

Economy, Residents, Communities and Governance Scrutiny Committee

Meeting Venue
By Teams

Meeting Date
Monday, 19 October 2020

Meeting Time
2.00 pm



County Hall
Llandrindod Wells
Powys
LD1 5LG

For further information please contact
**Wyn Richards, Scrutiny Manager and
Head of Democratic Services**
wyn.richards@powys.gov.uk

12-10-2020

Mae croeso i chi siarad yn Gymraeg neu yn Saesneg yn y cyfarfod. Rhwch wybod pa iaith rydych am ei defnyddio erbyn hanner dydd, ddau ddiwrnod gwaith cyn y cyfarfod.

You are welcome to speak Welsh or English in the meeting. Please inform us of which language you wish to use by noon, two working days before the meeting.

AGENDA

1.	APOLOGIES
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To receive apologies for absence.

2.	DISCLOSURES OF INTEREST
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To receive any disclosures of interests by Members relating to items to be considered at the meeting.

3.	DECLARATION OF PARTY WHIPS
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To receive disclosures of prohibited party whips which a Member has been given in relation to the meeting in accordance with Section 78(3) of the Local Government Measure 2011.

(NB: Members are reminded that under Section 78 Members having been given a prohibited party whip cannot vote on a matter before the Committee.)

4.	SUPPORT FOR SHIELDING INDIVIDUALS DURING THE COVID-19 PANDEMIC
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To receive and consider the report of the Portfolio Holder for Corporate Governance and Engagement.

(Pages 5 - 16)

5.	PERFORMANCE AND RISK REPORTS
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Attached is a pro-forma to assist Members in scrutinising performance and risk reports.

There will be a presentation for Members on accessing Power BI graphs at the beginning of this item.

(Pages 17 - 18)

5.1. Performance Reports

To receive and consider the Performance Reports for those Service areas within the remit of the Committee.

(To Follow)

5.2. Risk Report

To receive and consider the Strategic Risk Register.

(Pages 19 - 20)

6.	SCRUTINY WORK PROGRAMME
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The next meetings of the Committee will be held as follows:

02-11-20	14.00 – 16.00	
07-12-20	10.00 – 12.00	Options for Improving Broadband Structure - Head of Digital Services

18-01-21		Performance Q3 + Risk (Provisional – Confidential Report – Housing)
28-01-21		Budget
01-03-21		Digital Strategy 2021-25
12-04-21		
03-06-21		Performance Q4 + Risk
12-07-21		Performance Q1 + Risk
06-09-21		
18-10-21		Performance Q2 + Risk
29-11-21		

Potential items for consideration:

- Regulatory Services
- Recycling rates – what advantage is being taken of the increases in recycling rates and how can we maintain recycling rates.
- Economic Impact Study / Town Centre Focus Group

- County Farms

Update Information arising from previous meeting:

- Car Parking Charges review – second meeting held 13th October, 2020.

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CYNGOR SIR POWYS COUNTY COUNCIL.

CABINET EXECUTIVE

Date 6th October 2020

REPORT AUTHOR: County Councillor Graham Breeze
Portfolio Holder for Digital Services

REPORT TITLE: Powys County Council support for shielding individuals during the COVID 19 pandemic

REPORT FOR: Information

1. Purpose

- 1.1 To provide an update on the end of “shielding” and the council’s welfare calls.
- 1.2 To provide information on the future planning to support our vulnerable residents during the ongoing pandemic.

