

**To: Council**

**On: 25 June 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 on the Council's current arrangements and response to the COVID-19 pandemic. Since 20 March 2020, weekly updates have been provided to the Emergencies Board on all key matters in relation to the COVID-19 response, including key statistics relating to the transmission of the virus, updates to policy and guidance impacting service provision, and the operational position of services.
  - 1.2 Section 3 of this report provides an overview of the current governance arrangements relating to the operation of the Emergencies Board, and the delegated authority provided to the Chief Executive to exercise in specific circumstances during the crisis.
  - 1.3 Section 4 of the report provides an overview of the national and local situation in relation to COVID-19, specifically in terms of numbers of cases and deaths. A summary is provided of available data from the National Records of Scotland.
  - 1.4 Section 5 of the report provides a summary of the key policy and legislative changes which have impacted the Council during this phase of the COVID-19 crisis. A detailed overview is provided in Appendix 2 of this report. The impact of the changes resulting from COVID-19 on operational service delivery is outlined in Section 6, with an overview of recent activity to restart services in line with the Scottish Government's Routemap for coming through the crisis. A detailed overview is provided in Appendix 4 of this report.
  - 1.5 The pandemic has had and will continue to have, a significant impact on the Council's financial position. An overview of the current position and future financial outlook is provided within Section 7 of this report. Section 8 of the report provides a summary of the wider impacts being experienced across local
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businesses and communities, which the Council and its partners will require to work collectively to address.

- 1.6 The final section of the report (Section 9) provides an update to Council on the work being progressed with partners, to take forward local recovery planning arrangements. These plans are critical to ensuring that the Council works to restart and recover services in line with all national guidance, moving to a “new normal” position of living with the COVID19 virus for an extended period of time.
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## **2. Recommendations**

2.1 It is recommended that Council notes:

- (a) The update provided on the Council's response to the COVID-19 crisis and the associated impact in terms of local communities and service provision; and
  - (b) The work being undertaken by the organisation to restart, recover and renew services in line with national guidance with partners, businesses and communities.
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## **3. Background**

- 3.1 On 20 March 2020, the first meeting of the Emergencies Board was held having been convened in response to the developing COVID-19 pandemic. At this meeting, arrangements for the operation of the Board were agreed, including membership, meeting frequency and the conduct of meeting. Members of the Emergencies Board agreed that all scheduled policy board and Council meetings should be cancelled from 27 March 2020 until the Council meeting on 25 June 2020. The Emergencies Board has subsequently met on a weekly basis during this period via Skype, with recordings published on the Council's website as soon as possible after each meeting.
- 3.2 At its meeting on 20 March 2020, the Emergencies Board also agreed that delegated authority would be given to the Chief Executive to make all required decisions in relation to the functions of the Council throughout the duration of the emergency, provided these were in accordance with existing Council policy. Any new major policy decisions would be referred to the Emergencies Board for consideration.
- 3.3 A process was established to record these specific delegated decisions made by the Chief Executive, a schedule of which is set out in Appendix 1 of this report.
- 3.4 This paper provides an update to Council on:
- The work undertaken to date to respond to the crisis
  - The current operational status of key services and
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- The planning work being undertaken by officers to support the recovery of council services moving forward.

3.5 A separate report has been submitted to the full Council meeting on 25 June 2020 in relation to proposals for future governance arrangements during the ongoing crisis.

#### **4. National and Local Situation**

4.1 Regular updates have been provided to the Emergencies Board on the data available at a UK, Scottish and Renfrewshire level in terms of reported cases and deaths from COVID-19. Current data as at 14 June is summarised in the section below. Officers are continuing to work with local analysts from the Information Services Division to analyse and report all available data at a Renfrewshire level.

##### **Numbers of Cases**

4.2 To date since the emergence of the pandemic crisis, there have been 291,409 confirmed cases of COVID-19 in hospitals in the UK, with 18,066 confirmed hospital cases in Scotland.

##### **Numbers of Deaths**

4.3 Worldwide it is very sad to note that there have now been over 447,700 deaths due to COVID-19. At a UK level, reports are indicating that there have now been 42,153 deaths across the UK, with the UK now ranking third in the world in terms of overall numbers of recorded deaths.

4.4 At a Scottish level the latest National Records of Scotland report shows that at 14 June 2020, there had been a total of 4,070 deaths registered in Scotland where COVID-19 was mentioned on the death certificate. 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 since, in the latest week to 14 June 2020 deaths in care homes still represented 47% of all COVID-19 deaths.

4.5 When looking at all deaths with COVID-19 registered to date:

- 77% were people aged 75 or over
- 43% were people aged 85 or over (compared with 35% of deaths from all categories in this age category)

4.6 Across Scotland, when looking at all deaths over the period of the last 12 weeks, there have been 2,451 excess deaths in care homes (77% above average) and 2,214 excess deaths at home or in non-institutional settings (59% above average). While there was an early peak, excess deaths in hospital have fallen, with 216 (3%) above the average number for the 12-week period.

4.7 Further data was published by NRS this week in relation to analysis that has been undertaken on recorded deaths from COVID-19 at a national level. Whilst further work is required to undertake this analysis at a Renfrewshire and community level, the national data indicates:

- People in the most deprived areas were 2.1 times more likely to die from the COVID-19 virus than those living in the least deprived areas.
- Of those people who died with COVID-19 in May, 92% had at least one pre-existing condition. The most common pre-existing condition was dementia and Alzheimer's disease which accounted for 38% of all deaths involving COVID-19, followed by ischaemic heart disease which account for 11% of all deaths.
- The highest number of deaths involving COVID-19 of working people aged between 20-64 by occupation group were among process, plant and machine operatives which accounted for 43 deaths.

4.8 The National Records of Scotland information also provides additional detail to understand the position and changing impact of the outbreak in Renfrewshire. A total of 201 people have sadly died from COVID-19 since the outbreak of the virus. 98 have died in care homes, 94 people in hospital and 9 people at home or other non-institutional locations. Deaths recorded on a weekly basis have continued to fall, with 3 recorded in the week to 14 June, compared to a peak of 40 for the week beginning 20 April.

4.9 The COVID -19 related death rate for all of Scotland has sadly reached 7.4 per 10,000 population (an increase from 7.3 per 10,000 population last week). The death rate in Renfrewshire reflects this is currently 11.2 per 10,000 population, which is the fifth highest in Scotland.

## **5. Key Policy and Legislative Changes affecting the Council**

5.1 Since the emergence of the pandemic and the associated lockdown, officers have been focused on working with partners to ensure that essential services and supports continue to be provided across Renfrewshire's communities. As has been reported to the Emergencies Board within the weekly COVID-19 update paper, there has been an ongoing requirement to respond to the crisis and to deliver on new requirements at pace in relation to a variety of issues. In addition, the way in which existing services have been delivered has had to adapt and change on a continuous basis in response to Scottish Government guidance or legislation laid before the Scottish Parliament.

5.2 A full overview of all key policy and legislative changes is attached as Appendix 2 to this report. Key elements to highlight to elected members include:

### **Legislation and regulations**

5.3 There have been four significant pieces of legislation to address the pandemic. These are:

- The Coronavirus Act 2020. This Act was passed by the UK Parliament as the statutory basis for measures to implement the lockdown and to make changes to other legislation to relax rules and timescales on matters such as the rules on claiming statutory sick pay and allowing for the remote registration of deaths.
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- The Public Health(Coronavirus)(Restrictions) (Scotland) Regulations 2020, provide a detailed set of rules for Scotland covering such matters as which types of businesses had to close during the pandemic, which activities had to stop or were restricted, the exemptions that applied to these general rules and the powers of enforcement to Police Scotland and local authorities in relation to the lockdown. The Emergencies Board agreed to delegate responsibility to Environmental Health and Trading Standards Officers to exercise relevant enforcement powers for the Council as authorised officers under this Act.
- The Coronavirus (Scotland) Act 2020 introduced a wide range of measures covering such matters as protecting tenancies, making temporary changes to child protection procedures and the Children’s Hearings system, extending timescales for determining civic licensing applications and freedom of information requests, extending the duration of planning permission, the justice system and allowing local authorities to exclude the public from meetings.
- The Coronavirus(Scotland)(No2) Act 2020 introduced a range of powers for the Scottish Ministers, Health Boards and local authorities to intervene in the way care homes were operated. This included a power to local authorities to purchase care homes in certain circumstances. There are provisions relating to marriage and civil partnerships and the Act also reversed the previous changes to the timescales for dealing with freedom of information requests. There are further provisions regarding the operation of the justice system and termination of student tenancies.

#### **5.4 Community wellbeing**

- A service has been established to support approximately 6000 local residents who have been asked to shield or self isolate due to a specific medical condition which puts them at very high risk should they contract COVID-19. Support has also been widened out by the Scottish Government through a national helpline which people who are vulnerable and are struggling to access support from friends or within the community, can contact for help. A local assistance team was established to provide support where required. Over 6800 calls have been received through the local helpline from people shielding, whilst almost 1000 calls have been redirected through the national helpline.
- A national campaign called Scotland Cares was launched to encourage people to volunteer to support the pandemic response. Over 50,000 people signed up to volunteer in Scotland, with over 1100 registered in Renfrewshire. At a local level officers worked closely with Engage Renfrewshire to develop our local volunteering response through the Renfrewshire Volunteer Reserve Bank, to which 248 people signed up. Local volunteers are at the heart of the neighbourhood hub model being developed in partnership with communities.

