

ISLE OF ANGLESEY COUNTY COUNCIL	
<b>Report to:</b>	<b>The Executive</b>
<b>Date:</b>	<b>15 June 2020</b>
<b>Subject:</b>	<b>Update of the Council's response to date to the COVID -19 crisis</b>
<b>Portfolio Holder(s):</b>	<b>Councillor Llinos Medi, Council Leader</b>
<b>Head of Service / Director:</b>	<b>Annwen Morgan, Chief Executive</b>
<b>Report Author: Tel: E-mail:</b>	<b>Dylan Williams, Deputy Chief Executive / J Huw Jones, Head of Democratic Services 01248 752499 DylanWilliams3@anglesey.gov.uk</b>
<b>Local Members:</b>	<b>All Elected Members of the Council</b>

<b>A –Recommendation/s and reason/s</b>
<p>The Executive Committee is requested to:</p> <p><b>R1</b> Accept the report and the Council's response to the crisis to date.</p> <p><b>R2</b> Confirm that the SLT should report progress on relaxing lockdown issues and Recovery work to the two standing Programme Boards. In addition, to extend membership of the boards to include the 4 group leaders.</p> <p><b>R3</b> Authorise officers to prepare an update on the preparations and the Recovery work for submission to the next meeting of the Executive.</p>

<b>B – What other options did you consider and why did you reject them and/or opt for this option?</b>
<b>The importance of updating the Executive in light of the implications of the crisis on the Council's work.</b>

<b>C – Why is this a decision for the Executive?</b>
<b>Operational issues in response to the crisis.</b>

<b>CH – Is this decision consistent with policy approved by the full Council?</b>
<b>Yes</b>

<b>D – Is this decision within the budget approved by the Council?</b>
<b>N/A</b>

<b>E – Impact on our Future Generations (if relevant)</b>		
<b>1</b>	<b>How does this decision impact on our long term needs as an Island</b>	<b>The impact of the pandemic is widespread across Anglesey - residents, society and the economy, and has had a direct impact on Council services / work programmes and business continuity.</b>
<b>2</b>	<b>Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority. If so, how:-</b>	<b>The crisis will need to be dealt with indefinitely as well as a work programme for a recovery period. This is a national issue and clarity will be required on future spending and the impact of this on the Council's strategic programme.</b>
<b>3</b>	<b>Have we been working collaboratively with other organisations to come to this decision, if so, please advise whom:</b>	<b>It is important that crisis and mitigation decisions are consistent with regional / national expectations.</b>
<b>4</b>	<b>Have Anglesey citizens played a part in drafting this way forward? Please explain how:-</b>	
<b>5</b>	<b>Outline what impact does this decision have on the Equalities agenda and the Welsh language</b>	<b>In maintaining key services to date during the crisis, ensuring access to services for all is paramount.</b>

<b>DD – Who did you consult?</b>		<b>What did they say?</b>
<b>1</b>	<b>Chief Executive / Senior Leadership Team (SLT)</b> (mandatory)	
<b>2</b>	<b>Finance / Section 151</b> (mandatory)	
<b>3</b>	<b>Legal / Monitoring Officer</b> (mandatory)	
<b>4</b>	<b>Human Resources (HR)</b>	
<b>5</b>	<b>Property</b>	
<b>6</b>	<b>Information Communication Technology (ICT)</b>	
<b>7</b>	<b>Procurement</b>	
<b>8</b>	<b>Scrutiny</b>	
<b>9</b>	<b>Local Members</b>	

<b>F - Appendices:</b>

<b>FF - Background papers (please contact the author of the Report for any further information):</b>

## EXECUTIVE SUMMARY

1. Covid-19 is an infectious disease affecting over 200 countries throughout the world<sup>1</sup>. This includes the United Kingdom.
2. The British and Welsh Governments have been seen to put in place emergency planning arrangements to guide the national response to the pandemic.
3. This national governance structure has been replicated at regional level in North Wales and also at local authority level by the Isle of Anglesey County Council.
4. An emergency team<sup>2</sup> was established to lead and co-ordinate the Council's response to the effects of the virus
5. The period of the crisis has been challenging in terms of responding effectively and safely.
6. Planning and preparation for the local surge in mid-May, 2020 was undertaken, based on the national modelling in partnership with other organisations.
7. To date, the number of local cases and those across the region have not been as high as predicted, however there is a risk of a further surge later this year.
8. Locally, we have prioritised the following areas:
  - a) Protect and safeguard the Council workforce
  - b) Ensure adequate and standard PPE supply
  - c) Protect and support vulnerable individuals and children of key workers
  - d) Interpret and implement national guidance
  - e) Maintain frontline statutory services
  - f) Implement new services in direct response to the crisis
  - g) Plan for a significant number of deaths
  - h) Administration of national grants eg business support; direct payments for free school meals
  - i) Adapt the workforce in a short space of time and creating the conditions for different ways of working
  - j) Pilot the 'Test and Trace' system
  - k) Timely and regular communication and sharing of information, both internally and externally
  - l) Co-operate effectively at a local, regional and national level.

