

Public Report Cabinet

Committee Name and Date of Committee Meeting

Cabinet – 21 December 2020

Report Title

The Year Ahead Plan – progress report

Is this a Key Decision and has it been included on the Forward Plan?
Yes

Strategic Director Approving Submission of the Report

Sharon Kemp, Chief Executive

Report Author(s)

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Ward(s) Affected

Borough-Wide

Report Summary

The Year Ahead Plan, approved by Cabinet on 21st September 2020, is the Council's plan for operating in and recovering from the COVID-19 pandemic. The purpose of the plan is to support residents, communities and businesses through the challenges and uncertainty of the pandemic, helping to build resilience whilst also continuing to drive our ambitious plans for Rotherham. It sets out the headline themes and corresponding outcomes and key actions for September 2020 through to May 2021.

This report provides an update on progress in delivering the key activities in the plan.

Recommendations

1. To note the progress made with the Year Ahead activities

List of Appendices Included

The Year Ahead Progress tracker

Background Papers The Year Ahead Plan

Consideration by any other Council Committee, Scrutiny or Advisory Panel N/A

Council Approval Required

No

Exempt from the Press and Public

No

The Year Ahead Plan – progress update December 2020The Year Ahead Plan – progress report

1.	Background	
1.1	The Year Ahead Plan is the Council's plan for operating in and recovering	
1.1	from the COVID-19 pandemic. The purpose of the plan is to support	
	residents, communities and businesses through the challenges and	
	uncertainty of the pandemic, helping to build resilience whilst also continuing	
	to drive our ambitious plans for Rotherham. It sets out the headline themes	
	and corresponding outcomes and key actions for September 2020 through to May 2021.	
4.0	The last control of The West March Discount	
1.2	The key aims of The Year Ahead Plan are to:	
	Continue to work with our residents and stakeholders, supporting	
	them and adapting with them to meet current needs in light of the pandemic	
	 Continue to manage the ongoing effects of the pandemic, including the local outbreak control plan 	
	 Continue to drive our ambitious plans for the borough wherever possible 	
	Continue to develop and embed new ways of working.	
1.3	The Year Ahead Plan replaces the Council Plan for 2020/21 and was	
	approved by Cabinet on 21 st September 2020.	
4.4	The March District Council Cou	
1.4	The Year Ahead Plan is framed around 5 themes:	
	Thriving Neighbourhoods	
	Better Health and Wellbeing	
	Economic Recovery New Mark of Marking	
	New Ways of Working	
	Hope and Confidence in Rotherham	
	The plan also includes the following cross-cutting strands, which are integral to each theme:	
	• Equalities and Social Justice	
	Equalities and Social JusticeClimate Impact	
	- Omnate impact	
1.5	In delivery of these themes, the plan outlines a total of 77 actions.	
2.	Key Issues	
2.1	Progress update	
2.2	The Year Ahead Plan milestone tracker (appendix 1) outlines progress against all the actions within the Year Ahead Plan. Each action has been rated as follows:	
	1 :	

	Action completed.
	Action started and on track to deliver to
	deadline.
	Action is behind schedule/there is some
	delay to delivery. Action is off track - will not be met within
	timeframe.
	Action not scheduled to start until subsequent quarters.
2.3	As at 25 th November 2020:
	 As planned, 18% (14) of the activities outlined within the Year Ahead
	Plan have been completed
	 70% (54) are on track
	4% (3) have been delayed
	0% (0) are off-track % (6) of activities are not askeduled to start yet.
	8% (6) of activities are not scheduled to start yet.
	Whilst no activities are significantly off track, a small number of activities have been delayed. This has been in the context of lockdown regulations in November and further announcements by national government regarding the COVID-19 Winter Plan.
2.5	Thriving Neighbourhoods
	The Thriving Neighbourhoods theme is focussed on building and supporting community resilience. This includes working with local people and the voluntary and community sector to deliver the Thriving Neighbourhoods Strategy and provide effective support to those affected by COVID-19, particularly the most vulnerable residents.
2.7	Within this theme, the Council is focussed on the following outcomes:
	 Putting communities at the heart of everything we do Democratic arrangements are open, transparent and accountable Vulnerable residents affected by COVID-19 are supported by the Council Rotherham residents, VCS organisations and businesses use their skills and assets to help others
	Key areas of progress to deliver on these outcomes are outlined below.
1	
2.8	Under the national lockdown commencing from 5 th November, local

