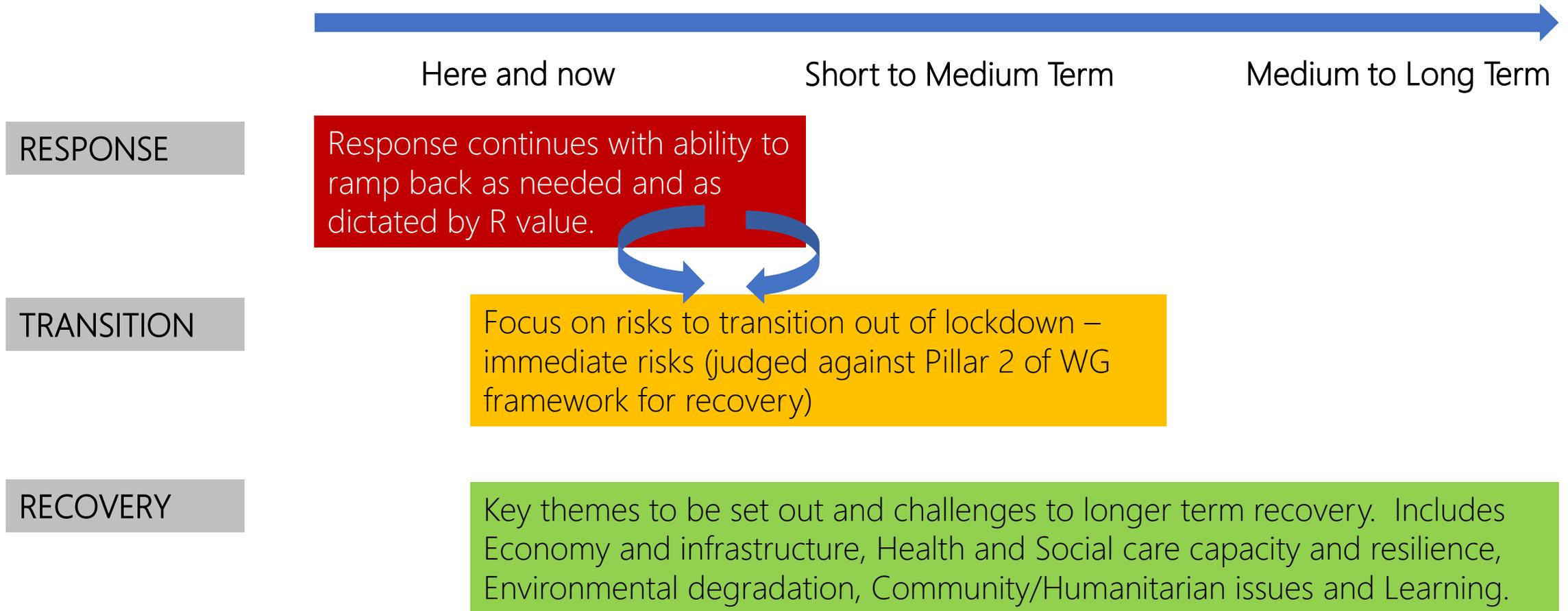


Recovery Renewal

Rehabilitation Refocus

Reenergise Reset Reshape
Resolve

From Response to Recovery



Response

Our crisis response objectives have focussed on:

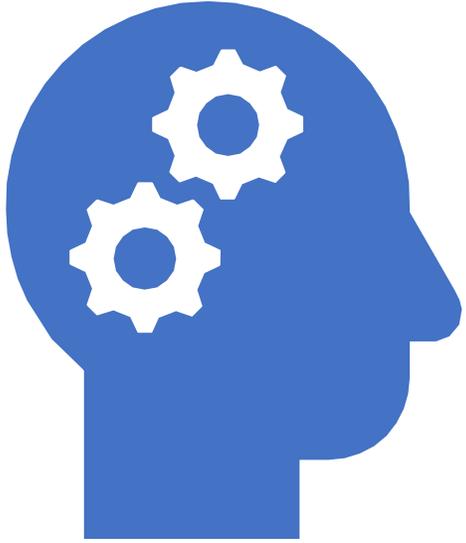
- **Care for our most vulnerable residents** by ensuring the continuity of priority services (e.g. social care, food, childcare hwbs, homelessness)
- **Maintain and manage our public spaces** in general accordance with WG advice and objectives and having regard to local circumstances (e.g. waste services)
- **Ensure lockdown measures were in place**, again, in line with WG advice and objectives and that such measures were regularly reviewed and enforced (e.g. parks, resorts, enforcement, tannoy)
- **Support our workforce to work flexibly and safely**, from their place of work or home (e.g. PPE, guidance, working from home)
- **Support our partners** in their work (e.g. UHB, PSB, WLGA)
- **Help keep businesses sustainable**, by offering advice and guidance and administering financial assistance and support (e.g. grants)
- **Keep the Council running** (finance, governance, decision making)
- **Keep people informed**

Governance & Decision Making during COVID

- **Emergency Powers** process – in consultation with senior politicians with decisions published
- Regular **communications** with elected members
- Some **virtual meetings** (licensing sub-committee, school admission/exclusion appeals)
- **Cabinet & Scrutiny Committee** (Corporate Performance & Resources) – July
- March 23rd Cabinet Report contains full details



- **'Gold' command structure** – extended Corporate Management Team



There has been a lot of learning from our response

- What has **continued**?
- What has **stopped**?
- What have you done **differently**?
- What have you **learned** from the response?
- How is **staff morale and well-being**?
- What **demands and issues** are emerging?

