

Community and Enterprise Resources – Service StatusFleet and Environmental Services

Table A – services which have been maintained or have resumed.

| Service | Comments Please say how the service has managed to continue or resume, e.g., through agile working, with support from other services, by making suitable adjustments to processes, etc. |
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| Fleet | <p>Workshop fully operational including Taxi Testing and MOTs</p> <p>ASN Passenger Transport operating all 39 Education routes. From 17 May 2021, ASN Passenger Transport resumed on a phased basis with Social Work. Passenger Services continues to support Waste Services utilising 11 buses used for transporting Social Work Resources pre covid. Planning for further Social Work return during the coming months. If physical distancing still required as we move down the Levels, additional/alternative transport will be required to continue to support Waste Services and provide transport to Social Work as their services return.</p> <p>From Monday 9 August 2021, the majority of COVID restrictions were removed completely. This meant that the requirement for physical distancing, including on public transport, was removed and that face coverings will continue to be required in some settings and situations. We have been following the Scottish Government's guidance since the pandemic began and will continue to do so. Whilst physical distancing on our vehicles is not mandatory, risk assessments have been reviewed in conjunction with our trade union colleagues and social distancing remains appropriate to consider as part of the mitigation toolbox along with ventilation, regular cleaning regimes, face coverings, regular testing and the vaccination programme. The safe system of work (SSOW) will be rolled out week commencing 23 August with a view to increasing the number of employees in vehicle starting week commencing 30 August 2021.</p> |

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| Environmental | In the main staff have worked from home since March 2020 providing the full range of activities however alternative methods of intervention and assessment have been used e.g. gathering information and evidence remotely and no face to face interaction. Environmental Services continues to have role in the COVID response which includes dealing with complaints, undertaking monitoring and observations of business to ensure compliance. The service continues to participates in the Incident Management Team/ follow-up actions with NHS Lanarkshire in regard to businesses that are connected with positive cases (outbreaks). |
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Table B – services which have been (and continue to be) disrupted or stood down.

| Service | Service Status Please indicate whether the service is “disrupted” or “stood down” | Disruption reasons Please explain why and how service are disrupted or suspended | Next steps Please give an indication of how and when the service might resume |
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| Environmental Inspection Visits | Disrupted Returning to full service on 1 September 2021. | Food Safety Visits ceased in line with Food Standards Scotland’s (FSS) authorisation to deviate from the Food Law Code of Practice | In December 2020, Food Standards Scotland (FSS) advised local authorities that they were proposing to reset Local Authorities food inspection programme from 1 April 2021. On 17 February 2021, FSS advised that given the subsequent measures required to be taken to control the second wave of COVID-19 it has been necessary to review this timescale. On 25 March 2021, FSS advised that they had set a nominal restart date if 1 September 2021. At that time, epidemiological trends as well as Government and scientific projections provided a |

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| | | | <p>reasonable level of confidence that 'conventional' food law interventions will be feasible at that time. The recovery process guidance sets 4 deadlines by which Local Authorities should have undertaken specific tasks. Officers have completed the first two project deliverables set out in FSS's recovery plan, consisting of a desktop transfer of all premises not previously part of the Food Law Rating Scheme, and the production of a revised food intervention programme which will commence on 1st September 2021 in line with the timescales set out by FSS, and with the cessation of the derogation previously offered in terms of the Food Law Code of Practice. Officers are currently nearing completion of the third deliverable consisting of a resource calculation, following which we will be working towards producing an interim service plan. Completion of these last two deliverables will not impact on the re-start of our food inspection programme on 1 September 2021.</p> |
| Environmental Weights and Measures | Disrupted Inspection program to be reinstated September 2021. | <p>Businesses closed.</p> <p>There is a statutory requirement to carryout metrology visits e.g. shop</p> | <p>Priority is dealing with Covid related complaints and enforcement. The calibration of weighbridge equipment took place the first week</p> |

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| | | scales, petrol pumps, optics. | <p>in June otherwise inspections have yet to recommence.</p> <p>Intention to restart inspections in September 2021. Initial projects will focus on petrol stations and packers premises. In the run up to Halloween and Christmas, priority will shift to product safety.</p> <p>In September, October and the first half of November resources will need to be allocated to fireworks licensing and storage inspections.</p> |
| <p>Environmental Low level crime enforcement (littering, fly tipping, dog fouling)</p> | <p>May be disrupted if staff numbers are affected.</p> | <p>Not all complaints can be resolved by alternative methods and require face to face visits\investigation</p> | <p>Face to face interviews\visits are being undertaken in relation to evidence gathering in line with SSOW.</p> |

Planning and Economic Development

Table A – services which have been maintained or have resumed.

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| Planning and Building standards | Has continued with staff working from home. Site visits were temporarily suspended from March to June 2020 but recommenced in June following a new protocol to ensure safety and social distancing. Services are continuing with staff working from home. Site visits are taking place within Safe Systems of Work. Planning Committees are being held online via Microsoft teams. |
| Economic Development | Has continued more or less as normal with staff working from home. Community and Enterprise Committees are being held online via Microsoft teams. Business support staff have been administering Scottish Government’s emergency business funding grants but from autumn 2021 will be resuming mainstream economic development work and concentrate on economic recovery and growth |

Table B – services which have been (and continue to be) disrupted or stood down

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| Planning and Building standards | Disrupted | Work continuing as normal. However, the service is experiencing an upturn in planning and building warrant applications from autumn 2020 of more than 25% compared to 2019 and an increase in enforcement enquiries in excess of 60% compared to pre-Covid. This situation combined with a number of vacancies in the Service has meant that staff are having to prioritise workload and concentrate on fee-paying customers and enforcement issues where there is a real possibility of danger to the public or | |
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| | | considerable impact on amenity – as set out in the Enforcement charter. This situation will be reviewed in the autumn following a recruitment exercise which is currently underway. | |
| Economic Development | Disrupted, but mainstream activity recommencing from autumn 2021- see above | Economic Development activity has been disrupted due to officers being diverted to processing emergency business funding from Scottish Government. Assuming no further business restrictions are imposed, with further emergency grant funding made available, mainstream economic activity focusing on recovery can commence from autumn 2021. | |

Roads and Transportation

Table A – services which have been maintained or have resumed.

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| <p>Roads and Transportation Response to emergencies and essential safety critical repairs</p> | <p>Normal service has resumed with Covid safe arrangements in place.</p> <p>However, Covid 19 restrictions continue to impact on our ability to fully occupy vehicles. Depot vehicles limited to 2 per vehicle and network inspections are currently being undertaken by a single employee in a vehicle due to insufficient space for 2 occupants.</p> <p>From Monday 9 August 2021, the majority of COVID restrictions were removed completely. This meant that the requirement for physical distancing, including on public transport, was removed and that face coverings will continue to be required in some settings and situations. We have been following the Scottish Government's guidance since the pandemic began and will continue to do so. Whilst physical distancing on our vehicles is not mandatory, risk assessments have been reviewed in conjunction with our trade union colleagues and social distancing remains appropriate to consider as part of the mitigation toolbox along with ventilation, regular cleaning regimes, face coverings, regular testing and the vaccination programme. The SSOW will be rolled out week commencing 23 August with a view to increasing the number of employees in vehicles starting week commencing 30 August 2021.</p> |
| <p>Roads and Transportation Carriageway resurfacing</p> | <p>Normal service has resumed with Covid safe arrangements in place.</p> <p>However, Covid 19 restrictions continue to impact on our ability to fully occupy vehicles. Depot vehicles limited to 2 per vehicle and network inspections are currently being undertaken by a single employee in a vehicle due to insufficient space for 2 occupants.</p> |
| <p>Roads and Transportation Construction Unit – Office Based staff</p> | <p>The Roads Construction Unit engineering / professional officers continue to work remotely to support depot operations, forward plan and develop programmes. While the default position remains to work remotely, site visits are being undertaken, as necessary. This situation is dynamic and responds to the needs of the Service.</p> |
| <p>Roads and Transportation Transportation Engineering</p> | <p>Normal service has resumed underpinned by a high level of remote working. The construction sector remains operational, so sites are being staffed as required, the Greenhills City Deal project in particular. Site visits are also being undertaken as required. Normal service has resumed with Covid safe arrangements in place.</p> |

