

Recovery Plan for North Lanarkshire



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COVID-19 (coronavirus) pandemic response

Recovery Plan for North Lanarkshire

We'd like to thank you for all you are
doing, and will continue to do, to
keep yourself and each other safe.



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A background illustration of children painting a large rainbow and white clouds on a wall. The rainbow has vibrant bands of red, orange, yellow, green, blue, and purple. Several hands are visible, holding paintbrushes and applying white paint to the clouds. The scene is bright and colorful, suggesting a creative and hopeful activity.

Introduction

The coronavirus pandemic has changed all our lives in many ways. We recognise that these changes bring challenges in realising our ambition that North Lanarkshire is the place to Live, Learn, Work, Invest and Visit.

Throughout the pandemic, we have supported people and businesses across North Lanarkshire. We have had to adapt the ways in which we deliver services in a whole host of ways, and our commitment to helping people through this emergency has been second to none.

And, as we recover, that commitment remains the same. We are committed to our Plan for North Lanarkshire. We are committed to our vision for our towns and communities across the area. And we are committed to services that support residents, businesses and the economic recovery.

This recovery plan sets out some of the ways in which we have delivered outstanding services during recent months. It also sets out how we will recover council services, the ways we will do that, and the principles we are following.

Some of our services will be very different, for our staff and the people who use them. The threat posed by coronavirus will be with us for some time to come, and the most important thing is the safety of the people who access and provide services. By acting together in a responsible way, we can minimise that threat.

We will communicate changes to services to those affected so that you know what is changing and when.

We'd like to thank you for all you are doing, and will continue to do, to keep yourself and each other safe.

A microscopic view of several coronavirus particles, showing their characteristic spherical shape and the protruding spike proteins on their surface. The particles are rendered in shades of teal and blue against a lighter background.

Coronavirus

The first reports of coronavirus (COVID-19) emerged from China in late 2019. The virus spread rapidly across the world and on 11 March 2020, the World Health Organisation (WHO) declared COVID-19 a pandemic.

On 23 March 2020, the UK Government introduced various measures to slow down the spread of the virus by informing the whole of the United Kingdom to stay at home (except in some limited circumstances).

Since this date, the council has had to implement various measures to prevent the spread of the virus which has in turn had an impact upon the services provided by the council.

Some services were temporarily suspended or significantly reduced to take account of a range of factors including: physical distancing measures, higher than normal staff absence levels, the need to focus resources on frontline and statutory services and to allow the council to focus its efforts onto providing new services introduced to support the needs of its residents and the wider community.

North Lanarkshire Council's response to coronavirus

From the outset of the crisis, the council has moved quickly to support people. Like all other councils across the country, we very quickly had to change some services and stop others altogether. But, across the council and with our partners, we have continued to provide essential services. Here are some examples:

Support for vulnerable people

Ensuring our most vulnerable people are looked after is a priority and we've continued to carry out 693,110 home care visits over the three-month lockdown period alone. In addition, we've delivered 830 meals every week to sheltered housing residents, racking up a total of over 13,000 meals in the last 16 weeks.



693, 110

**visits by home care workers
providing round the clock care to
the elderly or vulnerable**



around

830

**meals delivered
to residents
each week**



Protecting our staff and the people they are assisting is crucial and we've distributed 4,784,077 separate items of PPE to staff while working to date.

The current climate has impacted on many and since lockdown, we've processed 472 homeless applications and provided 164 permanent lets to homeless people – 49% of our total in that period. We've also identified over 100 new properties as new temporary accommodation to meet this demand.



3,255,273
individual items of PPE distributed to our internal council services, carehomes and personal carers

Social work

Protecting people in our communities is vital and we dealt with almost 1,000 referrals for vulnerable children and adults since lockdown started.



1000
referrals for vulnerable children and adults

Support for business

We have been responsible for managing the Scottish Government's business grant schemes. We have processed 4,477 applications, awarding £38.8million in vital funding for local firms as well as providing advice and signposting to potential grant funds.