	Phone calls to CEV residents commenced on 11 th November and have been made on a priority basis as follows:
	 Those who have registered for support New residents on the CEV list
	3. Those people who received support last time and still appear on the
	CEV list
	Those people who received support previously but are no longer on the list
	In total, these cohorts consist of 1,817 residents.
2.9	As at 25 th November, 1,311 residents have been called, including all residents who have registered that they require support during wave 2. These calls have generated 93 referrals to the Rotherham Community Hub.
2.10	In cases where the Council is unable to get in contact with CEV residents, 'safe and well' visits are being arranged.
2.11	Of those contacted, many are experiencing loneliness and isolation, and some do not have family or friendship networks they can call on. The Council is working with VCS partners and the Rotherham Heroes volunteers to provide befriending calls and ensure support is in place for these residents.
	provide bennehaling cans and ensure support is in place for these residents.
2.12	The Rotherham Community Hub has continued to operate throughout the pandemic and has stepped up capacity to support vulnerable residents through the second lockdown period. From 26 March to 25 November 2020, a total of 4,749 residents have contacted the hub. With some residents having multiple issues, this has seen 5,935 separate support requests. Since the second lockdown began, 361 residents have contacted the hub for support, which is an average of 16 per day, compared with the pre-lockdown average of 11 per day.
	Despite the rise in numbers, cases continue to be responded to quickly with around 59% being completed within 24 hours and the remaining 41% allocated to the appropriate Neighbourhood or Housing team within the same time period ready for resolution. A significant proportion of cases in the second lockdown are from residents suffering financial hardship as a result of the pandemic. This accounts for approximately a third of cases each day. The hub also continues to provide support for those needing to self-isolate, including help with food shopping, prescription collections, support with loneliness and help with pet care or dog walking.
2.13	To continue to build on the Rotherham Heroes volunteer programme,
	volunteer co-ordinators for the north, south and central area have been recruited and will be in post in December 2020. Volunteer coordinators will work with partners to develop and support new volunteering opportunities, coordinate the placement of volunteers, and implement a Council staff volunteering programme.

2.14	Neighbourhood working remains crucial in this time of national crisis. All 21 ward plans and budgets have been agreed and published, including allocation of ward budgets. Zonal managers within Streetpride are also working with neighbourhood officers and are starting to attend ward briefings to discuss priorities and how these can be supported. Additionally, the refreshed Your Neighbourhood webpages are now live.	
2.15	The Libraries Strategy was approved by Cabinet in October and Council in November. Key aspects of this strategy include improvements to library buildings in neighbourhoods, making libraries more accessible and increasing community involvement in the delivery of library services.	
2.16	Despite the challenges of face to face sessions and the access to buildings, the additional investment we committed to young people across the borough was delivered safely through a range of outdoor sessions and activities.	
2.17	The Rough Sleeper Initiative team is now in post. The newly formed team is responsible for providing intense support and resettlement to all non-priority customers placed in emergency accommodation and those at risk of rough sleeping. The focus of the team is to support people to find suitable and safe move-on accommodation, ensuring that they have the appropriate support to manage their needs to move to their own accommodation, giving them the best chance of being successful and reducing the risk of repeat homelessness and rough sleeping.	
	The Rough Sleeper Initiative team also help to manage a new seven-bed emergency accommodation and assessment hub in a joint venture with target housing, offering short-term temporary accommodation and intensive support to people who are at risk of rough sleeping. Since the team have been in post, 303 people have been supported into temporary accommodation and prevented from sleeping rough.	
2.18	Better health and wellbeing	
2.10	Dottor ricultin and wellbeing	
2.19	The better health and wellbeing theme is about taking steps to address the health impacts of the pandemic, including managing any future outbreaks, assessing the effect the pandemic has had on health inequalities and building on positive behavioural changes such as increased physical activity.	
2.20	Within this theme, the Council is focussed on the following outcomes:	
2.20	 Local incidents and outbreaks are managed effectively Health inequalities are understood and responded to Vulnerable adults are protected and adult social care is able to adapt to the changing conditions Children and young people are protected, safeguarded and able to achieve their potential Rotherham is a place where active travel is accessible, and local people reap the associated health and environmental benefits 	