Schools IT, Digital Inclusion, Data & PPE



- HWB Programme: £2 million pounds invested in schools IT
 - Networks, servers and infrastructure underway for all schools
 - Devices: 3,931 devices on order for all schools across the Vale
- Digital Exclusion:
 - 628 school devices were provisioned to pupils for use in the home during the initial lockdown.
 - 193 MiFi devices were distributed to families who had inadequate broadband connectivity at home to support with home learning.
- eFSM eligibility work and data cleansing
 - 3,919 responses regarding Free School Meals (analysed on a weekly basis)
 - 8,528 responses for school place demand/contact details

PPE Deliveries	Hand sanitiser 330ml bottle	Hand sanitiser 5l bottle	Milton 5l bottle	Gloves (s) box	Gloves (m) box	Gloves (l) box	Gloves (xl) box	Face Mask box	Aprons roll/pack	Blue Roll	Virucidal Spray box	Hand soap 500 ml bottle
W/C 15th June 2020	1140	0	0	60	60	60	0	70	61	462	0	0
W/C 22 June 2020	56	616	163	60	119	120	58	135	58	54	397	402
W/C 29th June 2020	1280	6	2	0	1	1	1	2	3	30	2	0
W/C 6th July 2020	60	0	8	2	2	2	2	5	1	72	116	348
W/C 13th July 2020	70	3	114	2	6	5	5	10	3	108	5	10
PPE Delivered Total	2606	625	287	124	188	188	66	222	126	726	520	760
PPE Sept Batch Delivered Total	1230	256	256	64	128	128	64	5230	9	12	1230	220

Support for our more vulnerable pupils

- **33,706** free school meal replacement supermarket vouchers since lockdown to over **3200 vulnerable pupils every fortnight**. Total value is over £1.2m.
- Learning & Skills have been supporting families to ensure period dignity for women and girls from low income households throughout the pandemic. During the school summer holidays, **over 600 £15 supermarket vouchers were issued to every eligible pupil from year 7 and above**.
- Products have been available via **schools food parcel distribution, the 15plus team, youth wellbeing service and various housing partners for pupils and third family members**. Partnerships with third sector organisations, including food banks, community hubs, family centres etc. have been put into place to ensure access to period products, free of charge and accessible within our communities in the most practical and dignified way possible.
- **Business as usual has also continued across the service**, ensuring that schools, pupils and their families receive responsive and timely support and advice on a wide range of issues. Teams have adapted quickly and successfully to provide support and information on a number of issues that fall outside of their usual remit.





Support for our more vulnerable pupils

- In partnership with Children's Services a comprehensive list of children and young people known to be vulnerable was established and shared with schools
- All schools submitted weekly returns using RAG rating which enabled officers to provide additional support or engage support from other agencies as appropriate
- The Youth Service provided support to young people throughout school closure
- The School Based Counselling Service established an online service
- The Engagement Service continued to offer support to of pupils with ASD and SEMH by phone and providing resources.





Support for our more vulnerable Pupils

- Children and young people attending our most specialist provision at Ysgol Y Deri were subject to a comprehensive multi-agency monitoring process
- The Senior Leadership Team identified vulnerable pupils and weekly video conferencing took place with Health and Social Services to review need and identify services required
- The school established a “Health Hub” where therapeutic and nursing staff were available online and via the telephone for parents