<sup>1</sup> World Health Organisation stated that 207 countries, areas or territories have cases as at 03/04/2020

<sup>2</sup> Emergency Management Response Team (EMRT) established on 18 March, 2020

It must also be emphasised that day-to-day work has continued during the crisis period across several Services, but that the approach has been adapted to keep the workforce and residents of the Island safe.

**The situation continues to change daily, but the information in this report is correct at the day of completion (8 June 2020).**

## **1.0 Introduction**

1.1 The British Prime Minister announced that Britain was entering a period of social restrictions on 23 March. These arrangements were reviewed by the British Prime Minister on 16 April, 10 May and 28 May. On 29 May, the First Minister announced measures to relax some of the current arrangements, allowing people from two different homes to meet outside locally.

1.2 Dealing with the Covid -19 crisis has been a significant challenge for the Council - not only in maintaining key front-line services and conducting normal business where possible, but also in ensuring health and safety arrangements are in place to protect the authority's staff whilst providing services. In terms of business continuity, the Leader has exercised her executive decision-making powers since the outbreak of the crisis. Since 17 March, the Chief Executive has also exercised emergency powers during the crisis in accordance with the Constitution. See the link below:

<https://www.anglesey.gov.uk/en/Council/Councillors-AMs-MPs-MEPs/Executive-decisions-taken-by-the-Portfolio-Holders-Officers-and-the-Council-Leader/April-2020.aspx>

1.3 The impact of the current crisis is far reaching for the island's residents, society and economy. It has had a significant impact on the Council's ability to continue with its strategic work programme of service modernisation and transformation and the Welsh Government needs to clarify the impact on local authorities' financial position in the short, medium and long term. It is anticipated that dealing with the effects of the crisis, the likely relaxation stages, and the subsequent recovery phase will be a priority for the Council and key partners for some time to come. It must also be remembered, at the time of preparing this report, that Covid -19 positive levels on the island continue to rise, and that testing processes have been extended. Based on original modelling work for the region, we predicted that we are currently at the peak of the surge. However, recent modelling assumes a slightly better picture overall than originally assumed for this period, but it must be emphasised that there is the possibility of a second surge later in the year since the impact of relaxation measures on the modelling needs to be assessed.

**1.4 The purpose of this report is to update the Executive on the governance arrangements put in place to respond to the crisis; a service level outline of the main actions taken to date, and finally a focus on the next phase of learning and establishing the new normal (as an authority and an Island), through the recovery phase.**

1.5 The next section of the report summarises the national arrangements; regional structures under the North Wales Resilience Forum and the governance structure, to respond to the local crisis by the Council. The Council has played a full part in working together and operating consistently with the regional structures on agreed actions. The Council's systems, support, and resilience of information technology provision have been vital to enable the safe and effective adaptation and continued operation. There will be many lessons and good practice here to consider for the future.

## **2.0 Governance Arrangements**

**2.1** There are several elements to this at a national, regional and local level when dealing with the crisis and sharing information:

### **National**

- COBRA meetings - crisis management across the UK
- (Welsh Government- a guide for Councils (Regulations and Guidance)
- Weekly meetings - Welsh Government Leaders and Ministers.
- Weekly meetings of North Wales Leaders.
- Daily information from Welsh Government and the WLGA.
- Weekly meetings of Chief Executives at national and regional level.
- The Leader / Officers attending these meetings update and report back to the EMRT on a daily basis.

### **Regional**

At a regional level, the Council has also been involved in several planning / response and information sharing fora:

- The North Wales Local Resilience Forum has established a Regional Strategic Co-ordinating Group (SCG) which plans the region's response against a worst-case scenario against health modelling.
- A regional Tactical Group (**TCG**) - reports to the SCG, focusing on operational issues e.g. PPE supplies. There are a number of sub-groups reporting to the TCG - health and care, field hospital planning; excess deaths, community and partner support, communication and the press.
- Officers who attend the regional meetings report back to the EMRT on a regular basis.

The authority had to urgently set up a new governance arrangement as a result of the crisis. The overview of how the authority's activities are managed is given below:

### **Council's Response Structure**

- Daily Emergency Response Management Team (EMRT) meetings involving the Leader and Deputy Leader of the Council have met formally since 18th March.
- The Management Team is responsible for co-ordinating the Council's response to the Coronavirus crisis; discussing key service delivery, new activities, workforce planning, communication and information sharing, and health and safety

- The purpose of the Management Team is to **"lead and co-ordinate actions to protect the workforce and residents, while working together effectively to provide essential and new (or increased) local services in response to the COVID - 19 public health crisis"**.
- Senior Officers acting as Senior Responsible Officers with specific areas.
- Core principles for action, including staff health and safety, maintaining key services, and utilising the workforce - daily meetings.
- Weekly work programme reviewed and updated weekly.
- Weekly monitoring of EMRT actions through the 4action system.
- Daily Situation Report (sit rep) prepared along with a weekly version for the regional SCG.
- Collect and monitor staff data on a daily basis for workforce planning and redeployment.
- **Remote Working Arrangements** - The Council has adopted new technology to respond to the crisis and works remotely using Microsoft Teams where possible.
- Key data dashboard has been developed – e.g. Covid-19 position on the Island, PPE, schools and daily staffing.

