

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

28TH JULY 2020

UPDATE ON COVID 19 POSITION IN RHONDDA CYNON TAF – RECOVERY
PLANS

REPORT OF THE CHIEF EXECUTIVE IN DISCUSSION WITH THE LEADER OF THE
COUNCIL (COUNCILLOR A MORGAN)

Author: Chris Bradshaw, Chief Executive

1. **PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to provide an update of the action taken by the Council as a result of the COVID 19 national emergency.

2 **RECOMMENDATIONS**

It is recommended that Members:

- 2.1 Consider the summary Service Recovery Plans and approve the proposed way forward;
- 2.2 Consider the list of services proposed to be reopened, in full or in part, over the next 6 - 8 weeks and approve that the restrictions are lifted;
- 2.3 Request that a further report on the lifting of further restrictions is presented to the following Cabinet meeting.

3 **REASONS FOR RECOMMENDATIONS**

- 3.1 To set out for Cabinet a summary of the proposed Service Recovery Plans, and a list of services that could be opened within the next 6 – 8 weeks, as Covid 19 restrictions are lifted.

4. **BACKGROUND**

- 4.1 Over the past month or so, the Covid 19 lockdown has gradually been lifted by the Welsh Government in a very measured manner. To date we have opened Community Recycling Facilities, six libraries for a pick up and drop off service,

and on 29th June, schools were open to pupils to catch up and prepare for the new school year in September.

- 4.2 Other restrictions have been lifted such as non-essential shopping and on 6 July the five mile restriction on movement was lifted in Wales. This was followed by the lifting of restrictions on 13th July for hotel and self-catering accommodation, tourism attractions and the sale of food and beverages in outside licensed settings.
- 4.3 As a Council we are also reviewing the list of services that are yet to fully operate or are closed, such as leisure centres, theatres, and other community facilities. Each service has prepared Recovery Plans that set out how we will reopen these services in the future, as and when advised to do so by Welsh Government.
- 4.4 In opening services each service will undertake a risk assessment and consider a range of issues in respect of social distancing, the requirements of service users and staff, maintaining good personal hygiene, the capacity of buildings to accommodate the service and social distancing, and the cleaning regimes required for shared areas.

5. **WHAT COUNCIL SERVICES WILL BE AVAILABLE IN THE NEXT 6-8 WEEKS?**

- 5.1 To respond to the challenges posed by the Covid 19 lockdown, the Council is continuing to operate the majority of its key functions, with reduced staffing levels.
- 5.2 Over the next 6-8 weeks it is proposed that the following services will be available to residents and businesses as appropriate:
 - **Website and Customer Care Centre Pay it/Report it/Apply for it/Book it** – All these services are now available except for leisure bookings as the service remains closed for the foreseeable future;
 - **Customer Care Telephone Services** – On 13th July, the vast majority of all customer care telephone services were reinstated except for the following services which can only be accessed via the website, and via email – Planning, General Enquiries, Revenues & Benefits financial queries not associated with a debt recovery letter, and non-emergency Streetcare services such as missed collections, bulky waste collections, etc which can be requested online. Currently a large number of the Customer Care staff are undertaking Test, Track and Protect roles, and once these staff can be released the remainder of the services can return to the levels prior to the pandemic.
 - **Schools** – will reopen to all pupils in September. Welsh Government has advised a phased introduction to pupils, with all pupils back in school full-

time by 14th September 2020 at the latest. The relevant guidance is being prepared and shared with schools.

- **Public Toilets** – Toilets open at Pontypridd and Aberdare bus stations and are staffed. On 6th July four further toilets opened in Talbot Green, Tonypany, Mountain Ash and Treorchy. The remaining toilets and urinals opened on 20th July. These toilets are not staffed and are regularly cleaned throughout the day. Toilets in Aberdare Public Park and Ynysangharad Park, Pontypridd will re-open from 27th July with enhanced cleaning;
- **Pest Control** – the service has been providing emergency indoor treatments throughout the pandemic. Outdoor treatments recommenced from 29th June. Staff are supplied with suitable PPE for indoor treatments;;
- **Animal Warden Services** – from 29th June, the Hope Rescue facility for the public to take stray or lost dogs to the kennels directly is available, with the appropriate safe working arrangements at the premises. The Council has also resumed proactive inspections of other boarding/ breeding premises;
- **Registrars Service** – Marriage and civil ceremony services have restarted. From 13th July 2020, face to face birth registrations resumed but NOT face to face death registrations as these can be done remotely. There is no current capacity for other services to resume (e.g. genealogy) until the birth registration backlog and marriage re-scheduling has been cleared;
- **Bereavement Services** – The Interment of cremated remains with family present restarted from 29th June. On 3rd August we will increase the number of mourners at crematorium services to 30 by opening the second chapels at Glyntaff and Llwycoed;
- **Libraries** - The three libraries in Aberdare, Pontypridd and Treorchy opened on 24th June along with the at home service. The libraries in Mountain Ash, Porth and Rhydyfelin reopened on 16th July, with Hirwaun, Ferndale and Pontyclun reopening on 6th August, with the remaining libraries opening on 20th August. To meet the new social distancing and hygiene measures additional staffing is required within each library. Initially all openings will just be for order and collect. The larger community rooms in Garth Olwg and Llys Cadwyn will be open in September. It may be significantly longer before we can go back to hiring out rooms especially at the smaller libraries where some of the rooms are quite small so that 2m social distancing will make any class/meeting unrealistic. The School Library provision is also available to schools.
- **Playgrounds** – The majority of playgrounds will be open from 20th July. The grass has been cut and the equipment inspections and maintenance programmes for the 220 playgrounds are being completed;
- **Community Centres** – a number of community centres will reopen from 20th July, subject to the completion of risk assessments and safe working practices have been established. Other community centres will reopen thereafter when it is safe to do so and the risk assessments and relevant

measures are in place. We will be working with the respective management committees to facilitate the opening of these centres;

- **Welsh Mining Experience** – This tourist attraction will be open with a limited offer from 25th July with appropriate social distancing and other safety measures in place. The attraction has a booking app in place to safely manage attendance at the venue.
- **Learning disability social care day centres** - we have maintained a prioritised learning disability day service through the Pandemic at the Gadlys Learning Curve in Aberdare and at Llwynypia Learning Curve for those people assessed as critical due to their own needs or crisis situations. At Dan y Mynydd in Porth we also offer more specialist provision for people with Autism and we have also commissioned provision at the Autism Life Centre in Trealaw. Some people have also received additional targeted outreach home support and direct payments to meet their needs. Changes to the support offered to people living in supported living accommodation has resulted in a need for reduced day service provision and this is expected to continue.

We are currently supporting 28 people at the open Learning Curve Centres, although we are now seeing increase in demand for support, in particular from those people living at home with their parents and carers. Due to the vulnerability of people attending our Learning Curve Centres we have to be careful when we reopen services more widely so that it is safe and in accordance with Government social distancing, effective infection control and sufficient staffing resource.

We are planning to increase the available places at Llwynypia and Gadlys Learning Curve Centres and reopen Talbot Green Day Learning Curve Centre from 3rd August 2020, if it is safe to do so. Abercynon Day Centre will open from Monday 24th August 2020. All other Learning Curve Centres and work-based projects will remain closed for now, but we will continue to review the need to open the remaining Centres based on demand and Government guidance.

The level of day services support offered will be risk assessed and based on the building, staffing levels and the people using the Centres. We will continue to target our support at people with the greatest need and some people will continue to receive a reduced day service offer and increased care and support at home, if needed. We will contact people to talk about the day service care and support we will be able to offer.

- **Learning disability respite** - we have also maintained a prioritised learning disability respite service providing emergency provision for high risk

individuals and to support family crisis through the pandemic at our in-house Beach Cottage in Aberaman and at Drive's Brynsadler House in Pontyclun.

This service is also starting to see an increase in demand, and from Monday, 3rd August 2020, we are planning to open our in-house respite accommodation at Ystradfechan Bungalow in Treorchy and Clwydwen in Miskin, Pontyclun, if it is safe to do so. Due to the vulnerability of people attending our learning disability respite service we have to ensure the service can meet the Government social distancing, good infection control guidance and have sufficient staffing resource. We will continue to review the need and provision based on demand and Government guidance.

The level of learning disability respite support offered will be risk assessed and based on the building, staffing levels and the specific needs of the people using the accommodation. Whilst, we will continue to target the service at people with the greatest need we are planning to restart our planned respite service alongside the current emergency provision. We will contact people to talk about the support we will be able to offer prior to extending the service offer in August.

- **Older person social care day centres** – these centres have been closed during the Pandemic in line with Government guidance and available resource to protect people. We are now starting to see increases in need for support from family/informal carers. This includes specialist support for people with dementia due to limitations regarding the availability of residential respite options and we need to consider a day service offer to alleviate some of this need.

From Monday, 3rd August 2020, we are planning to open Tonyrefail Day Centre and Trecynon Day Centre, if it is safe in line with Government guidelines and staffing levels. Cwmni Dda Dementia Day Centre will open from Monday, 3rd August 2020, and we will continue to review the need to open the remaining older people centres based on demand and Government guidance.