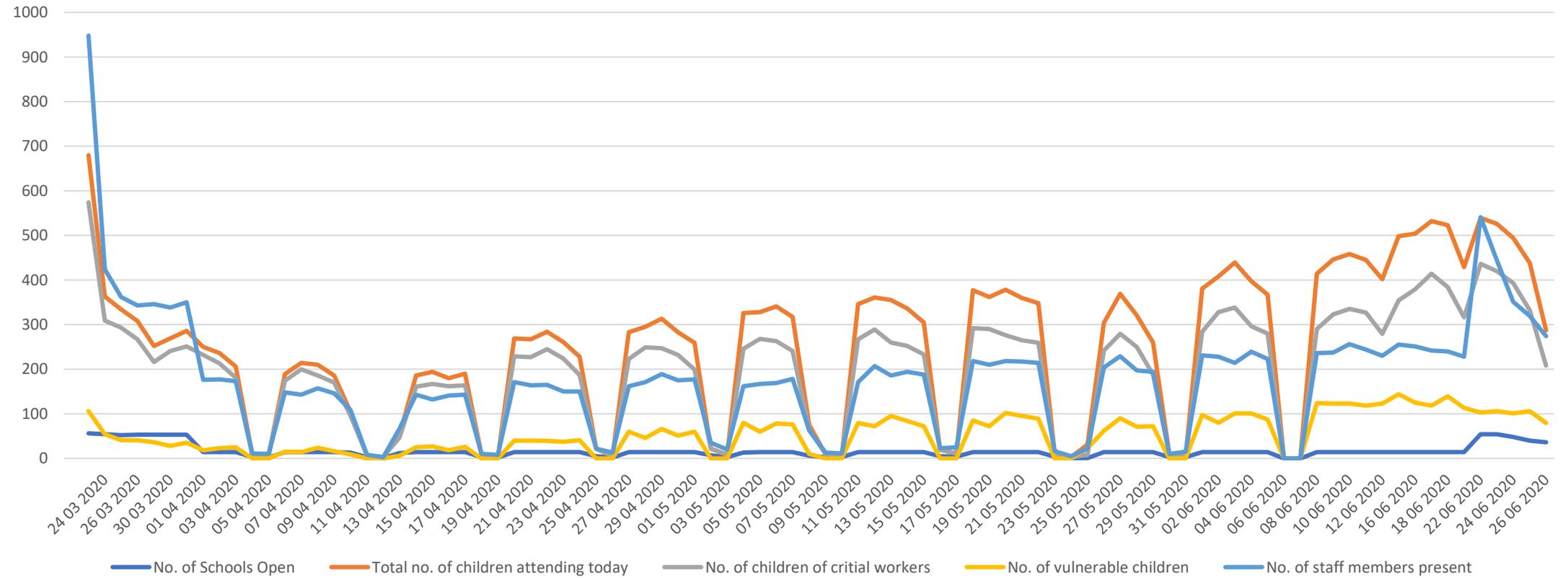
Summer provision

- Over the summer holiday period, 4 of our primary schools made provision for the most vulnerable children in order to **support families, reduce isolation and improve the mental and physical wellbeing of our children.**
- The summer provision took the form of a range of fun activities in a familiar, fun and secure environment and allowed children to overcome the challenges they were facing by reconnecting with their peers after months of isolation. Activities included arts and crafts, cooking, science experiments and physical activities supported by the Youth Service.
- In addition, Cadoxton Primary School continued to provide food parcels to the most vulnerable families.



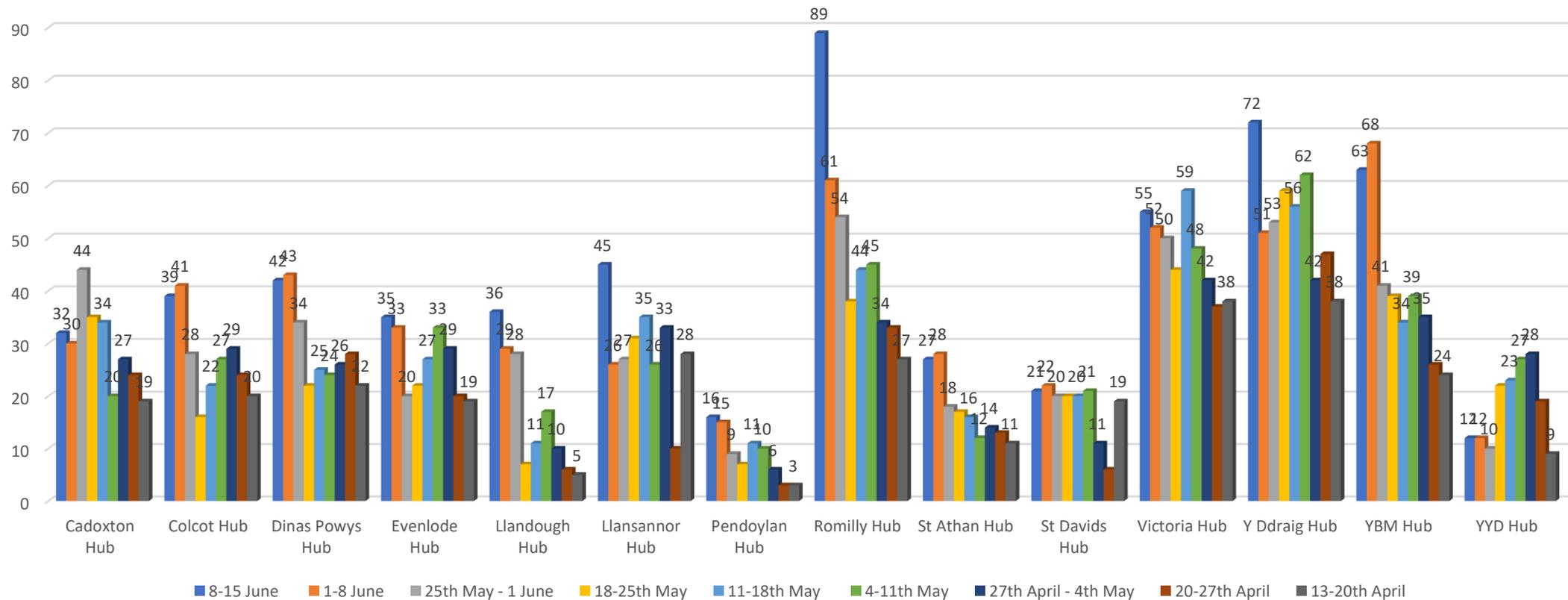
Hub Demand

Hub Data March - June

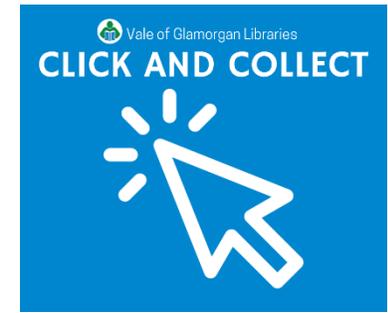


Hub NoR

Applications received each week between 13th April - 15th June 2020, for each hub school



