

# Covid-19 Staffing Matters

## February 2020



SURREY

# Resource Mobilisation

# SCC gold strategy

The following strategy is being deployed by officers in supporting the SCC and countywide response:

- ▶ Keep staff safe by
  - ▶ Ensuring those staff that can work from home, do
  - ▶ Ensuring that where staff do have to work away from home, they are as safe as possible - procedurally and in the buildings/spaces we provide
  - ▶ Ensuring as ready access as possible to testing and vaccination as possible
- ▶ Keep critical services running by
  - ▶ Reprioritisation of services where necessary
  - ▶ Redeployment of capacity into critical services where necessary
- ▶ Keep communities safe
  - ▶ Supporting the multi-agency response effort where necessary

# Response: SCC priorities

SCC will prioritise delivery of its critical services as well as those statutory functions required by the Government's lockdown guidelines (e.g. those that other sectors are dependent on), and the response - both SCC and LRF. **These will be the focus for any Council redeployment capacity.**

**SCC critical services**, running of the Council and statutory functions otherwise deemed critical by lockdown measures

1. Critical SCC services - supporting vulnerable residents
2. Critical SCC services providing safety-critical infrastructure - all residents (e.g. infrastructure services, etc)
3. Statutory Council management (core support functions like dem services; payroll; etc)
4. Statutory services required by the Government lockdown priorities (e.g. those supporting the economy - planning and highways licensing, etc)

## Response

5. Management of the SCC response (including comms, HR, etc)
6. SCG response

# SCC Mobilisation

- ▶ Mobilisation team set up in December to work with services to match redeployees to Covid-related resourcing requests from within the Council.
- ▶ 53 redeployees have registered to be part of the pool. This is significantly less than during the first pandemic peak as the majority of services are running as normal.
- ▶ To date 67 roles have been requested by SCC and 70% of these have been filled through the redeployee pool, including roles for Test and Trace.
- ▶ 7 roles have also been filled for the LRF.

# Targeted Community Testing Sites

- ▶ The Recruitment and Mobilisation teams are part of the project to stand up and resource up to 12 Surrey Targeted Community Testing sites (first 3 locations will be set up in Woking, Epsom and Staines from 1<sup>st</sup> February).
- ▶ The workforce for the sites will be a mix of resource from SCC redeployees, agency site operatives and volunteers (via Surrey CVS).
- ▶ A total number of 400 is required to resource the planned 12 sites. To date the team are on target to have recruited the required numbers for the first 3 sites.
- ▶ Further work is underway to recruit to the remaining sites.