These older people day centres will support people from across Rhondda Cynon Taf currently registered for day services and any new people with an assessed need. The level of support offered will be risk assessed and based on the building, staffing levels, transport and the people using the centre. The planned reduced service offer will be targeted at people with the greatest need and will mean most people will receive a reduced day service support offer along with some care and support at home, if needed. We will contact people to talk about the day service care and support we will be able to offer prior during August.

- **Employment Support Services** – some support for people seeking employment support has been on-going during the lockdown. Most of the staff who are supporting the Resilience Centres have returned to their usual duties. There are no plans currently in place for opening of offices or face-to-face delivery until about mid-August, although we are expecting a high demand for employment support from July onwards. This support will continue to be provided remotely and we have enhanced digital and online provision;
- **Food Safety Inspections** – under direction of the Food Standards Agency, the food regulation and inspection team has not undertaken routine physical inspections but has maintained food safety interventions. From 13th July, inspections of high risk settings, for example approved premises, re-commenced;
- **Housing enforcement** – inspections are being undertaken in respect of the private rented sector where there is a potential risk to the tenant.
- **Licensing** – From 13th July, taxi licence vehicle inspections for new vehicles re-commenced.
- **Building Control & Planning Enforcement** - these services are now fully operational;
- **Land Charges** – The local authority land charges search is fully operational and will work towards its target of a 5 working days response;
- **Welsh Mining Experience** – we will be looking to open a limited service whilst adhering to the government guidelines when the date is confirmed by Welsh Government for opening visitor attractions.
- **Leisure Services** – outdoor non-contact sport facilities – bowling greens, tennis courts and athletic tracks – reopened from 29th June. The service is putting in place arrangements to facilitate social distancing in leisure centres so we are ready to reopen when a decision is made by Welsh Government. In the meantime the service is exploring providing some non-contact outdoor fitness classes over the summer.

5.3 All the Council's Services have prepared Recovery Plans and a summary of the plans are set out in Appendix A. The information included with Service Recovery Plans is now being developed further to support the compilation of Corporate Plan Priority action plans for 2020/21 and ensure the Council meets its statutory reporting requirements under the Well-being of Future Generations (Wales) Act 2015 and Local Government (Wales) Measure 2009.

5.4 In opening up services we also have to take into account that the vast majority of the Council's office based staff that can work from home continue to work from home, in accordance with Welsh Government advice. A number of community offices are being opened, in addition to Ty Elai, to enable a "small number" of social care staff to deliver their community based work where it is

difficult or impossible to do so from home. Inside all the Council offices, staff are encouraged to be 2m apart, and the working environment is very different, with substantially fewer desks available, kitchen areas out of use, lift numbers reduced to one person, and staff asked to stagger the times they arrive and leave.

- 5.5 Many public, private and global organisations have made working from home the “standard way of working” that promises a more empowering, productive and creative experience for employees. The past few months have proven that we can make working from home work for the Council’s business, and our staff are learning about the pros and cons of working in this way compared to the old way of life.
- 5.6 Over the next two months, the Council will develop a work programme that will take into account the business needs of the service, and encourage staff that can work from home to primarily work from home but will allow staff the flexibility to choose where they work, whether that is from home or from an office, but recognising that not everyone can return to the office environment as there is now insufficient space due to social distancing. Therefore, we need to help staff combine the positives of working from home (less commuting, more productivity, less expenses etc) whilst minimising the negatives (the lack of personal contact/bonding, the feeling that you are always at work, etc).
- 5.7 The global research suggests that this increased flexibility will help to improve the performance of teams and increase productivity. Nevertheless, we will continue to review the position in the light of changing requirements and the specific needs of services and our staff.
- 5.8 At subsequent Cabinet meetings, further reports will be presented setting out the steps to open all services as and when appropriate taking into account Welsh Government lifting of specific restrictions and staff availability.

6 EQUALITY AND DIVERSITY IMPLICATIONS

- 6.1 An Equality and Diversity Assessment has not been carried out in connection with the recommendations set out in this report as the contents and actions do not require a policy or service change, resulting in no reasonably foreseeable differential impacts.

7 CONSULTATION

- 7.1 There is no requirement to consult on this report, it is primarily for information.

8 FINANCIAL IMPLICATION(S)

- 8.1 Each Service has an agreed budget as set by Council in the approval of the 2020/21 budget. In the first instance services will be expected to manage any

increased costs from within existing resources or from the Welsh Government emergency fund.

9 LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

9.1 There are no legal implications arising from the recommendations in this report.

10 LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT.

10.1 This is an information report on progress in responding to the Covid 19 pandemic and reopening services.

11 CONCLUSIONS

12.1 As the number of cases of Covid 19 decrease across Wales and the County Borough, more services and functions open and life returns to a different normal, with social distancing and personal hygiene being paramount. Council services have considered how best they open in full or in part services that were required to close as a result of the pandemic.

12.2 As we look forward into the future, it is impossible to plan for every eventuality, but it is inevitable that we will see further spikes in the virus as the lockdown restrictions are eased. We may be required to close services that we have recently reopened and as a Council we are confident that we have the capacity and capability to respond to these situations.

COUNCIL SERVICE RECOVERY PLANS

APPENDIX A

Service Recovery Considerations – subject to conditions allowing.

All Council services have been affected to a greater or lesser extent by the impact of Covid-19. The effect on many, particularly those front line services that have continued in the most challenging circumstances for the most vulnerable residents has been significant, others forced to provide reduced services and extended time scales etc. and some, where staff have been furloughed.

All Council services are now developing outline Service Recovery plans to provide an initial shape for the Council's Covid-19 Recovery within the context of the Welsh Government's approach to Covid-19. Many services are also subject to direct statutory guidance from Welsh Government, which is either not yet available, or is being frequently revised and updated, and so have another layer of uncertainty within which to manage.

Once in place all plans will take full account of Social Distancing, appropriate personal, equipment, meeting space and building hygiene and also Well-being measures in order to protect Service Users, staff and elected Members. Where services co locate with others, appropriate steps will be taken to consider the impact on all services in planning.

When services emerge, at potentially different speeds etc., they will share common needs, e.g. ICT for increased agile working arrangements and 'Comms' support to help them to provide clear and timely information to as wide an audience as possible. They will also seek to address common 'barriers' that may affect progress, e.g. the impact of self-isolating/shielding on resources across services, particularly in the front line; the potential for continuing reduced capacity arising from child care/schooling and other care responsibilities; access to ICT/technology equipment; the effect of changes to training and support particularly on recently appointed staff as well as skills gaps arising from new ways of homeworking and service back logs that have arisen.

Services are also taking the opportunity to build on what has been learnt from this experience and continue the benefits of working from home, delivering services digitally or in a different way. Whilst services are still emerging from the RESPONSE phase of the pandemic SLT has also challenged them to learn from the Covid-19 experience, to take opportunities and ideas to ensure services do not routinely return to "normal – as we were". The benefits of RENEWAL is being discussed nationally in Welsh Government, in initiatives such as [RESET Cymru](#) as well as through the Wales Council for Voluntary Action and the Future Generations Commissioner. Audit Wales has also recently produced a short report on some [emerging themes](#) on reintroducing service delivery.



The outline RECOVERY arrangements for services set out below have been prepared at a point in time on the best advice at the time, and will be continually reviewed and revised in the light of experience, advice and the effect of Welsh Government's relaxation of lockdown measures.

COMMUNITY AND CHILDRENS' SERVICES	
ADULT SERVICES	Summary of steps to Recover, Renew individual Council Services
	<p>Adult social services and our providers in Rhondda Cynon Taf have been supporting over 4000 vulnerable people in their homes and in care settings every day since the start of the COVID-19 Pandemic. The Pandemic has led to the disruption of some services and there is likely to be some continued disruption for the foreseeable future.</p> <p>We are following and reviewing Government guidance to ensure we are able to respond to the latest advice. We are working closely with our care providers to ensure they are following infection control guidelines, so they are able to deliver safe care, and that together we can continue to fulfil our duties under the Care Act to provide appropriate care and support services.</p> <p>Our key priorities at this time are continuing to:</p> <ul style="list-style-type: none"> • support our most vulnerable people and their carers to stay safe and well in the community • respond to urgent and immediate care and support requirements • safeguard and protect those adults considered most at risk in our county borough • work with partners to support timely and safe discharge from hospital, arranging care at home or in an appropriate care setting while longer term planning takes place • support our care providers to deliver quality and safe services and to respond to the risks associated with COVID-19 <p>and to do we will:</p> <ul style="list-style-type: none"> • continue to assess and prioritise cases, in accordance with the flexibilities afforded by the Social Services and Wellbeing (Wales) 2014 Act, based on need and risk in a way that safeguards people and involves them and their families in decision making • continue (this could include care providers) to stay in touch with people to identify and protect the people who need us most and ensure that everything is in place to provide the best ongoing care and support as the situation continues to evolve • continue to review packages of care where calls have been reduced with a view to re-instating where assessed risk is escalating • continue to ensure that care homes and other care providers receive appropriate ongoing operational and financial support as the situation continues to evolve in line with Welsh Government guidance • continue to work with care homes and other care providers to understand and monitor their capacity in order to respond to

COMMUNITY AND CHILDRENS' SERVICES	
ADULT SERVICES	Summary of steps to Recover, Renew individual Council Services
	<p>demand. This will include maintaining bed capacity across all care home, including all 11 in-house care homes</p> <ul style="list-style-type: none"> • work with care homes to implement procedures with them to safely accommodate visits from friends and family in line with Welsh Government guidance • work with Linc Cymru and Radis Care to continue to assess and support short and permanent placement of people to Maesyffynnon extra care scheme • work with partners to restart Stay Well@Home (Phase 2), Assistive Technology and Enhanced Primary Care regional transformation projects from July 2020 • revisit interim placements made during the COVID19 period to date to support people with a choice of accommodation, where possible • work with Health to revisit complex cases that have not proceeded to CHC assessment during the COVID19 period to date and reassess them and complete CHC assessments in line with guidance • continue to review options for phased opening of day and respite services in line with demand and social distancing guidelines • work with our Supporting Living Providers to review new support models introduced in response to the COVID-19 Pandemic, to inform future service models • review our support to informal carers who are looking after vulnerable people in order to respond to their immediate and ongoing care and support requirements • Work with regional partners to continue the phased reopening of regional equipment services to full capacity and restarting of windows manufacturing at Vision Products • work with our partners continue to ensure that processes to safeguard and protect those adults considered most at risk are in line Welsh Government guidance.

