



## GWENT TEST, TRACE & PROTECT UPDATE REPORT

1<sup>ST</sup> October 2021

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### Purpose

1. To formally request that the Gwent Public Service Board adopt the responsibilities previously held by the Gwent Test Trace Protect Service Regional Board (G10).
2. To update the Gwent Public Service Board on the, performance, workforce and risks associated with the Gwent Test, Trace Protect Service (herein referred to as the Service).
3. To ask that the Regional Board note and approve the contents of the report.

### Key Messages Split

- Demand across the service has risen due to the third wave of the pandemic coupled with the move to alert level zero across Wales.
- Performance reliably exceeded the Welsh Government performance targets up to the move to alert level zero. Since the 7<sup>th</sup> August 2021 performance has been in line with the Wales average.
- The focus of this period has been to collaboratively work across the partners to deploy a rapid implementation approach to numerous policies, guidance or process changes including, New Schools Framework, Health and Care home Risk Assessments and the Interim National Prioritisation Framework
- The wider Gwent Test Trace Protect Service continues to deliver high quality activity to protect public health

- The wider Gwent Test Trace Protect Service is operating within its financial envelope and discussions are ongoing with the Welsh Government about future funding
- Alignment with wider Public Protection and Police services has proven critical to manage the wider Covid response i.e. the “protect” element and the Incident Management Team structures provide an effective framework

## Background

G10 was formerly the Regional Board for the Gwent Test Trace Protect Service responsible for:

- Ensuring the Service is delivering against its stated purpose, aims, objectives and principles
- Representing the interests of their respective organisations
- Agreeing the financial framework
- Ensuring effective, governance, leadership and management of the Service
- Ensuring the effective planning and delivery of the Service
- Scrutinising the performance of the Service
- Ensuring the Service is operating in alignment and complimenting wider Covid-19 strategies
- Promoting the interests of the Service to national partners

This report provides an update on the Service to date for the period 17<sup>th</sup> July to the 11<sup>th</sup> September 2021.

- Contact Tracing Performance
- Workforce
- Coordination Unit update
- Regional Oversight Group update
- Regional Cell Delivery Programme update
- Risks
- 

**As this board has now taken over the functions of the G10 the report formally recommends that Gwent Public Service board approves the ongoing monitoring and oversight of the Gwent TTP service.**

## Contact Tracing Performance

It is important to assess the performance of the Service, in terms of whether contact tracing is completed promptly, as the greatest public health benefit is realised when Contacts of Index Cases are isolated quickly to reduce the transmission of Covid-19 in our communities.

Key performance indicators monitored by the service are set nationally by Welsh Government and performance is reported from the national Customer Relationship Management (CRM) database.

#### Key performance indicators:

##### Positive Cases of Covid-19

- % successfully contact traced
- % of eligible Index Cases successfully traced within 24 hours (of the Index Case entering the CRM) – WG target 80%

##### Contacts of Positive Cases

- % successfully contacted
- % eligible Contacts successfully contacted within 24 hours (of the Contact being created in the CRM by the Contact Tracing process) – WG target 80%

##### 'End to end' performance measure

The % of Contacts successfully followed up within 24 hours of the Index Case entering the CRM – local target agreed by ROG 70%

The following three tables show recent performance, firstly without the response time element and then regarding the two stand-alone measures, by Gwent and by local authority area:

Reporting Period: 17th July 2021 - 11th September 2021	ABUHB	Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen
Index case	14032	1469	4483	1726	4142	2212
Eligible for follow-up	13477	1395	4292	1673	3964	2153
Successfully Contacted	13073	1348	4104	1663	3807	2151
Contacted within 24 hours	7914	997	1432	1409	2766	1310
% of eligible Index Cases followed up within 24 hours	58.7	71.5	33.4	84.2	69.8	60.8

Reporting Period: 17th July 2021 - 11th September 2021	ABUHB	Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen
Contacts	29904	3499	9550	3937	8567	4351
Eligible for follow-up	27386	3275	9063	3465	7498	4085
Successfully Contacted	25063	2995	7778	3074	7145	4071
Contacted within 24 hours	21549	2624	5851	2675	6690	3709
% of eligible Contacts followed up within 24 hours	78.7	80.1	64.6	77.2	89.2	90.8