### **Sub-groups**

- Sitting under the Management Team (EMRT) there are specific sub-groups at a local level that align with the risk areas; PPE, Community, Excess Deaths, Surge Planning and Preparation of Impact Assessments (maintaining key frontline services), Health and Safety - Planning for the recovery phase in terms of building use. Tracking and tracing - pilot.

### **Risk Register**

- The Covid-19 Risk Register is in place - it is updated weekly by the EMRT. It is important to profile and reconcile risk information in the daily situation report and to forward risks at a regional / Wales level.
- The Risk Register is used to prioritise time, effort and resources to minimise local impact.

## **3.0 Overview of Service level response**

The Council's response to the crisis to date is outlined in Appendix 1. The situation continues to change on a daily basis.

## **4.0 Financial impact**

4.1 The impact of the pandemic has had a direct impact on the Council's finances but it will also have a significant impact in the future. In the short term, the Council has suffered the additional cost of

dealing with the pandemic (£52k in March and £279k in April). These costs include extra IT costs to enable people to work from home, purchasing additional PPE, accommodating homeless people, providing community support, setting up School Care Centres, paying families for free school meals instead of free school meals, higher cleaning costs. These things will be paid for by the Welsh Government but it is expected that costs will continue to rise in May and June, with the Council making additional payments to residential and private nursing homes and due to the increasing number of children in receipt of direct payments in lieu of free school meals.

4.2 The closure of services has reduced the Council's income level, with a loss of £360k in April and is expected to rise to around £400k per month during the summer months. The main sources of lost income include leisure centre fees, school meals income, car park income, planning fees etc. In addition, the Executive decided not to impose a rent on occupiers of Industrial Units and Miscellaneous Property and not to charge mooring fees for the first 3 months of the financial year. As the crisis continues, the level of lost income continues to rise and if services do not go back to normal during 2020/21, the lost income will be millions of pounds. Although the level of income lost by the Council is considerable, it is not as high as some other Councils in Wales. The Welsh Government has recognised that the lost income will have a significant impact on Welsh Councils and has announced additional funding although they have not yet agreed how that funding will be distributed between the 22 authorities.

4.3 The closure of services has meant a reduction in the authority's expenditure for April and this saving has been estimated at around £100k. The main areas of reduced expenditure were in relation to fleet costs and travel costs, reduced payments to main contractors (school meals, bus operators, road maintenance) reduced energy costs at leisure centres and lower administrative costs in offices (paper, photocopying etc).

4.4 Looking a little further ahead, the pandemic has clearly had an impact on the economy and will cause more unemployment. As the number of unemployed people increases, the Council will receive more applications through the Council Tax Reduction Scheme. The current budget is £6m and although a large proportion of this is funded through the RSG, any increase will fall on the Council to fund it, unless the Welsh Government provides additional support. At present, the increase in claims is low with an increase of only 0.7% in cases between 31 March 2020 and 8 May 2020. However, this is likely to increase significantly once the furlough scheme comes to an end and when businesses have to decide whether to continue employing staff or dismissing them.

4.5 To date, the level of Council Tax collected is in line with previous years. However, the Council has not issued any reminder letters or initiated legal action in respect of any outstanding debts in the 2020/21 financial year. These processes usually generate a response from taxpayers and additional income comes in once some of these processes start. As no recovery work has been undertaken, it is anticipated that the level of income received will be lower than in previous years, as we move into the summer months. It is also anticipated that more people will get into financial difficulties and eventually get debt relief orders or go bankrupt. This will increase the value of the debts that will be written off but this is unlikely to affect the Council's accounts until 2021/22.

## **5.0 Democratic Arrangements**

5.1 Members have already been briefed on the Coronavirus Act and its implications for the Council's statutory obligations. In relation to Committee meetings, it has not been possible to conduct business as usual. The Local Authorities (Coronavirus) (Meetings) (Wales) Regulations 2020 reduce the legal

obligations on local authorities in relation to meetings, while allowing Members to attend meetings remotely for any required meetings. It is in the context of these new provisions that the Council has reviewed the regular Committee timetable and prepared a "Strategy for Committee Meetings" which was approved by the group leaders on 12 May 2020. This includes what essential work will be given priority in committees. See Appendix 2.

5.2 The first 'remote' meeting of the Planning and Orders Committee was held on 20 May using Microsoft Teams and a recording of the meeting is available on the Council's website: <https://ynysmon.public-i.tv/core/portal/webcasts>. The meeting was a successful one - Members and officers have quickly adapted to using Microsoft Teams and it is recognised that this is a positive development leading to the new way of working - the new normal. Work is continuing on learning and testing methods for remote meeting including live streaming and translation.