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| <p>Roads and Transportation Area Offices / New Roads and Street Works / Lighting</p> | <p>Again, normal service has resumed underpinned by a high level of remote working and again site visits are being undertaken as required.</p> |
| <p>Roads and Transportation Parking Management and Parking Demand Management (charging)</p> | <p>Normal service has resumed for back-office staff with Covid safe arrangements in place underpinned by a high level of remote working and rota working in the office. Workload significantly less than pre-Covid.</p> <p>Normal service has resumed with regard to enforcement and parking charges, with Covid safe arrangements in place such as staggered start and finish times.</p> <p>However, Covid 19 restrictions continue to impact on our ability to fully occupy vehicles. Parking Attendants limited to one per vehicle.</p> |
| <p>Winter Service</p> | <p>Normal service has resumed with Covid safe arrangements in place.</p> |
| <p>Roads and Transportation Patching programmes</p> | <p>Normal service has resumed with Covid safe arrangements in place.</p> <p>However, Covid 19 restrictions continue to impact on our ability to fully occupy vehicles. Depot vehicles limited to 2 per vehicle and network inspections are currently being undertaken by a single employee in a vehicle due to insufficient space for 2 occupants.</p> <p>From Monday 9 August 2021, the majority of COVID restrictions were removed completely. This meant that the requirement for physical distancing, including on public transport, was removed and that face coverings will continue to be required in some settings and situations. We have been following the Scottish Government's guidance since the pandemic began and will continue to do so. Whilst physical distancing on our vehicles is not mandatory, risk assessments have been reviewed in conjunction with our trade union colleagues and social distancing remains appropriate to consider as part of the mitigation toolbox along with ventilation, regular cleaning regimes, face coverings. regular testing and the vaccination programme. The SSOW will be rolled out week commencing 23 August with a view to increasing the number of employees in vehicles starting week commencing 30 August 2021.</p> |

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| Roads Service – other repairs e.g. bollard replacement, kerbing, guard railing and lining. | Normal service has resumed with Covid safe arrangements in place. However, Covid 19 restrictions continue to impact on our ability to fully occupy vehicles. Depot vehicles limited to 2 per vehicle and network inspections are currently being undertaken by a single employee in a vehicle due to insufficient space for 2 occupants. |
| Roads Service – improvement works e.g. park and ride extension, route action plans, traffic signals, cycle routes (permanent) | Normal service has resumed with Covid safe arrangements in place. |

Table B – services which have been (and continue to be) disrupted or stood down.

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| No update | | | |
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Facilities, Waste and Grounds Services

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| Waste - Residual & Recyclate Kerbside Collections | From Monday 9 August 2021, the majority of COVID restrictions were removed completely. This meant that the requirement for physical distancing, including on public transport, was removed and that face coverings will continue to be required in some settings and situations. We have been following the Scottish Government’s guidance since the pandemic began and will continue to do so. Whilst physical distancing on our vehicles is not mandatory, risk assessments have been reviewed in conjunction with our trade union colleagues and social distancing remains appropriate to consider as part of the mitigation toolbox along with ventilation, regular cleaning regimes, face coverings. regular testing and the vaccination programme. The SSOW will be rolled out week commencing 23 August with a view to increasing the number of employees in vehicle starting week commencing 30 August 2021. |
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| Waste - Bookable Special Uplifts | Full service available through new booking system |
| Waste - Household Waste Recycling Centres | <p>Sites fully operational with some traffic management within sites to promote social distancing. Booking system to help traffic management out with sites is available for introduction.</p> <p>Although usage still high there has been a reduction in visitor numbers to sites but still requiring adhoc closures to allow skips to be emptied and adding to the queuing traffic on adjacent roads given volume of waste being delivered</p> |
| Waste - Bookable Garden Waste Uplifts | Confirmed that service will continue to be suspended beyond original timescale of March/April 2021 as focus of service is on continuation of kerbside and special uplift collections. Given current staffing issues the service is reviewing its capacity to restart to garden this service and will update members accordingly. |
| Waste - Bin / Food Waste Bags Deliveries | Online form available since October, and deliveries being undertaken as resources are available (staff / vehicles). |
| Facilities | <p>Full Catering, Cleaning, and janitorial services. Now being provided as schools back to full capacity.</p> <p>Ongoing discussions with Education regarding the administration of testing within schools and how Facilities and associated staff will be included.</p> <p>Additional requests for services continue to be received and support being provided where possible e.g. additional cleaning support to Social Work to facilitate Social Work staff receiving vaccine and provision of community meals.</p> <p>Ongoing discussions with Education regarding the provision of summer clubs.</p> |
| Grounds - Bereavement Services – burials/cremations | <p>Full burial and cremation service has been provided throughout the period, with the addition of a body storage facility being created. The Body Storage will be off hired when latest rental period expires.</p> <p>Speaking to PR regarding social media posts to confirm changes to attendance numbers and confirming Crematorium capacity/access requirements.</p> |
| Grounds - Bereavement Services – Headstone inspection and | Services has resumed with focus on clearing backlog of headstone foundations. Any dangerous headstones identified during daily operations are progressed as required. |

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| foundation installation. | |
| <p>Grounds - Bereavement Services –</p> <p>Saturday booking service.</p> <p>Out of hours booking service.</p> <p>Pre-selling of the right of burial to lairs in any South Lanarkshire cemetery.</p> <p>Witnessed scattering or interment of ashes within the crematorium grounds or South Lanarkshire cemeteries.</p> | <p>Focus remains on delivering burial / cremations and ensuring back office support is maintained.</p> <p>Saturday/ Out of hours bookings continue to be on hold. No concerns or requests from funeral directors.</p> <p>Pre selling also continues to be on hold although as not covid related the current recruitment for 2 vacant posts may allow the reintroduction in the near future and when new starts are fully competent in their role.</p> <p>Witnessing/ Scattering of ashes has now restarted at the crematorium although on a reduced basis and when resources permit.</p> |
| <p>Grounds - Maintenance</p> | <p>A full round maintenance operation is now up and running although restrictions on staff in vans have resulted in operatives in some areas continuing to start from their home and work locally.</p> <p>From Monday 9 August 2021, the majority of COVID restrictions were removed completely. This meant that the requirement for physical distancing, including on public transport, was removed and that face coverings will continue to be required in some settings and situations. We have been following the Scottish Government’s guidance since the pandemic began and will continue to do so. Whilst physical distancing on our vehicles is not mandatory, risk assessments have been reviewed in conjunction with our trade union colleagues and social distancing remains appropriate to consider as part of the mitigation toolbox along with ventilation, regular cleaning regimes, face coverings. regular testing and the vaccination programme. The SSOW will be rolled out week commencing 23 August with a view to increasing the number of employees in vehicle starting week commencing 30 August 2021.</p> <p>Continuing to start from their home and work locally.</p> <p>Seasonal grass cutting workforce now in place.</p> |

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| Grounds - Street Cleansing | A full street cleansing operation is now up and running although restrictions on staff in vans have resulted in operatives in some areas continuing to start from their home and work locally. |
| Grounds - Countryside and Greenspace | Service has continued to be provided with staff working from home and dealing with queries via desktop analysis. Although majority of contracts have restarted and an increase in contact from local groups service continues to limited face to face meetings where possible |
| Amenity Services | Service has continued to be provided with staff working from home and dealing with queries via desktop analysis. Although majority of contracts have restarted service continues to limited face to face meetings where possible |
| Support Services | <p>Service has continued to be provided with staff working from home and dealing with queries via electronic means</p> <p>Additional support provided to other services where resources allow e.g. grants</p> |
| Policy & Performance | <p>Service has continued to be provided with staff working from home and dealing with queries via electronic means. Although majority of contracts have restarted service continues to limited face to face meetings where possible</p> <p>Additional support provided to other services where resources allow e.g. grants, vaccination & testing centre co-ordination</p> |

SLLC

Table A – services which have been maintained or have resumed.