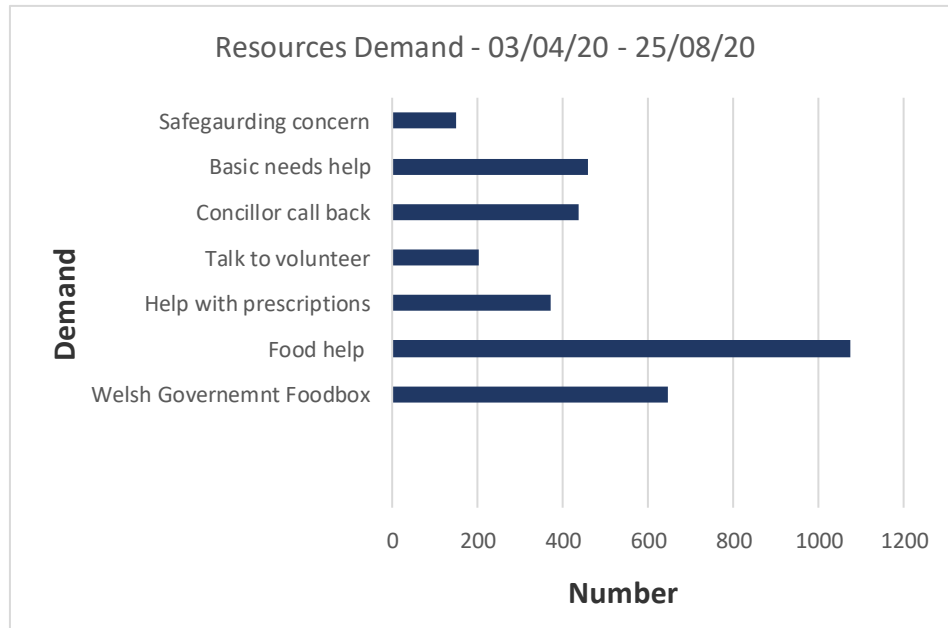
2. Background

- 2.1 On 23rd March 2020 the UK Government took the unprecedented step to try and limit the spread of COVID-19 and announced that residents with serious underlying health conditions would need to “shield”. This meant that many of our residents were unable to leave their home and unable to get the basic needs of food and prescriptions.
- 2.2 ‘**The Shielded Group**’ were identified by the NHS and were advised by letter to self-isolate. The council received details for all these individuals from Welsh Government and contacted each of them to offer them a Welsh Government food parcel and to identify other needs they may have. The Council also identified other Powys residents as being vulnerable from data held in Social Care, Housing and Customer Services and welfare calls were made to these individuals too.
- 2.3 The role of the local authority has been vital in supporting our vulnerable and shielding residents throughout this challenging period. We acted as the first point of contact for all individuals with concerns about their own individual situation.
- 2.4 The delivery of that support was very much a collective effort between many services and individuals within the authority as well PAVO and other local groups. To support the voluntary activity, the Community Sector Emergency Response Team (CSERT) was established by the

Regional Partnership, led by PAVO. Local councillors and volunteer groups also provided a critical role.

- 2.5 The support the Council offered to our vulnerable residents included: -
- **Welsh Government food boxes** - Those in the Shielded Group who were unable to rely on family, friends or local community support were provided with a basic package of food and household essentials, delivered direct to their door weekly by a food service supplier.
 - **Emergency food parcel** - Those in the Shielded Group that required a WG food parcel but did not have enough food until they received their first delivery, were asked whether they would like their details passed onto PAVO, if they did an automatic e-mail request was made to PAVO requesting that they contact the individual to provide the necessary support.
 - **Help with getting food** - For those that had not yet received a food parcel or had no other means of securing food, a service request was automatically e-mailed to PAVO who were able to provide a food shopping service.
 - **Help with getting medicines/prescriptions** - For those that had no means of securing a delivery of prescriptions then a service request was automatically e-mailed to PAVO who provided a prescription collection and delivery service.
 - **Befriending Services Social contact / wellbeing support** - For those residents that were socially excluded or had no other support network, a befriending service was offered via PAVO.
 - **Daily Living Support** - Residents were asked whether they needed support with daily living, if they did then this instigated a service request to the council's Assist team who contacted the resident to discuss their requirements and put in place additional support should it have been needed.
 - **Council call back** - To ensure contact was maintained with our residents during this time the council offered a weekly or fortnightly call back service.
 - **Councillors call back** - The residents were also asked whether they would like their details passed to their local councillor so that their councillor could make a call back to them.
 - **Safeguarding Concerns** - Any safeguarding concerns that were brought to the attention of the call handler were followed up with Assist or Childrens Front door.