	Key areas of progress to deliver on these outcomes are outlined below.
2.21	The Outbreak Control Plan was agreed by the Local Outbreak Engagement Board and published online in June. The plan covers interventions across the main themes as directed nationally. An addendum to the plan has also been produced, which makes reference to the COVID-19 Contain framework, new local data and revisions to the governance arrangements.
2.22	Four testing sites are currently operating, including two central sites at Midland Road and Forge Island and two new local testing sites in Dinnington and Maltby. Testing capacity has increased, and this is having a positive impact on turnaround. All testing site locations have been checked against gritting routes to ensure they remain accessible throughout the winter season. Work has begun on a programme for lateral flow testing to enable implementation once the tests and associated ICT equipment is received. An expression of interest has been submitted to participate in the Government's recently announced community testing programme. Feedback is awaited as to which Council's in Tier 3 will participate in the first tranche.
2.23	Delivery of the Communications Strategy is integral to the work around outbreak control. In line with the objective to reach all audiences, including those who are digitally excluded, printed information such as leaflets continue to be produced and distributed throughout the community. This has included a targeted leaflet for older people to signpost them to support services and helplines. The Council also continues to use a grassroots approach to community engagement and trusted community networks to share key messages. Additionally, social media activity has seen positive engagement from audiences. This has included sharing local people's lived experiences of COVID-19 through the 'COVID stories' series. Innovative work has also taken place in the form of a video campaign displayed on the side of an LED display truck that has toured the borough.
2.24	Communications are taking place in culturally appropriate ways recognising that, in some communities, English is not the first language. This has included utilising local community groups and faith leaders. Key messages have been provided through community influencers such as specific messages by Imams at Friday prayers and messaging in advance of Eid. A toolkit of resources that has been translated into six languages is available for free by placing a request with the communications team. Uptake from stakeholders, including community groups and health colleagues, has been strong. This toolkit is now being refreshed to ensure that it is up to date. Local mosques also created a short video for sharing through their own social media networks to amplify key messaging.
2.25	Children returned to school in September in accordance with government guidelines and all 122 schools reopened. Provision in respect of transport, cleaning, catering, school crossing patrols etc. was put in place to support the reopening of schools.
2.26	The Adult Social Care Recovery and Reset Plan commenced in September

	2020. All statutory and critical services continued to be delivered during the pandemic and the services stood down (day care and internal respite) have now been reinstated.
2.27	The Winter Plan has now been agreed with health partners, including the allocation of funding. This plan sets out winter planning arrangements for health and social care in Rotherham, including resources and capacity put in place to manage the impact of winter pressures.
2.28	Following a development session with support from the Local Government Association, the Health and Wellbeing Board's priorities have been refreshed, with particular consideration of health inequalities and the impact of COVID-19. The board is overseeing further work to understand the longer-term effects of COVID-19 on the health of Rotherham people.
2.29	Economic recovery
2.30	Within this theme, the Council is taking action to provide immediate help to local people and businesses affected by the pandemic, whilst maintaining progress on longer-term priority regeneration schemes. This combined focus on recovery and renewal is critical and the Council is working with local partners, Sheffield city region and national government to ensure that Rotherham gets the investment it needs to support and build its economy for the future.
2.31	This theme is focussed on the following outcomes:
2.01	 The Rotherham economy can adapt and start to recover from the pandemic The vision for the regeneration of the borough rejuvenates communities and businesses Social value is maximised to create more local jobs, apprenticeships and benefits in communities
	Progress updates are set out below.
2.32	Support to local businesses affected by the pandemic continues. Under the new Local Restrictions Support Grant schemes, 1,487 businesses have been supported so far, with a total value of £2.277m. To help support local people whose jobs have been affected, officers are in
	discussion with the government's Department for Work and Pensions (DWP) to secure a commitment for work coaches, currently being recruited by the DWP, to be based in local libraries.
2.33	Major regeneration schemes are continuing, with the demolition of Millfold House having been completed, paving the way for the construction of 31 apartments for rent and 14 houses for sale. Remediation work at all three sites in the town centre housing development programme is progressing well.

