

Appendix 3

Covid-19 Update - services with Public Health grant substitutions

Community Social Work Team (Let's Talk Local)

In March 2020 Let's Talk Local shifted services onto a virtual and remote platform. Shropshire's Adult Social Care Practitioners adapted to many new ways of working and have risen to the challenge of supporting residents in a very different way. Many opportunities and advantages have been observed. For example, a significant reduction in cancelled and non-attended appointments. This new approach has encouraged the team us to expand and adopt new technology that will continue to aid them in the future. Residents continue to make contact with First Point of Contact (FPOC) who book appointments in the same way as before.

Health Protection (Regulatory Services)

COVID-19: Regulatory Services' Environmental Health functions have had a vital role in protecting the public during the pandemic. A significant amount of work has taken place by the service behind the scenes to protect the health of people in Shropshire. The service has taken a lead role in protecting the public through a range of enforcement and advisory functions, adopting a proportionate and pragmatic approach to enforcing business restrictions and Covid-19 secure measures in the workplace. This work has included:

- **Protecting the Food Chain: Maintaining safe and hygienic practices which ensure food is safe to eat.** At the start of the pandemic, Regulatory Services proactively contacted volunteers and businesses, particularly those who were diversifying their operations, to offer expert advice and guidance so that they could continue to provide food which is safe to eat. The team worked with voluntary, community and business sectors to support them with food hygiene and food standards advice to help them respond to the increasing demand to provide food for some of the most vulnerable residents in Shropshire. Allergic reactions to food ingredients can be fatal and changes in food operations also posed that additional risk which needed to be identified and controlled.
- **Business Closures:** Regulatory Services has had a vital role in protecting the public and employees, we provided advice on the COVID-19 business closure regulations during our interactions with food businesses and premises that we are the enforcing authority for health and safety legislation.
- **COVID Secure Workplaces:** This work includes ensuring that these workplaces are COVID secure so that employees returning to work and members of the public are protected as much as possible.
- **Outbreak Management:** Since the start of the pandemic four officers have been embedded in Shropshire Council's Health Protection Cell, initially supporting the work with Care Homes and then later to deliver the requirements of the Outbreak Plan. Regulatory Services' highly skilled and competent public health specialists' knowledge, skills and competency base have been crucial to supporting the public health response. Regulatory Services has been flexible and proactive in joining forces with the Health Protection Cell at a time of national emergency.

Emergency Planning Unit

The years 2020/2021 were challenging to the Emergency Planning Unit. The unit started the year in response mode, due to severe flooding events and continued in response to address the emerging global pandemic. Most of the multi-agency LRF and national work were put on hold to deal with the ongoing events. Both LRF and national working groups are now reconvening to assess a way back to business as usual.

	Outcomes Agreed Against	Activities Progressed	Improvements Realised
6.1	Service Outcomes: <ul style="list-style-type: none"> Suite of incident response plans Maintaining training Assist community resilience programs 	<ul style="list-style-type: none"> Updates to plans utilised during the pandemic and flooding response completed. Training has been paused during this time and will be restarting in slightly different formats once we emerge from lockdown. Community resilience engagement has increased due to both flooding and the pandemic 	<ul style="list-style-type: none"> Outbreak Control Plan improved and is now more comprehensive due to the learning over the past year Virtual training programs have been developed which will in future enable more engagement with communities across Shropshire We engaged with the National Flood Forum to assist our communities to become more resilient to flood events. Providing the communities with the knowledge to protect/reduce the impact and prepare for future flood events
6.1.1	National Outcomes: <ul style="list-style-type: none"> Local Resilience Forum Partnership Working National resilience 	<ul style="list-style-type: none"> Local Resilience Forum has begun a series of meetings to review and develop our work program for 2021 The Emergency Planning Unit is an active member of the National Human Aspects and Community Resilience Working Group. The EPU is also an active member of the Communities Prepared National Working Group which the Cabinet Office, Civil Contingencies Secretariat lead. 	<ul style="list-style-type: none"> Both working groups provide advice to the government to inform and assist their development of future guidance and policies under the Civil Contingencies Act.
6.1.2	Local Outcomes: <ul style="list-style-type: none"> Local incidents 	<ul style="list-style-type: none"> The severe flood event of 2020 debrief outlined areas of improvement which the Council in the intervening time took on board. A full debrief of the C19 response will be conducted later this year, after the National 4 Step roadmap for recovery is completed. 	<ul style="list-style-type: none"> As a result of the lessons learned and the improvements to our response. The flooding event of 2021 which saw similar flooding depths saw an improved response which was acknowledged by the Chair of the local Tactical Coordinating Group, who commented that the Local Authority had excellent engagement across all areas of the council and a good

			situational awareness of the response.
6.2	Health in All Policies Outcomes: <ul style="list-style-type: none"> • Staff Outcomes • Plan Outcomes • Training Opportunities 	<ul style="list-style-type: none"> • Due to both incidents, staff across the council have a better awareness of emergency planning and are more engaged with the planning and response process • Our community response capability has improved greatly and links with various partners and other areas of the council will have a positive legacy effect going forward. 	<ul style="list-style-type: none"> • We intend to retain as many C19 volunteers as possible. • To encourage and train those volunteers who have come forward during C19 to continue to support their communities in an emergency and become permanent Community Response Volunteers.

Health Activities (Leisure Centres) Outdoor Partnerships

As a response to the pandemic leisure centres and Outdoor Partnership activities have been closed down during the three periods of lockdown. This has severely restricted the permitted engagement with the population for this service.

Covid-19 has had a significant impact on the Outdoor Partnership Team and Shropshire's rights of way network.

- There has been a 215% increase in the number of issues being logged on our Management System
- A 187% increase in general issues being reported
- Issues with being able to work from home due to IT provision and the requirement to have access to legal records and files. A business case is being drafted to highlight the IT requirements.
- Volunteers have been unable to undertake works.
- Legal Orders have not been progressed due to the inability to fulfil parts of the statutory function due to restrictions.

This has further highlighted the importance and value of the rights of way network to enable access to the countryside for recreation and people's health and wellbeing.

Although the outdoor partnership was not able to deliver its usual service due to Covid, the team were very active in supporting the Covid effort. Examples of activities are below:

Shropshire Council's Outdoor Partnership Team Covid response.

- Over 1,000 food parcels delivered to Shropshire residents who were shielding or vulnerable.
- Over 120 PPE packs delivered (ongoing).
- 45 food pallets delivered to Food banks.
- Weekly food collections since April 2020 (now twice weekly) from Birmingham Fareshare to Shropshire Food hub.
- 550 laptops delivered to schools.
- Free school meal parcels delivered to schools for holiday periods.

- The Wild teams Manager is now managing the Lateral Flow Test site at Craven Arms.



The above was only possible as a result of all team members stepping in to ensure that normal services were maintained. Without the additional efforts and long hours of all team members the additional task of food and PPE delivery at a time of crisis would not have been possible