2.6 The chart below illustrates the requests of support from our residents from the 3rd April 2020 to the end of the welfare calls on the 25th August 2020. A total of 23,791 calls have been made.



2.7 Feedback from residents who have received a welfare call and support has been extremely positive with the council receiving several compliments. The below lists some of the feedback received from our residents.

- *“I would like to thank all at Powys County Council for all their help during this difficult time,”*
- *“I think this has been a wonderful service, thank you to everyone,”*
- *“Thank you. I will miss these calls but all I can say is thank you,”*
- *“This has been a brilliant service. I have really enjoyed these phone calls and I for one will be sad that I will no longer be speaking with you. I am thankful you are still thinking of us by offering this PAVO service. Brilliant,”*
- *“Everyone in Powys County Council has been brilliant, I can’t thank them enough. I really do enjoy getting these phone calls,”*
- *“The service you have provided over the last three months has been outstanding. I have never felt belittled by any of the welfare callers and I know my husband, who is 87, really appreciates them too,”*
- *“Brilliant service provided by you and all of your colleagues in Powys County Council. I live on my own, so I look forward to receiving them. Thank you,”*
- *“Please can you put it on record on wonderful I think this service Powys County Council are offering to all vulnerable people in the county. I have friends in America and when I tell them the service my local authority is offering; they are amazed and staggered that a local authority cares so much for its residents. In America people are only a number and have no identity, a faceless society. Therefore, on behalf of myself, neighbours, and the many thousands of vulnerable people in Powys, can I thank*

not all the welfare callers, but those behind the scenes such their managers and all those involved in this process. In this time of uncertainty, it is reassuring to know that there are people out there who care for you and are not out to get something for themselves. I will be writing to my local MP to praise you all.

- 2.8 When shielding was paused on the 16 August 2020, the Welsh Government Food Parcel scheme also came to an end. However, support continues to be on offer to those who are on the Shielded Persons List (SPL), This includes: -
- Food: Priority supermarket shopping slots will continue to be available to those on the SPL after the 16th August 2020.
 - Medicines: The National Volunteer Prescription Delivery Scheme will be available until the end of September.
- 2.9 Other support i.e. Social Care contacts / well-being support will be led through the Local authority and existing relationships that are in place with Community Voluntary Councils to provide the wide range of support that the communities require.
- 2.10 During Covid there were various community-based groups set up (including local organisations, town and community councils, county councillors and other interested parties). CSERT has established 13 community support networks based on the community connector localities and led by the community connector service.
- 2.11 In addition to coordinating the voluntary action in each of these areas, the networks have connected with 120 new COVID voluntary initiatives across the county. PAVO have provided guidelines and safe volunteering information to groups and several have received formal support via the PAVO Development team. The Community Connector service also provided funding to a number of these groups to enable them to carry out their Covid 19 response.

3. Planning going forward

- 3.1 The SPL will continue to be maintained and updated should there be a need to ask individuals to shield again in the future. The Local Authority will continue to hold the SPL and continue to receive updates from Welsh Government monthly, (shared via Objective Connect). The frequency of this will be revisited to meet future needs i.e. in the event of local/national outbreaks. The only exception will be where individuals have exercised their right to be removed from the SPL upon request these will be forwarded to the council as they are received.

- 3.2 Should there be another lockdown locally or nationally we will want to ensure that our most vulnerable and shielding residents are safe and well and that their needs are met. We propose reinstating the support that was in place previously, taking the lead role in offering support for sourcing food, medicines, prescriptions, and well-being, including the reintroduction of the welfare calls.
- 3.3 In July 2020, the Regional Partnership Board agreed that the CSERT would be reconfigured into a Community Support & Response Group (CSRG) to lead in community response to Covid19 (See annex 1). The CSRG will report to and through the RPB's Workforce Futures Board.