5.3 There are plans to switch back gradually to some remote meetings in the short term - regular meetings of the Executive and Planning and Orders and full Council in September (to include an Annual Meeting). However, the arrangements will need to be reviewed monthly by the group leaders in light of the prevailing circumstances and may need to be adjusted.

## **6.0 Information Sharing**

Sharing and updating information is a key element in an emergency - to influence and ensure timely information for the public, especially the vulnerable. It has been a challenging time in terms of responding, interpreting information and implementing numerous regulations. Communicating the most up-to-date information to the public in terms of food sharing networks for the vulnerable and grant aid to the business sector has been crucial. The following arrangements have been established to ensure the flow of information, Member briefings and information to Anglesey residents:

- Daily update for staff and Members by the Chief Executive (e-mail).
- Weekly management bulletin and weekly well-being bulletin for staff
- Weekly Tuesday and Thursday meetings for Group Leaders.
- Minutes and request for all leaders to share information to their groups
- WLGA daily update for Members circulated (e-mail).
- Weekly briefings - Member of Parliament and Assembly Member.
- Weekly meetings - BCUHB Chair.
- Regular contact with Public Health Wales
- Sharing information with Town and Community Councils via e-mail.
- Emphasis on keeping the website up to date for the public - specific section to share information on Covid-19.
- Extensive use of Teams to update information to the EMRT including an information library on all regulations / guidance



- Extensive use of social media to share key information and messages
- Nightly updates on the Council's response to the crisis on Môn FM
- Sharing information with partners.
- Regular press releases.
- Regular acknowledgment of and thanks to the dedication and work of key staff and partners.

## 7.0 The Relaxation and Recovery periods

7.1 A significant period of time is envisaged where there will be different periods of relaxation in moving towards the 'next normal' in a safe and prudent manner. The timing, speed (or slowness), and the nature of the relaxation will be driven by Welsh Government directions and guidance. The Council's role will change again, in its preparation, support, management, and enforcement. The relaxation period will be uncertain and challenging, and prudent and thorough action will be required to avoid further surges towards the end of the year (or earlier).

7.2 Many areas of the Council's work will require attention as they move through the relaxation periods. Adapting and changing the service method will require sound principles (which will prioritise safety), together with risk and impact assessments that will identify where and how to relax effectively and safely. This work has already started looking at different work placements.

On 24 April 2020, the Welsh Government published: Leading Wales out of the coronavirus pandemic: a framework for recovery. <https://gov.wales/leading-wales-out-coronavirus-pandemic>. This framework is based on three pillars:

- Measures and evidence to judge current levels of infection and coronavirus transmission rates in Wales
- Principles for relaxing the limits based on scientific evidence and wider social and economic impacts
- A system for monitoring and responding to public health, so that the virus can be traced throughout Wales

7.2 On 15 May, this was supplemented by the publication of 'Relaxing the constraints on our society and economy: publishing a roadmap for Wales'. <https://gov.wales/unlocking-our-society-and-economy-wales-roadmap-published>. This document outlined the Welsh Government's approach to unlocking and deploying a traffic light system across Wales. It will apply to:

- Re-opening schools and childcare facilities
- Seeing family and friends
- Travelling here and there
- Playing sports, games and relaxing
- Working or running a business
- Shopping

- Using public services
- Practicing faith and special occasions

7.3 However, the First Minister has pointed out that it is essential for us to recognise that this is not a short-term crisis. It is likely that, until a vaccine or effective treatments are obtained, we will have to live with the disease in our society and try to control its spread and mitigate its effects.

7.4 In addition, as we anticipate the possibility of a second wave of the virus later in the year on the basis of existing modelling (with additional winter pressures), this will need to be reflected in civil emergency plans.

7.5 The Strategic Co-ordinating Group (SCG) has recognised that the transition from the current crisis to the management of the new normal is not a quick fix, and will require a parallel arrangement for a considerable period of time that will align with Welsh and British Government strategies. At its meeting on 27 May 2020, the North Wales Leadership Board approved the establishment of a Regional Collaborative Group, with the aim of preparing a regional recovery strategy using existing regional structures to deliver the remedial work. This would include the functions of the public service boards. The Regional Collaborative Group will report to the Welsh Government and the North Wales Leadership Board.

7.6 Given the nature and effects of the Covid-19 pandemic, the recovery strategy will focus on the following strategic areas:

- Health, public health and social care
- Community resilience, vulnerability and isolation, wellbeing and poverty
- Economy and business

## **8.0 Rebalancing the Council - Crisis, Business as Usual and Recovery**

8.1 It is evident that the Council's priorities in the short term will need to continue to focus on 3 key areas:

- Continue to focus on managing the impact of the Covid-19 pandemic
- Conduct business as usual, as best we can.
- Manage the lockdown period, prepare and implement recovery plans.

