

Appendix 2: OCC/CDC COVID-19 Service Status

1. Throughout the year the performance and financial impact of COVID has been reported to OCC Cabinet, and Performance Scrutiny Committee, and to the CDC Executive, and Overview and Scrutiny Committee, through the monthly business management report. (Monthly reporting resumed in September after a move to quarterly reporting for Q1 of 2020/21.) An Annual Report has also been published for both councils. This appendix summarises the current ongoing COVID-19 service impact on each corporate directorate.

Adults and Housing

2. Adults Social Care continues to experience an increase in referrals from people who have not felt safe to contact us previously or have been supported by family members as a result of lockdown. We are also seeing an increase in hospital-based work from people presenting at Accident & Emergency with complex health needs due to not accessing services during lockdown. Finally, we are seeing an increase in the number of people with mental health needs as a result of lockdown. The response to the pandemic has supported our approach to build greater resilience and preventative activities through community engagement into our revised 'Oxfordshire Way' approach.
3. The Council's leadership role in facilitating hospital discharge was constant during the pandemic and remains critical to minimising pressure on the health system but also ensuring that citizens are able to return home and regain their independence in as many cases as possible. The *Home First* approach developed in partnership with local NHS services and Age UK Oxfordshire has helped maximise independence and resulting in reduced care needs an important element of our discharge strategy.
4. We are anticipating an increase in domestic violence referrals once lockdown eases and are planning increased resources to support in line with our public health and safeguarding colleagues.
5. Housing services continue to see an increase in the presentation of people in crisis, particularly single people and complex cases. While some limitations on the delivery of disabled adaptations and housing standards enforcement remained through the lockdown period, housing services are seeing an increase in activity as the guidance to minimise home visits is withdrawn.

Public Health and Wellbeing

6. Pressure on Public Health as a service remains very high, with most roles focussed on the COVID-19 response. Some Public Health commissioned services, such as GP health checks, remain paused to reduce pressure on primary care. Other services, including Stop Smoking support, continue to be delivered on-line.

7. Public Health expect COVID-19 to have a major impact on population health and inequality in the medium and long term and that it will be part of our programme and resource planning for the foreseeable future. Our initial understanding of the public health impact of COVID will be outlined in the upcoming Director of Public Health's Annual Report.
8. All Cherwell leisure centres and sports grounds have reopened. Customers have been returning to their sports and recreational pursuits and usage is being closely monitored to assess the long-term impact on the financial recovery of the sector and the potential ongoing impact on the leisure contract.

Children, Education and Families (CEF)

9. CEF continues to experience an increase in COVID related contacts to the multi-agency safeguarding hub (MASH). Demand continues to be high for Family Solutions Plus (FSP) teams, including managing the impact of longer court cases. Contacts and assessments to the Children's Social Care Front Door are up between 20 - 30% overall and headteachers are reporting more complexity and higher levels of need. We anticipate this continuing until Quarter 3 at the earliest. Extra capacity has been deployed within CEF, but the long-term impact on resources of these cases working through the system will need to be carefully planned for.
10. Pressure on education teams remains high as a result of the work to return children to school and sustain participation, alongside the resourcing of the support model to schools set out in Appendix 1.
11. Longer term interventions to mitigate the impact of COVID-19 on children and young people have been prioritised, including the launch of oxme.info, an online hub providing support and access to local services that help boost wellbeing.

Environment and Place

12. Highway investment and waste performance measures remain high. Maintenance and infrastructure delivery has continued throughout the most recent lock-down period, despite the difficulties of home working and supply chain issues, while the Household Waste Recycling Centres have remained open.
13. High traffic volumes and low Park and Ride usage continue to be monitored as high streets and town centres have reopened. The management plan for Oxford City Centre remains in place in the event that car park capacity impacts on the network.
14. High volumes of development management applications in combination with COVID-19 restrictions have led to pressure on planning teams and an action plan is in place to improve performance.

