

Report

Report to: Executive Committee

Date of Meeting: 12 August 2020 Report by: Chief Executive

Subject: South Lanarkshire Council Response to the Covid-19

Pandemic

1. Purpose of Report

1.1. The purpose of the report is to:-

 provide the Executive Committee with an overview of the actions taken by South Lanarkshire Council to support residents, communities and businesses in response to the Covid-19 pandemic.

2. Recommendation(s)

- 2.1. The Committee is asked to approve the following recommendation(s):-
 - (1) that the contents of the report be noted.

3. Background

- 3.1. The novel coronavirus Covid-19 first emerged in the Wuhan district in China in late 2019 and spread across the world. On 1 March 2020 the first positive case was confirmed in Scotland, followed two days later by the first death of a patient confirmed to have contracted Covid-19. On 11 March, the World Health Organisation declared the virus to be a pandemic.
- 3.2 Schools across Scotland closed on 20 March, and on 23 March 2020 the UK Prime Minister announced measures to minimise the spread of the virus. These indicated that people should only leave home to buy food, exercise once a day or to go to work, if they were unable to work from home.
- 3.3 First Minister Nicola Sturgeon confirmed the restrictions in Scotland, and said they amounted to a "lockdown". They included advice from the Chief Medical Officer that non-essential business premises, sites and attractions should close. Thereafter, 750,000 Scottish workers were placed on furlough or supported through schemes for the self-employed.
- 3.4 In addition to the restrictions for the general population, approximately 170,000 people in Scotland were 'Shielded' and advised to stay at home completely, usually due to underlying health conditions. This was a key element in an overall approach designed to keep the numbers of infections as low as possible to help the NHS cope with the crisis.

- 3.5 On 21 May 2020 the First Minister published a route map for lifting lockdown restrictions in Scotland. The first phase began on 28 May and at this time Scotland is in the third of four phases of recovery.
- 3.6 The pandemic has had a significant impact on the council. Some services had to be withdrawn or reduced, to allow physical distancing measures to be followed by service users and staff; to take account of higher than usual staff absence levels; and to allow services to concentrate resource on key frontline services.
- 3.7 In addition, the council had to redirect resources in order to take on an extensive range of new services in response to the pandemic. These included the council's Community Wellbeing Helpline and support for those on the Shielding list. The council also administered a range of business support schemes, created a network of emergency childcare hubs for the children of key frontline workers, developed a completely new system for Free School Meals vouchers, and delivered a range of other supports for individuals, communities and businesses.
- 3.8 The purpose of this report is to give Elected Members more details of these efforts, and these are given in sections 4 and 5. This acts as an overview of the council response to Covid-19 over the last five months. It also includes reference to work undertaken by South Lanarkshire Leisure and Culture (SLLC) staff, and our work with partners, including community organisations and volunteers, who responded magnificently to the challenge.
- 3.9 This report is not exhaustive, but rather provides some examples from across the council's Resources and SLLC to illustrate those efforts. This report has been produced with input from our trade union partners, with whom the council has worked closely in the response to the pandemic.

4. Additional services delivered in response to Covid-19

4.1 In support of vulnerable residents

- 4.1.1 Since the outset of the pandemic the council has worked with the Scottish Government, the NHS and other partners, including community groups and volunteers, to ensure that vulnerable people get the extra help they need.
- 4.1.2 The council moved quickly to put in place, on 23 March, the South Lanarkshire Community Wellbeing Helpline. The council publicised the helpline widely to reach residents who might need assistance, in particular those who were self-isolating or otherwise vulnerable but who had no support network, or who might find their usual support network was affected by Covid-19. This service was established a week prior to a national response being mobilised.
- 4.1.3 The Wellbeing helpline was co-ordinated by the Community Participation and Engagement Team but included officers from across the council, notably staff who were transferred from Q&As, which had been closed due to the government's restrictions, and SLLC, with assistance from services such as Fleet, Housing and Facilities Management, which sourced food items for packages delivered to those who needed them.
- 4.1.4 However, the Wellbeing response was not just a cross-council effort in fact, it provided a focus for the many community groups and volunteers who were keen to

be part of the response to the pandemic. These groups and volunteers worked tirelessly to ensure vulnerable local residents got the help they needed.