Libraries



- Supporting our communities virtually
 - Waiving fines
 - Digital apps for borrowing books/audio/magazines (BorrowBox, Ulibrary & RBDigital)
 - Access to Ancestry.com
 - Moving to online programmes
 - Bi-lingual Rhyme & Sign, Storytime sessions live/on demand
 - Active reading groups via email, WhatsApp & Zoom
 - Social groups ie Vale Libraries Lockdown Lit on Facebook
 - Keeping in touch with vulnerable groups ie Housebound Library Service
 - Launch of Click and Collect system
 - Launch of appointments system for browsing
 - 'Business as usual' programmes ie MakerSpace



Adult & Community Learning

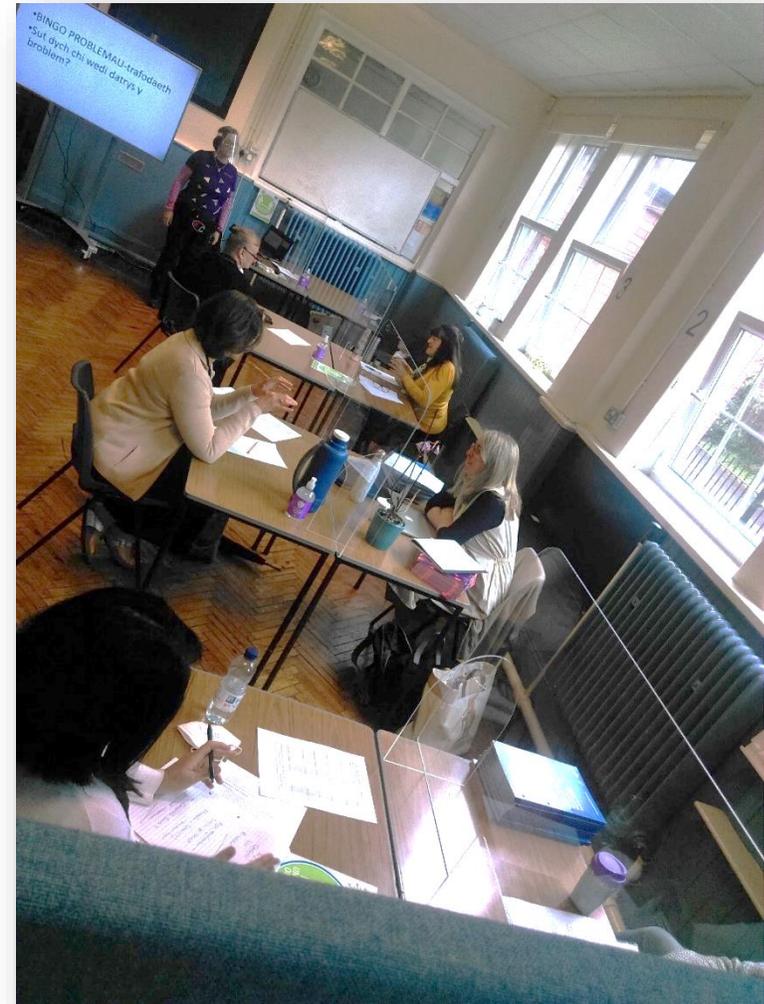


- In partnership with Communities4Work an Employability Hub has been set up in the main hall at Palmerston Centre
- Additional funding was secured to enable a Vale Learning centre tutor to deliver bespoke English lessons to parents at the Flying start Centre in Barry over the summer.
- During the summer term, tutors were proactive and continued to teach and support their learners on line and using a variety of approaches including Zoom, Google Classrooms, Whats App, Outlook etc
- A new programme of Learning has been planned for 2020-21 and submitted to Welsh Government. Reduced programme due to COVID restrictions
- It is known that some learners are unable to continue learning at home due to lack of digital equipment and connectivity. The ACL has successfully procured funding to provide digital support and equipment for the most vulnerable and disadvantaged learners.
- Enrolment commenced in September and to date there have been a steady flow of enquiries. Enrolment Procedures have been adapted to allow for one to one enrolment sessions with Tutors by appointment only at both Palmerston Centre and the Vale Learning Centre.

Learn Welsh

Courses beginning September 2020:

- Online
 - blended learning and distance learning-Number of courses: 12
 - Number of learners: 100
- In class
 - Number of Fast track courses: 2
 - Number of learners: 11
 - Number of once a week courses: 40
 - Number of learners: 228
- Online
 - Fast track courses: 2
 - Number of learners: 15
- Cyber Saturday Revision course September 12
 - Number of learners: 62



- Photo of Learn Welsh tutor training day – group discussion using social distancing and perspex screens for safety. Tutor using visor.