8.2 Managing the new normal will be a key focus for the Council and will require consistency between local interventions and regional / national priorities. It will also be necessary to identify the lessons and good practice that have emerged from the crisis to embed it into the new way of working, in order to be more effective and efficient. A programme of restoration works is being developed, including the safe use of Council property during the relaxation of restrictions.

8.3 It is recommended that the Senior Leadership Team reports on progress to the two standing Programme Boards and that membership is extended to include Group Leaders in order to strengthen accountability.

8.4 In terms of business as usual during the period of crisis, arrangements have been established for each Head of Service to update work programmes on a monthly basis for monitoring purposes by SLT

/ Heads of Service. Many areas of work have been modified to operate safely and effectively, while others have been temporarily suspended due to the risks to staff and users.

## Appendix 1

Social Services
Progress Update
<ul style="list-style-type: none"> <li>• <b>PPE</b> - The ability to obtain an adequate supply of PPE equipment to the required standard has been a significant challenge, both nationally and locally during the first weeks of the pandemic. We are now using PPE at level 3 as supply levels have improved. Quality, adequacy and reliability continue to be a concern locally, regionally and nationally. Several officers across the authority supported the PPE efforts.</li> <li>• <b>Testing</b> - Lack of ability to test has been an outstanding challenge, but there is now a robust process in place for receiving referrals for key worker testing.</li> <li>• <b>Care Homes</b> - There is a process of collecting data on the incidence of care homes, and measures are in place to limit the spread of the virus.</li> <li>• One of the Council's risks is the ability to staff care homes as the number of cases generally increases. Arrangements are being put in place for a contingency plan to mitigate a situation of failure to staff adequately.</li> <li>• <b>Shielding letters</b> - tracking and responding to shielding letters, a total of 3398 letters, and successfully contacted 3292 to offer support, with arrangements in place to visit in person those whom we did not succeed to contact. This workstream will continue in line with national expectations.</li> <li>• <b>Supporting Vulnerable Families</b> - The service has been in contact with vulnerable children over the period, and distributed activity and welfare packages to the children. The service has been supporting struggling parents during the period, and been in regular contact with them. However, there is concern that there are a low number of referrals to Children and Family Services. The referrals are monitored daily, and the "Eyes and Ears" campaign was implemented in response to this.</li> <li>• Implementing temporary Safeguarding procedures during week 2, setting out the standards of practice.</li> <li>• Continuing to meet all Statutory Duties and Performance Indicators and Data.</li> <li>• Working and challenging partners appropriately when necessary.</li> <li>• Receiving regular detailed reports from all service areas - details of case activities, themes and staff wellbeing.</li> </ul>

- Planning for a potential surge in referrals over the coming months.

### Themes in Moving Forward

1. Continued emphasis on responding to additional shielding letters and contacting these individuals.
2. Continue to implement the testing and collection of results.
3. Continued focus on capacity modelling and staffing in care homes.
4. Address the reduction in the number of referrals to Children's Service.

## Education

### Progress Update

Anglesey school buildings closed on 20 March and, since then, the education of children and young people has continued remotely, with significant work done in supporting headteachers and keeping them updated on the situation on a regular basis.

Through effective collaboration between the Council and the schools (regular meetings with Headteacher Strategic Forums) succeeded to:

**Establish care centres** for children of key workers and vulnerable children in each catchment area, with a flexible model responding to local requirements in operation - 8 am–5pm, 5 days a week and weekend provision if required;

**Provide and deliver a packed lunch** for children who are eligible for free school meals - this has evolved with most families now receiving a direct payment of £19.50 a week into a bank account - the remainder continue to receive a packed lunch;

Ensure that the island's children and young people are **educated remotely** using a variety of digital platforms with clear, agreed requirements and guidance around safeguarding elements;

Agree an **effective approach** between the Learning Service, the Additional Learning Needs and Inclusion Team, the Children's Team and stakeholders in schools to ensure that we maintain regular contact with the vulnerable children, with particular focus on the

elements of wellbeing and mental wellbeing;

**Update and keep in touch** with our key stakeholders, e.g. Welsh Government, Estyn, GwE, unions, and governors;

**Start planning for "re-opening schools"** in line with Welsh Government guidance and guidelines – a regional operational group and a local sub-group is in operation.

### Themes in Moving Forward

Continued emphasis on the following areas:

1. The welfare of children and young people
2. The workforce, including wellbeing in general
3. Provision for vulnerable pupils and families - including free school meals / direct payments
4. Continuity of effective distance learning, teaching and planning
5. Planning and modelling for "re-opening school buildings"
6. Communicating effectively with stakeholders.

### Housing Service

#### Progress Update

**Maintenance Work** - All maintenance work was postponed at the start of the pandemic, but the service has now resumed emergency maintenance arrangements in line with national Guidance and Regulations.