Effective as at 27 July 2020, the following assistance had been provided through the Community Wellbeing Helpline:

- 3,696 responses to requests for food parcels
- 205 responses to requests for help with shopping
- 1,380 prescription uplifts
- 126 support with utilities
- 39 hearing aid batteries
- 1,716 sanitary provision
- 1,064 other requests (for example, befriending, pet food)

More details/Case studies:

https://www.southlanarkshireview.scot/news/article/566/communities_pull_together_to_help_deliver_vital_supplies

https://www.southlanarkshireview.scot/news/article/599/working together to deliver food and supplies across south lanarkshire

4.1.5 The national Shielding initiative went live on 31 March, by which time a team had been established by Finance and Corporate Resources which included officers from across the council and SLLC. Facilities and IT provided essential assistance as a call centre was established in council HQ, and calls were made outwards to everyone on the initial list supplied by the Scottish Government, using NHS data. This was supported by the development of a Shielding and Wellbeing call handling database produced by IT, literally over the first weekend. Further calls were then made to those on later lists received by the council. In many cases follow-up calls were made to provide continued reassurance, and in a small number of cases where residents could not be contacted by phone, letters were issued urging individuals to contact the Shielding line. Personnel also contacted and provided support to all council employees who were on the Shielding list.

Effective as of 27 July 2020, the following assistance had been provided:

- 17.141 calls to or from vulnerable residents
- 4,076 food packages arranged for delivery
- 2,738 prescription medicines arranged for delivery

More details/Case studies:

https://www.southlanarkshireview.scot/news/article/607/vital_support_for_thousands_through_helplines

- 4.1.6 Volunteers from across the council and SLLC were involved in both the Shielding and Wellbeing efforts, with several acting as delivery drivers, but in addition food deliveries were being made by other teams to other vulnerable groups. Throughout the lockdown Community Wardens were deployed to deliver meals prepared by Facilities Management to homeless households. By 27 July 2020 they had delivered 10,744 hot meals to homeless projects and 719 food parcels to Sheltered Housing tenants.
- 4.1.7 In addition, Social Work Resources identified the most vulnerable children and families and worked with Community and Enterprise to have meals prepared and delivered to them. Between13 April and 19 June 2020 20,807 hot meals and desserts made and delivered to 112 families throughout South Lanarkshire.
- 4.1.8 The Care at Home service established dedicated teams to support individuals with a Coivd-19 diagnosis or symptoms, and an additional 2,000 Care at Home hours were commissioned from external providers. Following the closure of building-based Adult day services, an outreach contact and support service was developed for service users and their families. Initially 243 sessions were delivered per week, and by the end of June this number had grown to 779.
- 4.1.9 Other help for vulnerable individuals included Housing and Technical Resources prioritisation of services to homeless households. This saw an increase in the amount of temporary accommodation stock in each area of South Lanarkshire, including the securing of a lease with the University of the West of Scotland, and continued delivery of Void repairs, which saw 489 properties prepared for occupancy in this period. As a result, the Resource assisted 557 households who were either homeless or at risk of becoming so, and it provided 779 temporary accommodation places to homeless households.
- 4.1.10 Among other supports for individuals affected by Covid-19 was the provision of financial advice for those personally affected by a loss in income, and during the pandemic the Money Matters advice service handled up to 150 enquiries a day.
- 4.1.11 Among the more sensitive additional tasks, the Bereavement Services team had to work under government restrictions, including a limit on the number of mourners able to attend burials and cremations. The team put in place an option to have services streamed on the internet. An emergency body storage facility was also put in place by Community and Enterprise. Also, despite physical distancing restrictions, death registrations were able to be carried out remotely by telephone, due to the delivery of a central hub in council HQ by the council's Registration Service.