Business as usual

- Schools budgets and finances
- School admissions
 - Over 90% of parents received an offer for their first choice of primary or secondary school on the national offer date
- 21st Century Schools on track
- Capital works over the summer
- Governor services and support
- Big Fresh
- Hwb Programme

- Blood, sweat and tears

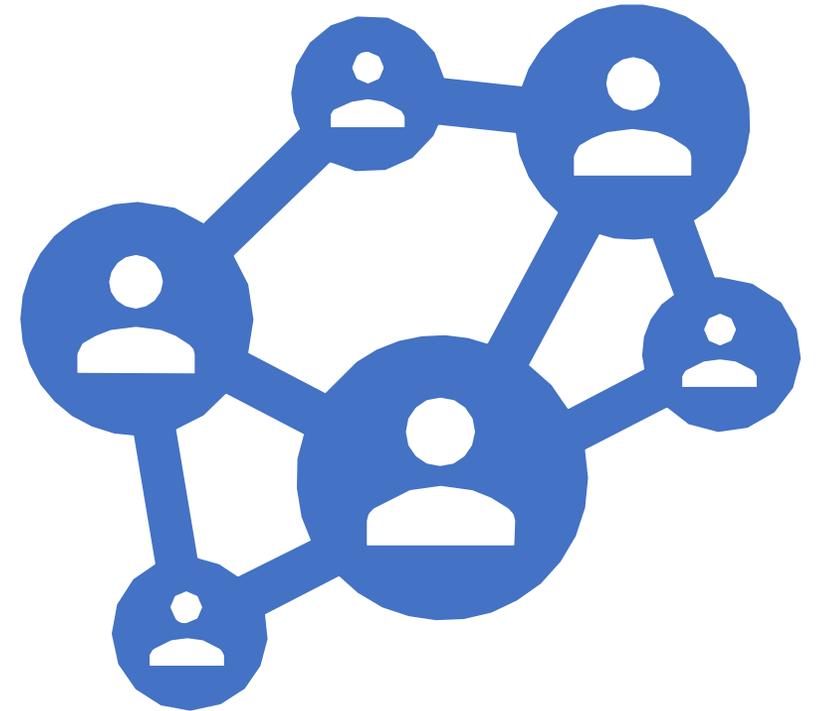


A focus on engagement & well-being

Taking people with us

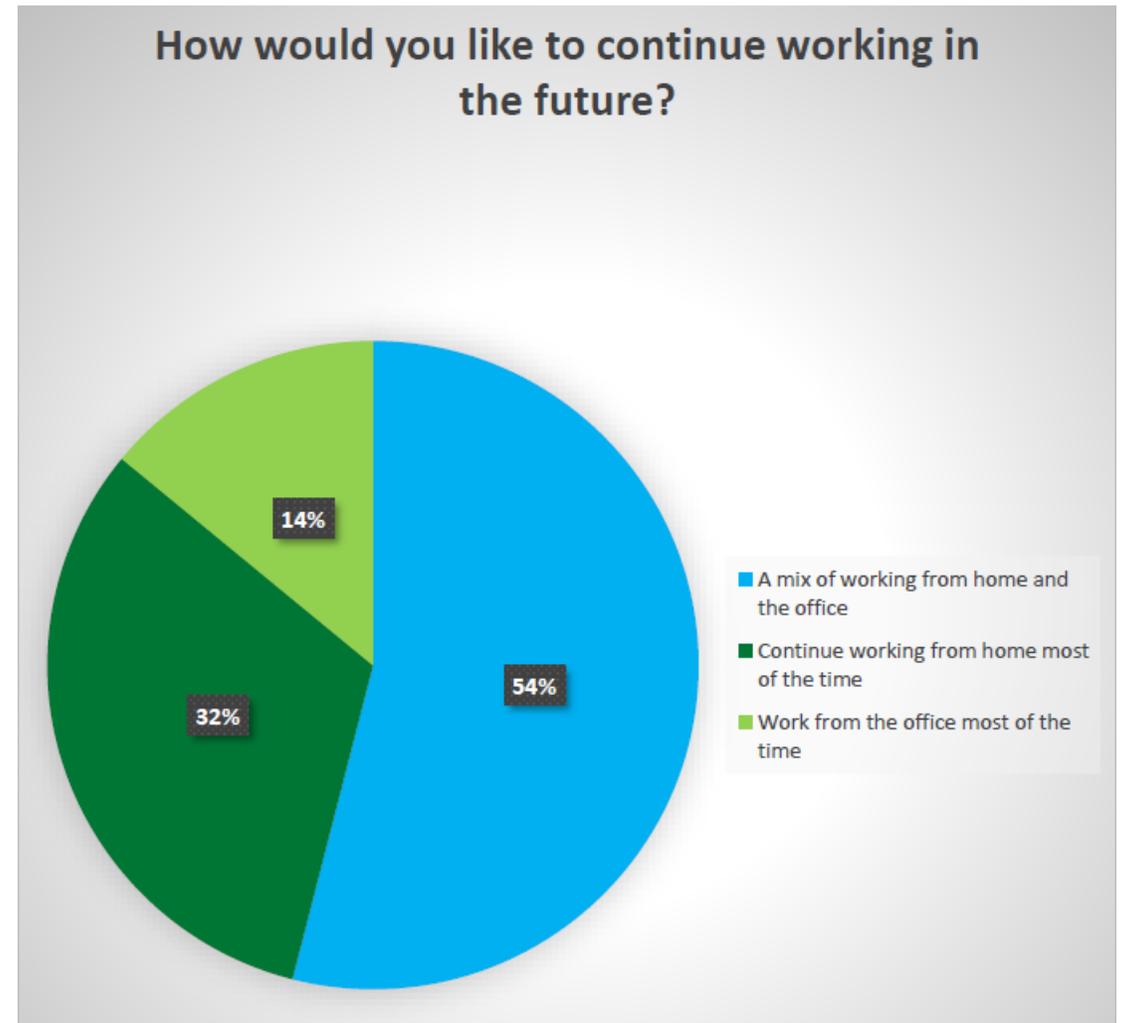


- health and wellbeing
- senior leadership
- line manager support
- communication
- working conditions

