

Public Document Pack

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To: Cllr Richard Jones (Chairman)

Councillors: Mike Allport, Marion Bateman, Helen Brown, Clive Carver,
Geoff Collett, Paul Cunningham, David Healey, Patrick Heesom, Joe Johnson,
Hilary McGuill, Vicky Perfect and Kevin Rush

30 July 2021

Dear Sir/Madam

NOTICE OF REMOTE MEETING
RECOVERY COMMITTEE
THURSDAY, 5 AUGUST, 2021 at 10.00 AM

Yours faithfully

Robert Robins
Democratic Services Manager

Please note: This will be a remote meeting and 'attendance' will be restricted to Committee Members and those Members of Council who have asked the Head of Democratic Services for an invitation. Such attendees may only speak at the Chair's discretion.

The meeting will be live streamed onto the Council's website. A recording of the meeting will also be available, shortly after the meeting at <https://flintshire.public-i.tv/core/portal/home>

If you have any queries regarding this, please contact a member of the Democratic Services Team on 01352 702345.

A G E N D A

1 **APOLOGIES**

Purpose: To receive any apologies.

2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

Purpose: To receive any Declarations and advise Members accordingly.

3 **MINUTES** (Pages 5 - 14)

Purpose: To confirm as a correct record the minutes of the meeting held on 15 July, 2021.

4 **STREETSCENE AND TRANSPORTATION PORTFOLIO RECOVERY BUSINESS PLAN** (Pages 15 - 26)

Purpose: To review the Recovery Business Plan for the Streetscene and Transportation Portfolio.

5 **HOUSING AND ASSETS PORTFOLIO RECOVERY BUSINESS PLAN** (Pages 27 - 34)

Purpose: To review the Recovery Business Plan for the Housing and Assets Portfolio.

6 **POVERTY AND VULNERABILITY RECOVERY** (Pages 35 - 42)

Purpose: To provide an update on community recovery, on the theme of poverty.

7 **REGIONAL RECOVERY UPDATE (VERBAL/PRESENTATION)**

Purpose: To receive an update on Regional Recovery.

8 **UPDATE ON THE PANDEMIC/ENDEMIC POSITION AND FORECASTING (VERBAL/PRESENTATION)**

Purpose: To receive an update on the pandemic/endemic position and forecasting.

9 **FORWARD WORK PROGRAMME (VERBAL)**

Purpose: To consider the Forward Work Programme for the Recovery Committee.

Please note that there may be a 10 minute adjournment of this meeting if it lasts longer than two hours

Procedural Note on the conduct of meetings

The Chair will open the meeting and introduce themselves.

The meeting will be attended by a number of Councillors. Officers will also be in attendance to present reports, with Democratic Services officers acting as hosts of the meeting.

All attendees are asked to ensure their mobile phones are switched off and that any background noise is kept to a minimum.

All microphones are to be kept muted during the meeting and should only be unmuted when invited to speak by the Chair. When invitees have finished speaking they should go back on mute.

To indicate to speak, Councillors will use the chat facility or use the electronic raise hand function. The chat function may also be used for questions, relevant comments and officer advice and updates.

The Chair will call the speakers, with elected Members addressed as 'Councillor' and officers addressed by their job title e.g. Chief Executive' or name. From time to time, the officer advising the Chair will explain procedural points or suggest alternative wording for proposals, to assist the Committee.

If and when a vote is taken, the Chair will explain that only those who oppose the proposal(s), or who wish to abstain will need to indicate, using the chat function. The officer advising the Chair will indicate whether the proposals are carried.

If a more formal vote is needed, this will be by roll call – where each Councillor will be asked in turn (alphabetically) how s/he wishes to vote

At County Council and Planning Committee meetings speaker's times are limited. A bell will be sounded to alert that the speaker has one minute remaining

The meeting will be live streamed onto the Council's website. A recording of the meeting will also be available, shortly after the meeting at <https://flintshire.public-i.tv/core/portal/home>

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RECOVERY COMMITTEE **15 JULY 2021**

Minutes of the remote attendance meeting of the Recovery Committee of Flintshire County Council held on Thursday, 15 July 2021

PRESENT: Councillor Richard Jones (Chairman)

Councillors: Mike Allport, Marion Bateman, Helen Brown, Clive Carver, Geoff Collett, Paul Cunningham, David Healey, Patrick Heesom, Joe Johnson, Hilary McGuill, and Kevin Rush

APOLOGIES: Chief Executive

SUBSTITUTION: Councillor Sean Bibby for Councillor Vicky Perfect

IN ATTENDANCE:

Councillor Ian Roberts - Leader of the Council and Cabinet Member for Education, Councillor Christine Jones – Cabinet Member for Social Services, Councillor Billy Mullin – Cabinet Member for Corporate Management & Assets, Chief Officer (Governance), Chief Officer (Planning, Environment & Economy), Chief Officer (Education & Youth), Chief Officer (Housing & Assets), Corporate Finance Manager, Senior Manager - Human Resources & Organisational Development, Strategic Performance Advisor, Enterprise and Regeneration Manager, Internal Audit Manager, Benefits Manager, Senior Manager – Integrated Services and Lead Adults, Head of Democratic Services, Environment & Social Overview & Scrutiny Facilitator, and Democratic Services Officer. For Minute no. 19: Julie Luff - Lead Specialist Practitioner, Occupational Health Unit and Vanessa Johnson – Team leader Corporate Health & Safety.

12. DECLARATIONS OF INTEREST

None.

13. MINUTES

The minutes of the meeting held on 17 June 2021 were submitted. The minutes were moved as an accurate record by Councillor Marion Bateman and seconded by Councillor Geoff Collett.

RESOLVED:

That the minutes be approved as a correct record and signed by the Chairman.

14. CORPORATE RECOVERY OBJECTIVES

The Chief Officer (Governance) introduced the report to provide an update on the corporate objectives adopted by the Recovery Committee at the previous meeting held on 17 June. He provided background information and advised that the 6 objectives were set out in the report which reflected the current position.

The Corporate Finance Manager reported on the objectives for Finance as detailed in the report. He responded to the questions raised by the Chair on the contingency reserve. The Chief Officer and Corporate Finance Manager also, responded to the questions from Councillor Hilary McGuill concerning debt recovery. It was agreed that the Revenues Manager would circulate information on debt recovery to the Committee following the meeting.

The Senior Manager - Human Resources & Organisational Development reported on the objectives for Workforce as detailed in the report.

The Chief Officer (Governance) reported on the objectives for Governance, Service Recovery, Community Recovery, and Regional Recovery as detailed in the report.

Councillor Hilary McGuill referred to Community Recovery and the priorities listed in the report on poverty. She raised concerns around the consequences of debt and asked how people were being helped to recover from debt. The Benefits Manager acknowledged the points raised by Councillor McGuill and referred to the priorities in the Council Plan and work in the Community Recovery around debt. She said the end of the furlough scheme was expected to have a significant impact on the Authority's income and debt position and referred to a scheme provided by the Welsh Government to support people in the private rented sector who did not qualify for benefits (Tenancy Hardship Scheme) and the discretionary housing payment scheme for people who were receiving benefits to assist people with rent arrears. The Benefits Manager also reported on the work of the Welfare Reform Team which provided an holistic service to support people to recover from debt. It was agreed that the Benefits Manager would circulate the contact details for the Welfare Reform Team to the Committee following the meeting.

The recommendation was moved by Councillor Patrick Heesom and seconded by Councillor Hilary McGuill.

RESOLVED:

That the progress in meeting the Corporate Recovery Objectives be noted

15. CORPORATE RECOVERY RISK PROFILE

The Chief Officer (Governance) presented a report to provide an update on the Corporate Recovery Risk Register and Mitigations (as shown in Appendices 1 and 2 of the report). He provided background information and explained this was an improving situation. The Strategic Performance Advisor reported on the analysis of the current status and trend of risks as detailed in the report and appendices.

The Corporate Finance Manager provided an overview on the main changes and live issues on risks as reported on the Corporate Recovery Risk Register for Finance.

The Senior Manager for Human Resources & Organisational Development provided an overview of the main changes and live issues on risk and recovery

within the Workforce portfolio. She responded to the query raised by Councillor McGuill regarding the amber rating for risk CW20 and explained this had been merged with CW24. The Senior Manager and Strategic Performance Adviser responded to the queries raised by the Chairman on risks CW20, CW09, and CW14 and agreed to update the Recovery Risk Register as necessary.

The recommendation in the report was moved by Councillor Hilary McGuill and seconded by Councillor Patrick Heesom.

RESOLVED:

That the latest risk register and risk mitigation actions within the corporate portfolios be noted.