More details/Case studies:

https://www.southlanarkshireview.scot/news/article/563/all_family_and_friends_able_to watch crematorium service online

4.2 In support of communities

- 4.2.1 Nationally, one of the most high-profile responses to the pandemic was the creation of emergency childcare hubs following the closure of schools, to provide places for the children of key frontline workers.
- 4.2.2 Working with other council Resources, Education created 20 such hubs in primary schools across South Lanarkshire, plus a further six Early Years hubs. These were open from 26 March 2020 and were staffed exclusively by staff volunteers. They provided care for an average of 400 children each day. The hubs proved very popular, with testaments from parents/carers and children themselves who appreciated the learning and fun activities which were provided, and which were shared widely on social media.

More details/Case studies:

https://www.southlanarkshireview.scot/news/article/583/childcare_hubs_are_the_frontline_of_education_efforts

https://www.southlanarkshireview.scot/news/article/559/schools_supporting_children_families_es_and_communities_

https://www.southlanarkshireview.scot/news/article/595/care_home_heroes_share_stories_with_school_hub_

- 4.2.3 A smaller number of emergency childcare hubs ran throughout the Summer holiday period so that key workers could continue to play their part in the response to Covid-19.
- 4.2.4 The closure of most schools had other significant impacts, one of which was on the provision of free school meals. Initially this was overcome by making "grab and go" meals available for collection for eligible children from childcare hubs, and indeed Community and Enterprise has continued to make such meals available throughout the period, for children still attending the hubs.
- 4.2.5 However, to better comply with physical distancing restrictions, a completely new system was created by Finance Transactions, with support from officers from other Resources. This was done using PayPoint, making vouchers available to parents/carers via a combination of texts to mobile phones, emails or by post. In the four months from the launch of the new system on 3 April 2020 the council paid out £2.6m in free school meal vouchers to feed 9,800 eligible children.

More details/Case studies:

https://www.southlanarkshireview.scot/news/article/548/vouchers_to_be_sent_in_place_of_free_school_meals

4.2.6 Using the Scottish Government Food Fund and working with local and national partners such as Fareshare and Food Banks, the Community Engagement and Participation Team established a distribution network in schools to top up third

sector resources throughout South Lanarkshire. Food and other essential resources were packaged and to those in need within communities, including callers to the Wellbeing Helpline.

More details/Case studies:

https://www.southlanarkshireview.scot/news/article/562/community_meals_service_delivers_lifeline_to_vulnerable

https://www.southlanarkshireview.scot/news/article/587/jim_s_deliveries_bring_more_than_just_meals

4.3 In support of businesses

- 4.3.1 A number of different supports for businesses affected by Covid-19 were created following an initial announcement by the UK Government on 17 March 2020. In Scotland, this business support was directed by the Scottish Government, which passed on responsibility for several schemes to local government, notably the Small Business Support Scheme, the Retail, Hospitality and Leisure Grant Scheme, the Tenant Occupier Support Fund, the Newly Self-Employment Hardship Fund and the Bed and Breakfast Hardship Fund.
- 4.3.2 Putting these schemes into place in South Lanarkshire in a matter of days required a massive effort across the council, in particular by Economic Development, Finance Transactions and IT. For each scheme, an application form was created and placed on the council website, applications were then processed by the various teams and decisions taken on eligibility of applicants. All schemes involved a high level of support/advice to applicants from officers, including handling of appeals.
- 4.3.3 A 10-day target was set for eligible applicants to be paid, and there was an additional requirement for regular and detailed reporting of processes back to the Scottish Government. Over time there were several changes to eligibility criteria and guidance, but these were accommodated by the teams that had been established to administer the grants. The council has processed all of the 4,610 applications it received for business grants, with an award rate of 83%. The total value of grants awarded by 27 July 2020, to support local businesses in the most difficult circumstances brought about by Covid-19, was £41.734m.