As we eased into Phase 2 of the government's route map, we have published a one-stop web page with information to support local businesses to reopen safely and to start the recovery process for the local economy. In particular, there is a dedicated page to assist bars, cafes and restaurants access the relevant temporary licences to open outdoor spaces, with 10 applications for special occasional licences having been received.

Financial support for residents

We understand that the personal circumstances for some people have changed as the financial impact of the pandemic takes its toll. Our Financial Inclusion Team has been ready to offer advice and has made 3,029 referrals for debt and income maximisation advice, which includes 1,010 food referrals, 1,743 for advice as well as assisting with over 500 benefit claims.

One way people can get help is through the Scottish Welfare Fund and we have helped to process 5062 successful awards (community and crisis) from March to date.

People may also be eligible for a council tax reduction and we have processed 1,369 successful applications from the start of lockdown until mid-June with an estimated further 400 successful applications to be progressed to date.



over £55,000
awarded to 178 tenants from the Rent Relief Fund

More than £200,000 has been awarded to 540 tenants from our Rent Relief Fund, which was set up specifically to provide temporary support to council tenants who are worried about rent arrears during the coronavirus pandemic and are struggling to make their rent payments. The average award has been in the region of £370 which equates to five weeks' rent. Up to £300,000 of funding is available to help tenants whose financial circumstances have been disrupted due to coronavirus and those who have been made redundant, furloughed, had their hours reduced or are self-employed may be eligible. We have also helped 1,809 tenants with financial assistance of almost £685,000 from the Universal Credit Fund, which was set up in March this year.

Key worker hubs

From the very beginning, we have provided essential childcare to 33,988 children and young people, allowing parents working in the frontline of essential services, including the NHS, to get to work.

our school hubs have provided seven days a week support to **31,645** children of key workers



Schools and learning

While schools across the country were forced to close, figures from GLOW indicate that around 67% of our children and young people were plugged in and online doing home learning over the lockdown period.

our teachers have provided support to **ALL PUPILS** to enable them to continue home schooling



Bins and recycling

North Lanarkshire was one of a very few councils to keep a full kerbside waste collection, allowing residents to be able to dispose of all their waste. Like every council, we had to close our household waste recycling centres but these are now fully open again.



Full kerbside waste collection throughout Lockdown

Free school meals support

Providing support to those who need it most has always been a priority for the council and over the school term, we issued 216,000 £15 food vouchers to 18,000 families on low income or who are universally eligible for free school meals. Our commitment to that support has continued over the summer holidays and £15 vouchers continue to be sent to 8,000 families who are in receipt of benefits to pay for the cost of lunches.

216,000
£15 food vouchers
to 18,000 families



Support for shielding residents

For some, lockdown has been even harder as they have had to shield and we have been providing support through a dedicated community assistance helpline. To date, we have made contact with 12,393 people on the shielding list, arranged for 5842 food packages to be delivered to people, 965 pharmacy prescriptions collected and delivered and made 1,146 referrals to other support services including NHS, social work and the financial inclusion team.



Working with the voluntary sector



The role that volunteers have played in making sure our most vulnerable people in our communities have the support they need, has been overwhelming. We have ready-made links with Voluntary Action North Lanarkshire (VANL) and our community teams and the community assistance helpline. VANL identified 81 community and voluntary groups providing support across North Lanarkshire.



81
Community and
voluntary groups
providing support across
North Lanarkshire

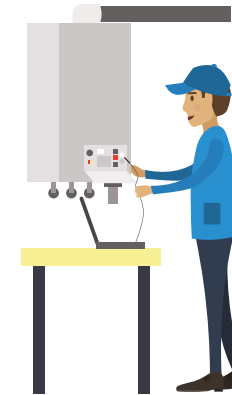
Over the initial three-month lockdown period, a total of 39,650 calls were made to people across North Lanarkshire, of which 19,015 were befriending calls and 20,635 wellbeing calls with 38,720 food shopping deliveries made by volunteers, 9,258 meals delivered, 941 medication supplies dropped off and 10,640 other tasks.