16. EDUCATION AND YOUTH PORTFOLIO RECOVERY BUSINESS PLAN

The Chief Officer (Education & Youth) presented the Recovery Business Plan for the Education and Youth portfolio. She referred to the recovery objectives as detailed in the report and advised that all schools had been fully operational since April 2021. She said the focus now was on preparation for the new academic year in schools from September and the delivery of central services throughout the portfolio going forward.

The Chief Officer reported that throughout the pandemic the Education & Youth Service had operated successfully and risks had been managed appropriately (as outlined in section 1.05 the report) and there were no major risks to report. She explained that the main mitigation was that schools had well established programmes of digital learning and platforms to maintain continuity of learning at home if required. The Chief Officer referred to the thematic review which was undertaken by Estyn of all local authorities on the response of their Educational Services to the pandemic, and said that following the Councils' letter of endorsement earlier in the year a second letter was following which endorsed the effective approach taken to support schools and deliver services to young people and children across the County. She provided an update on work in progress and commented on the latest developments and key decisions around Covid-19.

In summary the Chief Officer reported that schools in Flintshire were well prepared for the start of the next academic year; risk assessments were robust; and a national framework would be in place from September to quickly escalate or de-escalate in response to the local position around the pandemic.

In response to a question from the Chairman on the 3 most significant potential risks to be addressed by schools at the start of the academic year, the Chief Officer advised that the first was managing the uncertainty of position during the next 6-7 weeks; the second was the impact of the pandemic on children and young people and their emotional health, well-being, and ability to engage with learning; and the third was the resilience of schools to manage the significant number of changes imposed. She explained that all three potential risks were included in the Corporate Risk Register.

Councillor David Healey raised concerns around the impact on schools in September due to a lack of social distancing by young people and children during the summer recess and the risk when visiting other areas whilst on holiday. The Chief Officer explained that a national framework was in place where the level of risks were offset by the ability to escalate or de-escalate specific mitigations. She said she had shared this assurance with headteachers and the national lead for Primary Headteachers Association and advised that a multi-service emergency response would be taken to any significant development concerning the pandemic and the impact on schools. She reiterated that headteachers would be fully supported at a corporate level and multi-service responsibility would be taken in response to the pandemic.

Councillor Hilary McGuill expressed concerns about how the need for parents and visitors to wear a mask on school premises would be enforced. She also expressed concerns around the welfare of staff if unable to leave the classroom during the day. The Chief Officer explained that the issue of masks had been managed by headteachers and reinforced at a corporate level throughout the pandemic. She also confirmed that schools had robust arrangements in place, through risk assessments, to ensure staff were getting appropriate breaks during the school day. The Chairman suggested that a letter be sent by the Chair of Governors for each school to reinforce the guidance that parents and visitors must wear a mask whilst on school premises. The Chief Officer agreed to draft a suitable letter for use by school governing bodies. She advised that pupils would be actively encouraged to take a Lateral Flow Test (LFT) before the start of the new term.

The Chairman suggested that the specific risks identified by the Chief Officer be referred to the Education & Youth Overview & Scrutiny Committee and this was agreed by the Committee.

The recommendation in the report was moved by Councillor Hilary McGuill and seconded by Councillor David Healey.

RESOLVED:

- (a) That the Education and Youth Portfolio Recovery Business Plan content be noted;
- (b) That the Committee is assured by the Education and Youth Portfolio Recovery Business Plan;
- (c) That the following risk areas highlighted by the Chief Officer (Education and Youth) be referred to the Education, Youth & Culture Overview & Scrutiny Committee:-
 - Managing uncertainty around operational changes which may need to be implemented for the start of the new term;
 - The impact the pandemic has had on children and young people, specifically on their health and emotional well-being and their ability to engage with learning; and

- The resilience of schools in managing a significant number of changes i.e. the new curriculum, Additional Learning Needs transformation and the introduction of school inspections.

17. SOCIAL SERVICES PORTFOLIO RECOVERY BUSINESS PLAN

The Senior Manager – Integrated Services and Lead Adults presented the Recovery Business Plan for the Social Services portfolio. She advised that the recovery objectives, performance targets, risks and issues had been reviewed and updated, and she reported on the key considerations detailed in the report.

The Chairman asked the Senior Manager what she thought were the three most significant risks to service across the social services portfolio. The Senior Manager said the first risk was recruitment of a sufficient workforce and explained recruitment of staff was difficult in terms of social care work, occupational therapy and direct care work; the second risk was around the fragility of the market and specifically around Elderly Mentally Infirm (EMI) nursing and care; and the third overall risk to the Council was funding and fees. The Senior Manager confirmed that all risks were included in the Corporate Risk Register.

Councillor Hilary McGuill asked that the Senior Manager pass on the Committee's thanks to all staff for their work and dedication in caring for people throughout the pandemic. She asked how staff working in nursing homes would be fully vaccinated. The Senior Manager explained that there had been a good take up of the vaccination programme across the sector and most staff had received two jabs and there was known reasons and understanding for those staff who had received only one vaccination or none. The Council was encouraging people to have a vaccination but could not enforce the decision.

Councillor Paul Cunningham expressed concerns around a lack of capacity to cope with the increase in referrals to child and adult services promptly. The Senior Manager explained that the service was coping with current demand but work was ongoing across North Wales and with the Council's own Human Resources Service on a recruitment programme and on how to retain existing and attract new staff.

Councillor Christine Jones expressed praise for all staff in Social Services for their hard work, care, and commitment throughout the pandemic. ..

The Chairman referred to the Social Services Business Plan and said risk CW06 was closed in the Corporate Risk Register but was still being considered as a risk in the recovery objectives. The Senior Manager said she would provide a response to the Chairman following the meeting. The Chairman also commented on the effect of the pandemic on the sensory and emotional development of babies and young children. The Senior Manager explained that the Early Years service was looking at this and work was in progress to support parents through the Early Years and Flying Start programmes.

The Chairman suggested that the 3 specific risks identified by the Senior Manager be referred to the Overview & Scrutiny Committees and this was agreed by the

Committee. It was also agreed that the impact of the pandemic on babies and young children be referred to the Social & Health Care Overview & Scrutiny Committee.

The recommendation in the report was moved by Councillor Sean Bibby and seconded by Councillor Marion Bateman.

RESOLVED:

- (a) That the Social Services Portfolio Recovery Business Plan content be noted;
- (b) That the Committee is assured by the Social Services Portfolio Recovery Business Plan;
- (c) That the following risk areas highlighted by the Senior Manager - Integrated Services and Lead Adults be referred to the Social & Health Care Overview & Scrutiny Committee:-
 - Recruitment of staff to work in the sector, encompassing social work, occupational therapy and direct social work;
 - The fragility of the market around Elderly Mentally Infirm (EMI) nursing and the recruitment of staff; and
 - Funding and fees linked to market stability
- (d) That the Social & Health Care Overview & Scrutiny Committee be asked to consider a report on the work of the Early Years and Flying Start programmes to address the impact the pandemic has had on babies and young children and what support was being provided to parents.

18. COMMUNITY RECOVERY

The Enterprise and Regeneration Manager presented a report to provide an update on community recovery on the theme of economic recovery. He advised that the UK economy was undergoing a major transition as a result of the UK departure from the European Union (BREXIT) and the Covid-19 pandemic and said the report summarised some of the work to date on these topics and highlighted the areas of particular risk for Flintshire. The report also sets out the governance structure at both regional and county level to support economic recovery and the programmes of work emerging in response.

The Enterprise and Regeneration Manager reported on the key considerations as detailed in the report and referred to the analysis produced by Hatch on behalf of the North Wales Economic Ambition Board and by Grant Thornton on behalf of the Welsh Local Government Association.

Councillor Hilary McGuill commented on the increasing trend of on-line shopping and asked what was being done to encourage people to visit town centres to shop or for social purposes. Councillor McGuill also referred to the information that unemployed claimants had doubled compared to pre-Covid levels and young

people had been disproportionately impacted, and suggested that training courses be offered to enhance existing skills or provide new skills to improve future employment prospects.

Responding to the comments about regeneration of town centres, the Enterprise and Regeneration Manager advised that a number of priorities and programmes were being progressed to support town centres and referred to the help provided to support local businesses and encouraging change of use of town centres to lessen dependence on retail trade. He advised that work was being undertaken with Welsh Government Business Wales to help entrepreneurs take up opportunities in town centres. He reported that the Welsh Government (WG) was piloting a loan fund for entrepreneurs in a number of North Wales towns which it was hoped would be expanded in the future.

Responding to the comments about unemployment the Enterprise and Regeneration Manager commented on the impact of the pandemic and said that the WG had announced a youth guarantee programme which provided a range of support for young people. Locally he advised that the Communities 4 Work Team supported young people and provided short focused training courses to meet the needs of employers and give access to local employment opportunities.