#### **5.5 Children’s services**

- Linked to the closure of all schools from 20 March 2020, all local authorities were required to establish childcare hubs to support the children of key workers and also some of our more vulnerable children and families. 7 hubs were established in Renfrewshire across primary, secondary and ASN provision, and have typically supported around 200-300 children per week.
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- Local authorities were required to put in place measures to support children who would no longer receive a free school meal due to school closure. In Renfrewshire a term time payment of £11.25 per week per child has been made via BACS transfer in respect of approximately 6700 children.
- Staff from across education and childcare services have supported local children to undertake home learning following the closure of education and childcare facilities on 20 March 2020. In the region of 500 tablets and chrome books to individual pupils and families to support home learning.

## **5.6 Testing and Personal Protective Equipment (PPE)**

- The organisation has responded to different developments at a national level in terms of coronavirus testing. Testing is now available to any person aged over 5 who displays any of the key symptoms of coronavirus. Services across the Council continue to be supported by HR&OD to refer eligible employees and their households for testing.
- In May 2020, the Scottish Government published its test, trace isolate and support strategy, which sets out plans to disrupt community transmission of the virus going forward, by testing people at scale in the community who have symptoms consistent with Coronavirus. The programme, which is formally named Test and Protect, was launched on 28 May 2020, with the Council being required to support people to self isolate by assisting them with emergency access to food, medicine and in extreme circumstances accommodation. So far numbers have been relatively low across Scotland and only 2 people have required assistance from the Local Assistance Team, each being supported through access to food supplies.
- Access to Personal Protective Equipment has been a significant challenge throughout the pandemic, with pressures being experienced in terms of supply and distribution at a local and a national level. Guidance on use of PPE by staff undertaking roles across the Council and the HSCP has been updated on an ongoing basis. A local PPE hub was established in Renfrewshire to ensure the effective distribution of supplies to health and social care providers across the area.

## **5.7 Health and social care**

- A range of guidance and new requirements have been introduced specifically in relation the provision of care homes, in response to the significant impact that COVID-19 has had on care home residents and staff.
    - New arrangements were introduced by the Scottish Government to strengthen oversight of care homes during the pandemic, with multi-disciplinary teams established and designated as having a lead role in scrutiny and oversight at a local level. These teams involve key clinical leads and the Chief Social Work Officer, with escalation procedures for significant issues put into place through the health board and local authority to Scottish Government
    - Specific testing arrangements in relation to care homes have been introduced and developed further as the pandemic has continued. A
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programme of priority testing for homes where care home residents become symptomatic, as well as an ongoing surveillance testing programme for non-symptomatic residents and staff is now in place. Patients being discharged to a care home from hospital are also subject to testing before admission. Since early June 2020, local authorities have reported planned and actual testing data across care homes to the Scottish Government and this data is now published nationally.

- Each health board has developed a mobilisation plan, effectively outlining the roadmap for a return to normal levels of health and social care provision. Renfrewshire HSCP is actively engaging in planning within NHS Greater Glasgow and Clyde. Engagement with members of the Integrated Joint Board was undertaken in early June.
- Regulations to allow a limited number of short-term prisoners nearing the end of their time in custody to be released early were laid in Parliament to help tackle the coronavirus (COVID-19) outbreak. The scheme was limited to those individuals sentenced to 18 months or less and who on 4 May had 90 days or less left to serve in custody. 10 prisoners from Renfrewshire were released through this scheme.

## **5.8 Support for business**

- On 12 May 2020 the Chancellor of the Exchequer announced that the UK Government would extend the furlough scheme until the end of October 2020. Furloughed workers will continue to receive 80% of their current salary, up to £2,500 per month up to end of July 2020 with additional flexibility being considered that would be built into the scheme from August to support employees back to work and to share the costs of the scheme with businesses. Recent data from HMRC suggest that in the region of 23,000 people in Renfrewshire have been furloughed.
- Local Authorities have been delivering several different business grant programmes on behalf of the Scottish Government since 24 March 2020. As at 9 June 2020, over 2700 Coronavirus Business Support Fund applications have been processed by the Council, with 2075 grants awarded. This equates to £23.4 million of funding support. The Scottish Government has now announced that this scheme will be closed to applications on 10 July 2020.

5.9 The Council is required to submit a range of regular data and information returns to Scottish Government on areas such as support for vulnerable adults and children, shielding and housing. Work has been undertaken through COSLA and SOLACE to streamline this activity and data is now submitted and reported through a weekly dashboard, which allows local authorities to benchmark with activity levels at a national level. The weekly return for week ending June 12th is attached as Appendix 3.

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## **6. Current Operational Issues**

- 6.1 Prior to the introduction of lockdown measures across the UK on 23<sup>rd</sup> March 2020, services had been working at pace to prepare for the impact of the pandemic on the Council's activities and workforce. Intensive work was undertaken to prepare for the planned closure of all education and childcare establishments, to implement social distancing measures and enhanced hygiene and cleaning arrangements, and to support employees to work from home where job roles allow this.
  - 6.2 Since the implementation of lockdown, key Council buildings and facilities have remained closed, unless required to open for specific activities. Frontline services have continued to be delivered in line with national guidance, and critical services which require the workforce to be physically deployed such as health and social care services, public protection and waste collection have continued to operate with risk assessments undertaken and appropriate PPE provided where required.
  - 6.3 A significant number of employees are working from home, and services have adapted to maintain customer contact and service provision within a new model of service delivery. Officers from across services have also worked in close collaboration with partners to keep vulnerable adults and children safe, with continued provision of core protection services, our children's houses, older adult homes, home care and the establishment of the office base at St. James' Street. This has been an unprecedented situation for the organisation, and the commitment and hard work of employees across all services, has allowed vital services to continue as permitted by national guidance.
  - 6.4 As set out within section 5, the Council and HSCP have been required to implement a range of new services and support mechanisms in response to the pandemic. This includes the introduction of new business grants, new helplines, support for people shielding and support for the new Test and Protect contact tracing programme. Weekly updates on these and other service changes have been provided to the Emergencies Board.
  - 6.5 On 21 May 2020, the Scottish Government published its COVID 19 Routemap which sets out a phased approach to moving the country through and out of the crisis. This phased approach is required as the country seeks to ease some of the lockdown measures under which we have all been living and working, whilst continuing to suppress the transmission of the virus over a potentially longer period until a potential vaccination or treatment can be developed. The Scottish Government's Routemap for coming through the crisis is underpinned by its contact tracing programme called 'Test and Protect. Under the programme anyone showing symptoms of COVID-19 is to be offered a test as quickly as possible, and if found positive, the people they had been in contact with will be traced and notified and asked to self isolate for a period of 14 days.
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- 6.6 As elected members are aware Scotland has now moved through Phase 1 and into Phase 2 of the Scottish Government's Routemap to recovery, as announced by the First Minister on 18 June 2020. All relevant council services under Phase 1 have now restarted including designated outdoor sports facilities, household waste recycling services and other outdoor work and are now actively implementing Stage 2 changes including the reopening of playgrounds and outdoor sports courts and registration offices for high priority tasks, the scaling up of community and health and social care services, as well as the provision of support to businesses to support reopening under Phase 2 and Phase 3.
- 6.7 Phase 2 has three key stages, with different measures being eased on 19 June, 22 June and 29 June, subject to appropriate guidance being in place. Full detail is provided in Appendix 5. Regular updates on the easing of lockdown measures and the impact on Council service provision, will be provided to the Emergencies Board on a weekly basis as further guidance and information is released to local authorities.
- 6.8 As elected members will be aware, the Council is also actively preparing for Phase 3 and is making plans for the safe return of pupils and teachers as part of the proposed blended learning model from 11 August. Headteachers returned to school to commence further planning on 1 June and teachers also started to work back in schools from 8 June. The childcare hubs for the children of key workers and other vulnerable children, closed on 8 June, with all attending pupils returning to their home school for the final few weeks of term. Summer childcare hub arrangements will commence from 29 June. The Council submitted a schools recovery plan to Education Scotland for review by the required deadline of 24 June 2020. A report on the recovery plan will be presented to the Emergencies Board on 3 July 2020.
- 6.9 As of 18th June 2020, the Scottish Government's overall message to the public is now Stay Safe, Protect Others, Save Lives, as it is recognised that people are now able to move around more freely as the lockdown measures ease. There remains a focus on hygiene and infection control measures alongside physical distancing as the most effective way to minimise the risk of infection. From 22 June, face coverings will be mandatory on all public transport.

## **7. Financial Impact of COVID19**

### **Additional Net Costs**

- 7.1 The implications of the COVID-19 pandemic are unprecedented, which is singularly the most significant and disruptive social, economic and financial event ever experienced by the Council. Additionally, by its nature it is has extreme complexities and subject to a high level of uncertainty and risk over even the immediate time horizon of the current financial year. A report presented to the Emergencies Board on the 15<sup>th</sup> May 2020 outlined in detail that it is anticipated that the financial consequences for the Council will continue to emerge, develop and most likely grow
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in scale over the course of 2020/21 as the implications of the pandemic both for Council services and for communities across Renfrewshire continue to evolve.