COMMUNITY AND CHILDRENS' SERVICES	
CHILDRENS' SERVICES	Summary of steps to Recover, Renew individual Council Services
	<p>All staff across Children's Services have been working as frontline essential staff since the start of lockdown. Statutory functions have remained unchanged. Activity has been focused on four critical areas of work: access to services and family support; safeguarding duties; Children Looked After and youth offending. We have delivered a reduced service in these areas by prioritising those with the highest level of risk and need using different methods of working e.g. utilising technology. Face to face service delivery has been limited to business critical areas and emergencies only.</p> <p>The service is</p> <ol style="list-style-type: none"> 1. Developing a fit for purpose agile/home working framework for Children's Services, which supports both the physical and emotional well-being of staff and optimises our work with families. This will include a review of accommodation needs for staff and a review of agile working in the coming weeks. 2. Building upon critical and emergency functions currently being delivered, develop a safe, sustainable service delivery model to provide Children's Services statutory responsibilities that will meet anticipated WG guidance. This means incrementally increasing the service that can safely be made available to the public with the goal of achieving a return to a full service in line with WG Guidance. This will commence with a review child protection conference and increasing the number of children who we see and whose voices we hear. 3. Ensuring staffing capacity in Intensive Intervention is sufficient to meet need. This includes exploring opportunities to recruit more practitioners. 4. Ensuring vulnerable children have access to Education and emergency childcare provision, working in partnership with Education. This will include: <ol style="list-style-type: none"> a) Ensuring sufficient childcare provision is available for vulnerable children aged 0-4 throughout the summer holidays and for eligible Flying Start children when service resumes b) Continuing to deliver emergency childcare for children aged 0 – 5 of key workers and vulnerable families c) Producing guidance for pre-school settings and parents/carers that reflects current Welsh Government's position on Coronavirus Childcare d) Providing targeted play and youth provision for vulnerable children and young people aged 5-25 who are open to Enquiries and Assessment Team, Intensive Intervention, Disabled Children's Team and Resilient Families Service over the summer holiday period e) Ensuring processes are in place to monitor the attendance of vulnerable children in schools when they reopen

COMMUNITY AND CHILDRENS' SERVICES	
CHILDRENS' SERVICES	Summary of steps to Recover, Renew individual Council Services
	<ul style="list-style-type: none"> f) Supporting Education to deliver summer emergency childcare at the chosen hubs during the summer holiday period g) YEPS Youth Engagement Officers to return to school sites when schools resume to provide youth work support <p>Ensure robust safeguarding arrangements working with partners in the Cwm Taf Morgannwg Safeguarding Board. We will maintain robust multi-agency safeguarding governance arrangements through the continuation of the Bronze and Silver Covid 19 Command meetings</p>

COMMUNITY AND CHILDRENS' SERVICES	
PUBLIC HEALTH, PROTECTION & COMMUNITY SVS	<p>Summary of steps to Recover, Renew individual Council Services</p>
Public Protection (Significant WG guidance throughout)	<p>REGISTRAR SERVICE has been transformed digitally during the Pandemic and the General Registrar Officer (GRO) is being urged to retain many of these changes including remote registration procedures and receipt of medical certificates. In house, we have established an online booking system for appointments as a trial and will be increasing its use as part of pre-pandemic plans new software. Risk assessment in hand and Corporate Estates are providing the necessary screens. Proposal to resume face to face birth registrations but NOT face to face death registrations as these can be done remotely. No current capacity for other services to resume (e.g. genealogy) until we clear the birth registration backlog and get on top of marriage re-scheduling.</p> <p>Face to face death registrations and all birth registrations with marriage/civil ceremony services stopped.</p> <p>In line with appropriate guidance, priorities are to</p> <ol style="list-style-type: none"> 1. Resume Birth Registrations- remote, video/ telephone only and catch up with backlog of birth registrations since March 2020. 2. Resume face to face birth registrations and death registrations. 3. Resume small weddings and eventually medium/large gathering as allowed. Resume citizenship services as allowed. 4. Maintain capacity of relief registrar staff to cope with any increase in death registrations during the autumn/ winter periods. <p>HOMELESSNESS & SUPPORTING PEOPLE – There has been an increase in homelessness and people eligible for temporary accommodation.</p> <p>Priorities</p> <ol style="list-style-type: none"> 1. Develop an integrated Homelessness Recovery Plan for sustainable move on arrangements for increased volume of homelessness clients seen during COVID. 2. Submit Grant application to WG for funding to support delivery of Integrated Homelessness Recovery Plan. 3. Increase capacity of office based resource to support telephone and face to face presentations by people facing/ who are homelessness and process increased volume. 4. Subject to WG decision on the legal status of COVID homeless cases (Awaiting guidance on S75 duty and designation as Priority need clients) work with Partners to review the impact on the Allocations Policy and management of the Register over coming months both for

COMMUNITY AND CHILDRENS' SERVICES	
PUBLIC HEALTH, PROTECTION & COMMUNITY SVS	<p>Summary of steps to Recover, Renew individual Council Services</p>
	<p>COVID clients (direct match to the register applicable) and other clients in housing need.</p> <p>HOMEFINDER - The Team that manages the Common Housing Register and housing allocations, has been unable to provide the full range of services due to Social Landlords reducing their services and restrictions on house moves during lockdown. This has had a significant impact on moving households out of emergency accommodation, refuge and supported accommodation placements.</p> <p>Priorities -We will resume allocations of properties in line with the Allocations Policy (impact when decision in relation S75 duty are known as less properties in the system for general need). Review procedures with a view to maintaining home working as the preferred operating model for all staff. Launch new Homefinder Website to enable increased "self-service" of applications by clients.</p> <p>FOOD & FEED REGULATION - Food and Feed Regulation at food premises has largely stopped or is being done remotely. While many businesses have required guidance and advice on changing their business model e.g. to operate take away or food delivery services. The inability to undertake inspections of business is a cause of concern in the medium term. From 13th July, inspections of high risk settings, for example approved premises, will re- commence.</p> <p>Priorities - We will maintain capacity to deliver service in line with FSA Direction during COVID i.e. reactive response and approved premises. Engage actively in FSA Recovery Planning for Food Regulation to inform resumptions of proactive food regulation activity on a risk based approach. Identify additional capacity to resume proactive interventions for high risk businesses in line with FSA Direction. Resume proactive food and feed sampling.</p> <p>TRADING STANDARDS</p> <p>Trading Standards work has largely stopped, other than Scam investigations and animal health work. This is due to the impact of business closures and restrictions resulting in significant reductions in demand from consumers.</p> <p>Priorities - We will resume proactive inspection of businesses and traders in line with Government Direction (non- food and metrology work). Resume Metrology Lab services to other LA for the Calibration of statutory weights and measures. Identify and</p>

COMMUNITY AND CHILDRENS' SERVICES	
PUBLIC HEALTH, PROTECTION & COMMUNITY SVS	<p>Summary of steps to Recover, Renew individual Council Services</p>
	<p>maintain capacity for COVID business restrictions and social distancing enforcement. Resume Animal Health inspections including Farm and Animal Market inspections. Resume True Call scam prevention work</p> <p>PEST and ANIMAL CONTROL. Pest Control has been suspended during lockdown with the exception of emergency treatments. Priorities - The service will be operational from 29th June. Staff have been provided with suitable PPE. From 29th June, the Hope Rescue facility for the public to take stray or lost dogs to the kennels directly is now available, with the appropriate safe working arrangements at the premises. The Council has also resumed proactive inspections of other boarding/ breeding premises;</p> <p>POLLUTION CONTROL - Air Quality monitoring has been adversely affected because laboratories have suspended analysis of NOX tubes. We will have a gap in our data for 2020 as a result. Priorities - Resume non-essential regulatory visits (external) e.g. waste in gardens during the summer. Resume proactive inspections of premises and operations subject to Environmental Permitting Requirements; resume Private Water Supply sampling and inspection, and resume Air Quality monitoring following Welsh Government guidance.</p> <p>HOUSING ENFORCEMENT Priorities - Resume housing inspections related to requests for service including HMO licence applications and resume proactive, programmed house (including HMO) inspections) in line with Welsh Government guidance which is yet to be received.</p> <p>LICENSING - Licensing has had to manage the impact of numerous Government Guidance and Policy changes which has resulted in licensed premises closures and barriers to the effective operation of taxi licensing requirements. Priorities - Resume taxi safety testing at fleet garage. We will continue to maintain capacity for off licence regulation and COVID related licensing enforcement in relation to business restrictions. Resume proactive inspections of licensed premise (all types) and resume animal licensing inspections as directed by Welsh Government.</p>