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| SLLC All Services | Most buildings are now operational with some exceptions in community halls. There is a slight disruption to some services yet to reach full opening hours and where changing rooms cannot yet open due to ventilation requirements. |
| SLLC Outdoor Recreation | Golf now fully operational (two-ball and four-ball now permitted). Outdoor pitches now available for all user groups. Athletic track facilities are fully open. Tennis, Cricket, Rugby, Football and Bowls are available for all age groups. Changing facilities are not available except in limited circumstances with exclusive use due operational limitations in line with COVID guidance. |
| SLLC Country Parks & Museum | Car park provision and pathways open. Chatelherault Visitor Centre and Oaks café open, weddings permitted following government guidance. Calderglen Zoo and conservatory open. Franchise café operating within courtyard and take away kiosk. Museum and mezzanine café open. |
| SLLC Library Service | Since the Scottish Government Public Library Guidance was updated in July 2020 South Lanarkshire has reopened 18 of the 23 libraries on slightly reduced opening hours. These hours will be gradually extended as vacancies are recruited to and new staff are trained. The remaining five libraries will be reopened as soon as possible. The mobile library service has not been reintroduced primarily because it would not be safe to have customers on the vehicle. Customers continue to be able to access the online services. Since the move to beyond level zero more of the core services have been recovered including dwell time, activities, study and research, and room hire where possible within the current guidance. |
| SLLC Cultural Services | Cultural Venues and most Community Integrated Facilities now open. All relevant covid controls and restrictions still being implemented including capacity limits and enhanced cleaning regimes. The first performances in our venues commenced from 30 July 2021 with a run of Panto across our venues delivered to socially distanced audiences however we are now allowed to put on performances without social distancing so the first of these performances will be delivered from the end of August with a number of shows and performances following on from then. |

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| | <p>Many of our community halls and centres began a phased recovery from 16 August but there are still a significant number which won't be able to reopen until October/November of this year on account of the shortage of staff as we continue to support the NHS, SLC and others in the ongoing fight against Covid – 19. We are hoping to deliver performances in our venues without social distancing from the end of August and have several shows currently on sale.</p> |
| <p>SLLC Headquarters</p> | <p>More staff now engaged in blended working.</p> |
| <p>SLLC supporting NHS vaccination programme</p> | <p>SLLC continues to support the NHS vaccination programme with staff and the following centres being deployed and utilised to facilitate the programme: Fernhill Community Centre, Ballerup Hall both on a 7 day basis likely to be until March 2022 with the following being used on a less regular basis depending on Covid numbers: Stonehouse Lifestyles, Coalburn Leisure Complex, Willie Waddell Community Centre in Forth, The Fountain in Lesmahagow, Abington Hall, Carnwath Town Hall, Biggar Municipal Hall. The Alistair McCoist Complex is being stood down and will return to Sport and Leisure use.</p> |
| <p>Mobile Covid Test Centres.</p> | <p>The following centres continue to be used in support of the Covid Testing Programme: Eddlewood Public Hall, Fernhill Community Centre, Larkhall Leisure Centre, Blantyre Sports Centre, Eastfield Lifestyles, Red Deer Centre, Springwells Hall, Stewartfield Community Centre and the John Wright Sports Centre.</p> |
| <p>Community Meals Distribution.</p> | <p>The Community Meals service ceased operating from Fairhill Lifestyles on 18 April 2021.</p> |
| <p>SLLC Outdoor Learning and Adventure (e.g., canoeing, climbing skiing)</p> | <p>Outdoor adventure and education programmes available for groups through both our Outdoor Learning and Adventure venues in line with National Governing Body guidance.</p> |

Table B – services which have been (and continue to be) disrupted or stood down

| Service | Service Status Please indicate whether the service is “disrupted” or “stood down” | Disruption reasons Please explain why and how service are disrupted or suspended | Next steps Please give an indication of how and when the service might resume |
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| SLLC Outdoor pitches for contact sports, Athletics facilities, bowling greens | Operational. However, some slight disruption to provision of changing facilities. Reduced service at some seasonal facilities. Outdoor and indoor synthetic pitches recovered. | COVID Risk Assessments have resulted in operational limits to deliver some services. | Awaiting further facility assessments and assessing best practice on access to changing rooms. |
| SLLC Outdoor Learning (e.g. canoeing, climbing skiing) | Disrupted. Seasonal facilities (e.g. fun boats disrupted) Outdoor Learning services recovered. | COVID Risk Assessments have resulted in operational limits to deliver some services | Continue to follow guidance to ‘give space’ |
| SLLC Library Buildings | Operational | | 18 libraries have reopened with slightly reduced opening hours. These will be extended when possible. The remaining 5 libraries will reopen when possible. Home Delivery continues to be available for anyone who needs that service. |
| SLLC Community Halls (and Lets) | Most Integrated Facilities now reopened as have the majority of Community Halls on a phased basis. However, a number of halls will not be able to reopen until October/November this year when we have recruited staff | | A recruitment exercise is underway. |

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| | levels as we continue to balance our service recovery with the support given to the NHS. | | |
| SLLC Theatre venues (rehearsal and performance). | Venues now fully re-opened and performing to full audiences without social distancing. | | |
| SLLC Museum Service | Operational | | Low Parks Museum back to normal operation, with no restriction on capacity numbers. Programme of activities have now resumed including concerts and performances. |
| SLLC Indoor Gyms and Fitness Classes | Operational Fitness memberships and Activage memberships activated. | | Continue to follow guidance to 'give space'. |
| SLLC Indoor non-contact sport | Operational | Resumption dates provided by Scottish Government. | Indoor non-contact sport for U18 and adults now permissible. |
| SLLC Indoor contact sport | Operational | | Indoor non-contact sport for U18 and adults now permissible. |
| SLLC Swimming pools activities | Operational Swim and swimming lessons memberships activated. | | 8 of 9 SLLC Swimming Pools reopened (all except Blantyre which is undergoing refurbishment and due to open in October). |

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| SLLC Health Suites | Stood down. | | Now permissible though some sites undergoing checks and remedial work after being closed so long. |
| SLLC East Kilbride Ice Rink | Operational | | All activities recovering except for curling which is due to start from 18 th October. |
| SLLC ACE Sport and Arts courses and classes. | Operational ACE membership activated. | | School holiday activities across SLLC took place with term time ACE programme resuming on 16 th August. |
| SLLC Coffee shops (sit in) | Operational | | All Country Park and Museum cafes now open with no restriction on capacity numbers. Leisure site cafes under review. |
| SLLC Biggar Caravan Park (franchisee) | Open | | Continue to follow guidance to 'give space' |
| SLLC Calderglen Zoo | Operational | | Zoo fully operational again and programme of activities have now resumed. |
| SLLC Weddings, functions, corporate events | Operational | | Weddings/receptions are back to normal operating capacities with full license hours as per each venue. Corporate events and bookings have also resumed at each venue. |
| SLLC School Letting | Resumed from 23 August although some schools not ready to reopen for | | Remaining schools will reopen for community lets in line with school requirements. |

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| | community letting on account of the need to utilise the spaces for classroom extension etc. | | |
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Education Resources

Table A – services which have been maintained or have resumed

| Service | Comments Please say how the service has managed to continue or resume, e.g., through agile working, with support from other services, by making suitable adjustments to processes, etc. |
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| Schools and nurseries | <ul style="list-style-type: none"> • All schools and nurseries re-opened fully to children and young people for session 2021/21 on 16 August with further easing of restrictions |
| Curriculum and Quality Improvement Service | <ul style="list-style-type: none"> • Full service supporting schools and establishments in the delivery of a range of training opportunities delivered to teachers/early years workers • learning during the period of lockdown and remote learning. For example, supporting digital learning. • A range of remote training opportunities delivered to teachers and school staff • Supporting schools prepare for remote learning, including SQA courses • Supporting emergency childcare provision |
| Early Years' Service | <ul style="list-style-type: none"> • Full service supporting early years establishments in the delivery of a range of training opportunities delivered to teachers/early years workers • Supporting learning during the period of lockdown and remote learning. • A range of remote training opportunities delivered to teachers and school staff • Supporting emergency childcare provision • Undertaking early years admissions processes for next session |
| Inclusive Education | <ul style="list-style-type: none"> • School and multi-agency working to identify and support vulnerable children and young people • Planning and delivery of service to meet complex additional support needs of children attending emergency childcare within schools. • Continuing to support children and young people with additional support needs, both within and outwith a school environment • Participation in enhanced public protection arrangements |
| Operations Service | <ul style="list-style-type: none"> • Full delivery to support all establishments during lockdown period • Staff have provided support from within Council Offices and through remote delivery • Continued partnership working with Parent Councils. • Continuing to undertake a range of statutory requirements |
| Psychological Services | <ul style="list-style-type: none"> • Direct delivery for pupils • Continuing to undertake a range of statutory requirements |