38,720
food shopping
deliveries
made by volunteers

Housing and repairs

Even during lockdown, our tenants' homes still need emergency repairs. Our contractors have been busy over the last few months, carrying out a range of repairs while complying with physical distancing measures. They have carried out 5,670 emergency gas works, 2,698 empty house works, 10,567 emergency repairs and 2,995 routine works to date.



5,670
emergency gas works
10,567
emergency repairs

The Scottish Government's route map through and out of the crisis

The guiding principles for the recovery of council services are governed by guidance and regulation from the Scottish Government.

The Scottish Government's framework for decision-making is based on protection of health and minimising the spread of coronavirus, but also recognises that some of the measures it has taken causes other harms. In particular, the framework for decision-making recognises the problems caused by isolation on mental health and wellbeing and the damage to the economy.

The route map through and out of the crisis is split into four phases. We are currently in phase three. The route map is set out in Appendix 1.





The Plan for North Lanarkshire

The Plan for North Lanarkshire sets the direction for the council, partners, stakeholders and, most importantly, for each of our unique communities and the people who Live, Learn, Work, Invest and Visit within North Lanarkshire.

The Plan means economic regeneration and growth that benefits everyone in North Lanarkshire. It means responding to major social, economic and technological change.

Together, we are improving the lives of everyone who lives, works or visits here by driving inclusive economic growth, increasing skills and generating jobs and training opportunities. In doing this, we will reduce poverty and inequality and improve health outcomes for people.

We work in partnership to achieve this and we involve people in communities in what we do. We share our ambitions with them. We have big ideas and the vision to achieve them.

LIVE HERE

North Lanarkshire has welcoming, vibrant towns. Places where people want to live.

We have a history, but a much bigger future.

We have a great mix of housing, facilities and services. We're transforming our town centres. We're helping people live for longer in their own homes. We're improving transport links.

These are happy, connected, safe and resilient communities.



LEARN HERE

All young people in North Lanarkshire can achieve their full potential. They have the tools to make their way in life through quality, exciting, and challenging learning. That means improving attainment and closing the poverty-related attainment gap.

Learners of all ages have the skills to take advantage of the employment opportunities our growing economy brings. We have a flexible, resilient and skilled workforce for the future.

Everyone has access to quality learning and teaching. We make sure our schools are inclusive, energetic places which take into account the needs of all our young people. Young people have experiences which last a lifetime and a voice in their own learning.



WORK HERE

We have a dynamic, diverse and growing economy with a great mix of small, medium-sized and large businesses.

People in North Lanarkshire are connected to employment and have the support they need to access jobs. They have skills appropriate to the needs of employers. They are supported, no matter their background, personal needs or economic circumstances.

We provide great places to work, with engaged, ambitious people who are ambassadors for the services they provide.



INVEST HERE

North Lanarkshire is the best location for business. There are excellent transport links across Scotland and the UK, a strong employment market, a skilled workforce and flexible land and premises. There is an effective digital infrastructure.

Businesses have the support to grow and succeed, to develop new products and markets and to create and secure new jobs.

Existing businesses have the help they need and North Lanarkshire is attractive to new employers. Residents have job opportunities and our economy will continue to grow in a way that benefits all local people.



VISIT HERE

North Lanarkshire is the place to visit and play. Our tourism sector is growing with improved opportunities and better attractions and events.

We offer distinctive, authentic experiences which provide value for money and are accessible to all. Investment is generated by achieving the right mix of events hosted here, bringing additional money into the local economy and supporting jobs and business. We are building on our reputation for hosting world class events.

This is a place for active, healthy lives. A place where the right facilities are in the places they're needed. A place to enjoy.





Although coronavirus has had a major impact on services and communities, we are still determined to deliver the Plan for North Lanarkshire.