COMMUNITY AND CHILDRENS' SERVICES	
PUBLIC HEALTH, PROTECTION & COMMUNITY SVS	<p>Summary of steps to Recover, Renew individual Council Services</p>
	<p>Fleet garage has acquired a new mobile cleaning unit so plans are in hand to resume plating of new taxis (existing taxis remain under an "exemption" until MOT tests resume). Resumed service on 6 July.</p> <p>HEALTH AND SAFETY REGULATIONS Priorities - Increase capacity to monitor and respond to intelligence and complaints about workplaces and health and safety breaches related to COVID requirements. Resume programmed inspections of workplaces and skin piercing activities as directed by Welsh Government</p> <p>COMMUNITY SAFETY – Demand for Anti-Social Behaviour support, Domestic Violence Support and Substance Misuse Service referrals have remained consistent during the lockdown. Priorities - Resume face to face Substance Misuse Client Support meetings, resume face to face IDVA client meetings and drop in support at the Oasis Centre, and increase proactive community cohesion and engagement work in the Autumn 2020. Increase ASB regulation in relation to knotweed control in response to resident demand throughout the summer months.</p> <p>HEALTH AND WELLBEING Priorities - Resume work of the team in relation to Older Peoples Action Plan in Autumn 2020.</p> <p>CONTACT TRACK AND TRACE (PART OF WG TEST TRACE PROTECT STRATEGY) Priorities - Ensure a sustainable workforce model is developed and deployed to deliver Contact Track and Trace for the duration of the Pandemic. Deliver an effective and efficient Contact Track and Trace Service for Rhondda Cynon Taf County Borough, as part of the Cwm Taf Morgannwg Regional Response, to control the prevalence of Coronavirus in the community. Meet the required performance and outcome indicators to be set by Public Health Wales and Welsh Government (to be confirmed)</p>
Bereavement (WG Guidance)	<p>The service has continued to operate with increased demand but strict limitations on funeral attendees and some aspect of the service have been temporarily suspended The Interment of cremated remains with family present restarted from 29th June. On 3rd August we will increase the number of mourners at</p>

COMMUNITY AND CHILDRENS' SERVICES	
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	<p>crematorium services to 30 by opening the second chapels at Glyntaff and Llwycoed;</p> <p>Phases of recovery include</p> <ol style="list-style-type: none"> 1. Increasing funeral service attendees, cremation and burials in line with WG guidance on social distancing. Looking to allow service attendees to socially distance outside of the Chapel, aided by appropriate 2m markings. Also utilising the chapel exterior with television screen and sound system, and incorporating the use of the second chapel when WG guidance permits. 2. Reinstating the laying to rest of cremated remains i.e. interments/scatterings, with a caveat that this may need to be further suspended should a second wave of the virus occur. 3. Reopening Bereavement Services office to members of the public moving towards meeting 'one only' to comply with social distancing. Move to digitising all records in order to allow a sanitised method of family scrutinising cremation and burial records.
Leisure Services (WG Guidance)	<p>Leisure Centres have been closed since 20th March. No WG guidance as yet on re-opening although industry experts suggest a possible 1st August partial re-start. We have started to space out gym equipment in the centres in readiness for limited opening whenever. The reality is that we could commence a limited service almost immediately if allowed to do so. In the meantime, the service is looking at a potential 5 phase approach subject to review at each stage</p> <ol style="list-style-type: none"> 1. Introduce some open air classes, utilising our parks, 3G pitches to allow customers to exercise in a safe manner outdoors. 2. Re-open gym facilities alongside outdoor classes 3. Introduce some indoor classes, where practicable, and single person sports. 4. Introduce pool use, cafeterias, socially distanced meetings etc. (where practicable) 5. Full re-opening to include large groups, children birthday parties, events and large scale meetings. <p>The preparation for opening Playgrounds has already started. Grass cutting operations started last week and we are hoping that all play areas will be cut over the next 2/3 weeks. Plans to de-</p>

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	<p>furlough the remaining staff on 1st of July so that they can start the process of inspecting and servicing the play equipment. To complete all 200+ will again take 2 to 3 weeks. We would start with the bigger parks and popular destinations first e.g. Ynysangharad, Aberdare, Barry Sidings, Dare Valley etc. Working towards having play areas open for the school summer holidays starting end July/early August.</p> <p>Sports Development plans include</p> <ul style="list-style-type: none"> • Renegotiating a Sports Resilience Plan with Sport Wales which will re-purpose the funding for 2020/21. The plan will cover the period from July 2020 to March 2021, with flexibility to adjust to changing national guidelines and review to incorporate learning. • Working with Sport Wales to deliver the community 'Be Active' Fund from July 2020, to support community organisations to re-open, re-engage and develop their services to increase participation, in line with WG and LA guidance. • Working in partnership with other services such as Education and YEPS to deliver safe, socially distanced exercise opportunities where services are being delivered e.g. summer HUB schools. <p>Health Development plans include</p> <p>Exploring ways that technology can support more people to exercise at home or minimise face to face contact e.g. the 'Superagers' Project and working with PHW to redesign National Exercise Referral Scheme for referred clients and introducing the all Wales referral and engagement processes i.e. remote inductions, production of exercise videos, weekly contact engagement by phone/video calling. The service is looking at the potential to deliver limited number of 1-2-1 supported local exercise sessions for risk assessed clients, initially outdoors.</p>
<p>Visitor Attractions including Welsh Mining Experience</p>	<p>In line with WG advice, visitor attractions have been closed throughout lockdown. Recent guidance has been provided by WG and we are able to open the WME by 25th July. The service is looking at a phased approach to recovery.</p> <p>Phase 1</p> <p>Preparing for potential reopening of RCT attractions by putting in place appropriate risk assessments, social distancing arrangements, health and safety measures,</p>

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	<p>signage and adaptations supported by staff training on new procedures.</p> <p>1. Phase 2 Reopening venues plus public areas and buildings such as visitor centres/galleries with all necessary safety considerations in place and PPE. Visitor capacity will be reduced and online bookings will be encouraged to ensure social distancing can be achieved. Takeaway service will be put in place at cafés.</p> <p>Long term aim is full operation of all venues, interactive sessions and cafes.</p>
Community Development Team	<p>The team was heavily involved in response to Storm Dennis including direct support to local communities and the collection, packing and distribution of food parcels. Initial Covid-19 response has included support to the Community Resilience Hubs (CRH) and Sobell Centre Food Distribution Centre; management of WG food parcels and distribution with over 8,200 direct calls to date to those on the NHS shielding list; and active recruitment of Community Resilience Volunteers. The employment team will shortly be resuming their usual roles, with the CDT Team taking sole responsibility for running the CRHs, coordinating a team of Community Resilience Volunteers. Staff will continue support for NHS shielded patients and liaise with Test, Track & Trace colleagues to provide support to residents diagnosed with Covid-19 and required to shield for 2 weeks.</p> <p>The team will continue to respond to active Community Asset Transfer Cases and are resuming work on Neighbourhood Networks, including volunteering.</p>
Employment support	<p>Some support for customers has been on-going during the lockdown; most staff who are supporting the Resilience Centres will have returned to their usual duties by 3rd July. There are no plans currently in place for opening of offices or face-to-face delivery until about mid-August and although we are expecting a high demand for employment support from July onwards. Remote employment support will continue.</p> <p>No new clients have been referred for employment support due to DWP prioritising the processing of new universal credit claims.</p>

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Adult Education	<p>Recovery will have three distinct priorities:</p> <p>Phase 1: Engage with as many learners as possible through on-line delivery. This includes online course brochures and enrolment and increased number of courses through formalising our agreement with Digital college. Online courses are already being delivered through a variety of platforms including Zoom, Skype, Edmodo and Facebook private groups.</p> <p>Phase 2: the safe opening of Garth Olwg Lifelong Learning Centre with a limited programme of Adult Education, continuing to offer as many classes as possible remotely, and with the option to remotely access any class. Make rooms available for community hire and public access computers available to book and reintroduce cultural activities including the gallery and theatre spaces.</p> <p>Phase 3: A full return to community learning using the wide range of community venues, first considering provision in libraries and then other council buildings and community venues.</p>
Library Service (subject to WG Guidance)	<p>Three area libraries with click and collect service only, at Aberdare, Llys Cadwyn (Pontypridd) and Treorchy successfully re-opened from 24 June along with at home service. On 16th July the following three libraries will be opened, Mountain Ash, Porth and Rhydyfelin. Hirwaun, Ferndale and Pontyclun libraries will open on 6th August, with the remaining libraries open on 20th August. It may be significantly longer before we can go back to hiring out rooms especially at the smaller libraries where some of the rooms are quite small so that 2m social distancing will make any class/meeting unrealistic. The School Library provision is also available to schools.</p> <p>Depending on the success of the steps above, the aim will be for all library services to be accessed from all libraries, including e-teens, reference services and advice and support.</p>
Welsh Language	<p>Service has maintained business as usual to provide translation services both on paper and simultaneous translation to enable residents and elected Members to engage with the Council in the language of their choice. The future availability of staff on site simultaneous translation at Committee meetings will be considered alongside the re-introduction of the Council's governance arrangements.</p> <p>In the meantime, the Service aims to maintain or improve compliance/performance, continue with Welsh Language tutoring</p>