- 7.2 In addition to the immediate short term costs of rapidly introducing new services and support arrangements to communities across Renfrewshire as well as adapting and changing how the Council is required to operate, there is expected to be further costs and declining income implications for the Council which could take a number of months to emerge and be more fully understood.
- 7.3 Over the initial emergency response period to the end of June: -
- Direct costs are estimated at £3.9 million focused predominantly on supporting the Council's service response to the immediate emergency.
  - Loss of income due to the closedown period of £11 million. This figure includes an assumed residual impact beyond June on Renfrewshire Leisure facilities re-opening.
  - Savings of £2.6 million that will be achieved on some services, predominantly linked to the closure of buildings and facilities.
- 7.4 Taken together the direct net cost impact is currently estimated at circa £12 million. This overall level of net costs of managing the immediate response is broadly in proportion to the national local government position being coordinated via COSLA to support ongoing engagement with the Scottish Government.
- 7.5 In addition to the direct net costs emerging from the COVID-19 response, there are also consequential financial impacts that relate directly to the disruption on the Council, the wider community and economy. Financially this is expected to manifest itself predominantly in lost council tax income, bad debt levels and delays to the delivery of planned savings. It is expected that in relation to each of these areas, the full impact will take several months to emerge over the course of 2020/21 and become clearer, for example in particular the expectation of growing unemployment on Council Tax income and Council Tax reduction claims, which to date has been somewhat dampened by the UK government job retention (furlough) and self-employed support schemes. At this stage, illustrative estimates outlining a credible scenario that could emerge over the course of 2020/21 suggests a net financial loss in the region of £14 million against what has been budgeted as part of setting the 2020/21 budget.
- 7.6 Taken together the net financial impact on the Council's revenue budget is estimated at this stage to be potentially in the region of £26 million in 2020/21 based on existing assumptions and scenarios. Additionally, this is anticipated to further extend as the Council is likely to continue to be required to provide ongoing support arrangements across communities as part of the new Test and Protect arrangements and thereafter the recovery phase, as well as make extended adaptations to a range of Council services to meet for example social distancing requirements that will remain in place. Further, complying with the national guidelines published to support the planned reopening of schools from August 11<sup>th</sup>, is likely to result in a range of additional cost pressures in both staff resources and digital equipment. Taken together, it is expected these further demands will drive a new phase of increased costs for the Council over the course of 2020/21.
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- 7.7 The costs outlined above do not include expenditure the Council is incurring to support Renfrewshire HSCP. At present, the HSCP has estimated additional costs for Adult Services over the course of 2020/21 of circa £27 million, for which the Scottish Government has provided an in-principle commitment to fund as part of the overall national COVID19 response in support of Health and Social Care.
- 7.8 The financial consequences of COVID-19 will be regularly examined to ensure the Council is as informed as possible as to the potential financial exposure it faces. Although uncertain, it will be significant in scale and the Council should prepare to address net additional costs in the order of magnitude outlined above. Given the scale of this financial outlook, it is vital the Council continues to support COSLA to pro-actively and positively engage with the Scottish Government, reflecting the overall seriousness of the financial position facing the Council both in the immediate and longer term. It should also be noted that the costs outlined above take no account of measures the Council may wish to put in place to support the economic and social recovery across Renfrewshire over those already agreed as part of existing arrangements.

### **COVID-19 Funding**

- 7.9 Additional funding provided by the Scottish Government was outlined in detail in the report to the Emergencies Board in May, detailing that in total circa £2.7 billion has been deployed by the Scottish Government to target a wide range of specific interventions in response to the COVID-19 emergency.
- 7.10 Of this £235 million has been distributed to local government at this stage with an estimated future £25 million for Council Tax reduction yet to be distributed. This would provide in total circa £260 million to support services **provided directly by local authorities**, just under 10% of the overall funding deployed by the Scottish Government nationally.
- 7.11 Of this, the Council has received £7.8m of the £235 million distributed to date and would expect to receive in the region of £0.8 million of the estimated £25 million undistributed funding for Council Tax reduction. This would provide a total funding distribution for Council of circa £8.6 million. This is significantly less than the estimated £26 million of net additional costs outlined above and indeed is also less than the estimated net additional costs of the direct impact over the initial emergency response period through to the end of June of circa £12 million.
- 7.12 In the most recent correspondence to COSLA, the Cabinet Secretary for Finance has provided an indication that in the absence of greater financial support from the UK government, there is limited prospect of further resources being made available to local government.

**Extract from correspondence from Cabinet Secretary for Finance to COSLA President, 26<sup>th</sup> May 2020**

*“We will of course make further representation to UKG on the need for further funding and flexibility and would welcome any support COSLA can provide in this respect, however my sense is that the provision of further resources will be limited. Indeed, UKG have already said that the current consequential estimates are estimates and may be revisited and that they will seek savings from Departments to offset some*

*of the costs of the COVID response, which could result in negative consequential for the Scottish Government.*

*I am of course willing to work with you going forward on how we can address any further funding pressures, this includes any costs associated with the strategic framework for the reopening of schools and early learning and childcare provision that has been developed jointly with the Scottish Government and local government. However, if there is not further funding made available to the Scottish Government from the UK Government, it will be extremely challenging to offer further funding to local government.”*

- 7.13 Engagement will continue between COSLA and the Scottish Government in relation to further funding support for local government in response to not just the immediate emergency and the consequential impact on local authority finances, but also the anticipated additional demands that are expected to be placed on council services to support local communities and businesses through the coming weeks and months.
- 7.14 There remains the potential that the UK Government, similar to the already announced position from the Scottish Government, will over the course of the summer move towards announcing a mid-year revision to national budgets for 2020/21. Such revisions may be significant and will take into account:-
- the consequential costs of the rapid and unprecedented scale of financial measures that have been taken in the short term by both the UK and Scottish Governments since the onset of COVID-19 to manage the public health response, support communities, support businesses and protect jobs and support the economy to be in a position to restart as quickly as possible,
  - the significant revisions made to the economic outlooks at both a UK and Scottish level, both in terms of the unprecedented short-term economic impact and the risks that the recovery may not be as immediate and may take longer than first envisaged with risk of longer term economic damage and scarring.
- 7.15 There remains the risk that revision to UK national level financial plans will not be restricted to merely financially accommodating, through for example additional unplanned borrowing, all of the significant spending that has been committed to by both Governments. There is the potential prospect that a revision process will involve a degree of re-prioritisation of spending as part of adjusting the 2020/21 budget and wider medium-term financial plans. In such a scenario there is a risk that this will ultimately filter down and directly impact local government funding in Scotland for 2020/21 and in addition impact, possibly materially, on the Council's medium-term financial outlook.
- 7.16 In the immediate financial context of the council, where
- the significant financial gap between the estimated costs of COVID19 for the Council in 2020/21 as set against the funding distributed to date by the Scottish Government,
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- the indication by the Cabinet Secretary for Finance that there may be limited scope for further funding for local government in Scotland beyond that already provided to date, and
- the uncertain and potentially developing UK national financial position,

there is a need for the Council to begin to pro-actively progress developing a revised and responsive financial strategy. The potential scale of the financial impact that the Council may be required to manage is such that that fully deploying all the existing £6.5 million of unallocated reserves set aside by the Council for emergency events will not be sufficient to address the 2020/21 challenge. This will be a complex process, with limited clarity and much uncertainty linked to both future costs and funding over the course of 2020/21 and it is therefore critical the Council seeks to pro-actively secure a flexible financial strategy to secure immediate financial stability. This is likely to result in both short term choices and reprioritisation for the Council as well as medium to longer term financial implications.

- 7.17 In this context, it was agreed with the Emergencies Board that the Corporate Management Team will begin to progress detailed preparatory work now and over the course of the summer to develop a range of key responses and options that will support the Council's considerations for revisions to the planned budget for the remainder of 2020/21 and actions that will support a reframed medium term financial outlook. In this respect a report is anticipated to be brought back to the September Council meeting for member's consideration.

### **Capital programme**

- 7.18 The Council agreed in March 2020 capital investment plans for housing and general services for the period 2020/21 to 2023/24 which included investment totalling £368 million. In the current financial year, it was planned that spend of £130 million would take place.
- 7.19 The short-term cessation of construction sites and subsequent working restrictions once they re-open as part of the public health response to COVID-19 will impact on the Council's capital plan over 2020/21 and likely the medium term.
- 7.20 The full impact will not be fully understood for some months however it is anticipated there will be significant risk of substantial additional costs arising from live projects as the closedown and subsequent social distancing restrictions drive up costs of operating live construction sites and builds in unavoidable time delays and costs into the completion of projects.
- 7.21 A significant pro-active engagement exercise has already been commenced by officers which will seek to engage contractors early to achieve mutually agreeable adjustments to contract arrangements and avoid potentially expensive, disruptive and protracted legal disputes. In addition, the economic impact on the construction sector and supporting supply chains is anticipated to be significant and it is anticipated there will be increased risks of cost growth over the short to medium term from additional construction inflation which was not previously expected pre-COVID-19, along with significantly heightened risk of contractor failures as firms
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grapple with sustainably managing their way through the impact of COVID-19. This is expected to both delay the timing of planned procurement exercises as well as potentially result in higher costs than would have been expected pre-COVID-19.