For example, although the Scottish Government has removed the legal obligation for councils to provide 1140 hours of free childcare to young children, North Lanarkshire is one of the few larger councils to commit to delivering this policy in the current year. We are doing this because we understand the benefit to children and parents, for learning, for wellbeing and to support economic recovery.

Our major programmes of work are continuing, and we have plans to invest billions of pounds over the next decade which will transform towns and communities.

However, coronavirus means we need to consider how best to recover council services in as safe a way as possible for our staff and people who use those services.



The council's approach to recovery

In May 2020, the council established a recovery group comprising senior officers from across the council to plan the recovery and renewal of services.

The impact of coronavirus has forced us to make changes to the ways in which services are delivered and has provided an opportunity to review all service areas.

A large proportion of the council's workforce has been working from home, using digital technology, and many of these ways of working have been effective in delivering services. There is a need for these ways of working to continue in the medium and long term, both to mitigate against the ongoing potential impact of coronavirus and also to realise potential efficiencies in the council's property assets, transport and travel costs.

We are now carrying out an assessment to determine how services will change, using the following objectives and assumptions. Every service is being analysed and evaluated on the basis of risk and where we have a legal duty to provide a service. These services, and those directly supporting the response to coronavirus, will be a priority for recovery.

We have mapped all these services against the Scottish Government's route map.

It is likely that our services will, in many cases, be very different to those that existed pre-crisis. Because the threat posed by coronavirus will exist for some time, the operations of council buildings will be completely altered. Our staff will all work more flexibly supported by an enhanced digital offering. The ways in which residents access our buildings will change too, to ensure compliance with health and safety guidance.

The council was already improving digital access through its Digital NL programme, but we will work to make more services for residents and others easily available online as quickly as possible. This will include the launch of a new council website later this year which will make it easy for residents to request services and find information.

Our objectives

These business objectives must be met by the council's recovery plans and will be aligned to the Plan for North Lanarkshire and the Council Financial Strategy. The council will:

- Respond proactively and positively to support responsibilities for the council introduced through legislation or Government guidance throughout the national outbreak response;
- Minimise risk to the public and service users while safeguarding the health, safety and wellbeing of responders and staff;
- Provide a safe working environment for essential services (be they home, office, school or community based) with associated adjustments against clear COVID-19 rules and tests. Where services or their facilities do not meet these tests, including financial resilience and sustainability, other options will require to be considered including long-term suspension or cessation;
- Care for those who need it, whether with COVID-19 or not;
- Support people, business and organisations affected by the outbreak;
- Recover to a new landscape, carefully easing restrictions when safe to do so while maintaining necessary measures and ensuring that transmission remains controlled. All of this will be in line with planning, guidance and instruction from the Scottish Government;
- Protect against this and future pandemics - including through effective testing, contact tracing and isolation - and undertake a review of the council's preparedness for this pandemic to inform future resilience planning;
- Renew North Lanarkshire and rebuild a fair and sustainable economy and society;
- Engage openly and constructively with trades unions throughout the recovery planning.
- Ensure all recovery plans and new or revised service operating models are managed within approved financial plans and demonstrate affordability and financial sustainability.



Our planning assumptions

These base planning assumptions will be used when recovering and/or re-designing services. It is assumed:

1. That COVID-19 is still prevalent in the community, the 2m social distancing requirement is still in place (with some exceptions), no vaccine or similar control measure is available and this position remains consistent for a minimum period of 12 to 24 months, or until the outbreak is declared over and restrictions are removed by relevant public health agencies.
2. That employees with underlying medical conditions and instructed to self-isolate continue to do so. Consideration should be given to alternative duties and roles throughout the council which fit with the need to isolate.
3. That home working is the default position for all staff unless the task cannot realistically be completed from home.
4. That the absence levels within services remain consistent at the position of May 2020.
5. That both statutory and COVID-19 response support services remain the priority and, where necessary, at the expense of non-statutory functions or those not directly supporting COVID-19 response.
6. That staffing resources across the council are viewed as a common resource and any employees not able to be actively employed are automatically placed within a pool resource available for use by any service area.
7. That plans for recovery will be developed to deliver a new operating model, embracing changes to work and operational practices which can reduce costs and/or improve quality.
8. That any amended working practice is delivered in line with agreed and approved budgets and resource. If this is not possible then agreement must be reached through the Recovery Group.
9. That fixed and mobile assets are a common resource and will only be reopened or brought back into use if they meet the requirements of the business objectives and support the redesigned service models based on these planning assumptions.
10. That we shall review all existing HR policies, and produce a COVID-19 policy to cover all of the resultant HR, Finance and Property implications of our new service model for the council.
11. That Digital First (aligned to Digital NL) will be the basis for all service design and device allocation to support service provision. Digital redesign will be based on these business objectives and planning assumptions.



The financial impact of coronavirus

The council is currently working to understand the financial impact of the pandemic. Although this is a complex and fluid situation with cost pressures and funding solutions expected to continue to emerge over the coming months, it is likely that the financial consequences will be significant and will cost the council millions of pounds. The council is already under unprecedented pressure due to year-on-year decreases in funding from the Scottish Government, but we also have a responsibility to manage within budget and the council is currently exploring alternatives to mitigate the immediate financial burden, particularly in the absence of any additional government funding, as well as ensuring we meet our legal duty to set a balance budget over the medium and longer term. Therefore it is likely that the council will be faced with making very difficult decisions about services.

Ultimately councillors will decide how these budgetary pressures will be managed and they will be presented with reports to support their decisions in the coming months.

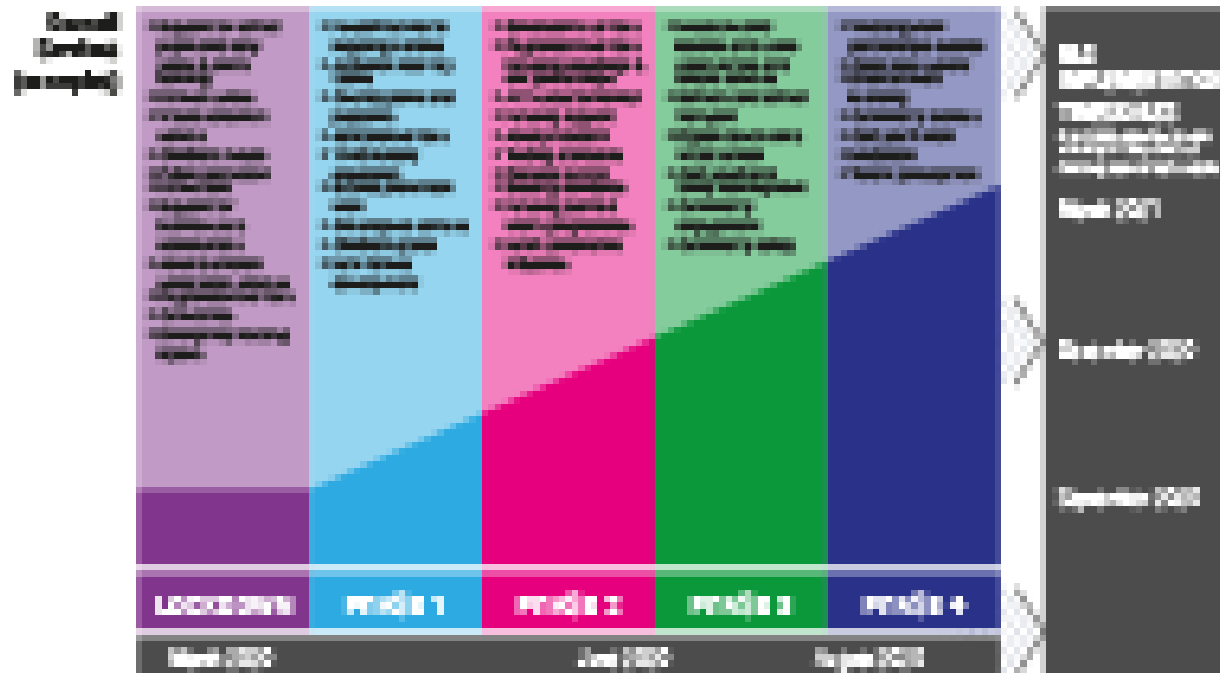
What happens next

As we work through our recovery plan, we will make decisions about how services are delivered, how they support people and what priority they should have throughout the process.