**Supporting vulnerable individuals in the community**- The service has provided support to vulnerable individuals in the community through the food banks, providing a shopping and prescription service for shielding individuals, and contacting individuals living on their own. Two new food banks have been set up in response to growing demand. There is a network of 595 volunteers operating in 36 teams across the island, undertaking this role of providing community support. An effective governance and monitoring mechanism has been created, in partnership with Menter Môn and Medrwn Môn.

**Supporting the Homeless**- There has been a significant increase in the number of homeless people, and the service has proactively supported them by placing them in emergency accommodation, and by introducing cabins for homeless individuals on the

Plas Penlan site.

**Community Safety-** Weekly reports prepared; a Community Inclusion report which reassures the Council that robust arrangements are in place in this area, and tension monitoring reports. The Team has worked successfully in partnership with North Wales Police to resolve and avoid any local tensions that have been vital during the crisis as the cases increased significantly.

#### Themes in Moving Forward

1. Continuing concern that there has been a 25% reduction in the number of domestic violence referrals in recent weeks, work in collaboration with Gorwel, and North Wales Police to address this.
2. Continue the network of volunteer arrangements to support vulnerable individuals.
3. Continue to develop provision to support homeless individuals during the pandemic.

### Highways, Waste and Property

#### Progress Update

**Waste Arrangements** - Prioritisation of the most critical services in consultation with Biffa, and a decision to continue to collect domestic waste at the usual level, other than bulky waste collection and replacement of damaged bins, and staff were redeployed to achieve this. The Recycling Centres were closed but the Penhesgyn Recycling Centre has been reopened to the public since 2 June, with a traffic management plan in place, and an advance slot booking system via AppMon. Arrangements were put in place for the service to resume bulky waste collection from 26 May.

**Highways** - All highway maintenance stopped at the start of the crisis, but highway maintenance work has now resumed, with sub-contractors returning to work on essential works such as weed killing, drainage and path repairs.

**Property** – There has been a response to new guidance by closing coastal car parks, coastal paths, parks and beaches, with signage displayed to indicate this. The service is assessing possible options to make the HQ building and other buildings safer and more suitable for social distancing between desks, signs, one way walkways etc.

#### Themes in Moving Forward

1. Continue to maintain waste collection and recycling arrangements including bulky waste collection.
2. Monitor the reopening Penhesgyn Recycling Centre plan (Recovery phase).

3. Continue the structure of partial resumption of capital programmes in line with National Guidance.

Resources
Progress Update
<p><b>Grant Applications-</b> The service has established a new system for processing and paying business grant applications on behalf of the Welsh Government and, to date, the total payments made to 1,518 businesses on the Island are £17.7m. There has been good collaboration with the Economic Development Unit to engage, advise, and share information with local businesses in a timely and effective manner.</p> <p><b>Free School Meals Direct Payments-</b> The service processes weekly free school meals payments, with a weekly average of 1,489 children, totaling £29,035 being processed, along with food packages for a small number of children. There is good collaboration with the Learning Service.</p> <p><b>Routine work -</b> The normal operation of the service has continued throughout the crisis with staff working from home processing council tax payments etc, and there has been no significant change in the way the service operates as a result of the crisis.</p>
Themes in Moving Forward
<ol style="list-style-type: none"><li>1. Continue to process business support grants.</li><li>2. Continue to release direct payments for free school meals.</li><li>3. Ongoing monitoring of the Council's financial position and balances.</li></ol>

Council Business and Legal
Progress Update
<p><b>COVID-19 Guidance and Regulations Library-</b> The service has been updating, analysing and considering the Welsh Government Library of Guidance and Regulations and considering their implications for Council services. The service prepared a response to the Welsh Government's consultation on guidance for Council meetings and its committees under the Coronavirus Act measures.</p> <p><b>Committee Meetings Strategy -</b> Following the Welsh Government's Regulations on convening Committee meetings remotely, the Council's Committee Meetings Strategy has been created for the period up to 30 April 2021 which identifies what statutory items must go before a Council Committee.</p>

**Guidance on Remote Meetings-** The local guidance has been published, following a period of consultation with Officers and Elected Members. In accordance with the statutory requirement to continue to hold some mandatory Committees remotely. The first virtual meeting of the Planning Committee was held on May 20, 2020 following bespoke training. As a result of this meeting, it was decided to continue the practice of holding monthly Planning Committee meetings from July.

**Minuting and Tracking Actions-** Members of staff at the Council's Business Department have been minuting daily EMRT and other emergency meetings held in response to the emergency, and tracking actions arising from the meetings on 4action software.

#### **Themes in Moving Forward**

1. Continue to implement the Remote Meeting Strategy.
2. Update and monitor the Guidance and Regulations Library.
3. Continue the process of tracking and updating key actions through 4action software.

### **Human Resources, Transformation and Communication**

#### **Progress Update**

**Communication Strategy -** Effective and proactive work in producing regular press releases on various aspects and changes to Council services as a result of the current crisis. They have shared important messages about the need and importance of staying home, staying away from the Island, and continuing to protect the NHS on social media, as well as sharing the messages of other organisations. The Council's social media has been used to the full, working with partners to ensure that key messages are consistent and timely. A member of the team has also been sharing important messages and information on MônFM on a daily basis, as well as creating information leaflets for residents who are not on social media.