- 7.22 Developing a more complete understanding of such issues and risks is likely to take some time to achieve and at which point considerable ongoing uncertainty would be expected to remain over the medium term. However, the risks to the deliverability of the agreed capital plan within the financial envelope set prior to COVID-19 would appear to be escalating, bringing into question the ability of the Council to deliver its infrastructure and housing investment plans and priorities as was envisaged prior to the COVID-19 pandemic. It is therefore likely, that as part of a revised financial strategy, the Council will be required to fundamentally re-assess both the affordability envelope of its capital investment plans as well as the deliverability of it over previously planned timescales. It would appear at this stage, there is a significant risk that there will be a requirement for the Council to re-consider, re-prioritise and re-shape the scale and timing of the capital investment plan that is currently approved.

## **8 Community Impact**

- 8.1 Similar to the financial impact, the wider socioeconomic impacts on local residents, communities and businesses, will develop over time. It is critical that the Council works with partners to monitor and analyse all information available on the impact of COVID-19 and considers what actions can be taken collectively to support those affected.
- 8.2 As set out in section 3 of this report, data on positive cases and in relation to deaths from COVID-19 is published at a local authority area by National Record Scotland on a weekly basis. Data on testing activity will also be published from mid-June. It is very important that we look beyond the published statistics, recognising that bereaved families and friends are processing their grief in very difficult circumstances, or are coping with illness arising from COVID-19.
- 8.3 Emerging data at a national level indicates that COVID-19 is impacting communities in very different ways and most importantly not in an even manner. For example, data has shown that people living in the most deprived areas of Scotland are 2.1 times more likely to die with COVID-19 than those living in the least deprived areas. Officers have been working with analysts in partner organisations to try to look at COVID death rates and the link to deprivation across Renfrewshire's communities. Whilst the publication of detailed information at a local level is not possible due to data sharing agreements, broad analysis at an intermediate zone level shows the death rate due to COVID-19 across Renfrewshire to be significantly impacted by the location of care homes, with the rate for Renfrewshire rural and village areas raised as a result. Analysis also shows that the least deprived areas of Renfrewshire have the fewest deaths from COVID-19.
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- 8.4 Whilst comparison of death rates at a very local level is not possible, it is possible to analyse death rates in Renfrewshire against quintiles within the Scottish Index of Multiple Deprivation. A quintile splits the data into five at a national level, so SIMD quintile 1 has the areas in Renfrewshire that are in the most deprived 20% in Scotland. Analysis at a Renfrewshire level shows that those living in SIMD quintile 3 (average deprivation) experienced the highest rate of COVID-19 related deaths, while those living in SIMD quintile 5 (least deprived) experienced the lowest.
- 8.5 This represents part of a bigger picture and analysis of Scottish non COVID-19 deaths clearly shows a disproportionate number of deaths in the most deprived communities in Scotland during the period of the pandemic to date. Analysis has shown this to be the case for Renfrewshire too, with double the non COVID-19 death rate in the most deprived areas compared to the least deprived areas in Renfrewshire. Health indicators are a component of the SIMD and the link between deprivation and poor health outcomes is well known.
- 8.6 However, while SIMD analysis provides one helpful way of understanding the characteristics of our communities, we know that deprived people don't always live in deprived communities and there will be people and families struggling across all areas of Renfrewshire. Recognising this, our recovery response must consider a mixture of locality-focused and Renfrewshire-wide approaches.
- 8.7 Across Scotland and the UK, research, analysis and commentary has also been published relating to the factors impacting death rate – deprivation sits alongside age, gender, ethnicity and even occupation as contributory factors for an individual's survival chances.
- 8.8 With our most deprived areas experiencing an increased death rate, this inequality impacts disproportionately on the communities least equipped deal with the socioeconomic impact of death in terms of resources. In addition, those already experiencing physical and mental ill health are likely to find their conditions more difficult to cope with whilst trying to grieve through the constraints and anxieties of lockdown. Children and young people, already with routines disrupted and isolated from their grandparents and their friendship groups may find their sense of loss compounded and their natural anxieties heightened following the loss of a loved one. The lack of usual mourning rituals, including physically supporting family or ability to attend funerals, may impact the grieving process and cause longer-term trauma to bereaved families and friends. When planning recovery, it is important to ensure this area is adequately considered and that the Council works closely with partners and third sector providers to ensure families are given the support and care needed.

### **Economic Impact**

- 8.9 As the lockdown is beginning to ease in Scotland and the immediate impact of the virus, in terms of health, seems to be suppressed within the community, increasing
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focus is being placed on understanding and mitigating the ongoing impact of the virus and the necessary lockdown restrictions on the economy.

- 8.10 Before the COVID-19 pandemic began NOMIS data based on December 2019 data returns showed that the Renfrewshire economy included:
- 93,000 economically active residents; including about 4,000 unemployed
  - Gross weekly full-time average earnings of approx. £625 per person
  - 4,600 private businesses
  - GVA of approx. £3.4 billion
- 8.11 The largest sectors of the Renfrewshire economy by number of employees are listed below. Between them these 6 sectors account for about 2 out of every 3 jobs in the area:
- Manufacturing
  - Retail
  - Transport / logistics
  - Hospitality
  - Public Health
  - Public Administration
- 8.12 Various pieces of analysis have been undertaken, mainly at a national level, to try to predict the impact on the economy from the current pandemic.
- 8.13 KPMG have provided an analysis of GVA impact at local authority level across the UK. For Renfrewshire they estimate that GVA could fall by almost 12% in 2020. This compares to a Scottish average of 10% in the same study. In their analysis only 4 Local Authorities are predicted to fall further than Renfrewshire – these are South Ayrshire, Angus, Aberdeenshire and Aberdeen City. However, the same study also predicts a significant “V-shaped” recovery with GVA bouncing back in 2021 to grow by just over 13% in Renfrewshire. Only Aberdeen City and Aberdeenshire have higher predicted levels of growth for 2021.
- 8.14 Glasgow City Region’s Intelligence Hub has also done some analysis of possible impacts. This analysis has been undertaken at the city-region level as they are currently unable to disaggregate the analysis to individual local authorities. They have examined various scenarios for where the regional economy could end up in 2020 post COVID-19 and believe the number of jobs lost could be between 60,000 and 100,000 across the City Region. The highest predicted level would equate to about 1 in every 8 jobs in Glasgow City Region being lost. They have highlighted sectors at particular risk as including retail, arts & entertainment, hospitality and construction.
- 8.15 Officers are at an early stage of preparing an Economic Recovery Plan for Renfrewshire. Initial discussions have been held with the Renfrewshire Economic Leadership Panel (made up of local businesses and public agencies) and currently a survey is being undertaken with up to 10% of businesses to better understand the impact of the COVID-19 restrictions on the local economy and also how support could be provided via the Council and its partner agencies to these companies during the recovery phase.
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8.16 Within Renfrewshire the initial data coming through on the impact of the lockdown on unemployment is of concern. Emerging data suggests a rapid and prolonged increase in unemployment which will affect local communities differently depending on the nature of the local labour market as sectors will experience different outcomes.

8.17 The latest NOMIS unemployment statistics were released on 16 June 2020 and included figures for May 2020.

	Claimant numbers	Of which male	Of which female	Aged 18-24	Aged 25-49	Aged 50+
March 2020	4015	2655	1360	745	2250	1000
April 2020	6675	4390	2290	1130	3845	1670
<i>difference</i>	<i>+ 66%</i>	<i>+ 65%</i>	<i>+ 68%</i>	<i>+ 52%</i>	<i>+ 71%</i>	<i>+ 67%</i>
May 2020	7565	4940	2625	1365	4305	1860
<i>Increase since April</i>	<i>+13%</i>	<i>+12%</i>	<i>+15%</i>	<i>+21%</i>	<i>12%</i>	<i>11%</i>
<i>Increase since March</i>	<i>+88%</i>	<i>+86%</i>	<i>+93%</i>	<i>+83%</i>	<i>+91%</i>	<i>+86%</i>

8.18 The Claimant numbers for Renfrewshire (reflecting those claiming benefit due to unemployment) rose by an additional 890 over the month of May, a 13% increase on the April figures. The overall change since the COVID-19 lockdown in March shows an increase of 3,550 or 88%.

8.19 The Council is yet to see figures that reflect the full force of the economic impact of the pandemic. Those who are on furlough are classed as being ‘in employment but temporarily away from work’, so their pre COVID-19 labour market status has essentially been frozen.

8.20 As the unwinding of the furlough scheme takes place over the next 6 months –and firms make decisions about future workforce needs– employment relationships may change and at that point larger increases in unemployment claimants are currently expected.

8.21 Another indication of the economic pressures facing the community comes from the Universal Credit caseload figures provided by the DWP which also increased significantly between March and April this year with provisional figures showing a 49% increase, moving from just over 8000 cases to just under 12,000 cases. This was the single biggest monthly increase in these figures since Universal Credit went live in Renfrewshire in September 2018. While Universal Credit can be paid to working families in the form of income support or housing benefits, at the same time, between March and April the Council’s Housing benefit caseload remained

relatively unchanged with only a marginal decrease of about 2%. This indicates that these working age customers are likely to be new claimants and not those in the process of switching from Housing Benefit (legacy benefit) to Universal Credit.