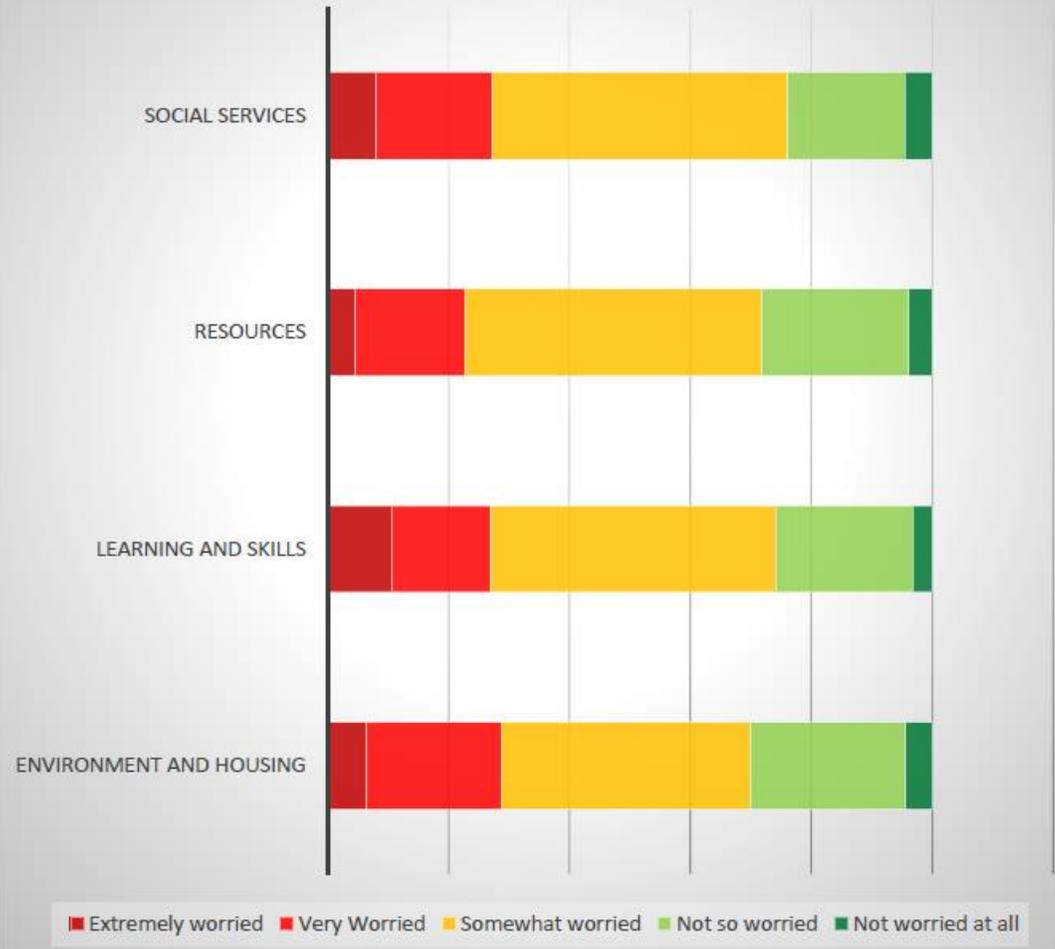


- There were **1126** responses to the survey, an overall response rate of 44% of the current workforce.
- **70%** of the total responders are currently working from home.
- The June Workforce Data suggests that around **48%** of our workforce are currently working from home in some capacity.

A changing approach to working – a response will be needed in management, policy and practice



How worried are you about the impact of Coronavirus on your personally?



70% "somewhat worried"
(ONS, 69%)

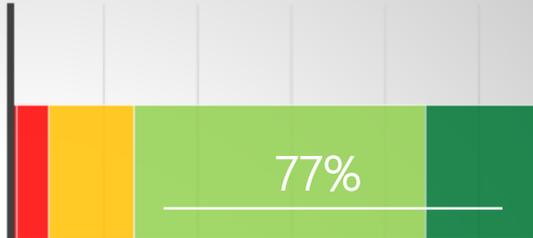
How would you rate your mental health at the current time?



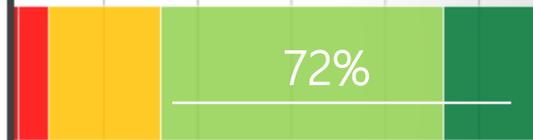
47% good or excellent, 11% very poor /poor
(ONS 44% adults' well-being impacted)

Your Health and Wellbeing

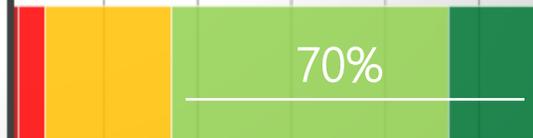
I KNOW WHERE TO GO TO FOR SUPPORT REGARDING MY HEALTH, SAFETY AND WELLBEING AT THE CURRENT TIME.