4. Advice

- 4.1 We have already seen many towns and cities across the country have varying lock down measures imposed. A second wave is occurring and similarly additional measures may need to be imposed in Powys at some point. Therefore, there is a need that we are prepared and ready to support our residents should this happen.
- 4.2 The same provision will not be provided for a local area lockdown and a whole Powys wide lockdown due to the Chief Medical Officer currently concluding that shielding does not need to be re-introduced during current restrictions being enforced.
- 4.3 We will work closely with Community Support & Response Group (CSRG) to support the coordination of the third sector activity, to galvanise and harness the contribution of the voluntary sector across Powys in order to deliver what matters to people, improve the independence of individuals and reduce the demands on statutory health and care services.
- 4.4 Community resources that are available will be important in ensuring our residents can access the support they need. This will be discussed in conjunction with PAVO to ensure that there is a balance between ensuring our residents remain safe but not stifling community responses.

5. Resource Implications

- 5.1 Support for vulnerable residents who contact us during a full or partial lockdown for Powys will be provided by CSRG. Active unified communications by the Council and PAVO will be implemented guiding residents to the support provided by CSRG.
- 5.2 Support for any vulnerable residents known to Social Care will be managed through their normal case worker as appropriate.

6. Legal implications

(State here any legal implications and confirmation that the report has been approved by the Monitoring Officer)

7. Data Protection

Considerations were given both nationally and locally as to the appropriate use of personal data in the delivery of support to those on the SPL. Going forward any changes as to the use of such information will be reconsidered to ensure ongoing compliance and protection of the individual's information and privacy.

8. Comment from local member(s)

9. Integrated Impact Assessment

9.1 There is no impact assessment completed at this stage.

10. Recommendation

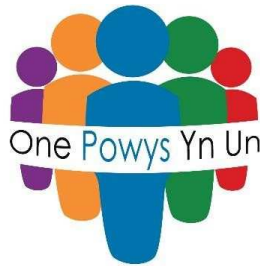
10.1 There are no recommendations as this report was produced for information and awareness.

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Head of Service: Diane Reynolds

Corporate Director: Ness Young

Bwrdd Partneriaeth
Ranbarthol Powys
Iechyd a Gofal
Cymdeithasol



Powys Regional
Partnership Board
Health and
Social Care

Powys Regional Partnership Board Summary Sheet

Overview	
Subject	Community Support & Response Group (Social Value Forum)
Prepared by	Carl Cooper
Date of Meeting	27 th July 2020
Governance	
Approved and Presented by	Carl Cooper / Carol Shillabeer
Other Committees and meetings considered at	Partnership Leads Cross Cutting & Resource Overview Group (CCROG)
Summary	

In order to support and coordinate the explosion in voluntary activity due to the COVID19 pandemic, the RPB established the Community Sector Emergency Response Team (CSERT), led by PAVO

This team has established 13 community support networks based on the community connector localities and led by the community connector service. In addition to coordinating the voluntary action in each of these areas, the networks have connected with 120 new COVID10 voluntary initiatives across the county.

The community connector service has seen a huge increase (720%) in referrals to its service, and has played a key role in supporting shielded and other vulnerable people.

The Powys Befriending Service has recruited many more volunteers and is supporting 100s of clients via remote befriending, thereby combatting loneliness & social isolation.

The team established processes to register, recruit and place Health and Care volunteers in statutory service settings, in partnership with PCC & PTHB. Over 400 volunteers have been recruited and a number placed with pharmacies, GP practices, PTHB & WAST. A number of these volunteers are being processed and training for placement within PCC settings.

The team has ensured that the voluntary sector has received essential information in order that it might operate effectively during the COVID19 period and beyond. It is also distributing over £225,000 of funding to the sector to resource organisations to support people.