Customers, Organisational Development and Resources

15. Having established a new click and collect service during November and maintained the very popular on-line offer, the library service continued to operate during the lock-down period. In-line with national guidance, 29 library branches opened for regular visits from 12 April with a further 10 opening from the following week. During May we reopened the remaining libraries, with the exception of Bampton which is currently undergoing extensive planned building works, and Barton which is co-located in a community building that remains closed to the public. Feedback from users on re-opening has been extremely positive.
16. The Oxfordshire Museum opened on 18 May and teaching music face to face has returned to schools, including some ensembles.
17. The Registration Service continues to experience high demand and is managing a backlog of appointments for notice of marriage and civil partnership appointments and for citizenship ceremonies. Weddings commenced again on 12 April with restricted numbers in line with national guidance. Ceremony bookings remain subject to a high level of change with some uncertainty for customers from 21 June on what restrictions might be in place. Registration rates for births and deaths have returned to near-normal levels and the option to register deaths on-line has been a welcome aid to managing the service while maintaining social distancing.
18. The Customer Service Centres (CSCs) are facing a continued higher demand than normal, across many areas. The reasons for this are twofold: firstly, as lockdown restrictions are lifted, demand is generated for services including highways, parking permits, blue badge and registration calls. Secondly, COVID related demand remain. This includes for adult and children's social care contacts, where new cases are arising due to customers being in lockdown and presenting with new conditions, and council tax and housing benefits enquiries where the customers' needs can be complex and lengthy. The CSCs are providing resources for Shielding support for Clinically Extremely Vulnerable customers (paused at present) and the local contact tracing scheme.
19. Finance teams are undertaking a significant volume of additional activity related to COVID-19, through managing, monitoring and reporting on a large number of pandemic resource streams.
20. Communications, Strategy and Insight (CSI) teams continue to play a very active role in the COVID response. This includes analysing and managing data related to the pandemic, delivering organisation-wide planning, undertaking extensive COVID-19 communications activity, and coordinating communication strategies and campaigns on behalf of the wider Oxfordshire system. Additional programme management and communication resource has been put in place to ensure that COVID response activity can be delivered alongside business as usual and strategic priorities. CSI has also provided leadership and resources to support the systemwide community hub

workstream, which is focused on supporting the wellbeing of residents during the pandemic, for example through support for those self-isolating or in quarantine

21. HR and IT continue to deliver remote support to those working from home as well as maintaining support for in-person delivery. New pressures for IT include supporting the delivery of hybrid in person/remote public meetings.

Commercial Development, Assets & Investment

22. Property teams remain deployed to ensure that COVID-19 safe working environments are in place for those council facilities that remain open and to plan for the safe re-opening of services as the Roadmap has allowed. In addition, we are closely monitoring post-COVID and post-Brexit impact on the supply chain in relation to potential delays and/or additional costs for some of our major capital schemes.
23. Staff are also heavily involved in planning for the return of face-to-face council meetings. While there are significant opportunities from the ability to hold 'hybrid' in person/on-line meetings, there are also major technological and logistical challenges, including to ensure operations are in-line with COVID-19 guidance during the Roadmap period.
24. Fire & Rescue and Emergency Planning teams continue to operate in support of new and emerging COVID-19 response activity, for example planning for 'surge testing', where local areas are required to deliver support to nationally led operations to test a high percentage of the residents of specified local areas urgently. Teams are experiencing significant pressures on support for multi-agency major event planning. With uncertainty on the guidance that will be in place after 21 June, major event planners are delaying submitting their plans. With a high volume of major events planned, a concentration of applications in the coming months is anticipated.
25. Trading standards and environmental health teams continue to lead the COVID Secure arrangements set out in appendix 1, in partnership with the City and District Councils and Thames Valley Police. The impact of resourcing COVID-19 activity has reduced the ability to deliver some preventative and investigatory activity. However, priority enforcement and prosecution activity continues, including action against the trade of counterfeit and smuggled tobacco. Regulatory services teams continue to provide vaccine outreach visits to people who have not responded to the offer of a vaccination and also the home visit elements of the local contact tracing system, both described further in Appendix 1.