# Workforce Insight

# Daily Absence report

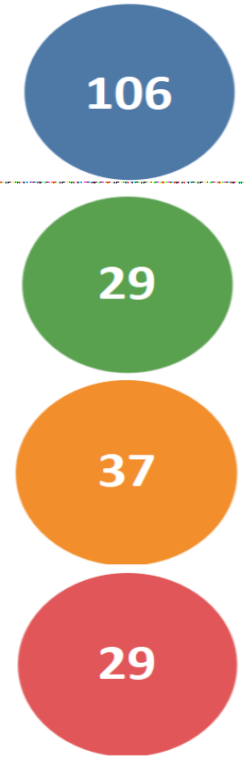
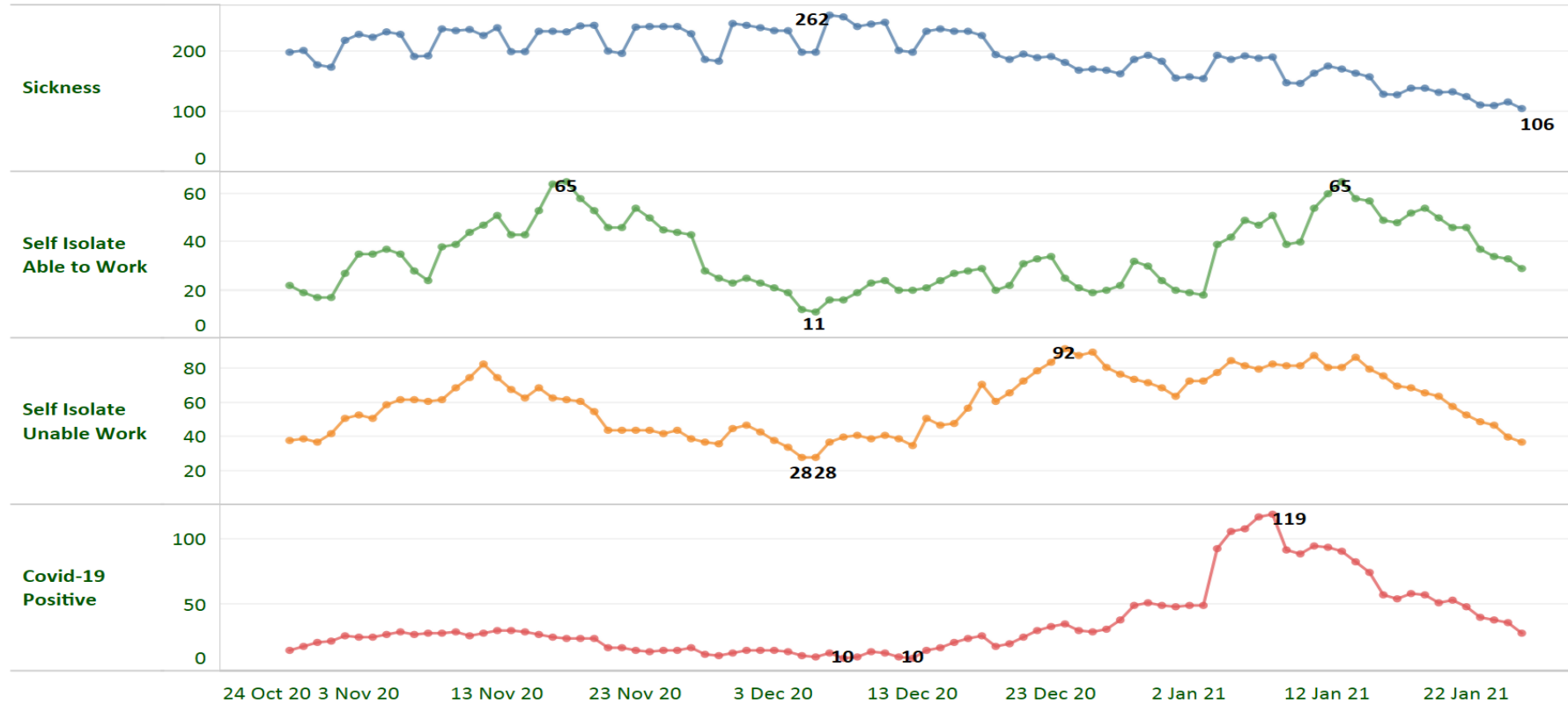
- ▶ Real-time absence data is reported via an automated Absence Dashboard, which presents a rolling three month record of sickness absence and Covid-related absence.
- ▶ The interactive dashboard allows the user to ‘hover over’ the statistics to see the breakdown of the different categories of absence.
- ▶ The past 3 months’ worth of data is shown and services can drill down to view absences on any given day.