2.34	On the Forge Island site, flood gates to the north entrance have been installed, work has begun on the canal barrier, and amphitheatre works are complete. A contractor for the demolition of Riverside Precinct will be appointed in December.
2.35	Work is progressing well on Bridgegate as part of a series of public realm schemes improving the look of the town centre. On Rotherham High Street, funding secured from government as part of the Towns Fund accelerator programme, has been used to purchase the key Primark site. Subject to planning approval, an attractive "pocket park" will now be developed in the new year.
2.36	Further priority projects to support economic recovery have been identified and are seeking funding via the city region.
2 27	Now wove of working
2.37	New ways of working
2.38	In response to the pandemic, the Council has rapidly adapted and embraced new ways of working. This theme will see further steps taken to support staff and improve outcomes for local residents; utilising technology, acting on feedback and continuing to evolve to meet current and future challenges.
2.39	 Within this theme, the Council is focussed on the following outcomes: High quality customer services which are efficient and accessible Staff are supported to work flexibly, building on recent experiences of home working An empowered and agile workforce, feeling valued and embracing new ways of working Progress updates are set out below.
	. J
2.40	New online processes have been developed, which will make it easier for customers and businesses to contact the Council to get the help that they need during the pandemic.
2.41	Taxi drivers are now able to apply for their vehicle licence online. A YouTube video tutorial is also available which provides a walkthrough of the application process so that customers are aware of the information they will need to provide before starting to complete the online form.
2.42	Work is also underway on an appointment system for face to face enquiries, offering easier access and convenience for customers who choose not to use online services. This will be implemented as soon as it is safe to do so, taking into account COVID-related restrictions and precautions.
2.43	Proposals around the return to Council buildings have been agreed in principle, but again will not be implemented until it is safe to do so. Proposals were informed by a pilot trialled within Children and Young People Services and the findings of the Council's 'Pulse' staff survey. Throughout the

	pandemic, the Council has continued to operate through home working and adapting working arrangements to operate in a COVID-safe way to deliver critical services.
2.44	Hope and confidence in Rotherham
2.11	Tiops and serindenes in Redieman
2.45	Through this theme, the Council aims to foster a sense of optimism within Rotherham. This will be achieved by delivering on the commitments set out across the themes in this plan, by engaging with local people and seeking feedback, by keeping our streets and public places clean and welcoming, and by providing a range of activities that aim to inspire joy and hope.
2.46	Within this theme, the Council is focussed on the following outcomes:
	 People trust the Council to deliver on its commitments Communication messages are clear along with opportunities to engage and provide feedback
	 Local people feel more connected to their community by engaging in positive activities: getting active, creative and outdoors more often Places are clean, welcoming and well-maintained
	Key areas of progress to deliver on these outcomes are outlined below.
2.47	A communication strategy was put in place at the start of the COVID-19 crisis. Its aim is to provide a reliable source of information to all audiences, including residents, businesses, elected members, staff and all partners. This has been achieved by delivering coordinated, frequent and clear public messaging in weekly electronic briefings, COVID-19 specific web pages, printed leaflets for members and leaflets sent to households and targeted groups.
2.48	Daily neighbourhood e-bulletins also continue to go out, reporting on some of the good work which is happening at a local level. There has been a 16% increase in subscriptions (from 5,090 to 5,909) since September.
2.49	 The Rotherham Together programme is a new creative programme of events, activities and workshops which was launched on 4 September. The programme is built around three core themes of Joy, Gratitude and Hope and designed to: Celebrate the contribution of key workers and volunteers Create memorials for those who have lost their lives, both private and public Support health and wellbeing, enabling people to manage their grief, extending clinical support and building on 5 Ways to Wellbeing Bring communities back together safely, to reconnect and strengthen community cohesion
2.50	Approximately 10,000 people have engaged in 36 online activities and targeted events to date. Additionally, over 3,500 people enjoyed the Life in Lockdown exhibition at Clifton Park Museum (over a three-week period).