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	<p>and provision of support to services to enable them to meet the WG standards. Critical work, including service area audits, and 'urgent' audits and feedback will continue as necessary.</p> <p>The Service will ensure that all steps are taken to progress the planning for Eisteddfod 2023 and will continue to support the Education service to plan for the development of Welsh-medium education.</p>
Arts Service	<p>Considering all options to create a flexible reopening plan, enabling the service to respond quickly as and when restrictions allow.</p> <p>Planning for a staged return to theatre productions over a long period. This is likely to be after January 2021, subject to review, and thereafter will consider the viability of programming with social distancing measures in place, following the stages below: Phase 1: open theatres to limited staff to prepare for social distancing measures, maintain buildings and continue digital and other remote service delivery Phase 2: Open theatres to the public and deliver a limited theatre and outreach programme with social distancing measures in place Phase 3: Fully reopen theatres with precautions in place, including reintroduction of community hire/usage Phase 4: Full range of arts services resumed Continuing to deliver a number of services remotely, with the key consideration being the wellbeing of service users, including:</p> <ul style="list-style-type: none"> - the SONIG Youth Music and Youth Arts programmes - the Forte artist development programme - Seeking further funding to digitise the programme for a wider reach and to sustain the provision long-term. <p>Continuing policy of automatic ticket transfer to rescheduled date and contacting customer to ascertain their preference for transfer or refund.</p> <p>Exploring alternative models of service delivery including the potential to</p> <ul style="list-style-type: none"> - encourage community wellbeing through working with artists to produce original work - create and share productions and participative arts activity digitally and contactless non-digital e.g. radio, printed/recorded packs - stage outdoor performances or use of alternative spaces

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	Introduction of an outreach programme for shielding and vulnerable residents e.g. performances within residential home car parks
Community Wellbeing & Resilience – Children & Family Centres	<p>Service delivery has been limited to business critical areas only, which has included emergency childcare and so has required the buildings in which they are based to be open and accessible. For local authority maintained nurseries, this has meant that two of the three Children and Family Centres have needed to be open throughout the lockdown, from the start of the pandemic. Centres will no longer be used as office bases for staff as service will remain fully agile/work from home. Instead space will be used to support face to face work with service users. Building layout and facilities will be changed to accommodate safe working arrangements for staff and families. This will be accompanied by enhanced hygiene regimes and the completion of a Risk Assessment for each of the buildings.</p> <p>Phase 1 – Already established during the lockdown. Includes hosting emergency childcare from the nursery areas within the centres i.e. LA maintained settings and commissioned providers, and providing limited access to small meeting rooms and sensory rooms for Disabled Children’s Teams to access for respite sessions with their most vulnerable children.</p> <p>Phase 2 – Includes receptionist returning to working from the centre daily, providing access for Community Wellbeing and Resilience Service teams to access meeting rooms to host meetings with individuals and families, where home visiting is not appropriate.</p> <p>Phase 3 – Includes hosting targeted family interventions (e.g. family play sessions, parenting support, talk and play support) from the centre, if guidance allows</p> <p>Phase 4 - Provide small group training sessions in large community rooms where social distancing can be achieved.</p> <p>Phase 5 - Fully re-open the centres, allowing for agile working and community usage</p>
Community Wellbeing & Resilience - Early Intervention	Staff have been engaged in supporting commissioned providers to fulfil grant requirements, maintaining contact with and support for the Flying Start commissioned providers delivering emergency childcare, maintaining contact with Welsh Government to report on modifications to grant funded services and disseminate

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and Prevention Commissioning	<p>guidance and undertaking performance and compliance reporting on behalf of the CfW+ Team in response to these staff being transferred into frontline roles to manage the Community Resilience Centres.</p> <p>Digitalisation to facilitate change in practice - commissioned providers to access Capita One to evidence outcomes and performance and support. Compliance monitoring arrangements to be undertaken remotely in the main with onsite visits by exception. Team to remain fully agile/working from home</p> <p>Priorities:</p> <ol style="list-style-type: none"> 1. Ensure the Council has an operational Children & Communities Grant (CCG) delivery plan that will meet WG guidance and comply with Covid-19 requirements. 2. Ensure arrangements are in place for the appropriate management and administration of the WG CCG Framework. 3. Develop robust guidance to support commissioned providers to manage health and safety arrangements 4. Provide clear guidance for all commissioned providers on revised compliance and monitoring protocols.
Community Wellbeing & Resilience – Flying Start Childcare	<p>All Flying Start settings received an early Quarter 1 grant payment in March 2020 equal to the full number of commissioned places and were requested to remain open in order to provide emergency childcare for key workers and for vulnerable children aged 0-4 years. As a result of instruction from Welsh Government to suspend the provision of childcare for all other children, a number of providers operating a mixed economy model chose to close their settings and furlough staff, whilst others worked with us during very challenging times to provide an emergency response. This period has been very unsettling for providers who have faced challenges both practically in providing a service where social distancing is almost impossible and financially in maintaining their running and staffing of nursery settings within CIW regulated parameters without guaranteed income. Any change to practice will be subject to WG / CIW guidance.</p> <p>Priorities:</p> <ol style="list-style-type: none"> 1. Develop a safe operational model to deliver targeted FS childcare opportunities that will meet future WG guidance. 2. External commissioned childcare providers to continue to operate emergency childcare throughout the Summer for vulnerable and key worker children.

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	<p>3. Develop a fit for purpose Provider Delivery Guidance document to assist childcare providers to manage health and safety arrangements.</p> <p>4. Provide clear guidance for all stakeholders of what the format of FS Childcare will consist of</p>
Community Wellbeing & Resilience – LA Childcare, Quality Assurance & Training Team	<p>The Childcare Team has been providing emergency childcare since 23rd March 2020 from three Council Nursery settings as business critical service delivery 2020 and will continue to do so until 20th July 2020.</p> <p>Priorities:</p> <ul style="list-style-type: none"> • Amend the Quality Assurance Framework and delivery model. • Develop a new virtual and interactive training programme to provide specialist training to Flying Start settings and the childcare workforce. This will replace existing face to face training programme and will provide flexibility for staff to be able to undertake training when it is most convenient for them. It will also prevent us from needing to close childcare settings in order to provide training as we currently do. • Re-commence Flying Start Childcare in LA maintained settings once it is safe to do so in line with the Flying Start Provider Delivery Guidance document
Community Wellbeing & Resilience – Parenting Support	<p>Staff across the Service have been engaged in the regular production and distribution of activity packs for vulnerable children aged 5-14 known to the Resilient Families Service and the Care2Play Service, the production of a range of information videos on key topics accessible through social media platforms and online delivery of early language and communication support and parenting support to families. Staff have also provided remote support to families who were receiving interventions from them at the point of lockdown as well as supporting RFS to respond to the emerging needs of families facing challenges as a result of covid-19 restrictions.</p> <p>Priorities:</p> <ol style="list-style-type: none"> 1. Develop a safe operational model to deliver targeted Early Language & Communication / Parenting support opportunities that will meet future WG guidance 2. Provide clear guidance of what the format of Early Language & Communication / Parenting support will consist of

COMMUNITY AND CHILDRENS' SERVICES	
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	<ol style="list-style-type: none"> 3. Promote Early Language & Communication / Parenting support using various social media platforms and resources, including creating a weekly timetable of virtual support, producing information sheets to provide families with activities and suggestions to extend and develop their Early Language & Communication skills as well as developing a YouTube channel. 4. Continue to develop the digital offer initiated during lockdown. Significant coverage and reach of parenting and early language support via use of social media platforms. Opportunity to improve performance and reduce costs of existing parenting programme format
<p>Community Wellbeing & Resilience – Play Service</p>	<p>Staff across the Service have been engaged in the regular production and distribution of activity packs for vulnerable children aged 5-14 known to the Resilient Families Service and the Care2Play Service, the production of a regular newsletter and the delivery of a virtual online play programme during holiday periods which we intend to continue with. The digital offer developed during lockdown will be maintained as part of ongoing universal play offer.</p> <p>Priorities:</p> <ol style="list-style-type: none"> 1. Develop a safe operational model to deliver targeted play opportunities that will meet future WG guidance 2. Utilise the Care2Play providers to offer targeted support sessions for vulnerable children and young people identified by Children's Services and continuing to deliver activity packs to the homes of open Care2Play children and young people, if they are unable to access the targeted support sessions due to shielding, isolation etc. 3. Develop a fit for purpose Provider Delivery Guidance document to assist providers to manage health and safety arrangements to ensure the safe delivery of face-to-face provision during the recovery stage of Covid-19. 4. Provide clear guidance for all stakeholders of what the format of targeted play will consist of to meet future WG guidance. 5. Develop a publicity campaign to promote the universal (virtual) offer the Play Development Team using various social media platforms. 6. Develop a detailed process for the Play Sufficiency Assessment membership group to contribute to identify the priorities for the 20/21 PSA action plan.