In order to build on the significant achievements of CSERT, it is proposed that CSERT be reconfigured into a Community Support & Response Group (CSRG). ***The proposed Terms of Reference for a CSRG are appended to this summary paper.*** The CSRG would also fulfil the statutory requirement to establish and facilitate a Social Value Forum. The most significant advantage of operating in this way will be its central emphasis on grass-roots co-production.

The CSRG would report to and through the RPB's Workforce Futures Board. In doing so, it will significantly enable and boost the board's work in relation to the voluntary sector workforce.

Recommendation:

- **RPB Members consider and approve proposal to the establishing of a Community Support & Response Group**

Approval / Ratification	x	Decision	x	Information	
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The paper is aligned to the delivery of the following strategic objective(s) and requirements in the SSWB Act

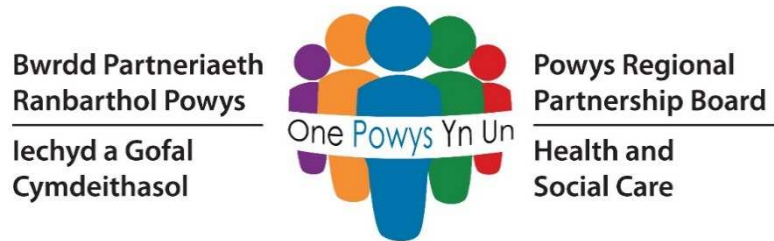
Social Services & Wellbeing Act	<p>Voice and control – CSRG will put the individual and their needs at the centre of their care and giving them a voice in, and control over reaching the outcomes that help them achieve well-being.</p> <p>Prevention and early intervention – CSRG will enable the RPB to increase preventative services within the community and minimise the escalation of critical need.</p> <p>Well-being – CSRG will support people to achieve what matters to them.</p> <p>Co-production – CSRG will work with people, groups, organisations & businesses at grass-roots level to encourage and support individuals to become more involved in the design and delivery of services.</p>
Health and Care Strategic Objectives	<p>Well Being – The CSRG will work closely with people and community groups to deliver what matters to people in relation to their wellbeing.</p> <p>Early Help & Support – The CSRG will seek to help and support people at the earliest possible opportunity, thereby preventing recourse to higher tier interventions.</p> <p>Joined-up Care – The CSRG will enable close cooperation between people and agencies of all sectors, putting into practice principles of co-production and integration.</p> <p>Digital First – The CSRG will operate, in part, digitally and will support people and organisations to maximise the benefits of digital technology.</p> <p>Workforce Futures – The CSRG will be a significant vehicle through which the voluntary sector can play its part in delivering the Workforce Futures Strategic Framework.</p> <p>Transforming in Partnership – Building on the work of CSERT, the CSRG will further develop ways in which the voluntary sector, volunteers and private sector will operate as an integrated element within the public service workforce.</p>

High Level RISKS associated with proposal

- | | |
|----|--|
| 1. | The networks are led by the ICF funded community connector service. This funding is not agreed beyond March 31 st 2021. |
| 2. | PAVO's capacity to manage and administer the system may be stretched beyond current resource limits. |

Next Steps

- Pending agreement, establishment of group and updates to be provided to RPB in line with Terms of Reference



Community Support & Response Group **(Social Value Forum)**

Terms of Reference

PURPOSE

The purpose of the Community Support & response Group (CSRG) is to build upon the support and coordination of third sector activity during the COVID-19 pandemic led via the Community Sector Emergency Response Team (C-SERT). In partnership with all sectors and agencies, it will galvanise and harness the contribution of the voluntary sector across Powys in order to deliver what matters to people, improve the independence of individuals and reduce the demands of statutory health and care services.

The CSRG will fulfil the remit of the Social Value Forum in Powys, and will be fully aligned to the outcomes articulated in the Workforce Futures Strategic Framework.

STRUCTURE

The CSRG will operate on a fundamental principle of subsidiarity. Its primary aim will be to nurture and enable voluntary action at local level in communities across Powys.