Councillor Marion Bateman asked for information on the uptake of industrial units as she felt this would be an indication of economic recovery. The Enterprise and Regeneration Manager advised that the position was positive, almost all units had been taken up, and there was not enough commercial estate to meet current demand. The Chief Officer (Housing and Assets) confirmed that demand for industrial units had been extremely high and young entrepreneurs were seeking large units for production and storage. He said the position was encouraging and bode well for the local economy and workforce.

The Chairman asked if Welsh Government Business Wales could be lobbied to ask for support to be provided to Flintshire. The Enterprise and Regeneration Manager reiterated that it was intended to expand the pilot scheme and agreed that it could be asked if the roll-out could be accelerated. The Chairman suggested that the Committee might wish to ask the Environment Overview and Scrutiny Committee to pursue this and this was agreed by Members.

The recommendations in the report was moved by Councillor Marion Bateman and seconded by Councillor Patrick Heesom.

RESOLVED:

- (a) That the potential economic outlook projections and recovery structures established to steer future actions be noted;
- (b) That the current and proposed work programmes established to support economic recovery in Flintshire be noted; and
- (c) That the Committee request that a report on entrepreneurial grant support from Welsh Government and how the Local Authority could be involved with

this be presented to a future Environment & Economy Overview & Scrutiny Committee.

19. REGIONAL RECOVERY UPDATE

The Chief Officer (Planning, Environment & Economy), Internal Audit Manager, Benefits Manager, Lead Specialist Practitioner - Occupational Health Unit, Team Leader Corporate Health & Safety, gave a joint presentation entitled Regional Work on Response and Recovery which covered the following areas:

- regional working
- key roles
- prevention and response
- test, trace and protect
- surge testing
- testing
- enforcement
- support to Deeside Mass Vaccination Centre
- protect and support
- personal protective equipment (PPE) - corporate/regional support
- personal protective equipment (PPE) - strategy/assurance of supplies

The Chairman thanked officers for their presentation and paid tribute to all involved in the response to the Covid-19 emergency and expressed appreciation for the work undertaken.

Councillor Ian Roberts fully endorsed the sentiments and expressed praise for the hard work and dedication of officers, employees, volunteers and local community groups. Councillor Roberts took the opportunity to comment on the need for well-funded public services.

Councillor Marion Bateman also expressed thanks to all volunteers and voluntary groups which had given service to assist others. Councillor Bateman also acknowledged the work of the North Wales Clinical Research Centre.

Councillor David Healey paid tribute to the achievements of all staff involved in the response to the pandemic and commented on the success of the vaccination programme in Flintshire.

The recommendations were moved and seconded by Councillors Marion Bateman and Joe Johnson.

RESOLVED:

That the Committee is assured by the presentation and update and offer it's thanks to all officers involved with the work on response and recovery.

20. FORWARD WORK PROGRAMME

The Facilitator reported that the following items were listed for the next meeting to be held on 5 August:

- Corporate recovery objectives
- Corporate recovery risk profile
- Summarised Recovery Business Plans for Streetscene & Transportation and Housing & Assets; and
- Benefits Manager to present on the work of the Poverty and Vulnerability Recovery Tactical Group.

This was moved by the Chairman and seconded by Councillor Patrick Heesom

RESOLVED:

That the agenda items for the next meeting on 5 August be agreed.

21. ATTENDANCE BY MEMBERS OF THE PRESS

There were no members of the press in attendance.

The meeting commenced at 10.00 am and finished at 12.51 pm

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Chairman

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RECOVERY COMMITTEE

Date of Meeting	Thursday 5 th August, 2021
Report Subject	Streetscene and Transportation Portfolio Recovery Business Plan
Cabinet Member	Collective Cabinet
Report Author	Chief Executive and Chief Officer (Streetscene and Transportation)
Type of Report	Strategic

EXECUTIVE SUMMARY

Portfolio Recovery Business Plans were developed for exiting the first response phase to the pandemic in 2020.

This Committee will oversee the Recovery Business Plans for all five service portfolios in sequence. Presented today is the Streetscene and Transportation Portfolio Recovery Business Plan.

Each plan covers the following:

- Scope and Purpose
- Key Personnel and Roles and Responsibilities
- Business Continuity Plan – Recovery Planning
- Resource Management
- Performance Management
- Risk Management
- Communications and Engagement
- Forward Planning

Highlighted Risk Areas

- **Reduced numbers of frontline workers** and contractors to deliver services safely due to the requirement for **self-isolation**
- **Unable to progress** with key infrastructure improvement **projects** due to **lack of resilience** in staff, contractors and supply chain
- **Unable to gain regulatory approval** (planning; drainage; environmental permitting) to progress key infrastructure projects in a timely manner due to **delays in processing applications**

RECOMMENDATIONS	
1	To review the Streetscene and Transportation Portfolio Recovery Business Plan summary for assurance, and to refer any further and specific risk management work to the respective Overview and Scrutiny Committees as is necessary.

REPORT DETAILS

1.00	EXPLAINING THE PORTFOLIO RECOVERY BUSINESS PLAN
1.01	<p>Service portfolios have been working to Portfolio Recovery Business Plans following the response phase to the pandemic emergency situation. Recovery is a natural transition from the response phase which lasted from mid-March until the end of July 2020, and again from the end of December until April 2021.</p> <p>The plans are built upon risk management actions and performance management objectives.</p>
1.02	The recovery objectives, performance targets, risks and issues have been reviewed and updated. The following sections are being shared with the Recovery Committee for assurance.
1.03	<p><u>Recovery Objectives</u></p> <p><u>Service Delivery</u></p> <ul style="list-style-type: none"> <p>• Return minimal staff to the office environment to re-establish work that could not be undertaken from home Since August 2020, control measures have been in place in the office environment to maintain physical distancing and reduce personal contact, which has enabled minimal staff to return on a rotational basis to carry out work that could not reasonably be completed from home (e.g. issuing of permits, payment refunds, printing). Sickness levels have remained low throughout this period. A number of office based staff continue to work from home and maintain service delivery.</p> <p>• Return the workforce to recognised working shift patterns All operatives returned to their substantive shift patterns from 24th May 2021 (either on a 4-day working week or on a 5-day working week), whilst still maintaining the principle of “bubble” working groups in order to retain separation and reduce the risk of virus transition. Prior to this, concerns had been expressed about the increased amount of waste and recycling being presented at the kerbside and, as a result, the majority of the collection rounds were taking longer to complete and missed collections were increasing, which was putting pressure on crews to complete the rounds and required staff to stay on longer beyond their contracted finishing times. Consequently, the workforce were temporarily moved to a 3-day working week operating a longer working day either as a Monday to Wednesday shift or as a Thursday to Saturday shift. This also enabled us to provide consistent crews and minimise close interactions between crews. A convoy</p>

vehicle working system is still in place to reduce the number of people travelling together in vehicles, which has meant introducing additional vehicles on waste and recycling collection services, grass cutting operations and highways maintenance. In response to national advice received through the WLGA, it is proposed that the convoy vehicle will be removed following consultation with the trade unions and workforce in August 2021.

- **Open all Household Recycling Centres (HRCs) in line with national guidance**

HRC sites were closed between 23 March 2020 and 25 May 2020 in order to comply with national guidelines on essential travel and social distancing. All sites re-opened on 26 May 2020 and have remained open since this date with enhanced traffic management and site specific control measures, although some restrictions continue to be in place such as no assistance being offered to carry items and bag-splitting operations continue to be suspended.

- **Re-introduce the garden waste collection service**

Garden waste collections were suspended from 23 March 2020 until 8 June 2020 due to high levels of sickness absence within the workforce and to ensure that resources were redeployed to essential kerbside waste and recycling collection services during this time. The 2021 collection season recommenced on 1 March 2021 without disruption.

- **Re-introduce bulky waste collections**

Bulky waste were suspended from 23 March 2020 until 7 June 2020 due to the risks posed around physical contact and handling of items that may have been contaminated. The service was reintroduced by the contractor from 8 June 2020 following suitable risk assessment and with control measures in place, and collections have continued without disruption since this date.

- **Open all public conveniences to a safe and hygienic standard**

All Council owned and operated public conveniences were closed on 23rd March 2020 due to the risk of transmission at that time, and were reopened on 29 June 2020 with an increased cleaning regime in place following the introduction of hand sanitising supplies. Officers continue to work with colleagues in economic regeneration to support the opening and regeneration of town centres, with public conveniences playing a pivotal role.

