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COVID-19 - Capturing Learning at Corporate Level





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The checklist contains 20 statements and should take approximately 25 minutes to complete. You are asked to rate the extent to which you as an individual agree/disagree with each statement, as per the table below:

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know

The 'Don't Know' option should be used when you feel you do not have sufficient information about the particular statement to enable you to make a judgment.

At the end of each section there are two comments boxes. The first requires you to provide details of positive examples that support your views on how well you are performing in relation to the statements covered by the section (strengths). The second requires you to provide further details of how you think you can improve in relation to the statements covered by the section.

If your council would like any support to use this tool then please contact psif@improvementservice.org.uk

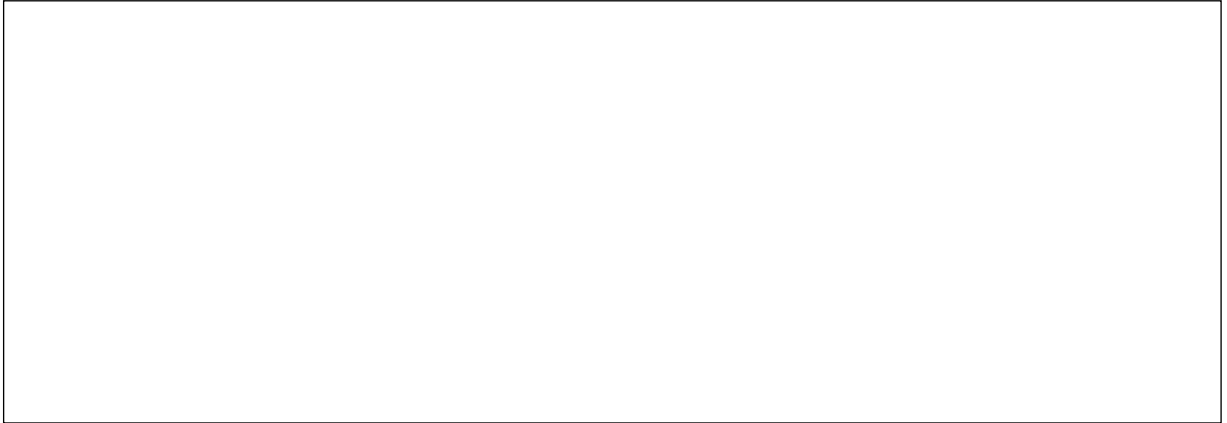


Council Response to COVID-19

1. The council can evidence examples of how it has worked well in response to COVID-19.
2. The council has collaborated in new and different ways with partners in response to COVID-19.
3. The council can evidence examples of how resources were used to best support hard to reach individuals and communities during COVID-19.
4. The council can evidence examples of positive working with the Third Sector in response to COVID-19.
5. The council can evidence how it targeted support during COVID-19 through community engagement.
6. The council can evidence a consistent and coordinated approach to providing communities with advice and guidance around COVID-19, such as mental health and wellbeing support.
7. The council is capturing learning and good practice around COVID-19 to help shape future service delivery, e.g. case studies to share learning.

Based on the statements above, please share details of where the council has worked well/case studies of good practice, in response to COVID-19 to support recovery and renewal planning.

Based on the statements above, please provide details of where the council could have improved its response during COVID-19.

A large, empty rectangular box with a thin black border, intended for the user to provide details of where the council could have improved its response during COVID-19.



Governance of Council During COVID-19

8. The council has provided effective leadership during COVID-19.
9. The council has established clear roles and communication channels during COVID-19.
10. The council has made use of digital innovation to support shared and effective decision making during COVID-19.
11. Council structures have delivered activities efficiently and effectively during COVID-19.
12. The council has ensured effective governance arrangements during COVID-19.

Based on the statements above, please provide details of where council governance has worked well in response to COVID-19.

Based on the statements above, please provide details of how council governance could have been improved during COVID-19.



Support for Staff During COVID-19

13. The council has provided good mental health and wellbeing support for staff during COVID-19.
14. Taking into account the levels of absence experienced during this challenging time, staffing levels have been appropriate to meet the needs of service users during COVID-19.
15. The council has ensured that practical advice and guidance has been readily available for staff as and when they needed it.
16. The council has developed approaches to engage with staff around service innovation to support Recovery and Renewal Planning in response to COVID-19.

Based on the statements above, please provide details of where the council has supported staff well during COVID-19.

Based on the statements above, please provide details of how the council could have improved its support for staff during COVID-19.



New Ways of Working

17. The council has established key principles that should underpin recovery strategies.
18. The council is reviewing the strategic implications that Renewal and Recovery Plans may have for agreed LOIP outcomes.
19. The council is looking to permanently retain successful innovations developed during the response to COVID-19.
20. The council is making preparations to ensure that lessons learned are being addressed in case of any future pandemic.

Based on the statements above, please describe what new ways of working could be usefully integrated permanently into the council going forward.

Given the current experience of COVID-19 by the council, what preparations would you wish to see in place in the event of any future pandemic.