More details/Case studies:

https://www.southlanarkshireview.scot/news/article/582/council_issues_26million_to_support_local_businesses

4.4 Other support

- 4.4.1 A great deal of less high-profile, but essential, work was undertaken by council and SLLC staff to support the many vital efforts outlined above. Again, every council Resource and all services had a role to play in this collective effort.
- 4.4.2 To give just one example to illustrate this the procurement and delivery of suitable Personal Protective Equipment (PPE) to help protect frontline workers and residents. Procurement (FCR) sourced PPE under very demanding conditions from as far away as China; Design Services staff (HTR), SLLC staff and others were redeployed to deliver PPE; Fleet (C&ER) made vehicles available for the dispatch of PPE; a PPE hub was established at the Newberry Rooney Centre, involving Social

Work/HSCP and others, including IT to put in place telephones and computer infrastructure; and even insurance of PPE in storage had to be arranged, by Risk Management (FCR).

4.4.3 The provision of PPE was challenging, especially in the initial stages of the pandemic, and the council, with the involvement of the trade unions, worked to ensure that all staff had appropriate PPE that met public health guidelines.

More details/Case studies:

https://www.southlanarkshireview.scot/news/article/572/unsung_heroes_help_to_keep_us_all_safe

- 4.4.4 Another group that worked extremely hard behind the scenes to keep service users and staff safe were the cleaning staff employed within Facilities Services. The council had previously become the first in Scotland to purchase a large number of antistatic spray devices which offer a high level of protection from viruses and bacteria. The team used these and other cleaning methods to deliver unparalleled levels of protection from Covid-19 across the childcare hubs, care homes, council offices and other public-facing spaces.
- 4.4.5 Council officers have sought to provide extensive, detailed and regular information to Elected Members to ensure they are informed regarding the issues faced by their officers and communities, and to support them in exercising their community leadership role. At the time of writing 73 separate briefing notes have been provided to members, along with a weekly detailed script outlining key issues produced by the Chief Executive for his weekly meetings with political group leaders and subsequently used to brief political groups. The briefing notes were also shared with South Lanarkshire parliamentarians.

5. Continued delivery of 'usual' council services, despite Covid-19

5.1 Although some services normally provided by the council had to be stood down at some points in the pandemic, due to staff absences, the redirection of resources, or to comply with physical distancing, most did continue in some form throughout. This section of the report gives some examples of how these services were able to continue and adapt to the circumstances.

5.2 Community and Enterprise Resources

- 5.2.1 A particularly challenging aspect of responding to Covid-19 was maintaining a kerbside waste collection service, particularly given physical distancing guidance. Following constructive consultation with trade unions and staff, new arrangements were brought in which involved Fleet supplying minibuses to transport waste operatives so they could follow waste vehicles. The logistics involved meant some particular services had to be suspended, including special uplifts, but these arrangements meant South Lanarkshire Council was able to provide an almost entirely uninterrupted full kerbside waste collection throughout, preventing what would otherwise have been severe disruption for residents.
- 5.2.2 Other parts of the Resource continued their services, often using remote working, including Environmental Services, Planning and Building Standards and Economic Development. Fleet continued to manage its 1,415 vehicles, redeploying many in response to Covid-19, while Roads and Transportation focused on safety inspection

and emergency-related priorities, as well as supporting other services as they responded to changing situations, eg parking for NHS testing facilities, pharmacy deliveries and traffic management when Household Waste Recycling Centres reopened.

5.2.3 The Resource has now recommenced some Grounds Maintenance Services, with a focus on priority areas including cemeteries, social work properties and schools, care of garden scheme. A programme of work on open space areas is underway with the aim of getting all areas cut at least once during the growing season. However, the team – most of whom had been temporarily redeployed on a number of Covid-19-related duties - are now facing a backlog of more than four months' work. Continuing physical distancing restrictions mean significantly reduced capacity which, together with overgrown conditions, is resulting in cuts taking six times longer to complete than usual.