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| | <ul style="list-style-type: none"> • Providing wellbeing support for schools and HTs • Deliver statutory services |
| Support Services | <ul style="list-style-type: none"> • Full service with direct support to schools and EYs establishments and this includes; • placing requests; • early years admissions; • transport; • Safe system of working and Health and safety; • supporting the ongoing operational activity of the education service |
| Youth Family Community Learning | <ul style="list-style-type: none"> • Universal Connection establishments re-opened for children and young people • Support vulnerable families in the community • Remote delivery with young people and families via social media • Supporting schools to deliver services • CLD work |
| Youth Employability | <ul style="list-style-type: none"> • Work with key stakeholders to identify , support and track vulnerable groups of young people through ASPIRE (Contact through remote delivery and some face to face delivery) • Supporting the delivery of level 4/5/6 Foundation Apprenticeships programmes • Working with schools to ensure the delivery our GRADU8 work based learning programme. |
| Schools Modernisation Team | <ul style="list-style-type: none"> • Overseeing ongoing work and adaptations within the school estate, including final aspects of the EY building programme. This is completed in partnership with Housing and Technical Resources. • Supporting the ongoing school estate programme |

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|----------------|---|--|---|
| N/a | | | |

Table A – services which have been maintained or have resumed

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| Audit and Compliance | Service continues to work remotely with all processes now completed electronically. Primarily work on 2021/2022 Audit and Work Plans. Service continues to work remotely with all processes now completed electronically. Primarily work on 2021/2022 Audit and Work Plans. Plans developed for a blended work model to allow a return to the office on a part time basis with the remainder of the week working from home. |
| Communications & Strategy | All parts of the service continue to function at full capacity. In Communications, Digital, Graphics and PR teams are all primarily remote working, though some members of the team are working from the office on an occasional basis; while the Print team is working normally in the Print Centre using physical distancing. The Corporate Improvement Unit, Corporate Research Unit have also maintained services while working from home. The Community Engagement Team is operating hybrid arrangement, especially to facilitate community events, including face to face engagement using agreed safe systems of working where appropriate, but primarily working from home. |
| Finance Strategy | Through working from home the team continues to deliver all support service for Resources, and complete essential work (such as budget planning work, regular financial monitoring). The team has also provided monitoring and reporting on financial implications of Covid-19 with Updates on financial position on Covid spend is provided to the executive committee. |
| Finance Transactions CSC Land CSC GE | Half of the staff are office based and other half are agile working. Have continued to provide a telephone, email, and online form (non-integrated) service throughout. Agile working. Have continued to provide a telephone and online form (non-integrated) service throughout. |

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| CSC Repairs | Half of the staff office are office based and other half are agile working. Have continued to provide a telephone and email service throughout. |
| 24 Hr Control Centre | One Assistant per shift now able to work from home on a rota basis with remaining three office based. Team Leaders rotating office presence. Full service continues to be provided. |
| Customer Services Development | Agile working |
| Payables | Agile working with appropriate adjustment to processes and office based key processes. |
| Ordering i-proc | Agile working with office based key processes. |
| Procurement | Agile working. |
| Payroll | Agile working with office based key processes. |
| Risk and Insurance | Agile working with office based key processes. |
| Community Care Team | Agile working with office based key processes. |
| Benefits and Revenues | Agile working with office based key processes. |
| Legal and Administration | |
| Committee Administration | Team is mainly working remotely with office based attendance for dealing with hard copy mail and as required for preparation and issue of Committee Agendas and participation in Committee meetings which are currently being held by virtual means. All support functions are continuing remotely. Committee meetings have been recorded and are being subtitled for uploading to Youtube. Committee meetings have been live streamed to the SLC Committees YouTube page since March 2021. An upgrade to the Audio Visual equipment in the Council Chamber and Committee Room 1 is currently being procured to allow blended Committee meetings to take place subject to Health Protection Scotland restrictions . Preparatory work has begun for the end of the Current Council Term and new Council in May 2022 |

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| Elections | Team working remotely and on a rota basis in the office on the National Resilience Plan for Elections as well as finalising the SPE election accounts and preparations for the Local Government Elections in May 2022 . |
| Legal | Majority of staff are working remotely. Court work is being progressed with guidance from the Scottish Courts Service and all other work e.g., property transactions, contracts work and advice to all parts of the Council is being carried out. The Records Centre has re-opened two days per week so that urgent files can be requested. Workloads are being prioritised to ensure that the most urgent work continues to be done in the event of any impact from staff illness. |
| Licensing and Registration | <p>Registration offices remain closed with the service centralised in Almada St HQ. Remote death registrations are proceeding with birth registrations taking place in person in two rooms in Almada St. Ceremonies (mainly weddings) are taking place at the Town House in Hamilton and venues of the Couples choice. Although marriage ceremonies may now proceed with up to 200 people in attendance, the number attending the ceremony will depend on the size of the venue as one metre physical distancing is required. The registration ceremony room at the Town House, Hamilton will accommodate 60 seated guests. For clarification, witnesses and children will be included in the total of 60. The couple, up to 2 registrars and a photographer are not included in the 60.</p> <p>In terms of Licensing, urgent business can be carried out via delegated authority, or remote Committee/Board. Vehicle Inspections and Testing has resumed at Fleet Services.</p> <p>The Taxi/Private Hire Driver fund went live on 25th January. All drivers were notified by text, email, or letter. L&R processed the applications and arranged the payment of grants in terms of the Scheme. 1447 applications were received, of which 1365 were paid (£2.047500m). A further grant scheme opened in June 2021 for those Taxi /PHC Drivers who received a grant in the financial year 2020/2021 and who were still licenced as at 3 June 2021 . This grant scheme closed in late July 2021. To date the Council has paid out 1335 Grants to drivers with a total value of £ £2,002,500 under the 2021 Scheme. The Council has paid out 782 grants under the Operators Fund with a total value of £960,000 to date. This fund has closed for applications.</p> <p>Contingency plans remain in place to take account of increased workloads due to all of the above tasks having to be carried out</p> |

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| Members' Services | Members' Services Support staff continue to work from home providing elected members with secretarial and administrative support. Staff work from the office as and when requested/required by elected members and when any tasks cannot be completed or carried out from home. |
| IT Services | IT Services have continued working as normal, with all staff able to work from home. Staff attend site as and when required whenever tasks cannot be done remotely (e.g. mobile phone repairs, PC refresh) |
| Personnel Services | |
| Job Evaluation | JE team now able to work agilely and meetings progressing through use of teams |
| Learning and Development | All L&D employees have continued to be operational via home working. Delivery has significantly switched to online learning via eLearning, webinar and virtual classroom delivery. A very limited amount of physical classroom training has been delivered where it has been deemed essential and online delivery has not been an option. Continuing to engage with external providers on essential practical training to ensure legal compliance in areas such as plant and equipment operations, vehicle maintenance, etc. |
| Personnel Operations | Team has been agile and is operational with soft phones. Able to undertake normal activities, process pays, as well as undertake additional Covid related tasks. |
| Recruitment | Operational and dealing with queries virtually. Guidance in place for virtual interviewing. Requests for recruitment are now increasing and applicant volume is high. Additional guidance to aid manager shortleeting is being developed. |
| Employee Relations | Employee Relations and Maximising Attendance work being prioritised and progressed alongside Covid related employee relations activity. |
| Community Engagement | Community wellbeing activity continues but demand remains low; Engagement activity increasing and some face to face opportunities now possible with appropriate SSOW in place; community planning activity continuing. |

Table B – services which have been (and continue to be) disrupted or stood down

| Service | Service Status Please indicate whether the service is “disrupted” or “stood down” | Disruption reasons Please explain why and how service are disrupted or suspended | Next steps Please give an indication of how and when the service might resume |
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| N/A | | | |

Housing and Technical Resources

Table A – services which have been maintained or have resumed.