Councillors will consider reports about all of this work as it happens. As we make decisions, we will communicate clearly to residents, staff, businesses and all our partners to ensure that any impact on services is understood.

We will publish a progress report at the conclusion of each milestone phase - Sept 2020, Dec 2020 and March 2021 - to outline the recovery of each service

SERVICE RECOVERY IMPLEMENTATION PLAN



SCOTTISH GOVERNMENT ROUTE MAP

As we move through the recovery plan, we will make decisions about how services are delivered, how they support people and what priority they should have throughout the process. Councillors will consider reports about all of this work as it happens. As we make decisions, we will communicate clearly to residents, staff, businesses and all our partners to ensure that any impact on services is understood. We will publish a progress report at the conclusion of each milestone phase - Sept 2020, Dec 2020 and March 2021 - to outline the recovery of each service

Appendix 1 SCOTTISH GOVERNMENT COVID-19 ROUTEMAP

	Lockdown	Phase 1	Phase 2	Phase 3	Phase 4
	Lockdown restrictions:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:
PROTECTION ADVISED IN EACH PHASE	<ul style="list-style-type: none"> Physical distancing requirements in place. Frequent handwashing + hygiene measures. Cough etiquette is maintained. Face coverings in enclosed public spaces, including public transport. 	<ul style="list-style-type: none"> Physical distancing requirements in place. Frequent handwashing + hygiene measures. Cough etiquette is maintained. Face coverings in enclosed public spaces, including public transport. 	<ul style="list-style-type: none"> Physical distancing requirements in place. Frequent handwashing + hygiene measures. Cough etiquette is maintained. Face coverings in enclosed public spaces, including public transport. 	<ul style="list-style-type: none"> Physical distancing requirements in place. Frequent handwashing + hygiene measures. Cough etiquette is maintained. Face coverings in enclosed public spaces, including public transport. 	<ul style="list-style-type: none"> Physical distancing requirements to be updated on scientific advice. Frequent handwashing + hygiene measures. Cough etiquette is maintained. Face coverings may be advised - enclosed public spaces + public transport.
SEEING FAMILY + FRIENDS	<ul style="list-style-type: none"> Strict physical distancing and hygiene measures. Contact only within own household only. No public gatherings except for 2 people. Self / household isolation if symptoms. Shielding of very high risk individuals. 	<ul style="list-style-type: none"> Outdoor activity permitted, e.g. sit in the park * Meeting another household outdoors, in small numbers, incl in gardens * 	<ul style="list-style-type: none"> Able to meet with larger groups including family and friends outside * Meeting people from another household indoors ** 	<ul style="list-style-type: none"> Able to meet with people from more than one household indoors ** 	<ul style="list-style-type: none"> Further relaxation on restrictions on gatherings. Continued importance of hygiene and public health emphasised.
GETTING AROUND	<ul style="list-style-type: none"> Stay at home, essential travel only, stay local. Active travel including walking and cycling in local area for daily exercise. Public transport operating with limited service and capacity with physical distancing. Passengers recommended to wear face coverings, only to travel for essential purposes and to avoid busy routes/periods. 	<ul style="list-style-type: none"> Where home working not possible organisations encouraged to manage travel demand through staggered start times + flexible working. Permitted to travel short distances (5 miles) for outdoor leisure and exercise and travel by walk, wheel and cycle where possible. International border health measures. 	<ul style="list-style-type: none"> Where home working not possible organisations encouraged to manage travel demand through staggered start times + flexible working. Permitted to drive locally for leisure purposes. Public transport operating increased services but capacity limited * Travel at peak times discouraged. 	<ul style="list-style-type: none"> Drive beyond local area for leisure and exercise purposes. Public transport operating full services but capacity limited *. Travel at peak times discouraged as far as possible. 	<ul style="list-style-type: none"> Public transport operating full service. Physical distancing may remain in place.
<p>All decisions on phasing will be kept under review as the research evidence base on the impact of the virus and the effectiveness of different interventions builds. * with physical distancing ** with physical distancing and hygiene measures</p>					