2.51	enable Rotherham Music and	een secured from the Cultural Recovery Fund to the Civic Theatre to test new ways of working, uality, safe and financially sustainable
2.52	Rotherham Together Partners	Voluntary Action Rotherham through the ship to produce a film celebrating the ns of local volunteers and the voluntary and
2.53	around the borough. Highway	out a range of environmental improvements repair schemes have commenced to deliver 2020/21. Household waste sites are also now ce 1 November 2020).
2.54	Cross-cutting strands	
2.55	The Year Ahead Plan also incare integral to all the themes:	cludes the following cross-cutting strands which
	Equalities and Social JClimate Impact	ustice
2.56	In delivery of the equalities and social justice strand, Cabinet approved proposals in November to refresh the Council's approach to equalities and to seek excellence accreditation against the Local Government Association equalities framework. In addition, work has begun to update the carbon reduction action plan. Climate champions will be working across the council to identify and deliver activities to contribute to the Council's carbon reduction targets.	
0.57		
2.57	Measuring our impact	
2.58	Continuing to measure our impact against the Year Ahead Plan will be crucial to ensure that the Council is focussed on the right things for Rotherham people. This will include monitoring the Resident Satisfaction Survey, as well as other key indicators, such as the total funding dispersed to businesses affected by COVID restrictions and the increased social value from Council spend.	
2.59	The key indicators that the Council will focus on are outlined in the table below.	
	Themes	Measures
	Thriving neighbourhoods	Satisfaction with local area (Resident Satisfaction Survey)
	Better health and wellbeing	Council's response to the Coronavirus crisis (Resident Satisfaction Survey)
	Economic recovery	Number of grants and total funding dispersed

		to businesses affected by COVID restrictions	
		to businesses unested by Sevib restrictions	
		Increased social value from Council spend	
	New ways of working	Satisfaction of how the Council runs things	
	Hope and confidence	(Resident Satisfaction Survey) Trust in the Council (Resident Satisfaction	
		Survey)	
3.	Options considered and r	ecommended proposal	
3.1	The recommendation of this	s report is for Cabinet:	
		·	
	1. To note the progress	s made with the Year Ahead activities	
4.	Consultation on proposal		
4.4			
4.1	·	ons took place in August with elected members ne Year Ahead Plan. Through these seminars,	
		portunity to influence the development of the	
	plan.		
4.0	The West Alexa I Discussion	0.15	
4.2	The Yeah Ahead Plan was	approved by Cabinet on 21 st September 2020.	
4.3	Partners were also engage	d as part of the development of the Plan. The	
	themes were presented and discussed at the Rotherham Together		
	Partnership and several actions identified within the Plan will involve close working with partners.		
	working with partners.		
4.4	As part of the delivery of the	e Year Ahead Plan, engagement with the public	
	will be an ongoing and key	priority.	
4.5	Each of the action leads ha	ve been involved in providing the progress	
4.5		pendix A and these have been shared and	
		d strategic directors and cabinet members.	
_	T'	The feet level and the Devictor	
5.	Timetable and Accountability for Implementing this Decision		
5.1	This is the first quarterly pe	rformance report relating to The Year Ahead Plan.	
		eports will be considered by SLT and Informal	
	Cabinet on a quarterly basi	S.	
6.	Financial and Procurement	nt Advice and Implications	
	- manual and i room office		
6.1		ancial monitoring report for 2020/21 to 23	
	November Cabinet, the Council's current forecast overspend is £2.3m after		
	government.	gency COVID funding provided to date by	
	govorninont.		
6.2	Further funding will be prov	ided as continued compensation for lost income	

be monitored as part of the Council's financial management arrangements and considered alongside the ongoing financial impact of COVID and the Council's overall financial position. 6.4 Whilst there are no direct procurement implications as a result of this reporany identified need to procure goods, services or works in relation to achieving the Year Ahead Plan objectives should be referred to the Corporate Procurement Service. This will ensure all projects are procured line with both the relevant internal financial and procurement procedure rule and the Public Contract Regulations 2015, and that social value commitments are secured. 7. Legal Advice and Implications 7.1 There are no direct legal implications arising out of the plan itself; however the delivery of the plan in achieving the identified outcomes will require ongoing legal input to assess the legal implications relevant to each theme and support the individual services in the delivery process. 7.2 In the delivery of the plan, the Council will need to continually consider its statutory and non-statutory duties to ensure that these are identified and mat all stages, in order to minimise the risk of legal challenge. Certain duties such as the Public Sector Equality Duty and the requirements placed on the Council though the Clean Air Directive, have already been identified and clearly addressed through the identification of the cross-cutting strands in plan. 7.3 The law is continually changing and even more so due to the impact of the pandemic. It is vital that all relevant legislation and any changes are fully considered at all stages in the implementation of the plan to ensure that all decisions are made in accordance with the most up to date legislation. 8. Human Resources Advice and Implications		from sales and fees and charges due to the impact of COVID. However, it is anticipated that the total of government support announced to date will not cover all of the Council's additional costs and lost income, and further financial support will be needed.
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	7.3	considered at all stages in the implementation of the plan to ensure that all
	8.	Human Resources Advice and Implications
Working theme, including delivering high quality customer services which a efficient and accessible, ensuring staff are supported to work flexibly, build on recent experiences of home working and ensuring that the Council build	8.1	The human resources aspects of the plan are set out within the New Ways of Working theme, including delivering high quality customer services which are efficient and accessible, ensuring staff are supported to work flexibly, building on recent experiences of home working and ensuring that the Council builds on the response to the pandemic, using the learning to shape organisational development and how the Council will work in the future.
9. Implications for Children and Young People and Vulnerable Adults	9.	Implications for Children and Young People and Vulnerable Adults
9.1 Underpinning the delivery of the Year Ahead Plan is a cross-cutting strand		