**Staff Redeployment Arrangements-** The Human Resources Department has been collecting staff data on a daily basis to enable workforce planning and redeployment of staff to ensure the continuation of vital frontline services in the face of the crisis. They have put in place a corporate redeployment process to match the skills of staff to the demands of pressured services. A database has been established to identify key skills needed, with individual services feeding their requirements into the database.

Care modules have been launched on Learning Pool for staff who will undertake temporary care work in response to staffing pressures in the field. Weekly updates are sent to Managers via a Managers Newsletter, and modules and information on health and



wellbeing issues for all Council staff are shared to support staff.

**Data collection-** Transformation staff have been very proactive in collecting data on all aspects of COVID-19, and a dashboard has been developed for this purpose.

**IT and Remote Working Arrangements-** The Service has put structures and systems in place to allow all Council staff to work remotely, including Microsoft Teams software which enables the sharing of information amongst Council staff, documents and holding virtual meetings. With the requirement to hold Committee meetings remotely, the team has been experimenting with the aspect of offering simultaneous translation at meetings.

**Supporting Vulnerable Children-** The team has been working hard on updating the Council's obsolete laptops so that children who do not have access to IT equipment at home can complete homework and continue with their remote education.

**Recycling Centre Online System-** An online system has been developed to arrange a slot at the recycling centre (Penhesgyn) which makes re-opening the centre safe and effective.

#### Themes in Moving Forward

1. Continue to implement a robust Communication Strategy, both internally and externally.
2. Continued development of the Council's IT infrastructure to meet the business needs of the Council.
3. IT service resilience and capacity.
4. Continue the redeployment process as required to alleviate any pressure on front line Council services.

#### Regulation, Economic Development, and Public Protection

##### Progress Update

**Economic impacts-** The Service has been actively engaging with local businesses to better understand the issues and challenges faced and to offer support and guidance. The information and evidence gathered has been used to inform and influence discussions with the Welsh Government and the UK to ensure that Anglesey businesses are fully understood and that national support mechanisms are planned and refined to address these. The Service has participated in weekly Regional meetings and produces weekly economic impact reports to ensure that the Council understands, and is aware of, the nature and scale of the socio-economic impacts of the pandemic - as well as identifying priorities on which to focus during the recovery phase.

**Business Support** - The service continues to support businesses that are closed as a result of the crisis, and processes and allocates Arfor grants, Covid-19, and the Economic Resilience Fund to eligible businesses.

**Holyhead Port**- Concerns were raised about the commercial viability of the ferry companies during the pandemic, in particular the impact of reduced transport levels and number of sailings, and the effects (both direct and indirect) on local employment. The Deputy Chief Executive and the Service have continued to hold various discussions with key stakeholders to ensure the importance of the Port in the long and short term is recognised, and work with both Governments to seek an appropriate Support package from the UK Government.

**Collaboration with the Health Board and Field Hospital**- The service has assisted the Health Board in relocating temporary services in response to the emergency, including Penrhos Stanley Hospital Physiotherapy department to Cefni Hospital, and Midwifery Services to Plas Arthur and Holyhead Leisure Centres. The service has played a key role in establishing the Rainbow Hospital.

**Contact Tracing Team**- The service is involved in the local and regional efforts to establish a contact tracing team and is participating in a national pilot alongside Public Health Wales and Betsi Cadwaladr University Health Board to limit the spread of the virus, with the team operational since 26 May.

**Increasing the Capacity of the Registrar Service** - Due to an ongoing increasing demand on the Registration Service, additional capacity is being created through the redeployment process to respond to this demand, with bespoke training provided for these staff.

**Guidance Compliance**- The team has been working on ensuring compliance with the new guidance and regulations as a result of the Coronavirus Act, and has been undertaking an enforcement role in closing buildings and premises, and dealing with a number of calls and complaints about businesses or premises not complying with the Act. The service has a good relationship with North Wales Police and they monitor the situation carefully and on an ongoing basis. The service will need to undertake robust monitoring to ensure resources are available to respond to outbreak control investigations as well as the relaxation of lockdown regulations that could create further work for the team.

**Environmental Health**- Environmental Health Officers have been liaising very closely with Social Services and Public Health Wales to monitor any suspected and confirmed cases in Residential Homes. The service has been providing infection control training to Residential Homes on the Island, and has been working closely with specific Care Homes that have experienced outbreaks of the virus in an attempt to limit its spread.

**Excess Deaths** - Public Protection Officers have contributed to the development of a regional plan for arrangements for excess deaths. In particular, the function has worked

with other authorities and emergency services to design and build a temporary mortuary in Mochdre for the region. The service has also been working closely with local funeral directors to prepare requirements and discuss PPE capacity, staffing and supply concerns.