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SCHOOLS CHILDCARE + OTHER EDUCATION SETTINGS	<ul style="list-style-type: none"> • Schools and childcare services closed. • Measures to support home learning and outreach services to vulnerable children. • Childcare provision for key workers and vulnerable children through hubs, nurseries and childminding services. • Universities and colleges closed - remote learning and research. 	<ul style="list-style-type: none"> • School staff return to schools. • Increased number of children accessing critical childcare provision. • Re-opening of child minding services and fully outdoor nursery provision. • Transition support available to pupils starting P1 and S1 where possible. 	<ul style="list-style-type: none"> • On campus university lab research restarted subject to physical distancing 	<ul style="list-style-type: none"> • Children return to school under a blended model on 11/08/20 ** • All childcare providers reopen **; capacity prioritised to support key worker childcare, ELC entitlement and children in need. • Universities and colleges phased return with blended model of remote learning and limited on campus learning where priority. 	<ul style="list-style-type: none"> • Schools and childcare provision, operating with any necessary precautions. • College and university campuses open - incl key student services *
WORKING OR RUNNING A BUSINESS	<ul style="list-style-type: none"> • Closure of non-essential workplaces. • Essential businesses in operation*. • Remote working is the default position. 	<ul style="list-style-type: none"> • Remote working remains default position. • Workplaces reopening, employers to encourage staggered start times / flexible working. • Non-essential outdoor workplaces * once relevant guidance agreed. • Prepare for safe reopening of housing market. • Construction - Phases 0-2 of industry restart plan can be implemented. Industry to consult government before progressing to phase 2.) 	<ul style="list-style-type: none"> • Remote working remains the default position. • Non-essential indoor non-office-based workplaces resume once relevant guidance agreed, incl factories & warehouses, lab & research facilities ** • Construction sector to implement remaining stages of phased return. • Relaxation of restrictions on housing moves. 	<ul style="list-style-type: none"> • Remote working remains the default position. • Non-essential indoor office workplaces can open, once relevant guidance agreed, including contact centres ** 	<ul style="list-style-type: none"> • Remote and flexible working remains encouraged. • All workplaces open with improved hygiene and in line with public health advice.
SHOPPING, EATING AND DRINKING OUT	<ul style="list-style-type: none"> • Shopping for necessities *. • Closure of non-essential retail, libraries some indoor public spaces. • Closure / restriction of selling food or drink. • Closure of outdoor markets 	<ul style="list-style-type: none"> • Gradual re-opening drive through food. • Garden centres and plant nurseries can reopen with physical distancing. • Associated cafes should not reopen at this stage except for takeaway. 	<ul style="list-style-type: none"> • Previously closed small retail units can reopen ** • Outdoor markets open with controls on number of people and ** • Pubs and restaurants open in outdoor spaces ** 	<ul style="list-style-type: none"> • Larger retail reopen - physical distancing. • Pubs and restaurants open in indoor spaces ** • Personal retail services incl hairdressers open **. 	<ul style="list-style-type: none"> • All open with improved public health advice. • Shop local still encouraged.
<p>All decisions on phasing will be kept under review as the research evidence base on the impact of the virus and the effectiveness of different interventions builds. * with physical distancing ** with physical distancing and hygiene measures</p>					

