ensure quick and efficient testing referrals can be supported 7 days a week moving forward.

### **Council Staffing Update**

5.18 Amongst Renfrewshire Council employees there are currently 606 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 619 reported on 24 April 2020). Of the 606, 212 are currently working from home.

5.19 The 606 are split across Services as follows:

Service	Number of employees
Chief Executive Services	4
Children's Services	271
Communities, Housing and Planning	37
Environment and Infrastructure	134
Finance and Resources	59
Health and Social Care Partnership	101
<b>Council Total</b>	<b>606</b>

5.20 The number of employees now being "shielded from social contact" in line with government and health guidance is 1,078, up from the figure of 1,075 reported on 24 April 2020. Of these 443 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.

5.21 As part of the Council's wider response to support communities across Renfrewshire through this significantly challenging time, maximum flexible use of the Council's workforce is being carefully managed. This is particularly important in the context of both staffing gaps that are emerging due to higher absence levels linked directly to Covid19 as well as the Council being required to meet increased demand for some existing service provision as well as bespoke service provision to meet local and national response arrangements.

5.22 To ensure the Council is able to deploy staff to where it is required most, a coordinated staff redeployment system has been established. This provides the Council with the ability to track on a daily basis staff that can be made available across all service areas to support specific areas of demand. The system provides a single coordinated route for managers to outline their need in terms of staffing numbers required as well as specific requirements such as ability to drive, disclosure checked etc. The corporate coordination process facilitates a swift matching process and the rapid redeployment of staff across the Council to the area of need.

5.23 Deployment requests are being received daily and currently being fulfilled within 24 hours. So far there have been rapid corporate deployments made following this process into priority front line roles:

- Drivers supporting food and pharmacy deliveries as well as social distancing arrangements within waste collection.
- Call handlers supporting responses to shielded and other vulnerable citizens
- Coordinators, team leads and managers supporting the local response hubs

5.24 In addition, deployments between Renfrewshire Leisure and Council Services are also being coordinated via this process. Currently an increased pool of 69 officers are fulfilling approximately 50 posts at any given time (due to business need, shifts, availability etc). The roles being delivered include drivers, food packers and school coaches to support the provision of childcare for key workers. The Council

is therefore well placed to ensure swift and coordinated deployment of staff across Council services to support the delivery of key service as demand arises in what is a fast moving environment.

## **6. Service Updates**

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

### **Service Update – Health and Social Care Partnership**

- 6.2 In line with government guidelines, the service is minimising face-to-face work, and from Monday 4 May 2020, sexual health services will no longer be provided face-to-face at Sandyford Paisley, unless by appointment, until further notice. Patients who require these services will be advised to telephone Sandyford's main site where an experienced nurse will give them the appropriate advice. A full list of services available is also publicly available on the Sandyford website.

### **Service Update – Business Support**

- 6.3 Business Grants for the self-employed have just gone live. A briefing will be included on this at the next meeting of the Emergencies Board.

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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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