

ANGUS COUNCIL

SPECIAL ARRANGEMENTS COMMITTEE – 23 JUNE 2020

ANGUS COUNCIL COVID-19 DASHBOARD DEVELOPMENT

REPORT BY CHIEF EXECUTIVE

ABSTRACT

This report is to make the Special Arrangements Committee aware of the impact coronavirus (COVID-19) has had on key areas of work in the council, the local economy and on vulnerable people in our communities. Over the past 10 weeks considerable levels of data has been requested and provided to Scottish Government, COSLA and professional bodies. This report provides a streamlined visual data dashboard outlining the trends and response in various areas within the Council's remit.

1. RECOMMENDATIONS

1.1 It is recommended that the Special Arrangements Committee:

- (i) Scrutinise the progress that has been made on reporting a large number of performance measures, which has developed into a visual data dashboard for the benefit of varying audiences, see Appendix 1. This dashboard is still under development and designed to be improved to meet the needs of the council officers, partners, elected members and the public;
- (ii) Note and respond to the key issues that are emerging from the initial presentation of the data dashboard, which are continuing to be addressed by strategic working groups across Angus.

2. ALIGNMENT TO THE COMMUNITY PLAN AND COUNCIL PLAN

2.1 This report provides valuable insight to the complexities that are emerging from the COVID-19 pandemic. This will help to inform this Council's approach to quality, improvement and performance in order to support delivering and improving the outcomes described in the Community Plan, Locality Plans and Council Plan, focussed on the priorities for the Economy, People, Place and Our Council.

3. BACKGROUND

3.1 During the current pandemic it is more apparent that we should be using our data, knowledge and experiences for the benefit of correct decisions. Nationally and locally, the next steps we take are now increasingly guided by data and science to make better informed judgements. To assist this process services and the council have been required since the start of the pandemic to submit data returns to Scottish Government on a large number of indicators; circa 120.

3.2 The development of a data dashboard provides a useful summary of trends in a number of key areas, that allows questions and deeper analysis to be conducted by elected members, working groups, officers and partners. This data dashboard also has potential to make comparison regionally and nationally between authorities, as a similar approach has been developed on a smaller subset of indicators. This dashboard is still in development with the intention that the summarised information be made available on a regular basis to our stakeholders.

4. CURRENT POSITION

4.1 The draft data dashboard, as shown in Appendix 1, identifies five core areas of focus:

- **Economy** - The numbers of business grant applications and awards has continued to rise with a total value of all grants now totalling £18.78m. The number of self-employed hardship fund grants has now increased to 134, with the total value at £268,000.
- **People** – A high number of children with child protection plans are receiving face-to-face contact with social care professionals at least every two weeks with the figure over the last 2 weeks reaching 100%. A high proportion of children with a multi-agency support plan are also in contact

with professionals weekly. The number of adults subject to support and protection was initially high, but processes have improved to show concerns raised by police are being followed by referrals and the necessary support. Overall it is also important to monitor the daily and weekly death rates in Angus, and as can be seen the total and COVID-related deaths are flattening out to the average figures for previous 5 years.

- **Place - HAART Support** – In Angus the size of the shielding group continues to rise week-on-week as new groups or individuals are identified and referred by health colleagues. At the same time, services are making increasing number of contacts with this group. 92.5% of the shielded group have been contacted and referred onto the Humanitarian Assistance Angus Response Team where appropriate. These individuals are spread across Angus, and whilst the cumulative total for Food, Pharmacy and Other support grows, the overall weekly impact is decreasing as demands are met.
- **Our Council - Customer Facing** – A summary of the main customer contacts shows that there is now a reducing number of overall calls and those made to the HAART helpline. Note that the overall communication with the contact centre was not significantly higher than pre-COVID average figures because the council closed services and encouraged non-essential calls to be postponed, staff were focussing on priorities establishing HAART and the assistance provided for those at most need. Social media communication statistics for the council is starting to decline from the early part of the crisis, but the impressions and reach is still significantly higher than the average monthly figures. Attendance at the childcare hubs is continuing at a stable level, albeit the total numbers are only 2% of the school roll with the % of children of key workers making up the largest proportion.
- **Our Council - Absence** – Staff absence has been monitored closely to ensure we could provide essential services if we have a high level of staff absence, which was envisaged at the start of the pandemic, with a risk of service failure. Daily summary of absence is presented, against the total absence and a breakdown by directorate. In terms of the total related absence over the past week, there appears to be more stability to the average figures in March and pre-COVID. There are some directorates that are experiencing higher levels of absence than others – such as Communities and Children, Families and Justice, but the trend and impact of the absence is monitored and managed closely on a daily basis.

4.2 The intention of the data dashboard is to present a high-level summary of the impact of the current crisis in key areas to a number of different audiences. This will then be followed up with more detailed data summary dashboards and analysis that can feed into evidence-based improvements. This data dashboard will be reviewed on a weekly basis at the COVID-19 Strategic (Gold) Incident Management Team meetings. The information would then be signed off for and included in our weekly Sit Rep with the potential in future to share more widely with our stakeholders. The dashboard will be instrumental in informing current and future decisions and practices.

5. FINANCIAL IMPLICATIONS

5.1 There are no financial implications arising directly from this report.

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List of Appendices:

Appendix 1: Angus COVID Dashboard



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