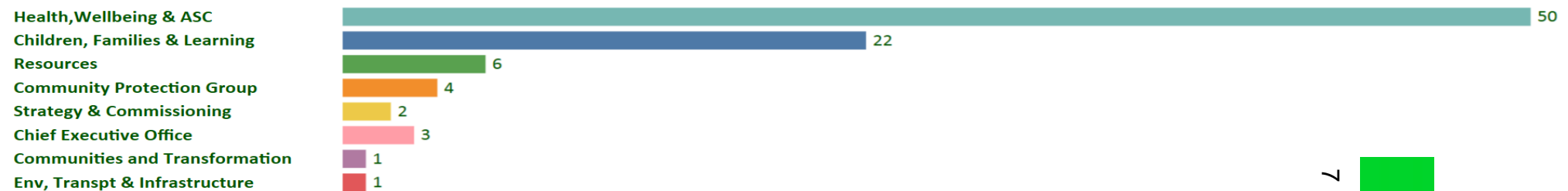
Directorate All

Service All

### Absence over time (Hover over any data point to see detail by Directorate)



### Number of employees recording sickness or Covid related incidents in the last 7 days. (Hover for Service/Type breakdown)



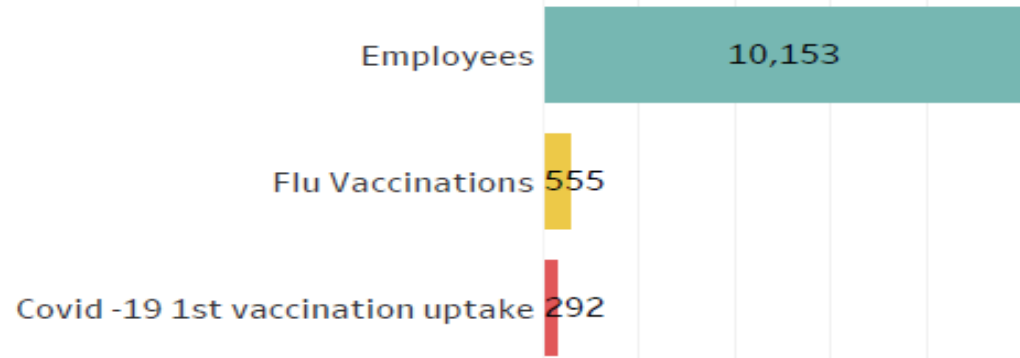
# Covid vaccination reporting

- ▶ All front line staff are being prioritised as per Cohort 2 instructions to receive the first dose of the Covid vaccine. This includes c.22,000 SCC and partner provider staff in both Adults and Children's social care.
- ▶ Additional frontline staff, (c.1,800), are also being identified as priorities for Cohort 2 vaccinations, e.g. Mortuary, Death Management and Crematoria staff and volunteers.
- ▶ Staff vaccinations are recorded on the council's SAP portal and reports will go live w/c 1 February, which will enable reporting on number of vaccinations logged.
- ▶ Business Support teams are able to log vaccinations on behalf of remote teams who don't have access to the portal, e.g. care home staff.

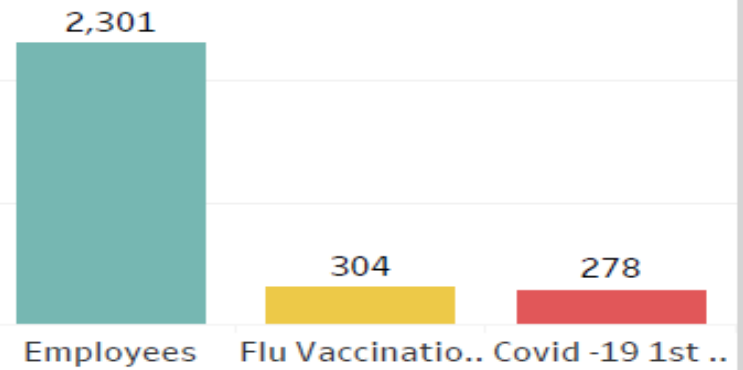
# SCC Flu & Covid-19 Vaccination Monitoring