- 8.22 Increasing numbers of Universal Credit applications are also predicted for May and June 2020 based on a pattern of increased awards for Council Tax Reduction. Council Tax Reduction provides support for Council Tax to customers and applications are made directly to the Council, often supplementing Universal Credit applications. Normally Council Tax Reduction caseload is relatively static however it has grown by 7.5% since the start of April and significant numbers of applications are continuing to be received.
- 8.23 Early indications are that so far, the changes in the labour market brought about by COVID-19 have had the biggest immediate impact on those on the lowest incomes and in the most precarious, least secure jobs – temporary jobs and those on zero hours contracts. It is also expected that those becoming unemployed or displaced in the labour market as furlough comes to an end are in jobs likely to disproportionately impact on young people, women, those with disabilities and minority groups.

## **9 Moving Forward**

- 9.1 During COVID-19, Renfrewshire Council, alongside the wider public sector, has been focused on ensuring that essential services and support are provided across Renfrewshire's communities. There is an ongoing need to respond to the crisis and to deliver on new requirements at pace and scale, whilst looking to the future as we restart, recover and renew our approach at a local level.
- 9.2 As set out in both Renfrewshire's Community Plan and our Council Plan, we want to work together to create a thriving and connected Renfrewshire, where there are opportunities for all. The outcomes that the Council is working to achieve, remain the right outcomes to focus on in partnership, however the context in which the Council is working has changed significantly due to the COVID 19 pandemic.
- 9.3 Local recovery planning arrangements are now being progressed for Renfrewshire, which will be taken forward jointly with residents, communities, partners and businesses. This will focus on:
- incrementally restarting service provision in line with national guidance
  - rebuilding levels of service capacity, confidence and resilience and supporting reconnection with communities and residents.
  - reimagining / building better and resetting – Renfrewshire's ambition and vision for the future
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- 9.4 These plans will be developed on an interim basis, recognising that the impact of the pandemic is likely to be deeply felt over the medium to long term, and there will be a requirement for Council services to continue to operate flexibly to meet the changing needs and behaviours of local communities, potentially providing new services or adapting others to reflect emerging Scottish Government guidance and considering the resources available at each stage. Our organisation will need to remain resilient and be able to respond to a potential cycle of lifting and easing of lockdown measures in order to support the suppression of the virus.
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## Implications of the Report

1. **Financial** – although at this stage not fully 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** – The report sets out the changes to the Council's governance arrangements in response to the Covid-19 emergency and provides details of the key pieces of UK and Scottish legislation enacted during the emergency"
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5. **Property/Assets** – As outlined in the paper, the majority of Council facilities have remained close to comply with the initial lockdown guidance. As facilities start to open in line with the Scottish Government Routemap, adjustment may have to be made to physical spaces to allow for physical distancing and to comply with relevant guidance. This will also apply to outdoor assets.
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.
  - (b) As outlined in the report itself, the Council will need to continue to monitor the impact of COVID-19 and the disproportionate impacts it may have on certain communities or groups of people across Renfrewshire, including in relation to poverty, ethnicity, gender and disability amongst other protected characteristics.
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** – The ongoing pandemic has and will continue to have a significant impact on existing contractual obligations and on the procurement of future goods and services required by the Council.
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** – COSLA Leaders have continued to meet very fortnight during the crisis and there has been ongoing dialogue in relation to emerging issues, with specific work being undertaken in relation to the significant financial constraints facing local authorities and education recovery amongst others.
13. **Climate Risk** – The pandemic has led to fairly significant changes to behaviours in terms of the mode and level of transport use and there are a range of emerging opportunities to promote active travel going forward. The Council has committed to work towards having net zero carbon emission by 2020, and the impact of COVID 19 will require to be reflected in future climate planning arrangements.

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#### List of Background Papers

None

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## Appendix 1 – Reports approved by the Chief Executive under delegated authority

Report Title	Summary
Contract Authorisation Report – Access to Counselling Services	This report relates the provision of counselling services to school children, covering primary from age 10 and secondary schools. There is a current contract in place but this expires at the end of June and at this time in particular, children’s services are keen to ensure that counselling services available for young people who need them. The report recommended award to Therapeutic Counselling Services Limited, the contract term is 3 years and the maximum value across the full 3 years will be £900,000.00 (ex VAT).
Framework Agreement for Traffic Signals, Planned and Unplanned Maintenance	The report recommended the award of a contract to Dynniq UK Ltd. The contract term is 4 years with a maximum total spend across the 4 years of £800,000 (ex VAT). The service to be provided was classed as an Essential Service. The existing contract was due to expire on 13 May therefore the Chief Executive was asked to use her Delegated Authority to authorise the award of this contract to ensure that there was no break in the provision of maintenance services for traffic signals.
Framework Agreement for the Provision of Connectivity as a Service	<p>The report recommended the award of a Framework Agreement with a single Service Provider for the provision of digital connectivity to Council sites, meeting the Council's current and potential future connectivity needs as they evolve during the Framework Agreement Period, to Commsworld Limited. The framework period is 15 years with an option to extend for up to a further 5 years and the ceiling spend set for the full 20 year period is £100 million. The report also requested authority to proceed with award of the first 4 call off contracts as follows:</p> <ol style="list-style-type: none"> <li>1. Wide Area Network Services (WAN) at a value of £12.982 million excluding VAT to replace the existing contract which expires in March 2022;</li> <li>2. Internet Connectivity at a value of £95,008 excluding VAT to replace the existing contract which expires in May 2021;</li> <li>3. Public Space CCTV Connectivity at a value of £906,516 excluding vat to replace the existing contract which expires in May 2021;</li> <li>4. Urban Traffic Control at a value of £1.351 million to replace the connectivity element of the existing contract will expire in March 2021.</li> </ol>
Award of Funding to Engage Renfrewshire	Funding of £360,610 was allocated to Engage Renfrewshire in its role as third sector interface, in relation to the financial year 2020/21. The report noted that the funding has been agreed annually since 2018, with no increase proposed for 2020/21. It is intended that a full review is undertaken to consider all options for the future in terms of all of the Council’s funding to support community capacity and empowerment locally.

<p>Amendment to Renfrewshire Leisure's Articles of Association</p>	<p>It was agreed to amend Renfrewshire Leisure's Articles of Association: to reduce the minimum number of directors appointed to the board from nine to eight; to introduce a notice period of three months for directors resigning from the board and; to amend the wording for the appointment of independent directors.</p> <p>The report noted that as a result of the resignation of one of the Directors and due to the current Covid19 pandemic, the appointment process, which is being supported by a professional recruitment agency, remains live to find appropriate candidates with the skills to take the organisation forward. However, the requirement, as set out in section 7.3 of the Articles, for independent directors to be from the Renfrewshire area is proving challenging and is limiting potential candidates with significant experience in the sector from being appointed to the board</p>
<p>Houston Shopping Centre - Request for Landlord's Consent</p>	<p>It was agreed that the request for landlord's consent from Pars Properties Ltd to build two new retail units within the leased area and to extend and amalgamate three existing units into one, all in accordance with clause sixth (f) of the Lease, be approved. The Council will benefit from a rent review upon the occupation of each completed unit, authority was granted to the Head of Property and the Head of Corporate Governance to conclude the lease amendment to record the grant of landlord's consent and alterations to the rent review clause on the terms and conditions contained in the report.</p>
<p>Paisley (TH/CARS2): Extension of the Project and Grant Award for 20 New St, Paisley</p>	<p>Approval was granted to award a third-party TH/CARS2 grant, subject to approval by the funders NLHF and HES, for a building repair project at 20 New Street, Paisley. In order to maintain momentum with the grant process and to enable the grant applicant to make the necessary preparations to ensure that the building repair works are ready to be implemented when the current lockdown is lifted, it was necessary to approve the award of grant now rather than delaying the process. This report also noted the extension of the TH/CARS2 programme to December 2022, approved in principle by both NLHF and Historic Environment Scotland.</p>
<p>HEEPS Funding 2020/21</p>	<p>It was noted that the Council had been notified of its allocation of £1,654,486 for qualifying projects as part of the 2020/21 HEEPS:ABS programme and had been invited to submit suitable projects for this allocation. The report seeks authority to submit the application to the Scottish Government for funding in line with this allocation. The Director of Communities, Housing and Planning Services was authorised to submit an application for funding in line with Scottish Government guidance in this regard; and to oversee delivery and operational management of the programme and note that a further report will be submitted confirming the outcome of the HEEPS:ABS application</p>

## Appendix 2 : Summary of key policy changes

1. Since the emergence of the pandemic and the associated lockdown, the Corporate Management Team have been focused on ensuring that essential services and support continue to be provided across Renfrewshire's communities. As has been reported to the Emergencies Board each week, there has been an ongoing requirement to respond to the crisis and to deliver on new requirements at pace, in relation to issues such as, for example, shielding, PPE and testing amongst many others. Key policy changes are summarised in the table below for information:

### Community Wellbeing

- Early in the pandemic crisis the Chief Medical Officer wrote a letter to those people considered to most clinically vulnerable, to advise them to shield and strictly self isolate for a period of 12 weeks. To enable this, local authorities and HSCPs were asked to support local people to access food and medicine, and wider services required. In Renfrewshire over 6000 local people have been asked to shield.
- A Local Assistance Team was put into place to provide this emergency support, with staff making contact with 94% of local people asked to shield and have received over 6800 calls directed through the Council helpline.
- Over recent weeks the focus of the Local Assistance Team has been on conducting welfare calls to all of the vulnerable people being supported to ensure that they are connected with relevant services and support from mainstream services, partners, volunteers and third sector agencies.
- A national helpline was established by the Scottish Government in April 2020, which people could call to access support if they were struggling to access food or medicine, or needed support with getting online or mental health and wellbeing. Almost 1000 calls have been directed through the national helpline to Renfrewshire Council, with emergency support also provided to people in this category, many of whom have not previously had to engage with the Council for support.
- Community groups and third sector organisations mobilised very quickly to assist local people who needed support such as emergency food provision. The Council's Partnerships and Inequalities Team worked with Engage Renfrewshire to form a community food network which ensures that national resources including food and funding are directed to organisations working with vulnerable people across Renfrewshire who are experience the greatest barriers to food access. A range of national funding streams are available for community and third sector organisations across Renfrewshire to access to support the COVID-19 response, as well as the sustainability of their existing organisation. 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 to date.
- A national campaign called Scotland Cares was launched to encourage people to volunteer to support the pandemic response. Over 50,000 people signed up to volunteer in Scotland, with over 1100 registering in Scotland. At a local level officers worked closely with Engage Renfrewshire to develop our local volunteering response through the Renfrewshire Volunteer Reserve Bank. Local volunteers are at the heart of the neighbourhood hub model which is being developed by Council officers and partners as a mechanism to provide locally based support for communities and individuals.