| Service | Comments Please say how the service has managed to continue or resume, e.g., through agile working, with support from other services, by making suitable adjustments to processes, etc. |
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| Homelessness | Emergency Centralised homeless team continues with telephone presentations and assessments. Virtual call centre will continue to provide basis for service access. Temporary Accommodation continuing to be provided. |
| Sheltered Housing | Critical service delivery has and will continue to be maintained via telephone contact and site presence. All staff have now returned to full time working on site, with flexibility for home working allowing for self-isolation when required and exceptional circumstances. Communal lounges reopened early July. |
| Rent Income Support Team (Formerly Benefits are Changing Team) | Operating as normal but delivered remotely by officers working at home. |
| Housing Options | Integrated home options teams continue to provide homelessness prevention and housing options advice and support by telephone. Office attendance re-introduced with a blended model of home and office-based working |
| Housing Support (includes Syrian Refugees and MAPPA) | Services continue to be provided remotely/ agilely with limited face to face. Home visits recommenced from 23/8/21, guidance and safe systems of work (SSOW(were issued to staff after agreement with TU's |
| Services for Gypsy/Travellers | The Gypsy/Traveller service continue with normal working arrangements, subject to SG guidance and SSOW (inc social distancing and appropriate PPE issued to staff). |
| Emergency Repairs | Full service being provided. Continuing to adhere to Covid SSOW. |
| Non-Emergency | Recommenced to full service and continue to make good progress with backlog. |

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| Void Repairs | Void works continue using safe systems of working and appropriate PPE. |
| Adaptations | Full service being provided, whilst working with Covid SSOW. |
| Routine Repairs | Full service being provided, whilst working with Covid SSOW. |
| External repairs Heating Installation Programme | Full service being provided, whilst working with Covid SSOW. Programme continues. |
| Kitchens & Bathroom Programme | Programme continues. |
| Factoring | Operating as normal but with a mixture of home and office working. |
| Grants | Staff are working on a blended model of agile and office working. |
| Gas Safety Checks | Gas servicing continues to be provided with the service operating within the pre Covid process, with amendments for PPE. A specific team established to deal with the properties where access could not be gained will continue. The forced entry process will continue. |
| Capital Projects Design and Project Management | The design and management of projects, including new nurseries, new build housing and work in Council properties. Works continue on site with contractors assessing the physical/financial impact on their programmes. This service continues to be delivered with a blended model of home and office working. |
| Building Services Projects | This includes construction works being delivered by the Councils in-house team. All works continue. However, material supply chains continue to be disrupted and will be monitored. |
| Assets and Estates Services - Lease/Capital/Data/Investment/Technical | Office attendance re-introduced with a blended model of home and office based working. |
| Strategy and Support | Rota for office attendance has been re-introduced during May, with a blended model of home and office based working. |

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| Directorate | Office attendance re-introduced with a blended model of home and office based working. |
| Rent Recovery | <p>Rent recovery activity, including Former Tenant Arrears, continues with officers working remotely and continuing to contact tenants in accordance with arrears process.</p> <p>Home visits recommenced from 23/8/21, guidance and SSOW were issued to staff after agreement with TU's</p> <p>Hand delivery of letters will continue.</p> <p>Service of Notice of proceedings and referral to Court Team has recommenced, reflecting relevant parts of the Coronavirus (Scotland) Act.</p> <p>Cases can be recalled at court or booked into court to seek decree for eviction.</p> <p>Decrees for eviction due to non-payment of rent can be enforced.</p> <p>FTA recovery continues.</p> |
| Tenancy/Estate Management | <p>Caretakers on site presence will continue, with enhanced cleaning in common areas.</p> <p>Home visits recommenced from 23/8/21, guidance and SSOW were issued to staff after agreement with TU's</p> |
| Estate Management inspections | <p>Inspections will continue.</p> <p>Other Estate management functions continue to be delivered with a blended model of home and office-based working.</p> |
| Anti-social Behaviour services | <p>Service continues to be provided.</p> <p>Door to door visits continue, initially for cases where there is a lack of engagement from the offending party or a particularly sensitive complainer.</p> <p>ASIT continue to access interview rooms for face-to-face meetings were deemed necessary.</p> |
| Housing Allocations & Void Management | <p>Housing application process will remain as is.</p> <p>House letting - lets to all categories with a focus on lets to homeless households, those with an urgent medical need,</p> |

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| | <p>to support hospital discharge and for new build lets where handover achieved.</p> <p>Mutual exchanges and letting of lock-up garages will continue.</p> |
| Support Services (Plant/Stores/Cost and Productivity) | Staff are working on a blended model of agile and office working. |
| Planned and Reactive maintenance | <p>External Fabric works (Roofing and Render) – Progressing as normal.</p> <p>Tolerable standard (Smoke, heat and CO sensors) - Progressing as normal.</p> |
| Community Warden Service | <p>Full vehicle service from 24th August with multi person vehicles.</p> <p>Community Warden Investigative Support /CCTV operating hours have reverted to full contractual hours, coverage extended until 3.30am in line with night-time economy re-opening.</p> <p>Community Warden Estates Team service has ceased in its entirety and therefore no foot patrols requests are being carried out.</p> |

Table B – services which have been (and continue to be) disrupted or stood down.

| Service | Service Status Please indicate if the service is “disrupted” or “stood down” | Disruption reasons Please explain why and how service are disrupted or suspended | Next steps Please give an indication of how and when the service might resume |
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| Anti-Social Behaviour - Legal action | Disrupted | Service continues to be provided where possible. | Legal action to continue - Continue to be guided by the legislation on the service NOP’s and recovery of properties for the most serious cases of ASB. These will continue to be subject to Head of Service Level approval on a case-by-case basis. |

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| Planned and Reactive maintenance | Disrupted | Service to remain as is with limited functions provided. | <ul style="list-style-type: none"> • Doors and windows – Slowly recommencing - labour has moved temporarily to assist in other areas and other operatives still tied to PPE deliveries. • Ongoing issues with securing materials. |
| Assets and Estates Services - Survey | Disrupted | Full survey programme recommenced with the exemption of certain properties i.e., sheltered housing complexes | <ul style="list-style-type: none"> • Full survey programme underway with a few exceptions • External and essential survey work only being carried out in these properties – Continue to review in accordance with guidelines |

Table A – services which have been maintained or have resumed.

| Service | Comments |
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| Fieldwork Services | <p>Public Protection</p> <ul style="list-style-type: none"> • Please say how the service has managed to continue or resume, e.g., through agile working, with support from other services, by making suitable adjustments to processes, etc. • Public Protection duties remain a priority for the Health and Social Care Partnership. • At the outset of the pandemic the service identified the most vulnerable children and adults within each locality and focused on continuing service delivery to those assessed as most at risk. • The most vulnerable children and adults remain a priority. • Social Work staff will screen and prioritise referrals whether it is for children or adults based on immediate risk to individuals. • Non-critical referrals (RFA's) received are now being screened and prioritised for further assessment. • Critical and substantial cases continue to be seen face to face, where appropriate and necessary, all other contact is maintained via telephone and virtual. • Supplementary guidance issued by the Scottish Government for Child Protection and Adult Support and Protection in April 2020 remains in place to support Chief Officers, local managers and Child Protection and Adult Protection Committees during the COVID-19 outbreak. • Home visits for Adult Support and Protection and Child Protection case have continued with staff following appropriate PPE and physical distancing guidance. • Service user interviews can now take place within Hamilton and Rutherglen Local Offices. Work is ongoing to identify suitable meeting accommodation within Clydesdale and East Kilbride. • Case conferences have continued to be held for Adult Support and Protection. • Case Conferences and key planning meetings are arranged through virtual means which allow for decision making and daily support to staff to continue. • Collaboration with NHS and HSCP staff has supported the management of risk assessments with the use of PPE equipment enabling the service to undertake home visits and one to one contact with clients. • Liaison and collaboration with other agencies is undertaken and joint management of cases agreed where appropriate • Enterprise Resources, Fleet Services and Education Resources have supported the delivery of services to those |

identified as most vulnerable.

- Duty rotas are in operation to reduce the footfall of staff into the locality offices and these have remained in place.
- Agile working continues to be in operation across Services.
- IT enablers such as Microsoft teams and Near Me continue to be utilised.
- SLC Social Work Team at The State Hospital continue to work in a mixed pattern in efforts to promote infection control measures. Following the recent lockdown, shielding has again become an issue. However, the team are now equipped with adequate IT provision to support continuity of service and are much more comfortable with the demands of working in a flexible manner. The team continue to support the care and treatment of patients in The State Hospital and to meet our statutory and service requirements within the hospital and as part of the MHO group across the authority.
- Appropriate signage and safe distancing /hand hygiene practices is in place in Social Work buildings.
- Guidance on staff responsibilities on how to prevent the spread of Covid-19 has been circulated. This includes a reminder not to congregate within staff areas where two metre distancing cannot be observed, ensuring masks are worn and office workspaces are wiped down regularly.
- Signing in/out sheets logs maintained at the entrance of the building, as per Health and Safety.
- Wellbeing hubs have been established and a wellbeing co-ordinator assigned to each locality to offer advice, guidance, and support to staff.