	relating to equalities and social justice. This includes considering the impact of the pandemic on vulnerable groups, including children and young people and vulnerable adults.	
9.2	The Better Health and Wellbeing theme has a focus on supporting children and young people and vulnerable adults. Specific outcomes include ensuring that vulnerable adults are protected and adult social care is able to adapt to the changing conditions, and that children and young people are protected, safeguarded and able to achieve their potential.	
9.3	Protecting the most vulnerable residents is also a key component of the Thriving Neighbourhoods theme.	
10.	Equalities and Human Rights Advice and Implications	
10.1	COVID-19 impacts on everyone in the borough, with those who are older, with pre-existing health conditions and BAME communities particularly at risk. In addition to the direct impacts of infection, the indirect effects of the pandemic are also likely to disproportionately impact on disadvantaged groups.	
10.2	In recognition of these implications, equalities and social justice has been included as a cross-cutting strand. This means that consideration of issues relating to equalities and social justice has fed into the development of every theme.	
10.3	Different leads and directorates will be responsible for equalities within their themes and ongoing analysis of data and intelligence with regards to equalities will continue to take place. Each of the themes will need to undertake Form B assessments following what has been identified in the Form A screening of this report.	
11.	Implications for Ward Priorities	
• • • •	Implications for Ward Friends	
11.1	The Year Ahead Plan is a borough-wide plan, so has implications for all wards.	
11.2	Building and supporting community resilience is a key part of the Thriving Neighbourhoods theme. This will include working with local councillors and residents on ward priorities and plans.	
12.	Implications for Partners	
12.1	Working with partners will be integral to the delivery of the Year Ahead Plan. Partners have therefore been engaged and consulted as part of the plan's development.	
12.2	A complementary partnership year ahead plan has been developed and was agreed by Rotherham Together Partnership in September. This focuses on key milestones relating to the five "game changers" within the Rotherham	

	Plan:			
	 Building stronger communities Integrated health and social care 			
	Skills and employment			
	Town centre			
	A place to be proud of			
13.	Risks and Mitigation			
13.	Nisks and Milligation			
13.1.	There are significant and serious risks associated with the COVID-19 crisis. Each workstream has undertaken a risk assessment including mitigating actions to be taken. The risks are captured in the threat and risk assessment and are reviewed regularly by workstream leads. This is fed up to the Gold and Tactical groups.			
13.2	The risks and issues flagged in Appendix A have been shared at the risk management meeting to ensure directorate risk registers are updated/amended where required.			
14.	Accountable Officers			
	La alca Massala			
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	Simon Dennis, Corporate Improvement and Risk Manager, Chief Executive's Directorate Tel: 01709 822114 Email: simon.dennis@rotherham.gov.uk			
	Tanya Lound, Corporate Improvement and Risk Officer,			
	Chief Executive's Directorate Tel: 01709 249982 Email: tanya.lound@rotherham.gov.uk			
	Becky Woolley, Policy Officer Chief Executive's Directorate Tel: 01709 254020 Email: rebecca.woolley@rotherham.gov.uk			

Approvals obtained on behalf of Statutory Officers:-

	Named Officer	Date
Chief Executive	Sharon Kemp	07/12/20
Strategic Director of Finance & Customer Services (S.151 Officer)	Graham Saxton	07/12/20
Head of Legal Services (Monitoring Officer)	Bal Nahal	07/12/20

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