It will operate primarily via the 13 local support networks led by the Community Connector Service. These networks will bring together people, organisations, groups and initiatives within the 13 localities in order to:

- coordinate action
- maximise potential
- realise effectiveness
- enable efficiency
- collect, collate & analyse data & information
- pursue opportunities.

The CSRG will be supported by a coordinating group that will facilitate the sharing of learning, information and best practice across the local support networks.

REPORTING AND ACCOUNTABILITY

The CSRG will report on progress to the RPB on a regular basis including raising any areas of success to celebrate or escalating any issues of risk or concern.

The CSRG will address agreed RPB priorities in a planned and systematic manner.

The CSRG will be clearly aligned to the Workforce Futures Programme Board and provide regular updates against outcomes related to the voluntary sector, as articulated in the Workforce Futures Strategic Framework.

The Chair of the CSRG will have clear responsibility & accountability for driving forward the outcomes within the agreed parameters of work.

The Chair will prepare a bi-annual report in September and February of every year (to feed into the RPB Annual Report). These reports will demonstrate progress against identified RPB priorities and cross cutting themes.

Final

Additional reports will be required throughout the year as the RPB focuses on key themes of work.

Whilst the CSRG will address priorities determined by people and groups at local level, the Chair will ensure alignment to and consistency with the agreed areas of work of the RPB.

The RPB will receive at least one report per year on the cross cutting developments/themes of the Board

SECRETARIAT

The CSRG will have a designated Senior Lead Officer to support the Chair in leading the group and providing efficient administration of the group both in and between meetings.

Meetings will be minuted with clear action logs.

FREQUENCY OF MEETINGS

The local support networks will determine the regularity and frequency of their meetings. The CSRG coordinating group will meet at least twice a year and may establish further sub groups for expediency. The Chair is ultimately responsible for progress and reporting.

MEMBERSHIP

The local support networks will be open to any individual, group or organisation operating within each locality.

The CSRG Coordinating Group will consist of

- a nominee from each of the 13 local support networks
- PAVO
- PCC
- PTHB
- RPB citizen rep
- RPB carers' rep

The CSRG Co-ordination Group will be chaired by PAVO CEO in his/her capacity as RPB third sector representative and RPB lead for the Social Value Forum.

QUORUM

Meetings of the CSRG Coordination Group will be quorate if there is attendance from at least 50% of networks and representatives of the three key RPB partners, Local Authority, Powys Teaching Health Board and PAVO.

It will be a matter for the Chair to determine whether there are sufficient members either present or able to attend to undertake the necessary business of the Coordination Group.

CO-PRODUCTION

In line with the requirements outlined in Part 2 of the SS&WB Act the TSRG will seek to ensure that all work undertaken will be co-produced which means that practitioners and people work together as equal partners to plan and deliver care and support.

The Act states that *'the principles and practices of co-production are intended to build the local core economy of people exchanging their skills, interests and time. They will help to shift the emphasis towards support which is created through the shared interests and common commitment of people with an investment in it'*.

The CSRG will facilitate balanced involvement from the public, voluntary and private sector.

ENGAGEMENT

Final

The CSRG will use a variety of methods, principally via the local support networks, to ensure that the voice of key stakeholders informs the way the TSRG executes and monitors its work.

REVIEW

These Terms of Reference shall be reviewed annually by the TSRG.