### **Themes in Moving Forward**

1. Ensure that national and regional recovery plans enable the Island's businesses and economy to thrive again including national interventions for the protection of the Port of Holyhead.
2. Continue to develop contact tracing arrangements in line with national expectations and the regional framework.
3. Maintain sufficient capacity in the Registrar service to meet business needs.
4. Secure resilient arrangements in the preparation of public spaces due to the relaxation of movement restrictions.
5. Continue to adapt internal arrangements to meet Covid-19 enforcement requirements.
6. Ensure adequate staffing capacity and expertise for the Environmental Health Team.

## SUMMARY OF THE STRATEGY FOR COMMITTEE MEETINGS UP TO 30 APRIL 2021

COMMITTEE (as identified in the Council's Constitution)	DECISION OF GROUP LEADERS 12.05.2020
Planning and Orders Committee	- Meetings to be arranged, by remote attendance, on a monthly basis beginning in July 2020.
Appeals Committee	- Meetings to be held, by remote attendance, only when required
Schools Exclusion and Admissions Appeals Committee	- Meetings to be held only when required - Remote attendance provisions do not currently apply. This may change (if Welsh Ministers pass further Regulations).
Social Services – Appeals Committee	- Meetings to be held, by remote attendance, only when required
Standards Committee	- <b>One ordinary meeting to be held, by remote attendance, before 30 April 2021</b> - If a referral is received from Public Services Ombudsman for Wales, meetings will be arranged - If an application is received for dispensation, meeting(s) will be arranged - Annual Report for 2019/2020 to be submitted to the Council's AGM (8 September 2020)
Audit and Governance Committee	- <b>One ordinary meeting to be held, by remote attendance, before 30 April 2021, to include, as a minimum, the annual internal audit report</b> - Further meetings to be arranged in accordance with the Director of Function (Resources) / section 151 Officer's requirements, to deal with matters including: <ul style="list-style-type: none"> <li>▪ Review the Annual Governance Statement (AGS) prior to Council approval</li> <li>▪ information to feed into the AGS</li> <li>▪ Treasury Management Code of Practice</li> <li>▪ Treasury Management Policy review</li> </ul> - Annual Report for 2019/2020 to be submitted to the Council's AGM (8 September 2020)
Appointments Committee	- Meetings to be held, by remote attendance, only when required
Licensing Committee	- Meetings to be held, by remote attendance, only when required
Joint Planning Policy Committee	- Meetings to be agreed with Gwynedd County Council. Currently being discussed between officers.
Democratic Services Committee	- <b>One ordinary meeting to be held, by remote attendance, before 30 April 2021</b> - Annual Report for 2019/2020 to be submitted to the Council's AGM (8 September 2020)
Investigation Committee	- Meetings to be held, by remote attendance, only when required
Disciplinary Committee	- Meetings to be held, by remote attendance, only when required
Scrutiny Committees	- General comments:

## SUMMARY OF THE STRATEGY FOR COMMITTEE MEETINGS UP TO 30 APRIL 2021

COMMITTEE (as identified in the Council's Constitution)	DECISION OF GROUP LEADERS 12.05.2020
	<p>Call-in, and entitlement to call extraordinary meetings, remains unchanged so meetings may be required in order to deal with such requests.</p>
<b>Scrutiny Committee – Corporate</b>	<ul style="list-style-type: none"> <li>- <b>Corporate Budget Setting</b> – timetable to be arranged in accordance with Constitutional requirements and subject to the advice of the Head of Function (Resources) / Section 151 Officer</li> <li>- Any additional meetings to be arranged, by remote attendance, subject to Head of Democratic Services' requirements, in accordance with the Committee's decision in relation to its work programme, and any guidance by the Welsh Local Government Association, and may include (but not a statutory requirement of this Committee but must go to full Council):                         <ul style="list-style-type: none"> <li>o Annual Report of the Statutory Director of Social Services (as soon as reasonably practicable)</li> <li>o Annual Report on Social Services Complaints (as soon as reasonably practicable)</li> </ul> </li> </ul>
<b>Scrutiny Committee – Partnership and Regeneration</b>	<ul style="list-style-type: none"> <li>- <b>To sit as Crime and Disorder Panel</b> – to review / scrutinise decisions made and actions taken by responsible authorities in respect of their crime and disorder functions – <b>before 12 November 2020</b></li> <li>- <b>Public Services Board Progress Report – to be considered before 11 March 2021</b></li> <li>- <b>Public Services Board Annual Report – to be considered before 30 April 2021</b></li> <li>- Any additional meetings to be arranged, by remote attendance, subject to Head of Democratic Services' requirements, in accordance with the Committee's decision in relation to its work programme, and any guidance by the Welsh Local Government Association, and may include (but not a statutory requirement of this Committee but must go to full Council):                         <ul style="list-style-type: none"> <li>o North Wales Partnership Board annual report (before 11 July 2020)</li> <li>o North Wales Safeguarding Board annual report (before 4 February 2021)</li> </ul> </li> </ul>