- **Re-introduce all enforcement patrols and procedures for civil parking and environmental enforcement**

All enforcement activity was suspended from 23 March 2020 due to the difficulty of maintaining social distancing when dealing with potential offenders by officers. Civil parking enforcement and environmental enforcement for fly tipping, littering and dog fouling was re-introduced from 29 June 2020 in response to national guidance that was issued for industry standard organisations and also following an increase in fly tipping, littering and dog fouling. Following Cabinet approval in early July 2021, side waste enforcement will be resumed from 1 September 2021 and preparations are underway for publicity and communication with residents, collection crews and enforcement teams.

- **Re-introduce Local Travel Arrangements (LTAs) and develop Demand Responsive Transport (DRT) services with revised timetables and service pick-up points**

Due to the strict travel restrictions in place during the pandemic, the need for public transport reduced significantly and a DRT was introduced for key workers and vulnerable residents from 22 June 2020, who required transport to access essential shopping and services. A review of services was undertaken in line to support with town centre specific recovery and regeneration plans and, following the easing of restrictions, Local Transport Arrangements are now operating as normal (pre-COVID levels).

- **Reinstate the previous levels of highway and infrastructure scheme developments for the identification and progression of forthcoming annual grant submissions**

Due to the inability to obtain required traffic survey data and limitations associated with the advertisement and consultation of proposals for highway and infrastructure schemes, a number of projects were put on hold during the pandemic. From July 2020, the objective was to progress schemes where possible with the use of existing data and find alternative methods of conducting public consultation on Traffic Regulation Orders (TROs). Subsequently, we have revised the policy for public consultation through the introduction of 'online' consultation events, which negated the need to physically interact with large groups of people. The identification and progression of annual grant schemes are continuing as normal (pre-COVID levels).

- **Resume essential highway construction works (including the Council's Resurfacing Programme)**

Some schemes for 2020 were postponed due to the availability of contractors to mobilise and supply chain limitations, as well as the inability of contractors to adhere to social distancing requirements at the time. Some proposed schemes were also located on key strategic or arterial routes, which provided access to the rainbow hospitals or food outlets and therefore were suspended in line with Department for Transport (DfT) and government guidelines. As restrictions were eased, some essential highway schemes were taken forward and approved for progression by EMRT. Since 4 May 2020, construction works commenced where feasible and, by now, all works are being progressed as normal (pre-COVID levels).

- **Return to full service provision for grass cutting, grounds maintenance and street cleansing operations**

Due to the lack of available workforce due to sickness absence levels and deployment to other key services, grass cutting, grounds maintenance and street cleansing operations were reduced or scaled back. As a result of increased growth in vegetation to unmanageable lengths, a decrease in environmental cleanliness and increased customer complaints, grass cutting and grounds maintenance was reintroduced in most areas of the County and street cleansing was maintained in highly populated areas during the summer of 2020. Subsequently, the 2021 season recommenced on 1 March 2021 with all areas of the County receiving the full service provision, albeit with convoy vehicle working in place and crews working as "bubble" groups.

	<ul style="list-style-type: none"> • Return to full service provision for school transport and social care transport on the opening of schools and social care centres Due to the difficulty in maintaining social distancing on public and private transport vehicles, passenger transport services were suspended at the start of the pandemic. From September 2020, revised government guidelines were issued, which deemed that social distancing was no longer a requirement for school and social care transport and services could be resumed to normal levels from that date onwards. Arrangements are underway to ensure that the transport provision is in place for the September 2021 cohort of pupils.
1.04	<p><u>Performance Targets</u></p> <ul style="list-style-type: none"> • Sufficient workforce availability to deliver revised operations to enable social distancing Business continuity plans (BCPs) were reviewed and revised on a daily basis during the height of the pandemic in order to monitor workforce availability and deploy resources to key service areas. • Sufficient Personal Protective Equipment (PPE) available to deliver frontline services Risk assessments were reviewed, revised and re-issued in line with government guidelines and PPE requirements identified to ensure that the workforce were protected. • Staff well-being and safety in resuming office based working Regular communication maintained with all office based staff working from home and consultation undertaken with staff and trade unions for staff who returned to the offices. Risk assessments were reviewed to ensure that staff could return in a safe and managed manner at the appropriate time. • Sufficient provision of plant and vehicles to provide frontline services Additional plant and vehicles identified as part of the risk assessments for some frontline services e.g. convoy vehicle working. Extra vehicles and plant hired in through the fleet contractor and funded from the WG hardship grant to enable frontline services to resume. • Return service delivery to pre-pandemic status regarding rota/shift patterns Risk assessments reviewed following the easing of restrictions on 24 May 2021, which has allowed for the majority of service delivery to return to pre-pandemic rotas and shift patterns.
1.05	<p><u>Risk Management</u></p> <p><u>The following recovery risks have been closed:</u></p> <ul style="list-style-type: none"> • Loss of Industry Standard accreditations due to the inability to undertake external audits External audits have resumed and are being undertaken remotely or with social distancing in place. • Expiry of calibrated equipment due to the inability to undertake testing All equipment continues to be tested, calibrated and certificated as required.

- **Limited Personal Protective Equipment (PPE) for workforce to conduct operations safely due to lack of availability in supply chain**
PPE continues to be supplied as and when required. No impact on frontline operations.
- **Unable to build resilience and provide generic work functions due to remote working**
Bubble working groups have enabled all work functions to continue and workforce continue to support the service in generic roles during emergency situations or at peak times of the year.
- **Unable to progress with key infrastructure improvement projects due to prolonged pandemic impacts due to reduced grant funding** Projects are continuing with remote working in place.
- **Lack of available space at the Alltami depot facility to be able to provide full service due to social distancing measures**
All control measures have been implemented and accommodated within the available space.
- **Lack of available materials (tarmac, stone) to undertake planned works due to product availability:**
No existing delays being experienced by supply chain.
- **An increase in dangerous and obstructive parking due to the suspension of parking enforcement**
Some initial issues with access to housing estates for waste collection vehicles, which have now been resolved and no further reports or requests for enforcement received.
- **Increasing cost of undertaking Public Health Funerals due to inability of families to fund funeral**
No issues reported.
- **National targets not being met for Road Safety and Active Travel due to an inability to complete essential schemes**
All schemes resumed and targets being met.
- **Backlog of administrative work due to home working (permit processing, payment refunds, tag printing)**
Some initial delays experienced.
- **Lack of available burial capacity due to increased demand**
No additional requirement for burial capacity.
- **Backlog in vehicle MOTs due to the closure of test centres**
Vehicle MOTs resumed and no ongoing issues
- **Increase in large scale fly tipping due to the closure of Household Recycling Centres and illegal waste collection companies operating**
HRC sites reopened May 2020.

The following risks are still open and are being actively managed:

- **Public bus services (commercial and subsidised) are financially unsustainable due to reduced passenger numbers**
Current Risk Rating: RED, Risk Trend: No Change
Passenger numbers remain low; however, TfW and WG are currently looking at options for future bus services as part of the Llwybr Newydd: the Wales Transport Strategy 2021.
- **Increased transport operating costs due to reducing number of available transport operators to provide services**
Current Risk Rating: RED, Risk Trend: No Change
Due to social distancing requirements, more capacity required from a limited market supply, particularly with more specialist vehicles.
- **Increased operational costs (resource, workforce) for Bereavement Services due to increased number of deaths**
Current Risk Rating: GREEN, Risk Trend: No Change
Still a risk due to increasing number of cases, but no increase in number of burials at the present time.
- **Increase in third party claims due to changes in Highway Inspection process:**
Current Risk Rating: GREEN, Risk Trend: No Change
Risk still exists, but no change to the number of third party claims despite changes to the Highway Inspection process.
- **Loss of income from the sale of recyclable materials due to reduced market demand:**
Current Risk Rating: AMBER, Risk Trend: No Change
Recycling market still showing signs of volatility with prices fluctuating frequently and unpredictably. Pressure already reported in MTFs for 2021-2022, which is reflected by the current risk rating.
- **Increased expenditure on contract, labour, plant, vehicles and materials due to changing work patterns in response to pandemic**
Current Risk Rating: AMBER, Risk Trend: No Change
Expenditure still high due to the changes to working practices and work patterns. We anticipate that this may reduce in the future, as restrictions are lifted and normal working practices can be resumed.
- **Increased expenditure on the disposal of residual waste due to increase in tonnages collected from residential properties**
Current Risk Rating: AMBER, Risk Trend: No Change
Residual waste tonnages are still high (12% increase compared to 2019-2020); however, it is hoped that, with the reintroduction of side waste enforcement from 1 September 2021 and increased educational campaigns for recycling, this will reduce over the coming months.
- **Significant loss of income from the suspension of services due to COVID-19 response**
Current Risk Rating: AMBER, Risk Trend: No Change
Income levels continue to be impacted following the suspension of services due to the pandemic e.g. car parking, garden waste.