Version Ref	Status	Date	Author/Owner
0.1	<i>Draft</i>	26/06/20	<i>Carl Cooper</i>
0.2	<i>Draft</i>	15.07.20	<i>Carl Cooper</i>

Scrutiny Committee:

Date of meeting:

Reporting Period under consideration:

In line with the council's [Performance Management and Quality Assurance Framework](#), it is proposed that Scrutiny consider the following key questions as part of analysing the performance information:

Corporate Performance Report

1. Overall, does the detail provided in the corporate performance report provide a meaningful and balanced account of progress against planned milestones and targets in Vision 2025? Does it clearly articulate; how well we are doing?; how do we know?; what and how can we do better? Is the commentary written in clear, plain and understandable language?
2. Are the BRAG status' that have been given for the objectives fair and appropriate? Do they align with the detail that is provided in the AIA commentary?
3. Given current and previous performance against the measures, are future targets realistic/ sufficiently challenging? Are there specific areas of concern, for example objectives/ measures that have not made progress from one quarter to the next?
4. Are the actions for getting red and amber objectives/ measures back on track robust enough? (taking account of available resources and prioritisation). Are the timescales for completing the actions realistic and appropriate?
5. Are the objectives and measures the right ones to achieve the end goals/ outcomes? Are there any other SMART measures scrutiny would like to recommend for monitoring?
6. Any other comments

Comment by:	Comment:	Response

Strategic Risk Report

7. Do you agree with the Risk Rating Scores that are given to the Strategic Risks? Are they a fair and appropriate judgement of risk likelihood and impact?
8. Are the control/mitigating actions robust enough for getting the residual risk score down or confidence to close the risk?
9. Does the commentary provided, give confidence that the risk is being managed effectively?
10. Any other comments

Comment by:	Comment:	Response

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Risk Ref	Director or Head of Service	Risk Identified	Owner	Corporate Priority	Portfolio Holder
PCC0005	Ness Young	The impact to Powys residents, services and Council staff as a result of a COVID-19 (Coronavirus) epidemic	Ness Young	Vision 2025: Our Corporate Improvement Plan	Cllr Rosemaire Harris
PCC0004	Ness Young	Significant long term decrease in the working age population impacts on Council's ability to recruit and retain or commission the workforce it requires	Ness Young	Vision 2025: Our Corporate Improvement Plan	Cllr Graham Breeze
PCC0003	Caroline Turner	The council receives a negative regulatory / inspection report	Caroline Turner	Making It Happen	Cllr Rosemaire Harris
ICT0010	Diane Reynolds	Non compliance with data protection legislation (General Data Protection Regulations (GDPR) and UK Data Protection Act (DPA) 2018	Helen Dolman	Making It Happen	Cllr Graham Breeze
PPPP0007	Nigel Brinn	Heart of Wales Property Services (HOWPS) being unable to undertake contracted work in a timely and cost effective manner.	Gwilym Davies	Economy	Cllr Phyl Davies
FIN0001	Jane Thomas	The Council is unable to deliver a financially sustainable budget over the sort and medium term. The probability of this risk is heightened due to the impact of the Covid-19 pandemic and its impact on Welsh Government funding and subsequent settlements to the Council.	Jane Thomas	Making It Happen	Cllr Aled Davies
PCC0002	Nigel Brinn	The impact on the Council as a result of Brexit.	Greg Thomas	Economy	Cllr Rosemaire Harris
CS0009	Alison Bulman	Ability to meet the requirements of the MTFS / Retaining grant funding around posts within Children's Services	Jan Coles	Health and Care	Cllr Rachel Powell
HO0018	Nina Davies	Compliance in Powys County Council Housing Stock	Andy Thompson	Residents and Communities	Cllr James Evans
ED0022	Lynette Lovell	The council will be unable to manage the schools' budget without ongoing adjustments to the distribution formula and improving financial management. If they are unable to manage the budget, there will be a significant compromise to the quality of education for Powys learners.	Lynette Lovell	Learning and Skills	Cllr Phyl Davies
ED0023	Lynette Lovell	The council fails to make the necessary improvements in response to Estyn recommendations.	Lynette Lovell	Learning and Skills	Cllr Phyl Davies
ICT0029	Diane Reynolds	Cyber Security Threat. Risk of financial loss, disruption or damage to the reputation of Powys County Council from a failure of its information technology systems and or/loss of Data due to a cyber attack or Incident.	Julie Davies	Making It Happen	Cllr Graham Breeze

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