- The Council has been asked to support the Connecting Scotland programme which will offer an internet connection; training and support; and a laptop or tablet to vulnerable people who are not already online during the response to COVID-19. Eligible digitally excluded people will be identified by local authorities and third sector organisations and offered a device with a mobile internet data package, which will be delivered to their homes. 230 devices will be available in Renfrewshire, and the Council will work with local community and third sector partners to facilitate this programme locally. Volunteers from the neighbourhood hubs will play a key role in supporting this programme locally.

### **Children and Families**

- Linked to the closure of all schools from 20 March, all local authorities were required to establish childcare hubs to support the children of key workers and also some of our more vulnerable children and families. 7 hubs were established across primary, secondary and ASN provision which have provided support to in the region of 250-350 children each week.
- Local authorities were required to put in place measures to support children who would no longer receive a free school meal due to school closure. In Renfrewshire a term time payment of £11.25 per week per child has been made via BACS transfer to families impacted.
- Staff from across education and childcare services have supported local children to undertake home learning following the closure of education and childcare facilities on 20 March. Each school has devised local plans and arrangements and have developed processes and 400/500 tablets and chrome books have been allocated to individual pupils and families to support home learning.
- Regulations to allow a limited number (450) of short-term prisoners nearing the end of their time in custody to be released early were laid in Parliament to help tackle the coronavirus (COVID-19) outbreak. The scheme is limited to those sentenced to 18 months or less and who on 4 May have 90 days or less left to serve in custody. 10 prisoners from Renfrewshire were released through this scheme.

### **Testing, PPE and Wider Support**

- The organisation has responded to different developments at a national level in terms of coronavirus testing. 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 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.
- Initially the testing was available to specific groups of key workers (including health and social care staff), and groups of people within the community experiencing symptoms. Testing is now available to any person aged over 5 who displays any of the key symptoms of coronavirus. Services across the Council continue to be supported by HR&OD to refer eligible employees and their households for testing.
- In May, the Scottish Government published its test, trace isolate and support strategy, which sets out plans to disrupt community transmission of the virus going forward, by testing people at scale in the community who have symptoms consistent with

Coronavirus. Close contacts of those impacted will be traced and asked and supported where necessary to self isolate. The programme which is formally named Test and Protect, was launched on 28 May 2020, with the Council being required to support people to self isolate by assisting them with emergency access to food, medicine and in extreme circumstance accommodation. Two FTE equivalent Environmental Health Officers have been deployed for a 3 month period to support contact tracing within NHS Greater Glasgow and Clyde.

- Environmental Health Officers have also worked alongside the 5 other local authorities in the Greater Glasgow and Clyde Health Board area to develop a temporary morgue to alleviate pressure on hospital morgues that might be experienced during this time. The facility is based at Hillington within the Glasgow City Council boundary and was fully operational by 21 April 2020. The site will remain available to ensure a dignified place of rest for the deceased within the health board area should it be required until the end of the pandemic.
- Access to Personal Protective Equipment has been a significant challenge throughout the pandemic, with pressures being experienced in terms of supply and distribution at a local and a nation level. Guidance on use of PPE by staff undertaking roles across the Council and the HSCP has been updated on an ongoing basis. A local PPE hub was established in Renfrewshire to ensure the effective distribution of supplies to health and social care providers across the area.
- The corporate procurement unit (CPU) have also actively supported the sourcing of PPE stocks for the Council and Renfrewshire Health and Social Care Partnership (RHSCP). Levels of supplies have now stabilised to some degree and 7 days of supplies are now being held at any one time.
- In recent weeks, Scotland Excel have developed a co-ordinated response to the procurement of required levels of PPE across local authorities in Scotland.

### **Health and social care**

- In May 2020, Jeanne Freeman, Cabinet Secretary for Health and Sport wrote to all health boards, local authorities, Health and Social Care Partnerships and care home providers, to implement new arrangements intended to strengthen oversight of care home activities during the current pandemic. From 18 May, clinical and care professionals at NHS boards and local authorities were designated as having a lead role in the oversight of care homes in their area, with every health board and local authority requiring to put in place a multi-disciplinary team comprised of key clinical leads and the area's Chief Social Work Officer. The role of the Executive Nursing Director within each health board has also been varied to be accountable for the provision of nursing leadership, support and guidance within the care home and care at home sector. Escalation procedures for significant issues have also been put into place through the health board and local authority to Scottish Government
- Each health board has prepared a mobilisation plan, effectively outlining the roadmap for a return to normal levels of health and social care provision. Renfrewshire HSCP has engaged in these discussions within NHS Greater Glasgow and Clyde, and at a local level with its Integration Joint Board.
- Specific testing arrangements in relation to care homes have been introduced and developed further as the pandemic has continued. A programme of priority testing for homes were care home residents become symptomatic, as well as an ongoing

surveillance testing programme for non-symptomatic residents and staff is now in place. Patients being discharged to a care home from hospital are also subject to testing before admission. In early June 2020, local authorities were to report weekly on planned and actual testing across care homes, and this information is also published by the Scottish Government on a weekly basis.

### **Support for business**

- On 12 May 2020 the Chancellor of the Exchequer announced that the UK Government would extend the furlough scheme until the end of October 2020. Furloughed workers will continue to receive 80% of their current salary, up to £2,500 per month up to end of July 2020 with additional flexibility being considered that would be built into the scheme from August to support employees back to work and to share the costs of the scheme with businesses
- Local Authorities have been delivering 2 business grant programmes on behalf of the Scottish Government since 24 March 2020:
  - The first is a £10,000 grant for businesses in receipt of the small business bonus scheme aimed at supporting those in premises with a rateable value of up to £18,000 annually.
  - The second is a £25,000 grant for businesses in the retail, hospitality and leisure sector occupying premises with a rateable value of between £18,001 and £50,999 annually.
- Multi property grants are now available, with additional support schemes available to support people with self-employed status.
- As at 9 June, over 2700 Coronavirus Business Support Fund applications have been processed by the Council, with 2075 grants awarded. This equates to £23.4 million of funding support.

### **General policy changes:**

- 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. The Council expressed an interest in the fund at an early stage and has had positive engagement with Sustrans on projects which include temporary footway widening around busy amenities such as shops and pharmacies and in relation to main arterial routes.

### Appendix 3: Local Government Data Dashboard Submission - 12 June 2020

Ref	Indicator	Value	Data as at date	Comments
S3	Total number of individuals on shielding list in contact with LA	5785	8/06/20	
S5	Number of individuals assessed to be in need of food delivery but not pharmacy	89	8/06/20	This shows number of new individuals for week 1 <sup>st</sup> to 8 <sup>th</sup> June
S7	Number of individuals assessed to be in need of pharmacy delivery but not food	4	8/06/20	This shows number of new individuals for week 1 <sup>st</sup> to 8 <sup>th</sup> June
S9	Number of individuals assessed to be in need of both food and pharmacy delivery	0	8/06/20	This shows number of new individuals for week 1 <sup>st</sup> to 8 <sup>th</sup> June
S12	Number of individuals who received other services	0	8/06/20	This shows number of new individuals for week 1 <sup>st</sup> to 8 <sup>th</sup> June
NS2	Total number of individuals calling helpline in LA area	7565	11/06/20	
PP1	How many children (including unborn babies) were added to the child protection register in the last week?	1	10/06/20	
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	10/06/20	
AB5	Overall % of staff on Sickness and Special Leave	14%	05/6/20	
R1	Total Number of Deaths Registered	664	10/6/20	This will now be reported as the cumulative position from 30 <sup>th</sup> March. 198 Renfrewshire residents had a death registered which mentioned COVID-19, up to 7 <sup>th</sup> June
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	583	10/06/20	
CH5	Total number who physically attended today (excluding those that only attended for a free school meal)	517	10/06/20	
FSM1	The total number of children and young people for whom vouchers, direct payments or home deliveries have been provided for	7,583	10/06/20	
BG1	Numbers of Coronavirus Business Support Fund grant applications	2,748	9/06/20	This includes both small business grants and retail, hospitality and leisure grants.
BG2	Number of Coronavirus Business Support Fund grants awarded	2,075	9/06/20	As above.
BG4	Total value of Coronavirus Business Support Fund grants made	£23,410,000	9/06/20	As above.
H7	Total number of Homeless applications received in the month	78	31/5/20	
H20	Current tenant arrears - end of period	£2,299,400	31/5/20	
HSCP1	Total Projected Additional HSCP Expenditure	£26,919,519	27/5/20	
HSCP7	Total all categories delayed discharges	26	8/6/20	
ASP1	Number of Adult at Risk / Adult Protection Referrals over the last week	20	10/06/20	
ASP2	Number of Adult Concerns (from Police Scotland) over the last week	31	10/06/20	
ASP3	Number of adults that were subject to an adult support and protection investigation over the last week	4	10/06/20	