Child and Family Services

- Child and Families staff continue to work remotely and are office based on a duty rota to maintain low footfall into the offices for essential services only.
- Child and Family services have continued to manage case conferences by virtual means supporting families with no access to smart phones or broadband.
- Child Protection plans have been reviewed via core groups and review case conferences.
- The most vulnerable children are continuing to be seen at home.
- Legally required contacts between children and their families are being undertaken following a risk assessment.
- Home visits where legal orders exist, or assessments are required, are being undertaken.
- Intensive Family Support services have resumed and have increased their capacity.
- Through care and after care services are being provided and young people supported within the community.
- Action for Children services for children with disabilities have fully re-opened.

Criminal Justice Services

- High Patrick Street-continues to be a vital resource for those who for statutory reasons require to be seen but cannot be visited at their home address due to for example the risk of harm they may pose. Service users subject to Throughcare, a Drug Treatment and Testing Order or the Caledonian System Programme continue to be seen by appointment. High Patrick Street is also used for service users who require to be seen but for whom there is no available locality office space. It is likely that young people subject to Structured Deferred Sentences may also be appearing at virtual court reviews from High Patrick Street. A ViSOR terminal utilised by the MAPPA team is also located in High Patrick Street, a one-way system and social distancing measures remain in place.
- Accommodation for service user meetings is now available within Hamilton and Rutherglen local offices, with work continuing to identify suitable accommodation within Clydesdale and East Kilbride.
- Renewed public health guidance led to the unpaid work service resuming in March 21 after being suspended on 8th January. Due to extensive periods of suspended or reduced activity in the unpaid work service due to COVID there is a backlog in hours that require to be completed in this service. Amendments to Coronavirus legislation permitted a reduction of 35% in unpaid work hours to be applied with key conditions (excludes domestic violence or sexual offences). Additional funding has been made available for a time limited period to support the recovery of justice social work services. A social work committee report documenting the breakdown of additional spend on fixed term posts for justice services was approved on 2nd June and additional posts are presently being recruited to. Support for this service is also being provided by the local third sector and national third sector providers such as SACRO and Action for Children. A detailed briefing report on the recovery planning in place to support the unpaid work service was presented and approved by the governance group in May 21.
- Virtual Court arrangements have been established across Scotland to support the backlog in court activity and address the projected increase in demand (Justice Analytics 2020). New arrangements have posed challenges in terms of meeting 1 day Key Performance Indicators for persons sentenced to Community Payback Orders but solutions are being explored in relation to this. There are significant challenges in relation to maintaining the confidentiality of service users interviews using both the lifsize cloud (similar to Microsoft Teams) and phones in the police cells to conduct social work interviews. Physical accommodation for Court Social Work staff remains an issue due to the size of the room within Hamilton Sheriff court and number of staff. This is due to new staff being recruited from recovery monies. Court report assessments are predominantly being undertaken virtually or by telephone with face-to-face contact being reserved for the most serious of cases.
- Locality Justice Services-virtual and face to face contact is being undertaken to ensure National Standards are being adhered to in terms of Community Payback Orders.
- Drug Treatment and Testing Orders are continuing to be delivered without testing being undertaken at the present time. Going forward, reviews of these cases are likely to take place virtually and testing is likely to resume

in July 2021.

- MAPPAs continue to operate with all meetings taking place on a virtual basis.
- Group Work-Restrictions have continued to have an impact on the delivery of face-to-face group work as part of the Caledonian programme for domestic violence and Moving forward Making Changes for registered sex offenders. The approach taken to the delivery of programmatic work has been taken after reference to national guidance regarding delivery. Programmatic work is continuing to be delivered on a 1:1 basis in High Patrick Street in accordance with treatment needs and risks. As restrictions alter group work programmes will take place with 2 facilitators and 3 attendees.

CMHT

- In relation to MHO duties under the Mental Health Act, face to face assessments have been carried out during lockdown and continue to be carried out.
- Face to face contact with Restricted Patients has been maintained.
- Direct contact with Service Users is taking place. Staff must comply with PPE and social distancing guidance.
- Video technology has been assessed as not being relevant to most service users' circumstances but is used in some cases-
- Most Hospital wards can be accessed to visit Service Users, attend meetings and to carry out MHO assessments in relation to detention under the Mental Health Act.
- Close liaison with Third Sector Care Providers and Health and Social Work colleagues is paramount.
- Contact is taking place with family members of adults being supported, if agreed by the Service User or where the level of risk allows this.
- Throughout 2020, the statistics on a monthly basis have remained relatively stable with on average 20 call outs per four weeks for the day rota and 13 for the OOH rota. There was a noticeable increase in the statistics from the end of January 2021. On average, call outs increased 25% for the day rota and 10% for the OOH rota, with on average 25 calls for the day rota and 15 calls for the OOH rota from Jan until April 2021. Since recording started on 27 March 2021 there have been 123 call outs for the day rota and 49 call outs on the OOHS, with averages of 24.6 and 9.8 respectively.

There were 21 requests for an MHO on the day rota for the period 17 July to 13 August, 6 requests for an MHO on the OOH rota, this was similar to the rates established from the previous four weeks. In both the day and night time rota the majority of service users were previously known to social work.

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| | <p>COVID-19 Vaccination Programme</p> <ul style="list-style-type: none"> All Fieldwork staff who meet the criteria for frontline staff who have ‘hands on’ contact with service users in accordance with the CMO guidance have now been offered an opportunity to book for a vaccine. Indications from Salus report that uptake by the Social Care workforce has been high. <p>LSI Douglas View</p> <ul style="list-style-type: none"> Coordinate response February 2021-May 2021 from the Partnership, Police, CI and other partners LSI Concluded May 2021 with final outcome meeting held on the 11 May 2021 All SLC reviews completed within timescale and all residents and families were involved in an initial review and follow up reviews during the LSI Care inspectorate inspected twice during the LSI and evidenced improvements grades are currently 3’s at present remains a high risk service Families communicated with at the start of the LSI and the outcome of the LSI Ongoing police investigation and the partnership will be made aware of the developments Final report and Action plan taken to the Adult Protection committee and the committee will be kept update on the progress Partnership satisfied by the actions taken by the home thus far and the safety of the residents Quality assurance action plan in place and will be monitored by the partnership. 6 monthly meeting in place to review. Assurance action plan attached below <p> quality assurance action plan.docx</p> |
| Residential Services | <p>Childcare Residential Services</p> <ul style="list-style-type: none"> Service was and continues to be maintained throughout the Pandemic. Those children and young people of school age are now back at school. Our Children’s Houses have remained mostly at full capacity throughout the pandemic. Although it has been a challenging time we continued monitor staffing levels due to COVID. Young people have |

remained largely compliant with adhering to public health measures and appropriate safe staffing levels has been maintained, which has contributed to service continuation without major disruption.

- PCR Testing has been introduced to the children's houses on the 25 May 2021.

Older People's Residential Services have continued to be delivered across the 6 core residential homes. Canderavon Intermediate Care now picks up the flow of step-down residents and all other care homes are continuing to admit residents from hospital and community.