- **Reduced numbers of frontline workers and contractors to deliver services safely due to increased sickness levels**
 Current Risk Rating: AMBER, Risk Trend: No Change
 General sickness absence levels remain static, but we are seeing a significant increase in the numbers of workers and contractors having to self-isolate, which is beginning to impact on available resources to deliver frontline services and key project work. Risk trend is likely to increase over the coming weeks and months.
- **Reduced numbers of frontline workers and contractors to deliver services safely due to the requirement for self-isolation**
 Current Risk Rating: AMBER, Risk Trend: Increasing
 New risk introduced, due to increasing numbers of frontline workers and contractors having to self-isolate, which is beginning to impact on available resources to deliver frontline services and key project work. Risk trend is likely to increase over the coming weeks and months.
- **Inability to provide staff with key training due to social distancing measures**
 Current Risk Rating: AMBER, Risk Trend: No Change
 Statutory training has continued throughout the pandemic, albeit via distance learning or outdoors with social distancing. All other training is due to be resumed from August 2021 once the new COVID-safe training facility is ready to be used.
- **Increased referrals to occupational health for mental health issues due to the impacts of remote working or continuing to work in frontline services**
 Current Risk Rating: YELLOW, Risk Trend: No Change
 The initial spike in referrals being made to Occupational Health for mental health issues has now levelled off and individuals are receiving appropriate support where identified.
- **Increased risk of ill-health due to mental health and well-being, personal and/or family issues**
 Current Risk Rating: YELLOW, Risk Trend: Reducing
 The longer-term impact of the last 18 months is still unknown and a number of members of staff have experienced family bereavements during this time, although this risk trend is now reducing to the improving situation due to the vaccination programme.
- **Missing key changes in employees' health and wellbeing due to face-to-face Occupational Health Surveillance appointments being placed on hold**
 Current Risk Rating: GREEN, Risk Trend: Reducing
 All health surveillance appointments are continuing as normal.
- **Inadequate vehicle capacity to transport pupils and passengers whilst adhering to social distancing**
 Current Risk Rating: GREEN, Risk Trend: Reducing
 WG removed the requirement to socially distance for pupils on school transport in September 2020.

- **Breach of legislation / Non-compliance with legislation (Environmental Permits, Health & Safety, Vehicle Operators' licence, TROs) due to the inability to provide work services.**
 Current Risk Rating: GREEN, Risk Trend: No Change
 All audits and compliance checks are continuing, and changes to permitting or TROs continue to be provided.
- **Unable to gain regulatory approval (planning; drainage; environmental permitting) to progress key infrastructure projects in a timely manner due to delays in processing applications.**
 Current Risk Rating: RED, Risk Trend: No Change
 Delays experienced with some key project schemes due to delays in applications being processed.
- **Expiry of statutory training certifications due to the inability to undertake testing / training**
 Current Risk Rating: AMBER, Risk Trend: No Change
 All statutory training is now being provided either via distance learning or on site outdoors with social distancing. Delays experienced with certification of some testing initially, due to not being able to meet in person to test equipment or plant/machinery, but this is now improving.
- **Lack of preparedness to respond to multiple emergencies or major incidents during the pandemic (severe weather event, fire, major transport accident) due to resource being focused on delivering key services**
 Current Risk Rating: AMBER, Risk Trend: No Change
 Risk of a major incident or multiple emergencies still exists; however, we have continued to plan for such events and provide a response and prioritise resources throughout the pandemic.
- **Loss of key suppliers or partner organisations to deliver key operational services due to company insolvencies**
 Current Risk Rating: AMBER, Risk Trend: No Change
 Still a live risk, due to the economic climate currently and contingency arrangements are in place should this risk trend increase.
- **Loss of key suppliers or partner organisations to deliver key operational services due break in operations (fire, loss of permit, sickness)**
 Current Risk Rating: AMBER, Risk Trend: No Change
 Risk trend remains the same as in pre-COVID times and contingency arrangements are in place should the situation change.
- **Unable to undertake pedestrian/cycle safety training due to schools not operating and reduced funding**
 Current Risk Rating: GREEN, Risk Trend: No Change
- **Unable to undertake traffic surveys to support financial bids for transport schemes or justify implementing new safety measures**
 Current Risk Rating: GREEN, Risk Trend: No Change
 Surveys being undertaken where feasible.

	<ul style="list-style-type: none"> Unable to dispose of waste and recycling products due to end producer availability Current Risk Rating: AMBER, Risk Trend: No Change Issues experienced with some end destinations (e.g. textiles / mattresses), due to suppliers having COVID outbreaks or staff on furlough or in self-isolation. Current risk trend remains unchanged. An increase in dangerous and obstructive parking in residential areas preventing operational service delivery (waste and recycling collections; gritting; highway maintenance) due to increased working from home. Current Risk Rating: AMBER, Risk Trend: No Change Issues experienced in some areas of the County, mainly as a result of more people at home due to home working or furlough, which has impacted waste and recycling collections, gulley emptying, road sweeping and grass cutting, but issues dealt with locally via local Members. An increase in environmental crime (littering, dog fouling, side waste) due to the suspension of monitoring patrols Current Risk Rating: YELLOW, Risk Trend: No Change All enforcement activity was suspended from 23 March 2020 due to the difficulty of maintaining social distancing when dealing with potential offenders by officers. Civil parking enforcement and environmental enforcement for fly tipping, littering and dog fouling was re-introduced from 29 June 2020 in response to national guidance that was issued for industry standard organisations and also following an increase in fly tipping, littering and dog fouling. Following Cabinet approval in early July 2021, side waste enforcement will be resumed from 1 September 2021 and preparations are underway for publicity and communication with residents, collection crews and enforcement teams.
1.06	<p><u>Issue Management</u></p> <ul style="list-style-type: none"> Rising COVID case numbers and shortage of HGV drivers The rising COVID case numbers across the region are leading to increased numbers of the workforce having to self-isolate, which is further compounded by the shortage of HGV drivers post-Brexit and fact that the numbers of staff taking annual leave over the summer holidays. Some waste and recycling collection rounds have had to be reconfigured to ensure that collections continue and some grass cutting and gulley emptying operations have experienced disruption due to HGV drivers being deployed to waste and recycling collections.

2.00	RESOURCE IMPLICATIONS
2.01	None specifically.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	This report specifically covers recovery from the pandemic emergency situation and is based upon a framework of risk management.

Ways of Working (Sustainable Development) Principles Impact								
<table border="1"> <tr><td>Long-term</td></tr> <tr><td>Prevention</td></tr> <tr><td>Integration</td></tr> <tr><td>Collaboration</td></tr> <tr><td>Involvement</td></tr> </table>	Long-term	Prevention	Integration	Collaboration	Involvement	Throughout all Portfolio Recovery Business Plans there are demonstrable actions and activities which relate to all of the Sustainable Development Principles.		
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Integration								
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Prosperous Wales								
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Vibrant Wales								
Globally responsible Wales								

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
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4.01	The plans have been developed with wide consultation with officers within and across portfolios.
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5.00	APPENDICES
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5.01	None.
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6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
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6.01	None.
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7.00	CONTACT OFFICER DETAILS
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7.01	Contact Officer: Jay Davies Telephone: 01352 702744 E-mail: jay.davies@flintshire.gov.uk
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8.00	GLOSSARY OF TERMS
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	Risk Management: the process of identifying risks, evaluating their potential consequences (impact) and managing them. The aim is to reduce the frequency (likelihood) of risk events occurring (wherever this is possible) and minimise the severity of their consequences (impact) if they occur. Threats are managed by a process of controlling, transferring or retaining the risk. Opportunities are managed by identifying strategies to maximise the opportunity or reward for the organisation.
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RECOVERY COMMITTEE

Date of Meeting	Thursday 5 th August, 2021
Report Subject	Housing and Assets Portfolio Recovery Business Plan
Cabinet Member	Collective Cabinet
Report Author	Chief Executive and Chief Officer Housing and Assets
Type of Report	Strategic

EXECUTIVE SUMMARY

Portfolio Recovery Business Plans were developed for exiting the first response phase to the pandemic in 2020.

This Committee will oversee the Recovery Business Plans for all five service portfolios in sequence. Presented today is the Housing and Assets Portfolio Recovery Business Plan.

Each plan covers the following:

- Scope and Purpose
- Key Personnel and Roles and Responsibilities
- Business Continuity Plan – Recovery Planning
- Resource Management
- Performance Management
- Risk Management
- Communications and Engagement
- Forward Planning

Highlighted Risk Areas

- **Rental Income** continues to be impacted by the pandemic and when furlough and other protections end the situation worsens.
- **Homelessness presentations** increase as current protections around evictions and furlough end and landlords take measures to commence and follow through on stalled evictions.
- **Raw material supplies** shortages lead to increased costs, programme delays and increased cases of contractual disputes.