## Appendix 4: Current operational update

### Children's Services

- Schools and early learning centres were closed on 20 March 2020 as part of the lockdown. While most buildings have been closed, learning has continued from home, with staff engaging remotely with children and young people.
- Emergency childcare provision has been established in some premises for the children of key workers and vulnerable families.
- As set out in the Scottish Government's Routemap it is intended that school and childcare facilities will reopen to pupils on 11 August 2020 with a blended approach of learning at home and in school. Officers are currently developing plans for the return of pupils and will be required to submit a Local Phasing Delivery Plan to Scottish Government to confirm these arrangements
- Staff returned to school buildings prior to the end of the current session in June 2020 on a phased basis, with headteachers and senior managers returning first, followed by teachers and in the final weeks of the current session by pupils that will be transitioning into Primary or Secondary education at the start of the new term in August. This has allowed time to ensure schools are ready to receive children and young people and that all appropriate measures have been put in place to protect both children and staff. In addition, this has given the opportunity to plan for implementing a blended learning approach with pupils attending schools on a part time basis when the new term commences on 11 August 2020.
- The existing childcare hubs closed on Monday 8<sup>th</sup> June with all participating children having returned to their home school for the final weeks of the term. The Council is required to continue with the operation of the childcare hubs for the children of key workers and vulnerable children over the summer and into the new school term in August.
- The service recently consulted with parents on their experience during lockdown, and continue to engage with the teaching unions on all key aspects of local planning for school return

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

- The protection of Renfrewshire's most vulnerable children and adults remains a priority. Social work staff from both children's and adult services are maintaining regular contact with those identified as most vulnerable through home visits or virtual contact. All social work visits are being undertaken using appropriate social distancing measures and all staff have access to appropriate PPE.
- Children's services are operating a hub from St. James' Street and can schedule appointments where required for a small number of people unable to be visited at home or provided with advice via the telephone.
- 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.
- 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.
- Criminal Justice has maintained regular contact with the highest risk offenders and those with highest needs. The high needs service users are mainly vulnerable women. The Unpaid Work scheme has been suspended on a temporary basis, as have Court operations. 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

### **Communities, Housing and Planning**

- Most Housing Services have been delivered remotely since lockdown measures were introduced at the end of March. While the local housing offices and homeless services offices have been closed to visiting members of the public, staff have quickly and positively adapted to working remotely to continue to deliver essential services to tenants and other services users. Staff who have been making essential visits to tenants, high rise blocks, temporary accommodation and sheltered housing complexes have all been provided with guidance and PPE as required.
- Advice and assistance is being provided by telephone on a 24/7 basis to people who become homeless or are at risk of homelessness and temporary accommodation continues to be made available to people who need this. While most of the temporary accommodation provided to date has been self-contained furnished flats, it has been necessary to make some use of B&B accommodation.
- Routine lettings have been suspended, but it is possible to rehouse applicants with critical housing need including homeless people and those with other urgent needs if wraparound services can be arranged to allow the safe movement of people and to facilitate safe living arrangements (such as adaptations, essential furniture and fittings, utility connections, homecare services).
- The normal processes for dealing with rent arrears have been suspended, and officers are proactively contacting tenants where there have been missed rent payments or changes to rent payment patterns to offer advice on accessing benefits and other support services as appropriate. Housing Options advice is still being provided remotely and new housing applications are being registered, but numbers are well below normal monthly activity.
- The concierge and caretaking service within high rise blocks has continued to operate throughout, and all 14 high rise blocks have daily fire safety checks carried out. Wellbeing calls with appropriate physical distancing and PPE, are also being made to tenants in the amenity flats at Glencairn Court by concierge staff.
- In order to avoid non-essential visits to tenants' homes, routine and non-emergency repairs have been suspended. Only emergency repairs and gas servicing works are being undertaken in tenanted properties.
- The statutory gas servicing process has continued as normal throughout the lockdown period with tenants contacted 8 weeks in advance of their service date to arrange their appointment and to date, the vast majority of services have been carried out within the required 12-month timescale.

### **Community Protection**

- In the Community Safety Partnership, Daily Tasking is continuing on a daily basis with Police and the Council triaging relevant incidents and ensuring they are passed to relevant agencies for action in line with the normal process.
- MARAC is also continuing to meet as normal using MS Teams to consider high risk domestic abuse cases. Arrangements have also been put in place to conduct Prevent Multi Agency Partnership (Counter Terrorism) case conferences if required, using the same technology.

- The CCTV Hub continues to be staffed and public space cameras are fully operational, supported by targeted Wardens patrols in mobile CCTV vehicles. These patrols continue to be deployed to respond to incidences and hotspots identified through daily tasking and complaints.
- An area for increased activity in terms of business regulation was the Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 which were enacted on 27 March, with powers for Councils to visit and prohibit businesses that were not compliant with the Regulations. In line with the Council Integrated Enforcement Policy, businesses have been supported by officers adopting an “engage, explain, encourage and then enforce” model which affords people the best opportunity to comply before any enforcement action is taken.

## **Environment and Infrastructure**

Employees within Environment and Infrastructure were deployed to deliver only essential frontline services during the lockdown period:

- Burial Service – Both Admin & Lair Management
  - Building Cleaning
  - Street Cleaning – Litter Bin Emptying & sweeping of priority areas
  - Emergency Housing & Public Building Repairs
  - Waste Collections
  - Emergency Response – Weather/Traffic Management & Road Defects
  - Vehicle Maintenance – vehicles for Priority Services
  - Drivers – to support service priorities & new service requirements
  - Essential Catering
- 
- A large number of day-to-day environment and infrastructure services were suspended, including large parts of building services and the grounds maintenance service with employees redeployed to support the continued delivery of essential services. Some of these are new services focused on responding to the COVID-19 pandemic – in particular the support provided to the Local Assistance Team to prepare and make deliveries of emergency Food supplies to shielded and vulnerable individuals across Renfrewshire.
  - As the lockdown eases Local Authorities across Scotland worked together with COSLA, Waste Regulators and the Scottish Government to agree a national approach to the reopening of household waste recycling centres, on a phased basis. In Renfrewshire all five household waste recycling sites reopened from 1 June 2020, initially accepting bagged household waste only.
  - Outdoor work including a programme of grass cutting is now underway.
  - Roads maintenance and buildings services are beginning to make arrangements to recommence activities in line with the Scottish Government routemap and phasing approach. Sector specific guidance is also being issued by the Scottish Government to provide further direction to support the phased reintroduction of these services over coming weeks as part of future phases of the routemap.

## **Health and Social Care Partnership**

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.

## **Care Homes**

- The greatest impact of COVID-19 is in the population of older people and people with underlying health conditions, in particular in care homes. Renfrewshire has 22 care homes with an available bed capacity of 1,320 spaces. Sadly, 111 people have now been reported by care homes as dying with COVID-19 since 18 March 2020.
- From April, NHSGGC established a new testing pathway for symptomatic residents in all residential and nursing homes across the NHSGGC area and took steps to ensure that people discharged from a hospital based setting to a care home had been given two tests and that those were clear prior to discharge. All new residents and returning residents are also cared for in isolation for a period of 14 days isolation as part of infection control measures.
- The Scottish Government has indicated that there is likely to be a public inquiry in relation to the national response to the coronavirus pandemic. It is anticipated that within this process there will be a focus on people who were discharged to care homes.
- On 20 May 2020 the Interim Chief Medical Officer issued updated guidance to medical practitioners for death certification during the COVID-19 Pandemic. 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.
- In line with national guidance a local multi-disciplinary team of key clinical and care leads has been established to support care homes in responding to the challenge of COVID-19 and to provide the best care possible for residents
- One local care home has experienced a significant number of residents who have tested positive for COVID-19. Additional support has been given 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. An additional Staff Nurse has also been provided by the HSCP to the care home to supplement their staffing levels and 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.

### **Care at Home**

- At present, Renfrewshire HSCP is continuing to support approximately 1,600 service users through its internal and external Care at Home services.
- Catering services for Home Care, Care Homes and Community Meals and to provide care packages for vulnerable residents have been delivered by a consolidated service, supported by Environment and Infrastructure. Residents continue to receive two meals per day which are now delivered in one visit.
- As Phase 1 of the Scottish Government routemap is implemented a gradual, risk-based approach to extending HSCP 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.