Guidance and safe practice with regards to COVID19 have required attention and resourcing:

- Daily Safety Huddles continue each shift change over.
- Managers safety huddles now x2 per week
- Continuous updates to workflow tool that monitors service users' dependencies, service user's health and wellbeing and response to same
- Movement of staff between care homes was stopped to minimise infection. Where staff are moved, they are moved for block periods of time to prevent spread of infection.
- Using Microsoft teams to hold regular management meetings, sharing of information and ever-changing Scottish Government, IPC, and Care Inspection guidance
- Use of Near Me technology for GP, Nurse and allied health Professionals consultations who initially did not visit any care homes.
- We continue with the enhanced Infection Control Measures and enhanced cleaning regimes throughout the day and overnight including terminal cleans and electro spraying every 24 hours. Staff continue to wear uniforms laundered on site and cannot leave care home for breaks (meals and drinks provided). Rest areas are set up to support staff wellbeing.
- Involvement in wider infection prevention group which focuses developing guidance for NHS Lanarkshire area
- Internal infection prevention procedure has been updated to reflect changes from IPC group and public health guidance.
- Individual Covid care plans remain in place for all service users. These are reviewed and updated at the same time as current care plan to ensure all relevant information is current, should we be required to implement these plans.
- Each Care home is registered with TURAS an electronic data platform that collates stats for SG and is inputted daily.
- Additional staff training in SIPCEP infection control.
- SLC Infection Control Guidance updates are observed. Latest version 2.3 13 August 21 and augmented with

appendices 21/22 August 2021

Infection Prevention and Control (IPC)

- Revised guidance Version 2.3 published on 13 August 2021 and augmented with appendices 21/22 August 2021
- Healthcare Associated Infection standards under review
- Webinars- Covid 19 Right choice, right time, right resource throughout August managers attended where they could
- Care home assurance visits have been completed by Public Health and Infection Control colleagues in each registered care home. Action plans completed and any remedial action implemented
- Public Health declared outbreaks and decisions to close care homes to admissions /discharges on a case-by-case basis is unpredictable and unplanned.
- Implementation of all ICP procedures and being regularly audited against these measures via Care Home Assurance visits, Peer audits, Care Inspectorate and Public Health is a new process.
- A new Quality Improvement Infection Control Care Inspection audit framework has been implemented with increased scrutiny and expectation of full compliance is now in place.
- Enhanced cleaning regimes, increased laundry and waste disposal management continue as per guidance
- Staff training in terms of good infection control has been paramount and is refreshed regularly.
- Daily IPC and PPE audit and observations are now undertaken.
- Safe Systems of Work continue to maintain social distancing for staff only in public areas.

Governance and Scrutiny

- The level of scrutiny from all areas has been intense resulting in anxiety for managers, carers, and staff. The agencies involved include the Procurator Fiscal, Police Investigations, Health and Safety Executive spot checks, Care Inspectorate, Care Home Assurance and Public Health Agencies.
- Increased data collection from a range of regulatory bodies including Scottish Government, Care Inspectorate, NHS Lanarkshire.
- Local monitoring and recording of testing and Covid-19 prevalence is required within each care home.
- Governance oversight group developed re deaths in care homes in response to information demand “**Operation Koper**”
- The Care Inspectorate has developed a compendium of guidance and information in relation to COVID-19 providing information on the operation and delivery of regulated care services.
- Fortnightly reports laid in parliament following CI unannounced visits continue

- Fortnightly meetings held with External Care Home Providers to share information and ensure appropriate responses to emerging issues

Support for care home staff

- South health and wellbeing group continues
- Helpline available for care staff
- All staff have access to PAM assist and, this is encouraged
- Staff meetings are now taking place using MS teams for staff not on shift.
- Managers support via bespoke sessions with NHS psychologist Sue Ross and team commenced and ongoing
- Staff sickness absence has risen for the first time since the pandemic began.

Admissions to Care Homes

- To support hospital delayed discharges and free up NHS capacity, the service has continued to admit service users from hospital and from community.
- The intermediate care service is continuing to support people to recover and go home with over 200 admissions since March 2020 from all five hospital sites.
- In addition, the remaining five long term care homes have also continued to admit both from hospital and the community.

Visiting and Supporting Service Users to Stay in Touch

- “Open with Care Guidance” fully implemented and we await revised guidance
- Review of booking systems to be phased out
- Service users to be encouraged to participate in local and community activities

Staffing

- Staff recruitment ongoing as vacancies arises
- Temp extensions agreed for a number of additional staffing as agreed by SMT November 2020
- Seconded day care staff (with the exception of those working in IC) have returned to their substantive posts
- Supporting redeployment of staff from Canderavon care home
- Supporting redeployment of staff from Coal yard
- Fortnightly meetings with Trade Unions continue to encourage partnership working and to support decision making in line of changing circumstances

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| | <ul style="list-style-type: none"> • Supporting modern apprentice programme <p>COVID-19 Vaccination Programme</p> <ul style="list-style-type: none"> • No issues from staff or service users in relation to this. • Vaccine boosters for service users and staff are scheduled for September <p>Testing</p> <ul style="list-style-type: none"> • Weekly staff testing arrangements have been in place within Care Homes since 15 June 2020. • No current issues with LFT and PCR testing and outcomes. Plans are being implemented for care home staff to be able to participate in LFT testing weekly at home. 2nd LFT tests and PCR tests will take place on site . Occasional issues are addressed immediately. <p>Rapid Testing of Care Home Visitors</p> <ul style="list-style-type: none"> • Visitors to our care homes are offered and encouraged to undertake a lateral flow test with, very few refusals. If visitors have tested at home they are asked to provide proof i.e. photograph of negative result. • Introduction of daily LFT testing for all staff in every care home where Public Health have declare an outbreak until outbreak declared over <p>Investing to Modernise Programme</p> <ul style="list-style-type: none"> • Phase 1 progressing as per timetable <p>Decommissioning of Canderavon House</p> <ul style="list-style-type: none"> • All long-term service users have successfully been supported to move to alternative in-house care placements of their choice |
| Day Services for Adults and Older People | <ul style="list-style-type: none"> • Services which opened on 17 May include; Lifestyles Harry Smith (Lanark), Newberry Rooney Centre (Hamilton), Lifestyles Murray Owen (EK) and Harry Heaney day centre (Rutherglen). • Risk assessments and SSoW are in place for the re-opening activity and take cognisance of the following; 1) Enhanced cleaning regimes and application of IPC measures (which includes targeting housekeeping and facilities domestic staff to the named facilities for reopening allowing for enhanced cleaning throughout the day). 2) Operating a bubble system of three service users per bubble in order to manage and reduce social contact and support the test and protect system. 3) Not using areas where ventilation cannot be adequately achieved (for example internal rooms without windows or where there is no fresh air ventilation). 4) Safe use of fleet is limited in line with the principles of adult social distancing although where service users are not able to tolerate wearing a mask this is a further |

consideration. Additionally, a proportion of fleet continues to be utilised by Waste Services in order to maintain social distancing between Waste employees

- The second phase of re-opening additional building bases is now underway with Meldrum House and Lifestyle Eastfield (Rutherglen) now providing services for a reduced number of service users, with plans ongoing to resume service in Lifestyles Fairhill (Hamilton), Lifestyles Stonehouse and Lesmahagow Neighbourhood Centre.
- The Outreach Service established during the closure of building based services continues to provide support to individuals within their own homes or in the community. This is a flexible service, dependent on individuals' assessed needs and personal outcomes. Maintaining the Outreach Service is in line with the Scottish Government Guidance on the re-opening of day services which states: *"Ongoing physical distancing requirements for the general population must be followed between supported people, which means that support will look different. Many services will need to operate at reduced capacity compared to before COVID-19. It will therefore remain vital to maximise the availability of other forms of support alongside re-opening building-based adult day service settings."*
- Significant work continues to ensure that reviews in line with SDS and the prioritisation framework in relation to identifying critical and substantial need for services needs to be undertaken in order to prioritise service to those with substantial and critical needs.
- COVID-19 testing of day services staff using the Lateral Flow Device testing twice weekly commenced on 8th February and this continues. Staff now undertake self-testing twice weekly. Training and monitoring are in place for this activity.
- Day services staff who continue to deliver the Outreach service as well as those who have been temporarily deployed into other parts of the Resource (e.g., Care Homes), are now required to register with SSSC for their roles. SSSC extended the usual registration period within which staff had to register from 6 months to 12 months due to COVID-19 however, the process of registration takes around 60 days, and staff will need to be fully registered by the end of March 2021 to continue to be able to work in direct service delivery roles. Discussion is ongoing between Corp HR/CoSLA and SSSC as to whether or not these staff should continue with the registration process since many of them are currently deployed temporarily to registered roles.
- Clarification as to whether or not day services staff would be required to register with SSSC, is now confirmed and staff registration is in progress. The reason for this change is that in order to maintain the Outreach Service, all services must vary their registered status and dual register not only as a Support Service (Day Service) but now with the addition of Care at Home. A permanent variation has been submitted to the Care Inspectorate to include Care at Home services.
- There has been a number of enquiries and concerns raised by carers of people who use services, local Councillors and MSPs in relation to day services not immediately opening "as normal," for example having 50 people in a day service building at the same time. Work is ongoing to keep people informed about the particular rules and guidance in place