RECOMMENDATIONS

1	To review the Housing and Assets Portfolio Recovery Business Plan summary for assurance, and to refer any further and specific risk management work to the respective Overview and Scrutiny Committees as is necessary.
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REPORT DETAILS

1.00	EXPLAINING THE PORTFOLIO RECOVERY BUSINESS PLAN
1.01	<p>Service portfolios have been working to Portfolio Recovery Business Plans following the response phase to the pandemic emergency situation. Recovery is a natural transition from the response phase which lasted from mid-March until the end of July 2020, and again from the end of December until April 2021.</p> <p>The plans are built upon risk management actions and performance management objectives.</p>
1.02	<p>The recovery objectives, performance targets, risks and issues have been reviewed and updated. The following sections are being shared with the Recovery Committee for assurance.</p>
1.03	<p><u>Recovery Objectives</u></p> <p><u>Service Delivery</u></p> <ul style="list-style-type: none">• To move from emergency only to wider planned and capital programmed works Services reinstated with new methods of working, risk assessments, PPE and reassurance to customers.• To move from the response phase which requires accommodation for all rough sleepers and establish settled housing options for those owed duties We continue to receive requests for support and presentations to the Homeless Team from tenants within the Private Rented Sector. We are closely monitoring levels of service demand and continue to deliver support and refer to other agencies through the Support Gateway. Delays with court proceedings and extended notice periods (six months) provide an opportunity to engage with landlords and tenants to stabilise tenancies at risk of failure. <p>Welsh Government have announced that the extension of powers enacted under the Coronavirus Act 2020 relating to evictions ended on the 30 June 2021, in this context evictions can now proceed. In terms of notice periods (Notice of Seeking Possession [NOSP]) these were also to end on 30 June 2021, however will now be extended by a further six months to the 30 September 2021. This</p>

means that a six month notice period will apply to notices issued on or after 24 July 2020 (except in cases of anti-social behavior).

Additional Funding announced for the Tenant Hardship Grant which is available to renters in the private sector who have accrued arrears and are at risk of homelessness during the Covid period.

- **Understand and map out the potential impact of Covid-19 so that appropriate plans can be developed to try and meet future housing and support needs for those households at increased risk of homelessness**

An additional award of £1.87m has been confirmed by Welsh Government for 2021-22 onwards taking the allocation to approx. £7.83m. Whilst the additional funding is very positive, it does present some challenges in regards to recruitment and commissioning of services, as we increase capacity to meet future demands for housing and homelessness services.

- **Seek to recover rent which has been deferred due to rent holiday**

We have not extended the rent deferral period for our tenants beyond the first quarter of 2020/21 and tenants are regularly being contacted to invite them to continue with monthly or quarterly payments and agree a repayment plan.

- **Move to a position where we do not need to provide for shielded customers**

The Well-Fed enterprise have now launched the meals on wheels service Well Fed at Home. We are now delivering and promoting full price food boxes to Flintshire residents.

Residents who are struggling to purchase food are referred to Well-Fed to discuss the meals we offer as a more sustainable food option for them. Dependent on their circumstances we are able to offer either a fully subsidised/partly subsidised food box for a period of time while we provide them with relevant support.

- **Deal effectively with tenancy enforcement matters and provide assurance to local communities**

Welsh Government have announced that the extension of powers enacted under the Coronavirus Act 2020 relating to evictions ended on the 30 June 2021, in this context evictions can now proceed. In terms of notice periods (Notice of Seeking Possession [NOSP] these were also to end on 30 June 2021, however will now be extended by a further six months to the 30 September 2021. This means that a six month notice period will apply to notices issued on or after 24 July 2020 (except in cases of anti-social behaviour).

The Courts are dealing with an extensive number of backlogged cases which will obviously impact on progress of our cases should they progress to Court.

	<ul style="list-style-type: none"> • Commencement of the new build housing programme All “live” SHARP schemes are now completed. Delays have meant some schemes have not progressed as quickly as anticipated and has resulted in construction work not commencing on site as planned. Welsh Government are advised of progress at regular intervals in order to protect the grant position. • Increase current capacity of trades on site to complete schemes already on site On site work now commenced following site operating procedures in line with Government guidance. • Commence recovery of overpaid Housing Benefit. Recovery has commenced. • Reinstate the Disabled Facilities Grant function in line with legislative requirements Reinstated with risk assessments being carried out prior to work commencing which includes assessment of the client, option for client to have work put on hold, increase in vaccinations and PPE assisting reinstatement of service. • To deliver capital programme to time, budget and quality Capital schemes are progressing as planned and no contractors have gone into administration. All schemes are progressing as planned, under controlled risk based methodology. • The recovery of domestic housing rent Recovery measures and processes continue with intensive support provided to ensure recovery and tenancies remain in-tact rather than evict which is always a last resort.
1.04	<p><u>Performance Targets</u></p> <ul style="list-style-type: none"> • The review of current working practices and their modification to reflect new working practices Current working practices continue to be reviewed, working from home arrangements in place, building risk assessments reviewed and updated for those working from the office via a rota system. Individual risk assessments and on site risk assessments to reflect new methods of working. • To ensure PPE remains available to deliver front line services Regular updates on availability of PPE through managed stores with close monitoring of supply of PPE to maintain stock levels, no evidence of concern. • Monitor capital programmes and their delivery and potential impacts on spend We are now seeing evidence that the market is starting to overheat with some material price increases already feeding into our supply chains, steel, timber, cement products and plater are all moving.

	<p>Areas of particular concern are lift companies, heating installation suppliers, some specialist electronic companies and some raw materials i.e. plaster, timber, steel, these currently have long lead in times and significant increasing price increases and volatility. The situation is currently under review due to wider international impacts due to the Pandemic including raw material supply and issues with major congestion in the Pearl River Delta at Yantain Port in eastern Shenzhan.</p>
1.05	<p><u>Risk Management</u></p> <p><u>The following recovery risks have been closed:</u></p> <ul style="list-style-type: none"> • Increase costs and reputational damage due to inability to complete Welsh Housing Quality Standard (WHQS) by 2020 Risk is now closed due to 12 months extension on WHQS completion. <p><u>The following risks are still open and are being actively managed:</u></p> <ul style="list-style-type: none"> • Increasing rent arrears and impact on the Housing Revenue Account (HRA) Business Plan Risk Rating: RED, Risk Trend: No Change Welsh Government have announced that the extension of powers enacted under the Coronavirus Act 2020 relating to evictions ended on the 30 June 2021, in this context evictions can now proceed. In terms of notice periods (Notice of Seeking Possession [NOSP]) these were also to end on 30 June 2021, however will now be extended by a further six months to the 30 September 2021. This means that a six month notice period will apply to notices issued on or after 24 July 2020 (except in cases of anti-social behavior). This will continue to place further pressure on the HRA Business Plan. • Demand on resources and budgets to complete work backlog of inspections and follow on works caused by carrying out essential repairs only Risk Rating: GREEN, Risk Trend: Green reducing Current risk decreased as services resumed with new methods of working practices. • Rent loss and backlog of voids caused by delayed house moves Risk Rating: YELLOW Risk Trend: No Change We are continuing to work through voids (empty properties) and the risk, however, we are noting, as detailed already in this report that material shortages are starting to feed through and these are likely to have a detrimental impact on our turnaround time. <p>We will now place this risk on monitor with a view to increasing its risk profile to AMBER at the next review.</p>

- Increases in Homelessness impacts on workforce capacity increased risk of legal challenge and budgets (Discretionary Housing Payments, and Spend to Save Prevention Funds)**
 Risk Rating: AMBER Risk Trend: No Change
 Additional Funding announced for the Tenant Hardship Grant which is available to renters in the private sector who have accrued arrears and are at risk of homelessness during the Covid period.
 Additional funding from Welsh Government through Housing Support Grant for 2021-2022 onwards (extra £1.87m) will enabling the service to increase staffing capacity and other commissioned support services. Recruitment for new posts commenced in Q1, but the benefit of this will not likely be felt until quarter two 2021/22 onwards when people are in post and additional services commence.
- Impact on income due to an increase level of voids within our commercial and industrial estate**
 Risk Rating: GREEN, Risk Trend: No Change
 There has not been an extended rent deferral period for our tenants beyond the first quarter of 202/21 payment plans put in place when necessary to support our commercial tenants.
- Reduced house delivery and increased cost ability to spend allocated grant impacts negatively resulting in Welsh Government Clawback**
 Risk Rating; AMBER, Risk Trend: No Change
 Welsh Government advised of progress at regular intervals in order to protect grant position.
- Services remain out of use for longer period suppliers' failure and availability of equipment/materials**
 Risk Rating: AMBER Risk Trend: Increasing
 Risk Rating increased from yellow to amber to reflect concerns around materials and supplies shortages leading to delays and increased costs.
- Weak Performance and reputational damage as development programmes are slow to commence (DFG)**
 Risk Rating: RED; Risk Trend: No Change
 Contractors utilised by the service are also being utilised by other Local Authorities. An action plan has been devised to expedite the delivery of this work but this will inevitably mean that performance is likely to fall short of anticipated target levels.
- People not having suitably safe and adapted accommodation due to the delay of service reinstatement. Quality of life issues customers and reputational damage (DFG)**
 Risk rating: RED; Risk Trend: No Change
 Urgent cases are still being reviewed jointly by Occupational Therapist and DFG team to assess risk in delivery of adaptation vs. deterioration of customers' health. Cases identified as being critical/essential will be risk assessed, priorities and approval gained to conduct the work subject to contractors/material availability.