### **Chief Executive's Service**

- Meetings of the Chief Officers Group have moved from a quarterly frequency to monthly, and the Adult and Child Protection Committees have also been convened outwith usual meeting cycles to ensure robust oversight of protection issues.
- Effective communications have been absolutely critical to the Council response to the COVID-19 Pandemic. To support public communications, wherever possible the public have been signposted to reliable information from the NHS and Scottish Government – with the Council internet provision being rebuilt to facilitate a clear and effective source of information as a single source of truth on all relevant issues supported by effective sharing of vital and up to date information on all relevant social media platforms. The Council public website, social media channels and information line have been the main sources of live information for local people.
- Elected Members, Managers and employees have been updated on a regular basis. Updated guidance for employees has been made available on the public website and intranet with links to the latest information and advice on the NHS Inform website. Weekly messages from the Chief Executive have been issued. Information has been cascaded weekly to frontline workers supported by public health information posters in place around Council buildings, facilities and fleet.
- Given the current restrictions, and in line with other national events, and national guidance, the summer and autumn 2020 events programme, through to and including the Halloween Festival, has now been cancelled. This includes Renfrew and Barshaw Gala Days, Johnstone Fire Engine Rally, Sma' Shot day and Doors Open Day. A digital programme for Sma' Shot day has been developed so that this date continues to mark and honour local workers.

## **Finance and Corporate Services**

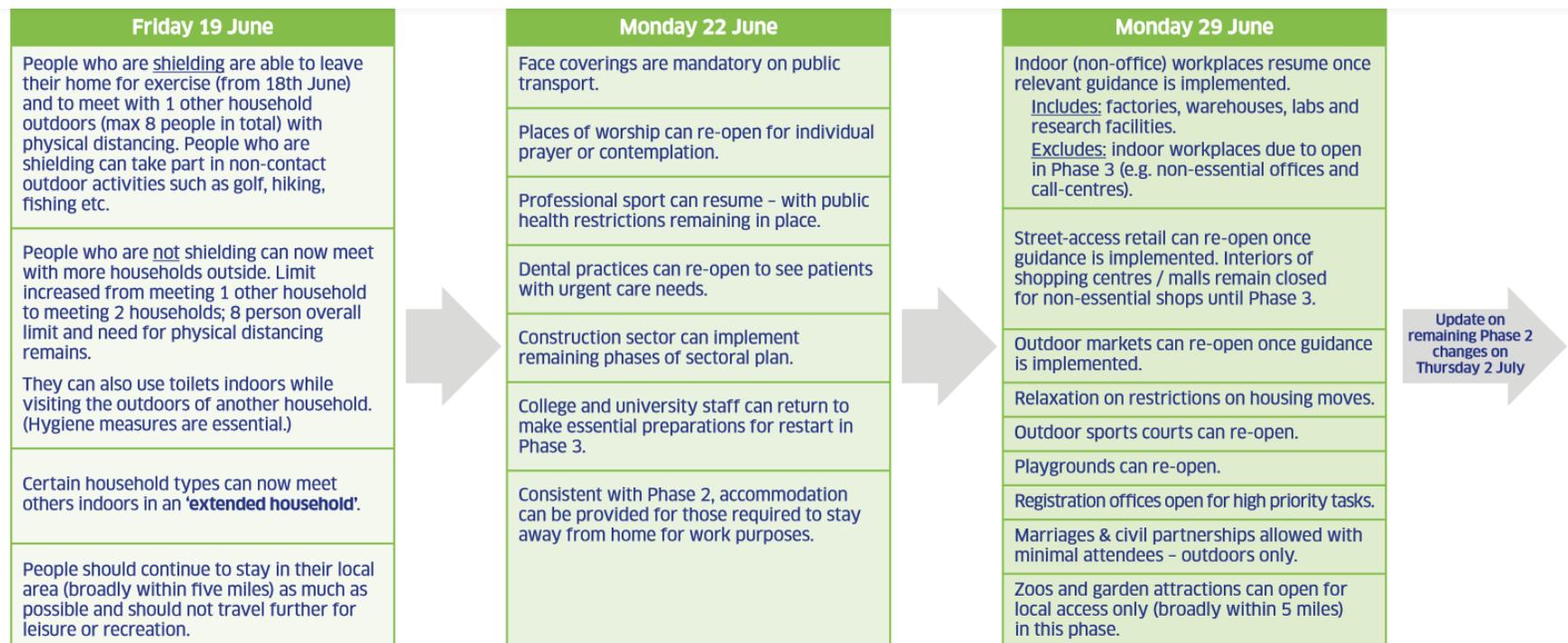
- Finance and Corporate Services employees have been mainly working from home since the lockdown. All service areas are coping well despite high demand in certain areas e.g. customer services and supporting the Scottish Welfare Fund. The Council Contact Centre has also developed new areas of work to support the Local Assistance Teams providing support to shielding and vulnerable residents and to provide support for national helplines at a local level in line with Scottish Government response expectations and guidance.
- The Registration Service initially extended opening hours to cover weekends and bank holidays. This has now been reduced to 6 days per week. This was required to improve the way in which information on the number of COVID-19 related deaths is recovered, making information available seven days per week on the numbers of deaths registered. The service is currently operating from the Community Safety Hub.
- Guidance on the use of PPE, has been regularly reviewed and updated throughout the lockdown period and has been consistently updated and disseminated to all relevant employees together with appropriate training in the proper use of PPE. The Council's Health and Safety team have worked with all relevant Council services to develop risk assessments which reflect PPE requirements, which are kept under regular review.
- UK Government guidance required the Council to allow staff to self-isolate in line with government advice aimed at reducing the spread of infection. A significant number of employees have also been required to minimise their contact with others and are consequently unable to carry out normal frontline duties – because they have an underlying health condition that places them at risk and they have been advised to stay at home. These employees have been supported to continue working from home - either in their own role where practical or fulfilling alternative roles that support priority frontline services. Currently around 1,000 employees have been redeployed within their Services to focus on the delivery of priority services for the community. Just over 200 employees have been redeployed into a range of other roles across council services such as drivers and call handlers.
- The Health and Wellbeing of employees has been a key priority for the Council especially as so many are working in unfamiliar roles. With more employees working from home, delivering essential services and adjusting to life following the current government guidelines, it has been important that they have access to the right support, information and advice to help them stay safe and healthy. The HR & OD Team have been working collaboratively with partners, such as Renfrewshire leisure and the Health and Social Care Partnership, to provide a package of Mental Health and Physical Wellbeing support that is accessible for all employees. There have already been some significant changes to the way frontline employees are supported, for example, providing an enhanced, bespoke counselling service for those working on the shielding telephone line. Spotlight topics have included home working, physical exercise and healthy eating.
- A key resilience and business continuity measure for the Council was the need to support workforce flexibility using ICT technology and agile working. The Council's ICT/Digital resilience has been enhanced and developed in recent years to cope with this requirement. During March 2020 the Council's ICT Infrastructure capacity was substantially stepped up to provide the capability for over 3,000 remote connections to Council systems. This ensured the Council could facilitate much larger numbers of employees being able to operate effectively without the need to

be physically located in a Council office and physically plugged into the Council network. Relevant employees have also been re-provisioned with new flexible ICT kit – e.g. the Customer Contact Centre. This resilience has significantly enhanced the ability of the Council to protect its employees and communities by maximising the numbers of employees working from home, maintaining physical distancing and minimising the numbers at risk and required to travel or access Council facilities or offices for operational reasons.

#### **Renfrewshire Leisure Limited - RLL**

- All RLL properties and services were closed in line with government guidance
- Employees that work in services that predominantly generate income were furloughed; equating to forty percent of the contracted workforce. This includes employees who provide and support leisure services, outdoor services, catering services and the spa. The RL employees placed on furlough are receiving 100% of their contracted pay.
- All other employees continued to work from home and / or were redeployed to priority services including support for the childcare hubs and the teams supporting the humanitarian response to shielding and vulnerable residents.
- Existing online services such as Library e-books and magazines have been maintained and seen an increase in traffic.
- Online culture and leisure services were immediately launched including for a range of physical activity, including children's weekly dance classes, which have been accessed by audiences across Scotland.
- As lockdown is eased the golf course and bowling greens outdoor facilities were reopened from 29 May 2020. Phase one of the Scottish Government routemap does not currently allow for club houses or pavilions to come back into use. This means that members of the public and associated clubs have been 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.

## Appendix 5 – Summary of Phase 2 of the Scottish Government’s Routemap



### Key Public Services Scaling-up and Resuming across Phase 2

<p>Public services will continue to resume and scale-up during Phase 2, continuing those set out in Phase 1. In addition to the services set out above, resuming activity such as visiting support to Housing First Tenants and the resumption of area-based energy efficiency schemes.</p>	<p>A wide range of health and social care services are resuming and scaling-up during this phase, consistent with our <b>NHS Mobilisation Plan</b> – including the examples below. See the plan for more details.</p>		
	<p>Continue phased resumption of any suspended or postponed GP services supported by digital consultation.</p>	<p>Continued GP support for shielded patients, including home visits where clinically necessary.</p>	<p>Consideration to be given to a phased resumption of visiting care homes starting with outdoor visiting where it is clinically safe to do so.</p>
<p>Public transport services will increase over the phase, including increased ferry services and capacity. All phase changes apply to islands. Public transport capacity will remain constrained due to physical distancing requirements – and active travel remains the preferred mode of travel.</p>	<p>Reintroducing some chronic disease management.</p>	<p>Increasing health care provision for pent-up demand, urgent referrals and triage of routine services.</p>	<p>Community optometry practices re-open for face-to-face emergency and essential eye care.</p>
	<p>Phased resumption of some screening services.</p>	<p>Priority referrals to secondary care.</p>	<p>Plan with COSLA and partners to support and (where needed) review social care and care home services.</p>