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<p>Community Wellbeing & Resilience – Resilient Families Service</p>	<p>As a business critical front line service RFS staff have provided remote support to families as well as supporting statutory teams to respond to child protection concerns including home visiting. The service has remained operational however due to the intensive nature of service delivery, this has been limited throughout this period.</p> <p>Priorities:</p> <ol style="list-style-type: none"> 1. Review each stage of the RFS model to identify the options, risks and pressures that increasing the number of families accepted by the service would create including undertaking a mapping and scoping exercise to determine which local authority community buildings can be safely utilised by RFS workers. Buildings will only be used when workers need to meet with high need families (child protection, escalation of need etc.) and hold confidential discussions not possible at home or outdoors. 2. Introduce a safe process that would allow the RFS to accept an increased number of referrals, ensuring that those accepted would be able to access the appropriate support to meet their needs. 3. Introduce a process that would allow RFS Teams to increase their capacity to provide a safe service to more families including continuing to deliver interventions to families utilising virtual methods as much as possible. (Telephone, FaceTime apps etc.) <p>Develop third sector / partner delivery guidance document to assist providers in supporting the delivery of RFS functions while also managing health and safety arrangements.</p>
<p>Community Wellbeing & Resilience – YEPS</p>	<p>All staff across the Community Wellbeing and Resilience Service have been working as frontline key essential staff since the start of lockdown. Face to face service delivery has been limited to business critical areas only, which has included the case management aspect of the Youth Engagement and Participation Service over the past few weeks. Staff have developed a comprehensive virtual youth offer, offering universal activities e.g. virtual youth clubs and virtual activities programmes, remote issue-based support for matters like mental health, self-harm, future education, employment and training opportunities. They have continued to manage their open caseload with individual young people and have supported the emergency childcare hubs on school sites.</p>

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	<p>YEPS likely to be deployed to support summer childcare provision, direct support to high risk cases and maintain virtual youth offer.</p> <p>Change to practice - Digital offer developed during lockdown to be maintained as part of ongoing universal youth offer. Intention to continue with virtual youth work opportunities and encourage youth support service partners to do the same</p> <p>Priorities include</p> <ol style="list-style-type: none"> 1. Ensuring that referral management is fit for purpose during lockdown including using technology to manage cases remotely and considering whether face-to-face is necessary for cases of young people in crisis where venue space allows 2. Continuing to raise the profile of the current RCT youth offer including utilising schools messaging services and service's social media platforms (FB, IG, Snapchat, Twitter) to promote the evolving YEPS offer 3. Developing a fit for purpose Provider Delivery Guidance document to assist providers to manage health and safety arrangements 4. Utilising the YEPS framework and SLA commissioned providers to offer a summer programme (July – August) for vulnerable children and young people 5. Providing virtual information, advice and guidance to vulnerable young people utilising wicid tv and YouTube. 6. Continuing to offer virtual open access activities and plan for re-introduction of face-to-face provision 7. Supporting those young people accessing school sites including continuing to support the emergency school hubs by providing casual youth support worker capacity in the hubs most in need and youth worker drop-in sessions for young people accessing the hubs. 8. Ensuring there is adequate staffing capacity to provide all YEPS activities and support being offered including working with Adult Learning Wales to roll out the Level 2 and Level 3 Youth Work qualifications to ensure that there is a future pool of qualified applicants for vacant YEPS and community youth worker posts 9. Introducing more street-based support, including commencing limited evening and weekend street-based youth work, alongside YOS and Police, in identified hot spots to provide a visible presence in the community for the most vulnerable young people and assist to tackle anti-social behaviour.

EDUCATION & INCLUSION SERVICES	
EDUCATION	Summary of steps to Recover, Renew individual Council Services
<p>Education Services, Schools and PRUs</p> <p>(subject to WG Guidance)</p>	<p>The Council has developed RCT guidance for schools in line with recently published WG guidance, preparing schools for the return of a wider number of pupils to 'check in and catch up'. This includes guidance on staffing ratios and capacity restrictions. The Education service is also ensuring schools have undertaken appropriate risk assessments prior to reopening and that all statutory compliance checks e.g. legionella, fire alarm testing are up to date.</p> <p>Schools have developed 3 week plans outlining the phased return of learners back into school from June 29th, in line with the guidance above. Due to capacity restrictions, schools will be delivering a mix of blended onsite and distance learning for most pupils, alongside fulltime childcare provision for key workers children and vulnerable pupils, and distance learning for those pupils shielding/not attending school. The Education Services are working closely with Transport and Schools to ensure that learner cohorts are aligned to pupil groupings on transport routes to limit numbers of contacts for each child.</p> <p>With the recent announcement that schools will be open to all pupils from 1 September, with a phased introduction over the period to 11 September. Comprehensive guidance is being prepared to support schools.</p> <p>School improvement services continue to support schools to develop best practice for distance learning including guidance on live streaming, and devices will continue to be provided for digitally excluded learners.</p> <p>Regular communication will continue with headteachers, governors and parents/carers, including information for parents via Council website and social media messages.</p> <p>Over the next month, a decision has to be made whether Welsh Government will follow the action taken by the Scottish, Northern Ireland and English Governments in terms of reconsidering the 2m social distancing rule in schools. We will have to plan to support our schools adequately plan for the safe opening of schools if this is the case.</p> <p>The Attendance & Wellbeing service will support vulnerable learners and their families to reengage with education, using alternative models of service delivery where possible to avoid face to face home visits. Parents will not be fined for non-school attendance. Access & Inclusion service will support schools to provide appropriate provision for learners with SEN and continue</p>

EDUCATION & INCLUSION SERVICES	
EDUCATION	Summary of steps to Recover, Renew individual Council Services
	<p>preparations for the introduction of the ALNET Act. Wellbeing support will be provided for staff, families and pupils e.g. producing a wellbeing pack to help staff support pupil's transition back into school and implementing enhanced counselling support for children and young people.</p>
School & Community Meals	<p>Schools to be supported to implement split sittings for lunch or use 'grab bags' to allow meals to be eaten outdoors/in classrooms, depending on site layout.</p> <p>The service will provide a method of sanitising biometric systems and remove cash payments to 'on line' payments for school meals.</p> <p>Continue to support and review the additional frozen meal provision for shielded vulnerable individuals.</p>

PROSPERITY, DEVELOPMENT & FRONTLINE SERVICES	
FRONTLINE SERVICES	Summary of steps to Recover, Renew individual Council Services
Streetcare and Waste	<p>Waste Services has maintained most of its collections since lockdown. Also Cleansing, Parks, Enforcement have returned to varying degrees and at reduced levels. Public conveniences have been closed over the period of the pandemic but toilets are now open at Pontypridd and Aberdare bus stations and are staffed. On 6th July three further toilets opened in Talbot Green, Tonypandy, Mountain Ash and Treorchy. All the remaining toilets and urinals will be open from 20th July. Toilets in Aberdare Public Park and Ynysangharad Park, Pontypridd will re-open from 27th July with enhanced cleaning.</p> <p>Offices at Ty Glantaf have now been refurbished following damage from Storm Dennis. Changes implemented to keep front line safe include, 'support vehicles' being used to reduce the number of collection operatives in waste collections allowing social distancing; daily vehicle sanitising; additional PPE and vehicle signage to reinforce social distancing message for residents and in AMGEN recycling facility, screens have been fitted to separate sorting staff during processing of materials. Staff have been redirected to other key services e.g. Cleansing, Parks and Amgen. Enforcement staff also deployed to backfill in Waste Collection.</p> <p>Specific services offered on-line only e.g. trade waste bags, bulky waste collections.</p> <p>Service Recovery includes reinstating Enforcement and Awareness Raising to address the high levels of excess waste and contamination as a result of Storm Dennis and lockdown and reopening some main Town Centre bus station toilets with organised queuing and enhanced cleaning resources in place.</p>
Highways	<p>Highways Services have continued throughout lockdown albeit with a reduced service in some aspects. There continues to be a constant re-evaluation of risk and safe working practices as highways traffic increases. Consideration has also been given to national guidance, advice and briefing notes including those from the Construction Leadership Council (CLC), Civil Engineering Contractors Association (CECA), etc.</p> <p>New ways of working include, only two people in a working gang where possible, and the same two people sharing a wagon every day; Highways inspections are undertaken at times to avoid public contact; Carriageway resurfacing in semi/rural areas has been undertaken before urban areas until lockdown eases and civil parking enforcement is being slowly re-introduced and has started in principle Town Centres.</p> <p>Plans include, restoring highway maintenance inspections; undertaking an evaluation of working practices and possible</p>