	<ul style="list-style-type: none"> • Property access and restrictions prevent routine and obligatory inspections. Risk Rating: GREEN; Risk Trend: GREEN decreasing Routine and obligatory inspections have resumed with appropriate risk assessment and PPE.
1.06	<p><u>Issue Management</u></p> <p>Covid: Increase in workforce being pinged by NHS app requiring to self-isolate – revert back to emergency service. Awaiting further guidance from Welsh Government.</p>

2.00	RESOURCE IMPLICATIONS
2.01	None specifically.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT														
3.01	<p>This report specifically covers recovery from the pandemic emergency situation and is based upon a framework of risk management.</p> <p>Ways of Working (Sustainable Development) Principles Impact</p> <table border="1"> <tr> <td>Long-term</td> <td rowspan="5">Throughout all Portfolio Recovery Business Plans there are demonstrable actions and activities which relate to all of the Sustainable Development Principles.</td> </tr> <tr> <td>Prevention</td> </tr> <tr> <td>Integration</td> </tr> <tr> <td>Collaboration</td> </tr> <tr> <td>Involvement</td> </tr> </table> <p>Well-being Goals Impact</p> <table border="1"> <tr> <td>Prosperous Wales</td> <td rowspan="7">Throughout all Portfolio Recovery Business Plans there are demonstrable actions and activities which relate to all of the Well-being Goal.</td> </tr> <tr> <td>Resilient Wales</td> </tr> <tr> <td>Healthier Wales</td> </tr> <tr> <td>More equal Wales</td> </tr> <tr> <td>Cohesive Wales</td> </tr> <tr> <td>Vibrant Wales</td> </tr> <tr> <td>Globally responsible Wales</td> </tr> </table>	Long-term	Throughout all Portfolio Recovery Business Plans there are demonstrable actions and activities which relate to all of the Sustainable Development Principles.	Prevention	Integration	Collaboration	Involvement	Prosperous Wales	Throughout all Portfolio Recovery Business Plans there are demonstrable actions and activities which relate to all of the Well-being Goal.	Resilient Wales	Healthier Wales	More equal Wales	Cohesive Wales	Vibrant Wales	Globally responsible Wales
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4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	The plans have been developed with wide consultation with officers within and across portfolios.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Jay Davies Telephone: 01352 702744 E-mail: jay.davies@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
	Risk Management: the process of identifying risks, evaluating their potential consequences (impact) and managing them. The aim is to reduce the frequency (likelihood) of risk events occurring (wherever this is possible) and minimise the severity of their consequences (impact) if they occur. Threats are managed by a process of controlling, transferring or retaining the risk. Opportunities are managed by identifying strategies to maximise the opportunity or reward for the organisation.



RECOVERY COMMITTEE

Date of Meeting	Thursday 5 th August, 2021
Report Subject	Poverty and Vulnerability Recovery
Cabinet Member	Cabinet Member for Economic Development
Report Author	Chief Officer (Planning, Environment and Economy)
Type of Report	Strategic

EXECUTIVE SUMMARY

The Community Recovery Group has two work-streams which are each led by a Tactical Group.

These are:

1. Economic Recovery
2. Poverty and Vulnerability

This report provides an overview of the poverty and vulnerability work-stream.

RECOMMENDATIONS

1	That Members support the current work programmes established to support and protect residents who are vulnerable or experiencing poverty as part of community recovery.
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REPORT DETAILS

1.00	EXPLAINING POVERTY AND VULNERABILITY RECOVERY
1.01	As part of the pandemic response work a tactical group was developed to consider the impacts of poverty and vulnerability on the residents of Flintshire.
1.02	<p>The work of the tactical group was based on:</p> <ul style="list-style-type: none">• Identifying areas at risk of increased pressure• Identifying types of poverty likely to be impacted, i.e. food; fuel; income and map the likely changes required to respond• Identity data sets available to best coordinate the response• Identify resources required and where these may be available from within the organisation and through partnership working or collaboration• Develop a comprehensive delivery plan to meet the identified need
1.03	<p>Some of the successful outcomes:</p> <ul style="list-style-type: none">• Provided financial support for residents via discretionary housing payment; speedy claims processing; suspension of debt recovery; budgeting and financial advice• Successful use and links into active volunteering for a range of support services including; grounds maintenance; food deliveries; shopping; prescription collection; delivering PPE• Extensive data matching programme in relation to shielding to ensure links made with existing services• Well-being of sheltered residents protected with significant programme of outbound welfare checks completed each week• Collaborative and true cross sector partnerships developed strengthened to deliver joined up and effective response to residents• Comprehensive and large scale food delivery programme developed and delivered to support shielded; vulnerable and isolated residents
1.04	<p>This programme of work made a significant difference and provided support to many residents:</p> <ul style="list-style-type: none">• Over 6,000 records received from Public Health in relation to individuals who were shielded• Over 700 residents received support in relation to financial difficulties (i.e. DHP; debt recovery suspension; budgeting/claiming advice• 46,800 meals delivered to shielded or vulnerable households• 9,000 food parcels delivered by volunteer and deployed drivers from a range of organisations – (FCC housing and enforcement; Clwyd Alyn Housing; Travis Perkins; 4x4 volunteers)• Over 400 residents contacted to see support whilst shielding for a range of reasons including prescription and shopping collections; food support; general welfare support• 1346 sheltered tenants received weekly phone calls to check on welfare and for a friendly chat

1.05	This response activity continued to varying degrees throughout the response phase and then, in October 2020, this work was moved into recovery.										
1.06	In order to transition smoothly from response to recovery, a set of principles was adopted to ensure continued partnership engagement with voluntary sector to monitor demands and create new opportunities.										
1.07	<p>Within Flintshire, a governance structure has been established to lead the approach to supporting those who are vulnerable or experiencing poverty in relation to recovery. The structure of this is set out below:-</p> <div style="text-align: center; margin: 20px 0;"> <table border="1" style="margin: 0 auto; border-collapse: collapse;"> <tr> <td colspan="2" style="padding: 5px;">Community Recovery Group</td> </tr> <tr> <td style="padding: 5px;">Poverty and Vulnerability Group</td> <td style="padding: 5px;">Economic Recovery Group</td> </tr> <tr> <td style="padding: 5px;">Food Poverty & Food Distribution</td> <td style="padding: 5px;">Income and Fuel Poverty</td> </tr> <tr> <td style="padding: 5px;">Shielding for Medically Vulnerable people</td> <td style="padding: 5px;">Loneliness and Isolation</td> </tr> <tr> <td colspan="2" style="padding: 5px;">Child Poverty</td> </tr> </table> </div>	Community Recovery Group		Poverty and Vulnerability Group	Economic Recovery Group	Food Poverty & Food Distribution	Income and Fuel Poverty	Shielding for Medically Vulnerable people	Loneliness and Isolation	Child Poverty	
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1.08	The Poverty and Vulnerability Tactical group was formed to create a strategic response to tackling poverty and isolation in Flintshire during the recovery phase.										
1.09	<p>The group takes a lead on addressing the impacts of poverty and vulnerability and identifying appropriate initiatives, support programmes and interventions for the short and medium term.</p> <p>To provide an understanding of the challenges poverty and vulnerability are having/will continue to impact in our communities.</p>										
1.10	This has led to opportunities for current activities or service provision could be re-defined and adapted to meet the needs or where additional interventions may be required to cover any emerging gaps by generating solutions to meet short and medium term need.										
	COVID Support Hub										
1.11	The Health Board has been working with each local authority to support the delivery of Covid Support Hubs.										