I UNDERSTAND THE STEPS THE COUNCIL IS TAKING TO ENSURE MY HEALTH AND WELLBEING AT THE CURRENT TIME.



I FEEL THAT THE COUNCIL CARE ABOUT THEIR EMPLOYEES' HEALTH AND WELLBEING DURING THE CURRENT SITUATION.



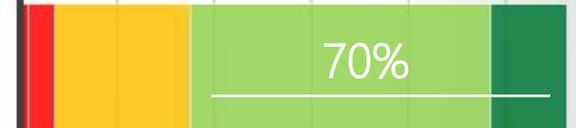
Strongly Disagree Disagree Neutral Agree Strongly Agree

Senior Leaders (incl. Directors and Heads of Service)

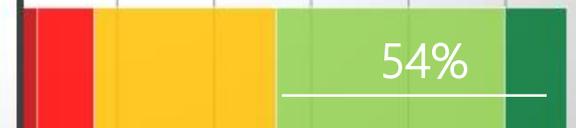
OUR SENIOR LEADERS VISIBLY ROLE MODEL THE BEHAVIOURS THEY'VE ASKED OF US DURING THE CURRENT CRISIS.



I TRUST OUR SENIOR LEADERS TO MAKE DECISIONS THAT PROTECT ME AND MY COLLEAGUES

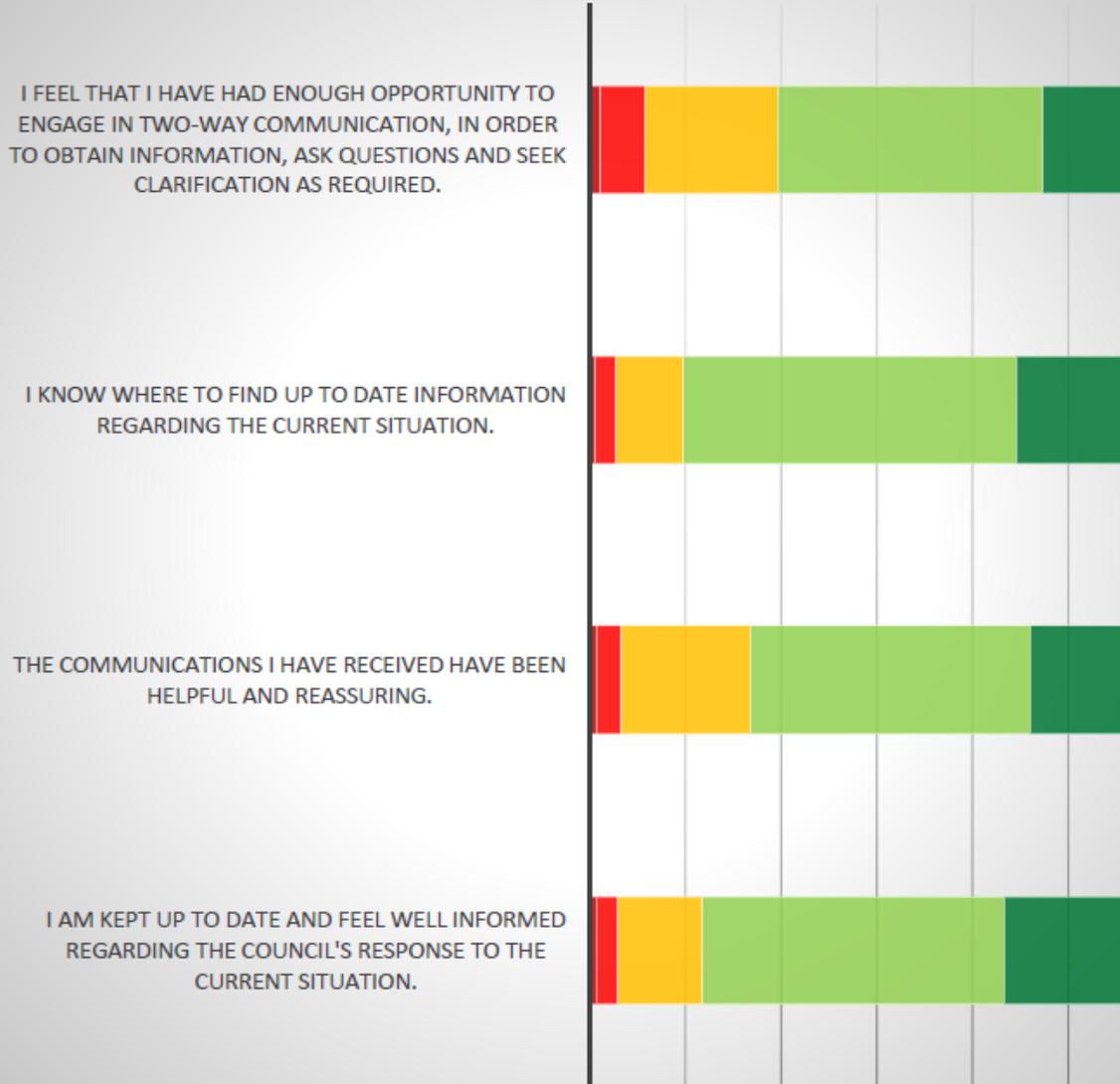


THE SENIOR LEADERS OF THE COUNCIL HAVE BEEN SUFFICIENTLY VISIBLE AND ACCESSIBLE DURING THE CURRENT SITUATION.