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| | <p>for the re-opening of day services.</p> <ul style="list-style-type: none"> • In relation to the ongoing Day Service Review, further public consultation is planned during summer of 2021 in relation to service redesign based on the recommendations and evidence contained within the initial review report. |
| Care and Support Service | <p>This service continues to deliver person centred care for circa 30 adults with learning disability living in their own or shared tenancies across South Lanarkshire. Many of these service users have complex care needs including autism, blindness, and physical disability and can exhibit self-injurious and challenging behaviour.</p> <p>In addition, the Care & Support Service is currently supporting service users with additional hours each week due to adult day care being suspended.</p> <ul style="list-style-type: none"> • The Care and support has now concluded following positive outcomes from both IJB and, committee. Agreed actions will now be followed through by the Manager of the service, external manager and local office staff. This will continue to lead by Head of Health and Social Care and The Service Manager, Transitions. • The staff team continue to carry out PCR tests as per SG guidance • Recent guidance from public health for this service has been to follow mainstream guidance. • Mainstream SG guidance includes lateral flow testing for service users. This group of service users would be unable to test independently and would require full assistance to carry out this test. This could have implications with regards to consent and, guidance has been sought regarding this. • To date, one service user tested positive and was hospitalised. This service user was discharged home and, is now fully recovered. • Due to the isolated, lone working within this staff team, the management team received laptops to support agile working. • 13 x devices were delivered for use with the staff team to support learning and development. This has been useful but, is not enough of the size and dispersion of the care team of approx. 110. • Staff attendance has been positive with nil absence at time of writing this report. |
| Care at Home Services | <ul style="list-style-type: none"> • Care at Home has continued to support the most vulnerable individuals throughout the pandemic and are currently operating at normal levels. • There has been a sharp increase in demand for services over the last 12 weeks. This appears largely due to individuals delaying presentation to Health and Social Care during the height of the pandemic. Individuals are presenting with very complex health and care needs and this is placing significant pressure on Care at Home services and there is limited capacity within the system to support new service requests. |

- Media campaigns have focussed on highlighting the challenges to the public and specific comms have also been issued to all service users and staff.
- Recruitment is well underway to attract an additional 4,000 Home Carer hours to support the service to meet the additional demand going into the winter period.
- Staff absence has remained high with delays in treatment and assessment a factor.
- PPE continues to be widely available via the established PPE Hub and PPE delivery arrangements have continued to support reduced footfall within offices.
- Guidance for staff is reviewed regularly and distributed in line with national communications.
- Enhanced messaging has been devised and issued to all staff to reinforce expectations regarding social distancing and infection control. This will continue.
- In terms of External Providers, capacity across the sector is exceptionally challenging with providers experiencing the same issues as highlighted under absence.
- Fortnightly meetings held with External Care at Home Providers to share information and ensure appropriate responses to emerging issues.
- A group has now been established to develop the procurement and consultation strategies and the service spec for the Care at Home PSA that is due to take effect from 1 July 2022.
- A temporary variation to the Care at Home provider's contracts has been extended until 30 September 2021. This revised arrangement, will facilitate the retention of care packages for 3 days following admission to hospital.
- Staff vaccination programme now complete. Options continue to be available as part of the wider population rollout.
- Health colleagues are currently preparing for the implementation of the flu vaccination programme and the third covid vaccination. It is anticipated that this will commence in late September subject to further guidance from Government.
- Weekly PCR testing continues throughout the sector
- Agile working continues with staff encouraged to work from home where practicable and locality team duty systems in place to reduce footfall and to ensure immediate operational management of services.
- For those working within the office environment, guidance has been provided on measures to be taken to prevent the spread of COVID-19.
- The allocation of additional Pool cars has remained within the service to support the need for physical distancing measures within Council vehicles.
- Fortnightly meetings with Trade Unions continue to encourage partnership working and to support decision making in line of changing circumstances.
- Agreement reached to extend Microsoft 365 accounts to all Home Carers. This will transform the way in which we can

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| | <p>engage with staff who work in the community in a more responsive, efficient, and safe way.</p> <ul style="list-style-type: none"> • The Microsoft 365 roll out is expected to take place during the third quarter of 2021 and will provide staff with organisational email addresses and access to MS Teams. This will enable the Care at Home Service to communicate information quickly with staff and bring staff into the wider Council and HSCP communication networks, enabling contact with home carers who provide a critical front-line service. • Assessments, Reviews and Support Planning routinely taking place, with information obtained over the telephone being maximised. • Patch meetings with staff take place remotely via conference calls and MS Teams meetings • Supervision and Appraisals taking place via conference calls and MS Teams Meetings |
| <p>Performance and Support Services</p> | <p>Money Matters</p> <ul style="list-style-type: none"> • The service was very quickly transitioned from an office based, public facing service to one being delivered remotely either via phone or through applications such as Microsoft Teams. Most staff now have access to laptops and can therefore work remotely much more effectively than before. Where staff do not have access to a work laptop, they are using a home device to mirror on to their work PC. All calls have been diverted to mobiles and coverage of work mobile phones is currently being looked at as all staff do not have access to one but have used their personal mobiles as a fall-back position. From an office footfall perspective, it is very minimal with staff only attending the office to deal with paperwork/mail. Overall, the service is much better positioned to work remotely, when compared to March 2020. <p>Planning & Performance Team (includes Public Information, Strategic Planning, Complaints/FOI, Management Information and SWiSplus Training Team)</p> <ul style="list-style-type: none"> • Service continues to work remotely and has managed to cover the vast majority of asks and is now stepping back up to being able to operate at full capacity as more and more routine work comes on stream. Only partial access to the office has been needed to pick up mail e.g., FOI's and Complaints that have come in hard copy. • Some of the Planning and Performance Team continue to resource the service demands of the PPE Hub, for example Provider Liaison, linking with National Services Scotland (NSS) and managing new demands such as Lateral Flow Test Kits |

Administration Services

- Service provides vital support to frontline statutory work e.g., minuting and arranging public protection meetings, dealing with accommodation, IT, finance, and equipment/supplies orders. Service has also been central to the PPE efforts, with staff taking on operational roles around this such as stock control, forecasting, linking with Procurement and frontline services to ensure that all critical pieces of PPE are available in supporting frontline staff to discharge their duties safely.
- Overall, the service has operated an office rota to minimise footfall and maintain a skeleton administration cover in the main offices but has also managed to maintain a full administration service to frontline residential care services.
- Laptop coverage for the service is now almost at 90% of all staff who require one.

Table B – services which have been (and continue to be) disrupted or stood down

| Service | Service Status Please indicate whether the service is “disrupted” or “stood down” | Disruption reasons Please explain why and how service are disrupted or suspended | Next steps Please give an indication of how and when the service might resume |
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| Child and Family services Family Centres | Disrupted | Non-statutory service provision has been stood down. All referrals are screened and reviewed to determine their priority level. | Phased service recovery will take place following national Government advice. |
| Unpaid Work | Stood down during lockdown and continues to be disrupted | Social distancing and hygiene compliance have resulted in reduction of service | Service resumed but at reduced capacity |
| Adult & Older People Day Services | Disrupted | Service was centre based whereby all service users came and now moved to recovery planning together in groups. Therefore, alternative model had to be found due to risk of virus spread in this setting. All Centres were closed to service users, with only four remaining open as staff Hubs, one of these being Newberry Rooney, which operated as the PPE Hub. The model of delivery has been adapted from Centre based to an outreach service whereby the staff connect with service users who would, under normal circumstances have attended a day centre. Therefore, contact has been maintained and a different service continued. | Continue with existing arrangements in the short-term. The future delivery model of day services was already subject to a review prior to COVID and work on the review has now recommenced. A risk assessment of Day Service buildings re-opening has been completed taking account of Corporate Guidance and the Scottish Government Guidance for re-opening of Adult Day Services published on 31 st August 2020. This will take account of the prevailing advice from Public Health Scotland. Safe Systems of Work (Covid-19) are currently being developed in line with Health and Safety, Public Health, Environmental Health and Transport Safety guidance. |

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| | | | Work commenced on safely restarting day service building based learning disability physiotherapy services in line with NHS Lanarkshire protocols and procedures in September 2020. To date, six buildings have opened with a reduced number of service users attending. |
| Performance & Support Services | Disrupted | The use of certain buildings, for example Day Care and capacity within other buildings has been disrupted due to operational staff either working in an agile way or because the service being delivered from the building is not possible | Buildings will be stood back up in line with Corporate Guidance regarding public access and based upon the Safe Systems of Working Guidance for staff. This will also be influenced by the fact that (in the future), agile working may become the norm and therefore lessen footfall in the long term with regards to the ongoing need for buildings |