PROSPERITY, DEVELOPMENT & FRONTLINE SERVICES	
FRONTLINE SERVICES	Summary of steps to Recover, Renew individual Council Services
	<p>purchase of alternative equipment to minimise number/interactions between staff e.g. use of mechanical lifters, etc.; planning for the impact of a potential second wave on winter gritting, e.g. additional training and availability of extra drivers; the utilisation of external contractors for services with potential deployment of depot staff to attend drainage matters.</p>
Transportation	<p>Staff have been working to existing Delivery Planning priorities, e.g. reacting to requests and delivering passenger transport, managing project and section 106 finances, developing schemes, preparing to invite Expressions of Interest for 'Safe Routes in the Community Schemes, undertaking a response to the Active Travel Guidance consultation and fielding enquiries from the public. However, this work has also been impacted by Covid-19 in numerous ways e.g. agreeing and communicating Public Transport timetable changes and responding to associated enquiries, putting in place transport for vulnerable children to attend the various Childcare Hubs, and re-working bus shelter layouts/ bus station layout to accommodate social distancing.</p> <p>However, the service has focused on ensuring safe and effective transport arrangements are in place to enable pupils to return to schools from June 29th as part of the 'Check in, Catch up, Prepare for summer and September' arrangements announced by the Welsh Government in early June. As part of the Education 'Recovery' planning the service is working closely with education colleagues. This includes identifying reduced capacities in line with social distancing, prioritising seats on transport for vulnerable learners and those travelling the furthest who have no travel alternative, preparing guidance for schools, parents/carers and young people to support the safe transportation of learners to and from schools, ensuring that operators, and their drivers and escorts, are provided with appropriate advice and in particular guidance on cleaning and PPE and that timely information is provided to remind parents and pupils to adhere to social distancing on their way to school, in the community, on local buses, school transport, etc. This will also inform the planning for September, against two possible transport scenarios – with or without social distancing - adhering to the applicable Welsh Government guidance at that time and determining whether it is appropriate to reinstate the school crossing patrol service.</p>
Fleet and Maintenance Services	<p>Fleet Management and Vehicle Maintenance Workshop has continued to provide a service, albeit reduced in volume/output. Operations have been affected by a number of factors including the Government's decision to postpone vehicle MOTs; temporary cessation of taxi testing; a reduced number of vehicles operating as a result of some services being temporarily closed or changed.</p>

PROSPERITY, DEVELOPMENT & FRONTLINE SERVICES	
FRONTLINE SERVICES	Summary of steps to Recover, Renew individual Council Services
	<p>There have been significant alterations to workshop shift times due to extreme staff shortages.</p> <p>Service aims to return to normal shift times; review the opening of the Ty Amgen workshop; risk assess all changed/new methods of working; vehicle maintenance schedules will be revisited and postponed MOT testing reintroduced. Service also plans to research electronic means of reporting defects and also the potential efficiencies in stores management brought about by direct electronic input into 'Tranman' system by stores supplier. The existing fleet will be reviewed in line with changes in other Council services e.g. mobile libraries operations if a pre-ordering service is successful.</p>

PROSPERITY, DEVELOPMENT & FRONTLINE SERVICES	
PROSPERITY & DEVELOPMENT	Summary of steps to Recover, Renew individual Council Services
Housing	<p>Continue to deliver the full housing strategy and housing grants services remotely, including</p> <p>Processing grants:</p> <ul style="list-style-type: none"> - emergency Disabled Facilities Grants for vulnerable clients at risk of becoming hospitalised and those that require hospital discharge - Emergency Flood Recovery Grants for those individuals that are in temporary accommodation or at risk of becoming homeless <ul style="list-style-type: none"> • Develop a Registered Social Landlord Covid 19 recovery plan, from information collated from RSL partners. Offer support to RSL's to implement and monitor progress. • Work with colleagues in Housing Advice to prioritise housing need in response to Covid-19 such as Homelessness, temporary accommodation, landlord support. • Complete the Social Housing Grant for 2020/2021, to continue to support the development of affordable houses that meets LA need.
Town Centres and Business Support	<p>Facilitate good social distancing arrangements in the towns and green spaces and working with the business community and BIDs to make sure their premises meet social distancing guidelines.</p> <p>Currently developing a package of support to help businesses recover, including:</p>

PROSPERITY, DEVELOPMENT & FRONTLINE SERVICES	
PROSPERITY & DEVELOPMENT	Summary of steps to Recover, Renew individual Council Services
	<ul style="list-style-type: none"> - Developing a repurposing/social distancing grant to help town centre businesses quickly adapt to the new circumstances - Refocusing existing business grants such as the Enterprise Support and Town Centre Maintenance Grants to support businesses to take advantage of new opportunities in the recovery period - encouraging local marketing, purchasing and supply chain development, working with town centre businesses and BIDs to encourage the 'buy and sell local' message, developing local business to business supply chains and markets - Support local manufacturing and distribution companies to develop local supply chains rather than a reliance on imports and to explore and develop new product opportunities - Provide information and support to help local businesses access all available Government support.
Tourism and Events	<p>Prepare for the reopening of key visitor attractions such as Welsh Mining Experience and Lido, and Council Leisure Centres. In respect of the WME, when appropriate we will be looking to open a limited service whilst adhering to the government guidelines when the date is confirmed by Welsh Government for opening play grounds. Plan the post Covid-19 Tourism Exit Strategy for delivery in line with lifting of restrictions.</p> <p>Communication with key visitor businesses to determine current position and the assistance required to help each resume normal business and future growth.</p>
Building Control	<ol style="list-style-type: none"> 1. Statutory Dangerous Structure site visits and formal action have continued as normal 2. The whole service area including vetting of building control applications is being processed remotely from officers homes 3. Building Control Inspections are still being processed virtually from photographs or video links. 4. Site visits have started to be undertaken if they cannot be readily determined virtually from photographs or video links <p>Data from the first quarter shows a 25% reduction in applications/inspections. This is positive e.g. compared to Cardiff which reported a 75% reduction. Due to the strong relationships and regular communication between the BC Officers and contractors, the service has been able to continue for most developments/cases.</p>

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	<p>We will expect to see a decrease in BC income due to the decrease in applications/inspections for the first quarter.</p> <p>Continue to deliver the full service remotely, including:</p> <ul style="list-style-type: none"> • Continue to offer Building Control inspections through film and photographic evidence where possible • Clear the current backlog of surveys and issue revised schedules of work.
Planning	<p>Since the end March and start of lockdown restrictions enforcement has been actually busier than usual, receiving 70+ complaint in May compared to 'normal' month pre CV-19 30-40+. The service has tried to maintain business as usual as far as possible, scaling back on site visits with lock down requirements. Since the easing of restrictions site visits, with appropriate social distancing have resumed. Increased number of on-line/email complaints received rather than telephone calls. An enforcement 'hot-line' has been re-directed through to an officer's mobile phone. The switch to digital/ home working has worked well for the enforcement team.</p> <p>Develop revised delivery plan for Local Development Plan review, including consultation and engagement strategies in line with Covid-19 restrictions.</p>

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Customer Care	<p>Service was re-purposed to focus resources on vulnerable residents via the new 'Covid' line developed within the Council to support Volunteers, Vulnerable Persons, Business Grants, Childcare and Free School Meal Payments. Also continued to operate Lifeline and Adult First Response Services, Streetcare line, OOHs emergency line, print, processing blue badge applications and responding to issues and defects raised via social media and email. Staff are currently working in Ty Elai.</p> <p>Website and Customer Care Centre Pay it/Report it/Apply for it/Book it – All these services are now available except for leisure and sports pitch bookings as the service remains closed for the foreseeable future;</p> <p>Customer Care Telephone Services – On 13th July, the vast majority of all customer care telephone services were reinstated except for the following services which can only be accessed via the website, and via email – Planning, General Enquiries, Revenues & Benefits financial queries not associated with a debt recovery letter, and non-emergency Streetcare services such as missed collections, bulky waste collections, etc which can be requested online. Currently a large number of the Customer Care staff are undertaking Test, Track and Protect roles, and once these staff can be released the remainder of the services can return to the levels prior to the pandemic.</p> <p>This will include plan to 'flex' lines dependent on capacity and organisational need.</p> <p>Put in place interim home working solutions including piloting 'Connecting Wales' a platform that will enable some (main contact centre) telephone services to be delivered from home by agents not able to attend the office.</p> <p>Currently looking at ways to support an assisted digital approach e.g. live chat and social media. Working with Adult Social Care to understand and scope opportunities for a Lifeline/First Response service to support shielded cohort long term as part of an assistive technology model.</p> <p>Seek opportunities to implement a new CRM system ahead of schedule. Also investigate, trial and implement improvements in business processes.</p>
ICT	The ICT Service has continued to deliver operations and wider business requirements as normal. Home working has proved effective supported by site visits or office presence as appropriate