5.3 Education Resources

- 5.3.1 When schools closed on 20 March 2020, in addition to the creation of the emergency childcare hubs, Education had two other main priorities. One of those was meeting the needs of vulnerable children, and arrangements were put in place to ensure that contact was maintained with them all.
- 5.3.2 The other priority was supporting continuity of learning for pupils generally. Teachers, pupils and families responded positively to the home learning challenge, evidenced by social media posts showing a range of interactions and responses, with schools were finding innovative ways to keep in contact with their pupils and communities. Pupils without access to IT were able to borrow equipment from schools, and an assessment was carried out of children from backgrounds of deprivation which will see further equipment purchased for their use.
- 5.3.3 Staff responded to the cancellation of SQA examinations by pulling together the evidence required to support estimated grades for pupils, and these were subject to moderation and scrutiny before being submitted prior to the 29 May deadline. Pupils received their results on 4 August and teachers and other staff will, as usual, be involved in helping pupils plan their next steps, and assisting with exam result appeals.
- 5.3.4 Schools also continued their preparations for pupil transitions, and during May and June put in place special conditions so they could welcome new P1 and S1 pupils to give them some experience of their new learning environments. Staff also undertook a large logistical exercise to prepare for a potential return of all pupils on a blended education model, as a contingency if full return to school was not possible.

5.4 Finance and Corporate Resources

- 5.4.1 As Elected Members know, substantial numbers of council employees have been enabled to work remotely during the pandemic, in line with Scottish Government advice that those who can work from home should do so. Those thousands of remote workers have kept the vast majority of the council's services running throughout this period, and not just the higher-profile areas already mentioned in this report, but also in often-unsung areas such as Council Tax collection, Design Services, Corporate Improvement and Payroll.
- 5.4.2 Making this happen involved a huge effort by IT services, which resulted in more than 5,000 council staff working remotely using a variety of methods, including council equipment and their own devices.

More details/Case studies:

https://www.southlanarkshireview.scot/news/article/617/the_it_crowd_are_keeping_us_all_working

- 5.4.3 Microsoft Teams was also rolled out at pace to allow meetings to take place involving officers and Elected Members, and Teams committee meetings were piloted as the council works towards the best solution in that area.
- 5.4.4 The rest of the Resource's services worked with little or no disruption, with high levels of flexible working. For example, Finance Services, working with services across the council, ensured that the Annual Accounts were delivered on time. Internal Audit continued work on its programme, while in Communication and Strategy usual work was added to by the effort to make Covid-19 information available in a timely and understandable manner.

5.5 Housing and Technical Resources

- 5.5.1 Although some core services have been significantly scaled back or stopped, the focus of Housing and Technical Resources has been to establish and maintain revised service arrangements to support the effective delivery of critical services. These include services for people who are homeless, sheltered housing tenants, services for Gypsy/Travellers, emergency repairs, gas safety, and management of void properties.
- 5.5.2 In the period since lockdown the Resource has:
 - undertaken 1256 sheltered housing visits
 - continued to deliver emergency repairs, with 3895 completed
 - allocated 293 homes to people who are homeless or have other urgent housing needs; and
 - maintained our gas servicing programme, completing 4096 services

More details/Case studies:

https://www.southlanarkshireview.scot/news/article/609/essential_services_delivered_to_m ost_at_risk_communities

5.6 Social Work Resources/HSCP

- 5.6.1 Care homes have been a focus for media and public attention across Scotland during the pandemic, but South Lanarkshire Council facilities were able to continue to provide an excellent service, and indeed, with assistance from other Resources, local capacity was temporarily increased by 90 beds.
- 5.6.2 Thorough cleaning and PPE protocols contributed to there being just one Covid-19 positive tests of staff and residents since 15 June 2020, during which period 2,089 care home staff and 139 residents were tested.
- 5.6.3 Adult Protection continued to remain a priority, and 457 ASP investigations were started during the period 6 March 2020 to 16 July 2020, while there were 991 Adults with Incapacity visits in the period 6 March 2020 to 16 July 2020.
- 5.6.4 Children and Justice Services were also maintained. At the beginning of the pandemic Children and Family teams identified the most vulnerable children known

to them and mapped out how best to deliver services to them and their families. There was also close liaison with partner agencies and third sector to ensure that those most in need were identified.