Strongly Disagree Disagree Neutral Agree Strongly Agree

Communication



■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree

- 65% indicate they have had opportunity to engage in 2 way communication
- 84% know where to find information regarding the pandemic
- 70% believe communication has been helpful and reassuring
- 80% of staff feel that have been kept up do date and well informed



Neges gan y Rheolwr Gyfarwyddwr
Message from the Managing Director



Coronavirus: Advice for all employees

Latest Update 08/07/2020

The Council continues to follow the advice provided by Public Health Wales (PHW); this advice is updated on a regular basis and employees will be advised of any changes as they happen.

Line Manager



Working Conditions



As we transition from response to recovery, now is the time to think about the challenges ahead and how to meet them

Transition

This transition phase is characterised by the WG's easing of lockdown restrictions, will be iterative and will be carefully monitored in parallel with more strategic planning for recovery.

Our transition objectives:

- Ensure that we continue to **manage and mitigate risks** to the longer term recovery and the easing of lockdown restrictions.
- **Continue with our response objectives**, within the context of responding to changes in lockdown arrangements, as necessary and appropriate. As an organisation we are on 'stand by' to refocus on our response should scientific evidence around the R value and WG advice demand it.
- Consider how the **changes introduced in crisis response offer opportunities** for long-term, sustainable change both of our organisation and the communities we serve.
- **Prepare and plan our services** and public spaces for the easing of lockdown with the health and safety of residents, businesses and visitors at the centre of that planning.
- **Support the well-being of our staff**, elected members and residents, as the impact of covid 19 continues.
- **Communicate and engage** with people and partner organisations in the design of our recovery.

Managing Transition

- Consider how the **changes introduced in crisis response offer opportunities** for long-term, sustainable change both of our organisation and the communities we serve.
- **Prepare and plan our services** and public spaces for the easing of lockdown with the health and safety of residents, businesses and visitors at the centre of that planning.
- **Support the well-being of our staff**, elected members and residents, as the impact of covid 19 continues.
- **Communicate and engage** with people and partner organisations in the design of our recovery.

Directorate Recovery Teams

- Learning & Skills
- Social Services
- Environment & Housing
- Managing Director & Resources
- Regeneration & Planning

Corporate Recovery Teams

- Workplace Social Distancing
- Workforce Planning, Wellbeing & Engagement
- Public Area Re-opening
- Business Support
- Crisis Recovery & Support
- Finance & Audit
- School Recovery
- Governance
- ICT
- Communications

Recovery Update

Recovery – Principles

- This is not 'recovery' to a previous state for all services.
- The recovery process will take significant time and be influenced by a number of significant issues, and will not necessarily be linear.
- This as an opportunity unlike any other to fundamentally think about the way in which the Council operates and to transform.
- There is a great deal of uncertainty but also opportunity.

Recovery

High-level themes have emerged around issues relating to:

- Health & Social Care
- Community & Humanitarian
- Learning Continuity
- Public Realm & Public Spaces
- Business, Economy & Infrastructure
- Environmental

These are all cross-cutting and will require effective involvement, engagement & communication, understanding our partners' issues, working together, a focus on the longer-term and seeking to understand and prevent the root-causes of issues.



Strong Communities with a Bright Future

These themes define our work. How we define our work will define us.

To work with and for our communities	To support learning, employment and sustainable economic growth	To support people at home and in their community	To respect, enhance and enjoy our environment
<ul style="list-style-type: none">• Resilient, innovative & responsive to the needs of our customers.• Involvement, communication & engagement.• Our resources.	<ul style="list-style-type: none">• Learning Continuity• Business, Economy & Infrastructure	<ul style="list-style-type: none">• Health & Social Care• Community & Humanitarian	<ul style="list-style-type: none">• Public Realm & Public Spaces• Environmental

How it'll fit together

Well-being Objective

- What we want to achieve
- Relevant recovery themes

What we want

Threats

Opportunities

Recovery Themes

- Developing strategic actions

- What more information/data do we need?
- What can we influence here?
- What can we do to mitigate threats?
- What actions can we take to seize opportunities?



Strategic Actions

- Strategic actions will form the basis of the Recovery Strategy
- These actions can then be 'localised' in directorate plans & cross-cutting corporate workstream plans

Next Steps

- CMT Gold continues to meet weekly (and can be ramped up if required)
- Recovery Strategy reported to Cabinet (September) and all Scrutiny Committees (October). This will include an economic assessment and community impact assessment for the Vale of Glamorgan.
- Directorates and Corporate Recovery Teams will create local plans and start delivery
- Annual Delivery Plan for 2021/22 will encapsulate Recovery actions

Recovery

Remove

Remobilisation

Reforms

Reenergise

Reset

Reshape

Resolve