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	<p>in compliance with protective measures e.g. Ty Bronwydd Hub 3 days per week to enable equipment handovers, cheque printing, etc.</p> <p>Key focus has been the provision of ongoing support to enable service continuity and recovery. Through the deployment of digital solutions including collaboration tools and virtual meeting technologies ICT has supported 3,000 staff to work from home as well as SLT and elected Members to continue the Council's key decision making arrangements. The service has also supported digitally excluded learners by providing them with equipment across the HWBs. The service has also put in place a Digital Platform to deliver Shielding Support to residents via WCCIS and the Web.</p> <p>The service has also worked:</p> <ul style="list-style-type: none"> • Regionally with Powys CC to put in place an interim digital delivery platform solution for Contact Tracing across the CTM region, • Nationally to support the National digital solution to deliver Contact Tracing across the CTM Region and Wales. <p>Future plans include:</p> <ul style="list-style-type: none"> • Continually monitoring the IT infrastructure to ensure that it is stable, meets demand and reduces avoidable contact e.g. implementing a single ICT Service Desk number that can be accessed remotely from home/any location. • Enabling an increasingly agile workforce, ensuring standard equipment, digital platforms and consistent user experience, irrespective of location. • Working with Services and Estates to assist the development of shared office work spaces. • Increasing the resilience of key systems from the Council's primary Datacentre/Cloud including the migration of Email and Web site to the Cloud. • Upgrading the Service desk telephony platform to support remote call handling capability, • Enabling business processes to be undertaken effectively and efficiently remotely from the traditional office through a digital solutions. • Delivering the Schools HWB Digital Transformation Programme including Network and Wi Fi upgrades and equipment to digitally excluded learners. • Establishing appropriate sharing and support methods in the delivery of Subject Access Requests (SARs) that are highly

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	<p>sensitive and often require face to face contact with clients to explain information and provide support. Also, Police access to social care information to assist in investigations. It is expected that over time, requests for information will increase.</p>
Accountancy and Performance	<p>Continuing business as usual in respect of corporate financial and performance management arrangements to enable compliance with legislative requirements, demonstrate continued accountability for the Council's performance and support internal service management processes. This includes the Council's accounts, Treasury Review, risk and performance reporting. In 2020/21 the main focus will be Service Recovery with Financial Management and Planning arrangements maintained to ensure the continued financial stability of the Council.</p> <p>The Service will ensure that the Council can maximise funding through claims to WG in respect of Covid-19 and will support any other key arrangements that will enable the Council to claim for the financial implications e.g. (CTRS increase in demand/lower Council Tax collection rates/furlough). Timescales to be confirmed following dialogue with Welsh Government.</p> <p>Re-start Internal Audit function and related governance in July, including agreeing the 2021 Audit Plan and Audit Committee.</p> <p>Mid-year Budget Review and updated interim MTFP scheduled for September.</p>
Pensions, Procurement & Transactional Services	<p>The majority of functions within Pensions, Procurement and Transactional Services, have continued to operate. Management of key activities and business critical support functions has been maintained. This includes processing benefits, which has seen an increased number of claims as a result of Covid-19. In addition, critical Covid-19 support has been provided including validation and payment of Welsh Government Grants and Rate Relief for Businesses, Free School Meals payments, ensuring appropriate furlough claims are submitted and providing Grants arising from recent flooding to residents and businesses on behalf of the Council and WG. The service is also sourcing and procuring suitable PPE for use across the Council.</p> <p>A significant digital shift for both staff and customers has been necessary which has presented an opportunity to build and enhance our digital and self service capability.</p> <p>It is expected that recovery impact will be minimal for the services below.</p>

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	<ul style="list-style-type: none"> • Revenues & Benefits will liaise with the contact centre to enable more telephone payment transactions; Reintroduce inspections for domestic and non-domestic properties to ensure the integrity of reductions/reliefs and the tax base in general; Initiate appropriate debt recovery proceedings and reinstate appropriate recovery actions i.e. enforcement agents; Monitor the Council Tax Relief (CTR) caseload/expenditure and report to WG, ensuring the Council is not detrimentally financially affected by the increase in demand. • Corporate Fraud will support new service delivery models that ensure the Council is protected against emerging risks and exploitation, and continue to share intelligence with relevant Government departments on associated risks e.g. business grants. • Payroll & Payments will progress the new HR/Payroll system, improving existing digital and self-serve offerings and develop the 'Intelligence Scanning Software' process to accept all digital invoices. • Pensions will recommence formal Pension Fund Governance arrangements and review the requirements for 'face to face' support. • Procurement will continue to ensure sufficient and appropriate PPE is available and support Council Services with the review of contracts as required.

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Corporate Estates	<p>Currently delivering support service needs, providing access to specialist kit/spaces to allow projects to be delivered. Identifying additional maintenance requirements across the portfolio to assist in the fight against Covid-19. Supporting the reopening of Council offices.</p> <p>Supporting the reopening of Schools and changes to school buildings/arrangements following the recent WG announcement re school reopening and also planning for the re- occupation of Ty Trevithick. This will include reduced capacity and introducing flexible, multi- functional meeting/project areas and smaller breakout pods.</p> <p>Produced a Manager's Guide for the reoccupation of Buildings to be applied when planning to re-establish services within Council Buildings.</p> <p>Plans include</p>

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	<ul style="list-style-type: none"> • Developing guidance for staff to support the safe viewing of empty and occupied external buildings with the aim of recommencing site visits, when safe to do so. • Conducting a full asset review to ascertain current/future asset requirements • Resuming normal search services, including Con 29 searches. • Further developing the use of digital working practices within Corporate Estates including design, mapping and energy efficiency
Human Resources	<p>HR has been providing core services remotely where possible. Business processes e.g. Absence Management and Recruitment and Selection are being reviewed in the light of Covid-19. Backlogs from processes impacted by Covid are currently being addressed.</p> <p>Occupational Health Unit staff have been working with UHB to provide telephone support to shielded residents. Health Surveillance is currently suspended. Clinical OHU staff are providing virtual clinical assessments. Appropriate Building/Clinical and Personal Safety measures are being out in place.</p> <p>Plans are being developed</p> <ul style="list-style-type: none"> • To hold a limited number of face to face appointments for specific circumstances and following initial virtual assessments • Restart Health Surveillance • Enhance the existing Well-being support to staff and Managers. <p>Stay Well at Work service is currently providing virtual appointments and is working with ICT to trial video consultation software for physiotherapy, counselling and nursing referrals. Business engagement, events and SME Health Surveillance will also be restarted virtually as businesses reopen.</p> <p>Education, Employment & Training</p> <p>Majority of functions continue to take place remotely including contact with school groups, Children Looked After (CLA), Apprentices and Graduates. CLA working with the team have been provided with 'my-fi', to enable them to remain in contact and undertake any necessary training. Limited physical meetings will be reintroduced for CLA where virtual contact method are not possible/appropriate. Resources has been</p>

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	<p>revised to provide online Careers advice to schools for Gatsby benchmarks. Service is also</p> <p>Revising the delivery methods for Induction, Staff and Management Training and Development to enable online delivery.</p> <p>Proceeding with new Apprenticeship & Graduate Recruitment Programme, with launch plans for a further programme being developed.</p> <p>Planning an online careers fair for the Autumn and work ongoing with IT to test live broadcasting for larger events.</p>
Democratic Services and Communications	<p>All aspects of the service have continued remotely, making the best use of all the digital options available. Recovery will see an increase in other services returning to a new normal and Democratic Services will need to meet the demands and expectations to support this increased activity, using digital approaches, ensuring this is inclusive and developed alongside elected Members, residents and stakeholders.</p> <p>Decision making and governance continues to operate in compliance with the Council's Constitution although no Committees met in the early stages of lockdown. Council Cabinet, Planning and the Overview and Scrutiny Committee are now operating virtually. Preparations are being made to hold a further range of 'virtual' committees via Zoom to enable the Council's democratic processes to continue until the webcasting provision is available for Members in Autumn 2020. Zoom is also providing the opportunity to make recordings of meetings available to residents via the Council's web pages to encourage public participation until the webcasting facility is available.</p> <p>Providing opportunities for all elected Members to have training on virtual platforms to enable them to better access, understand and increase the use of technology that is in place to manage the Council's business.</p> <p>In the coming months the service will put in place guidance to support services in virtual public engagement and provide and develop alternative inclusive approaches to those residents who are not online. This will be tested and evaluated prior to introduction across all services.</p>
Legal Services	<p>Legal Services have continued to operate and function throughout the Lockdown arising from Covid-19 and staff are staying abreast of the key changes in emergency legislation being produced as a result of the virus.</p> <p>The Legal Service Delivery Plan for 2020/21 has not been hugely impacted by Covid-19 and many of the priorities originally</p>

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	<p>identified remain valid and necessary. However, the current situation has required a 'fast track' approach to these priorities and to develop new ways of working.</p> <p>Childcare legal support has experienced a high demand throughout the lockdown. Demand for other legal services is returning to pre Covid-19 levels following an initial fall. The service will be considering the potential future demand for Legal services. This will need to be accompanied by a review of capacity needed to meet this demand and ensure appropriate legal advice is available in a post-Pandemic environment. In particular it is expected that demand for legal advice will increase in e.g. Public Health, Education and Social care. The Council's Recovery Plans will be reviewed to establish any additional demands arising from other services.</p> <p>Future plans include</p> <ul style="list-style-type: none"> • Investigating and scoping a replacement for the current Legal Case Management System to meet the Council's Digital Programme, support modern working practices and facilitate paperless and remote working. • Reviewing the service's approach to collaborative working. Issues that have previously prevented collaborative working, have in part, been overcome with the necessity to work remotely, and the perspective of potential participating parties may have changed. • Identifying services that can be provided online and taking steps to progress this.