5.6.5 Residential childcare continued to be provided to 41 children, with the assistance of 23 SLLC staff recruited to supplement the service across the six Children's Houses. Lockdown brought new challenges to keep everyone engaged and safe, but this was accomplished with no cases of Covid-19 reported in children or staff.

More details/Case studies:

https://www.southlanarkshireview.scot/news/article/584/career_change_during_lockdown_c hilds_play_for_richard

https://www.southlanarkshireview.scot/news/article/565/daily_dancing_brings_joy_to_ruthe_rglen_care_home

5.7 South Lanarkshire Leisure and Culture

5.7.1 All SLLC's customer-facing operations closed on 18 March 2020 in line with Scottish Government advice. Apart from key staff retained to undertake building checks, plan for recovery and deal with customer enquiries, 982 members of staff were registered on the Job Retention Scheme. However, as noted in sections above, up to 500 SLLC staff volunteered for a variety of other roles, including support for the elderly and vulnerable. 200 continue to do so.

More details/Case studies:

https://www.southlanarkshireview.scot/news/article/568/sllc_staff_play_vital_role_in_combined_effort

- 5.7.2 However, SLLC continued to engage with customers and communities by developing online offerings including a range of live fitness and arts classes, tutorials, children's activities and increased library provision for e-books and magazines.
- 5.7.3 Since facilities were closed this has resulted in increased engagement online, as follows:

Facebook

- Children's activities in South Lanarkshire +35% followers +33% likes
- Cultural activities in South Lanarkshire +36% followers +34% likes
- Leisure in South Lanarkshire +287% followers +210% likes
- Low Parks Museum +11% followers +30% likes
- Twitter
- @SLLeisCulture +21% followers
- @SportnHelathSL +40%

- @blantyreleisure +4%
- @ActiveSchoolsSL +16%

6. Summary/Current position

- 6.1 A corporate Recovery Plan was presented to the first meeting of the council's Recovery Board on 8 July 2020. This outlined the position regarding council services as at 16 June, together with what was planned in the short term (to end September 2020) and longer-term prospects. However, the report itself noted that the position was fluid and depended on a number of factors, including future Scottish Government advice relating to the pandemic, and the finances available to the council.
- 6.2 The Executive Committee agenda includes the report Revenue Budget Monitoring for Period 3, 1 April to 19 June 2020, which shows a possible projected net Covid-19 cost to the council of £29.062 million for 2020/2021. Within this difficult financial context, the council continues to respond to the emergency while simultaneously moving to recovery activity, and services continue to come back on stream and be improved.
- On 30 July the First Minister told the Scottish Parliament that schools would return in August 2020, with a directive that all school pupils should be back fully by 18 August. Phased return will however commence from 12 August. In the same statement she stressed that Covid-19 remained a threat to Scotland's people and its economy, and she indicated it may be some time before further restrictions were removed, to take the nation into the fourth and final stage of the Scottish Government's routemap to recovery.
- 6.4 Council and SLLC officers will continue to monitor financial and other pressures on services and reports will continue to be presented to Elected Members through the Recovery Board, the Executive Committee and other appropriate forums. The purpose of this report was to provide, some five months into the unprecedented Covid-19 crisis, some recognition of the exceptional efforts that have been made by council and SLLC staff, as well as partners and community volunteers.

7 Employee Implications

7.1. There are no additional implications for employees as a result of this report.

8 Financial Implications

8.1. There are no additional financial implications as a result of this report.

9 Climate Change, Sustainability and Environmental Implications

9.1 There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.

10 Other Implications

10.1 There are no other implications as a result of this report.

11 Equality Impact Assessment and Consultation Arrangements

11.1 This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore, no impact assessment or consultation arrangements are required.

Cleland Sneddon Chief Executive

3 August 2020

Link(s) to Council Priorities

- Ensure communities are safe, strong and sustainable
- Promote sustainable and inclusive economic growth and tackle disadvantage
- Get it right for children and young people
- Improve health, care and wellbeing

Previous References

None

List of Background Papers

None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:

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