1.12	<p>The basic concept of the support hub includes six core themes:</p> <table border="1" data-bbox="304 197 1386 1267"> <tr> <td data-bbox="304 197 376 230"></td> <td data-bbox="376 197 1386 230">PROTECT</td> </tr> <tr> <td data-bbox="304 230 376 465">1.</td> <td data-bbox="376 230 1386 465"> Lateral Flow Testing: <ul style="list-style-type: none"> - LFD availability linked to the extended family of school-age children. - To working individuals who require assurance as part of a “stay safe” initiative. - To key workers who use public transport or have concerns about their Covid status. </td> </tr> <tr> <td data-bbox="304 465 376 640">2.</td> <td data-bbox="376 465 1386 640"> Extended food offer <ul style="list-style-type: none"> - Emergency need: To provide an initial food offer to maintain self-isolation - Poverty need: to provide access to food to address food poverty as result of impact of COVID. </td> </tr> <tr> <td data-bbox="304 640 376 815">3.</td> <td data-bbox="376 640 1386 815"> Fuel poverty <ul style="list-style-type: none"> - To work with and refer to the Energy Warden Scheme for advice and assistance around energy and fuel poverty. - To work with Warm Wales to support their local programme. - Emergency top up </td> </tr> <tr> <td data-bbox="304 815 376 958">4.</td> <td data-bbox="376 815 1386 958"> Financial Inclusion <ul style="list-style-type: none"> - To work with and refer to Citizen’s Advice - Additional capacity to support with benefits uptake, benefits check, debt management (Income Maximisation Plan) </td> </tr> <tr> <td data-bbox="304 958 376 1095">5.</td> <td data-bbox="376 958 1386 1095"> Mental health support: <ul style="list-style-type: none"> - Focus on mental health awareness - Commissioned counselling service </td> </tr> <tr> <td data-bbox="304 1095 376 1267">6</td> <td data-bbox="376 1095 1386 1267"> Digital connectivity: <ul style="list-style-type: none"> - Provision of Chromebooks or tablet. - Connection to the internet / PAYG data package - One to One digital assistance (doorstep) </td> </tr> </table>		PROTECT	1.	Lateral Flow Testing: <ul style="list-style-type: none"> - LFD availability linked to the extended family of school-age children. - To working individuals who require assurance as part of a “stay safe” initiative. - To key workers who use public transport or have concerns about their Covid status. 	2.	Extended food offer <ul style="list-style-type: none"> - Emergency need: To provide an initial food offer to maintain self-isolation - Poverty need: to provide access to food to address food poverty as result of impact of COVID. 	3.	Fuel poverty <ul style="list-style-type: none"> - To work with and refer to the Energy Warden Scheme for advice and assistance around energy and fuel poverty. - To work with Warm Wales to support their local programme. - Emergency top up 	4.	Financial Inclusion <ul style="list-style-type: none"> - To work with and refer to Citizen’s Advice - Additional capacity to support with benefits uptake, benefits check, debt management (Income Maximisation Plan) 	5.	Mental health support: <ul style="list-style-type: none"> - Focus on mental health awareness - Commissioned counselling service 	6	Digital connectivity: <ul style="list-style-type: none"> - Provision of Chromebooks or tablet. - Connection to the internet / PAYG data package - One to One digital assistance (doorstep)
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1.13	<p>The support hub in Flintshire opened in Shotton in mid-July and is currently delivering five of these services.</p> <p>The area that is still in development is digital connectivity this service will be available from the Autumn.</p>														
1.14	<p>This is a multi-agency hub which includes the following services:</p> <p>Citizens Advice Flintshire – advice services Warm Wales – fuel poverty and energy efficiency advice MIND – Mental Health support Flintshire Welfare Reform Team – Money and budgeting advice Well-Fed – Food Service Lateral Flow Tests</p> <p>The hub is located at Rivertown Church in Shotton and is open Monday, Wednesday and Friday between 9.00 and 12.30.</p>														

	Isolation Payments
1.15	<p>If you have been contacted by NHS Wales Test, Trace, protect service (TTP) and been told to self-isolate, you may be entitled to Financial Support.</p> <p>You may also be entitled to a payment if you are instructed to self-isolate for a period starting on or after 1 February 2021 by the NHS Wales COVID-19 app.</p>
1.16	<p>The Self Isolation Support Scheme introduced in Wales in November 2020 provided a £500 payment for those who cannot work from home and must self-isolate, and for parents and carers on low incomes with children who are self-isolating.</p> <p>In order to receive the payment, residents are required to meet all four of the following criteria:-</p> <ol style="list-style-type: none"> 1. Residents are currently receiving Universal Credit, Working Tax Credit, Income-based Employment and Support allowance, Income-Based Jobseeker's Allowance, Income Support, Housing Benefit and/or Pension Credit; 2. Are employed or self-employed; 3. Are unable to work from home and will lose income as a result ; 4. Have been told to self-isolate by NHS Test and Trace, either for 10 or 14 days.
1.17	<p>The Welfare Team administer the payments which provides opportunities to identify any wider support that may be required and join up with services at the earliest opportunity.</p>
	Tenancy Hardship Grant
1.18	<p>This is a new scheme from Welsh Government designed to support:</p> <ul style="list-style-type: none"> • people who live in privately rented accommodation; • have experienced financial difficulty as a result of the pandemic; and • have accrued rent arrears as a result of not being able to pay all or part of their rent.
1.19	<p>The eligibility criteria in more detail:</p> <ul style="list-style-type: none"> • 8 weeks or more of rent arrears between 1 March 2020 and 30 June 2021 • have struggled to pay rent or rent arrears due to Covid-19 • live in and hold a tenancy for a private sector property in Wales • not have been getting housing benefit or housing cost payments through Universal Credit when you built up your rent arrears • have not been able to fully pay your rent during the period when you went into arrears because of Covid-19. <p>The scheme is now live and we are starting to receive applications.</p>

1.20	As with isolation payments, this scheme will also be delivered by the Welfare Team to make the wider links to support that may be required.
	Next Steps
1.21	The poverty and vulnerability work stream is still evolving and the importance of this programme of work to address poverty and vulnerability has been recognised in the Council plan for 2021/22.
1.22	<p>The overall objective of the poverty priority is described as:</p> <p>“Protecting people from poverty by supporting them to meet their basic needs”</p> <p>Within the poverty priority there are 5 key themes:</p> <ul style="list-style-type: none"> • Income Poverty • Child Poverty • Food Poverty • Fuel Poverty • Digital Poverty
1.23	Progress on delivering the priorities in the Council Plan and the associated work streams will be reported to Cabinet and Overview and Scrutiny Committee on a regular basis, and discussion with members in these committees will allow the programmes to adapt to any emerging changes that may be necessary.

2.00	RESOURCE IMPLICATIONS
2.01	None arising directly from this report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT												
3.01	<p>Ways of Working (Sustainable Development) Principles Impact</p> <table border="1"> <tr> <td>Long-term</td> <td rowspan="5">Throughout all of the Council plan priorities there are demonstrable actions and activities which relate to all of the Sustainable Development Principles.</td> </tr> <tr> <td>Prevention</td> </tr> <tr> <td>Integration</td> </tr> <tr> <td>Collaboration</td> </tr> <tr> <td>Involvement</td> </tr> </table> <p>Well-being Goals Impact</p> <table border="1"> <tr> <td>Prosperous Wales</td> <td rowspan="5">Throughout the overall monitoring report process there is evidence of alignment with the Well-being Goals. Specific strategic and policy reports include impact and risk assessments.</td> </tr> <tr> <td>Resilient Wales</td> </tr> <tr> <td>Healthier Wales</td> </tr> <tr> <td>More equal Wales</td> </tr> <tr> <td>Cohesive Wales</td> </tr> </table>	Long-term	Throughout all of the Council plan priorities there are demonstrable actions and activities which relate to all of the Sustainable Development Principles.	Prevention	Integration	Collaboration	Involvement	Prosperous Wales	Throughout the overall monitoring report process there is evidence of alignment with the Well-being Goals. Specific strategic and policy reports include impact and risk assessments.	Resilient Wales	Healthier Wales	More equal Wales	Cohesive Wales
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	<p>Council's Well-being Objectives</p> <p>We have reviewed and updated our Well-being Objectives throughout the development of the Council Plan 2021/22.</p>				

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
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4.01	None.
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5.00	APPENDICES
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5.01	None.
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6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
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6.01	None
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7.00	CONTACT OFFICER DETAILS
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7.01	<p>Contact Officer: Jen Griffiths (Benefits Manager) Telephone: 01352 702929 E-mail: jen.griffiths@flintshire.gov.uk</p>
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8.00	GLOSSARY OF TERMS
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8.01	None.
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