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COMMUNITY AND PUBLIC SERVICES	<ul style="list-style-type: none"> Limited courts open and business limited. All jury business halted. Other services restricted where necessary in line with public health advice 	<ul style="list-style-type: none"> Resumption support services in communities ** Restarting face-to-face Children's Hearings * Greater direct contact for social work and support services with at-risk groups and families **. Access to respite/day care to support unpaid carers and for those with disabled family member. Household Waste Recycling Centres open. Re-opening of court and tribunal buildings, with limited business and public access 	<ul style="list-style-type: none"> Further scaling up of public services from Phase 1 where it is safe to do so. 	<ul style="list-style-type: none"> Further resumption of justice system processes and services. 	<ul style="list-style-type: none"> Public services operating fully, in line with public health advice, with modifications and changes to service design, including increasing use of digital services where appropriate.
GATHERINGS + OCCASIONS	<ul style="list-style-type: none"> No public gatherings of more than 2 people. No mass gatherings. Funerals with limited number of attendees. 	<ul style="list-style-type: none"> No public gatherings permitted except for meetings of two households, outdoors and *. 	<ul style="list-style-type: none"> Registration offices open for high priority tasks. Places of worship open for private prayer **. Marriages and civil partnerships and other types of ceremonies with minimal attendees. 	<ul style="list-style-type: none"> People can meet in extended groups * Places of worship for extended groups ** Relaxation of restrictions to attendance at funerals, marriages and civil partnerships. 	<ul style="list-style-type: none"> Mass gatherings resume in line with public health advice. All ceremonies can take place, with improved hygiene + other precautions
<p>All decisions on phasing will be kept under review as the research evidence base on the impact of the virus and the effectiveness of different interventions builds. * with physical distancing ** with physical distancing and hygiene measures</p>					

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	Lockdown restrictions:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:	As with previous phase but with the following changes:
HEALTH AND SOCIAL CARE	<ul style="list-style-type: none"> • All non-urgent care health care services stopped and capacity focused on COVID-19 response: • COVID hubs and assessment centres. • Urgent care including dental and the creation of ICU capacity. • Joint working to reduce delayed discharges by over 60% and prioritising “home first” and prioritisation of safety and wellbeing of care home residents and staff. • Urgent and cancer care still available. 	<ul style="list-style-type: none"> • Safely restart NHS services, covering primary, and community services including mental health. • Phased resumption of some GP services supported by an increase in digital consultations. • Roll out the NHS Pharmacy First Scotland service in community pharmacies. • Increase care offered at emergency dental hubs as practices prepare to open. • Restart, where possible, urgent electives previously paused. • Resumption of IVF treatment, subject to the approval of HFEA. • Increase emergency eye care in the community. • Consider designated visitors to care homes. 	<ul style="list-style-type: none"> • Plans implemented - increase provision for demand, urgent referrals, and triage of routine services. • Reintroduce some chronic disease management e.g. pain services, diabetic services. • All dental practices open to see patients with urgent care needs. Urgent care centres provide urgent aerosol generating procedures. • Prioritise referrals to secondary care begin. • Increase home visits to shielded patients. • Continue to plan with COSLA / Scottish Care re review of social care and care home services. • Phased resumption of some screening services. • Expand range of GP services. • Phased safe resumption of essential optometry/ ophthalmology services. • Phased and managed resumption of family visits to care homes where clinically safe to do so. 	<ul style="list-style-type: none"> • Delivery of emergency + planned care services. • Expansion of screening services. • Adult flu vaccinations incl in care homes and care at home. • All dental practices begin to see registered patients for non-aerosol routine care. Urgent care centres to provide aerosol generating procedures. • All community optometry reopens ** • Some communal living experience can be-restarted when it is clinically safe to do so 	<ul style="list-style-type: none"> • Full range of health and social care services provided and greater use of technology to provide improved services to citizens.
<p>All decisions on phasing will be kept under review as the research evidence base on the impact of the virus and the effectiveness of different interventions builds. * with physical distancing ** with physical distancing and hygiene measures</p>					