Select Directorate  
Health, Wellbeing & ASC

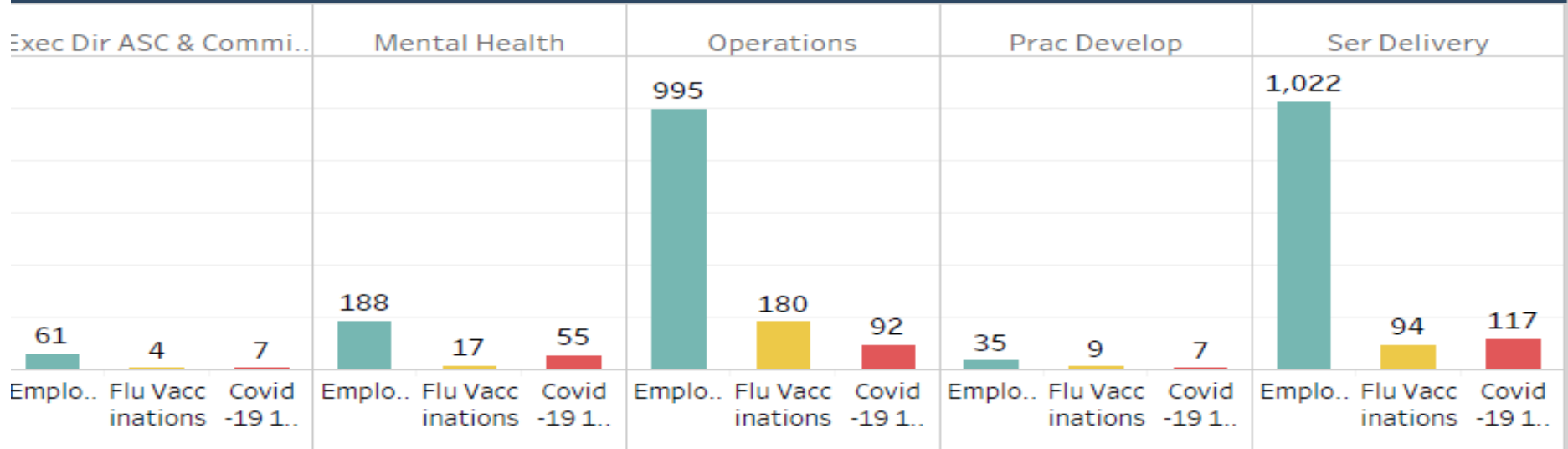
## SCC Breakdown



## Directorate Breakdown



## Service Breakdown





# Wellbeing

# Current activity

- ▶ **'Let's keep talking' Campaign** - proactively encouraging staff and managers to have regular and meaningful 121 conversations.
- ▶ **Surrey Resilience Hub** - working with regional partners to develop a system wide hub for all staff to access online and bespoke wellbeing support.
- ▶ **Staff Networks** - proactive collaboration with SCC staff networks to identify and support specific wellbeing needs arising from Covid for particular groups of staff (e.g. BAME).
- ▶ **Home schooling** - support for the Parents and Carers Network to address the challenges faced by working parents.
- ▶ **'Hot spot' areas** - bespoke support for teams under pressure (e.g. coroners service and care homes).
- ▶ **Surrey schools** - sharing resources and information to support teaching staff.
- ▶ **Webinars and self assessments** - 'Personal Resilience' and 'Staying Energised' webinars (for up to 4500 staff) facilitated by specialist providers, along with personal i-resilience self-assessments.
- ▶ **Mindful Employers Charter** - Demonstrates that the council is an employer which is positive about mental health.
- ▶ **buddyboost** - an app-based activity challenge for SCC staff to support each other to stay active throughout February.

## In progress

- ▶ Working in collaboration with partners to develop **mental health support for local businesses** across Surrey.
- ▶ Work with our Occupational Health provider to monitor the evidence on the impact of *Long COVID*.
- ▶ Provision of **Physical Health Checks** (with Public Health) when restrictions allow for this to be done safely.
- ▶ **First Aid for Mental Health** training provided in partnership with Public Health with a ‘train the trainer’ programme to take place to develop a faculty of internal trainers.
- ▶ Evaluating quarterly **Pulse staff** survey data and **sickness absence** data to identify areas of concern for intervention on a dynamic basis.