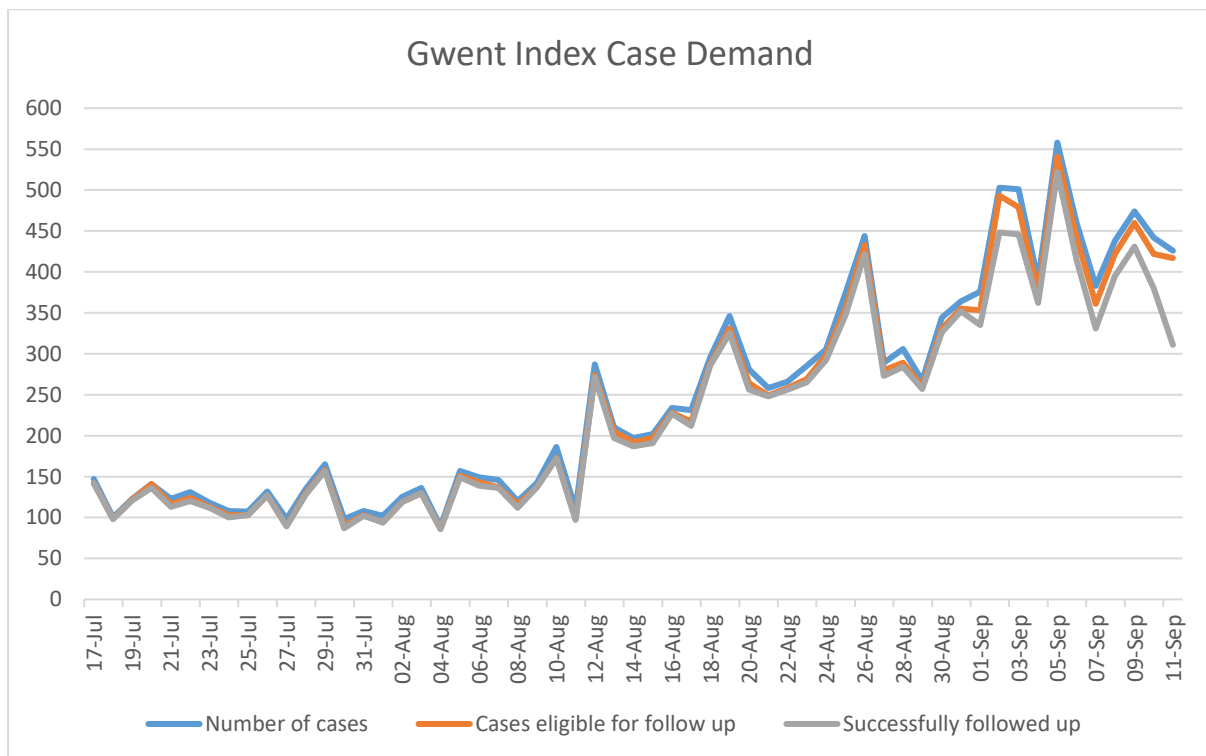
Since the 7<sup>th</sup> August 2021 where Wales moved to alert level zero, performance has been affected.

From 17<sup>th</sup> July to 8<sup>th</sup> August 2021 Performance was:

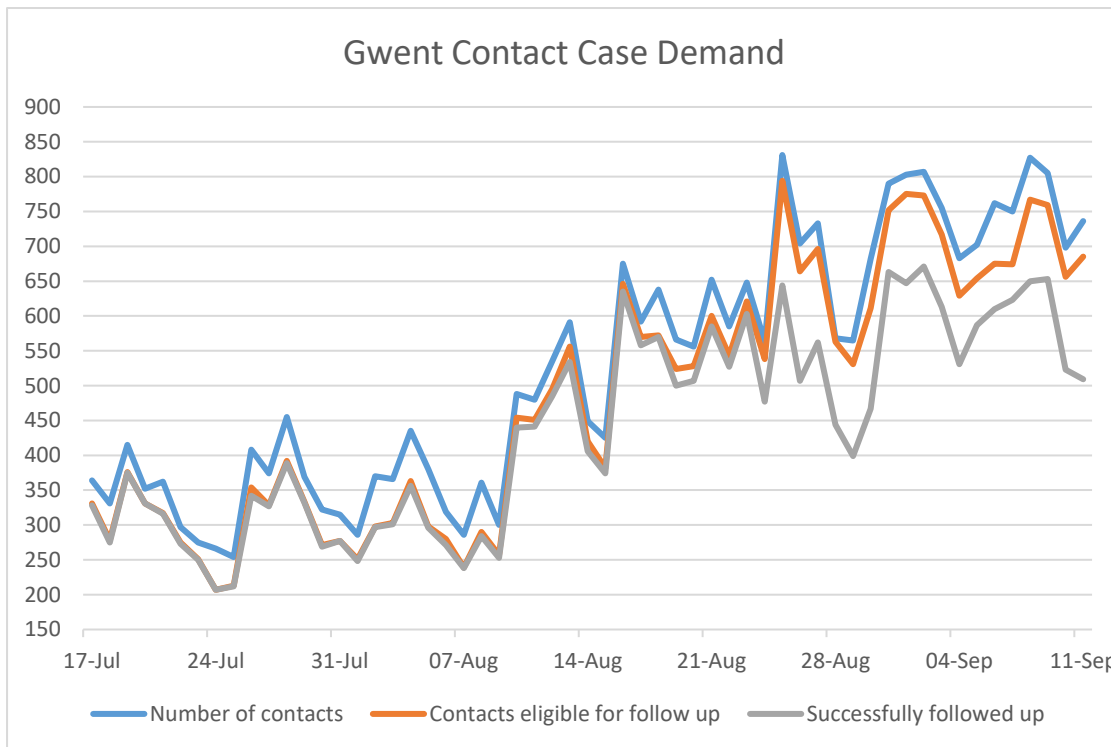
Reporting Period: 17th July - 8th August 2021	ABUHB	Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen
Index case	2738	252	690	436	901	459
Eligible for follow-up	2620	236	662	422	854	446
Successfully Contacted	2588	232	661	416	833	446
Contacted within 24 hours	2368	215	595	378	781	399
% of eligible Index Cases followed up within 24 hours	90.4	91.1	89.9	89.6	91.5	89.5

Reporting Period: 17th July - 8th August 2021	ABUHB	Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen
Contacts	7601	694	2246	1156	2272	1233
Eligible for follow-up	6566	627	2002	922	1889	1126
Successfully Contacted	6510	620	1971	909	1884	1126
Contacted within 24 hours	5792	576	1703	771	1697	1045
% of eligible Contacts followed up within 24 hours	88.2	91.9	85.1	83.6	89.8	92.8

The following graphs show the demand on the Service from 17th July to 11<sup>th</sup> September 2021 (daily figures; not cumulative):

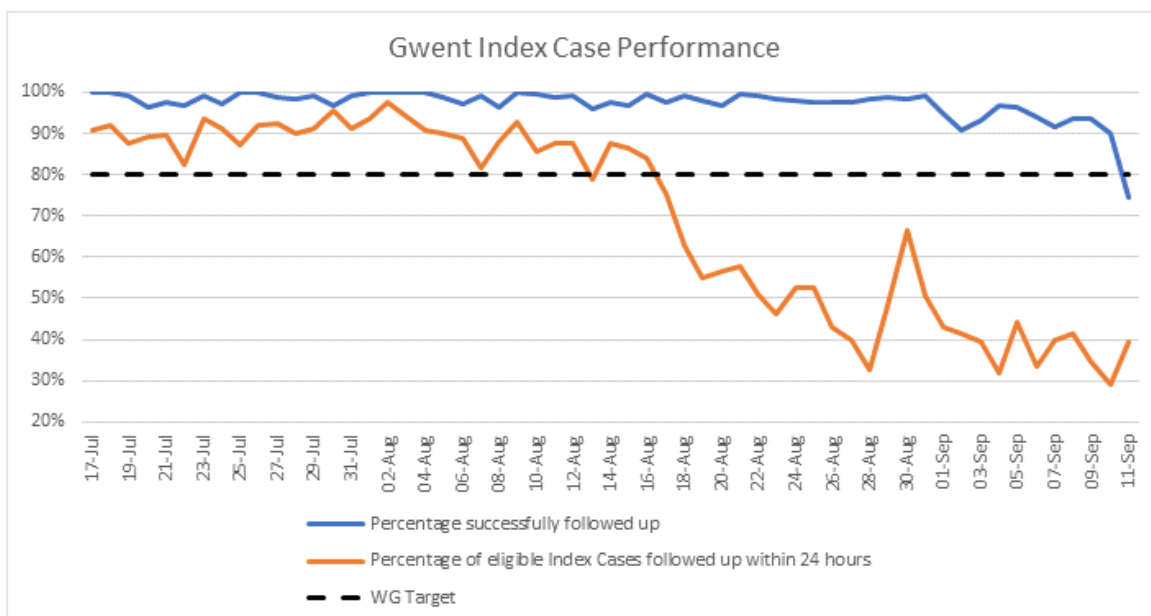


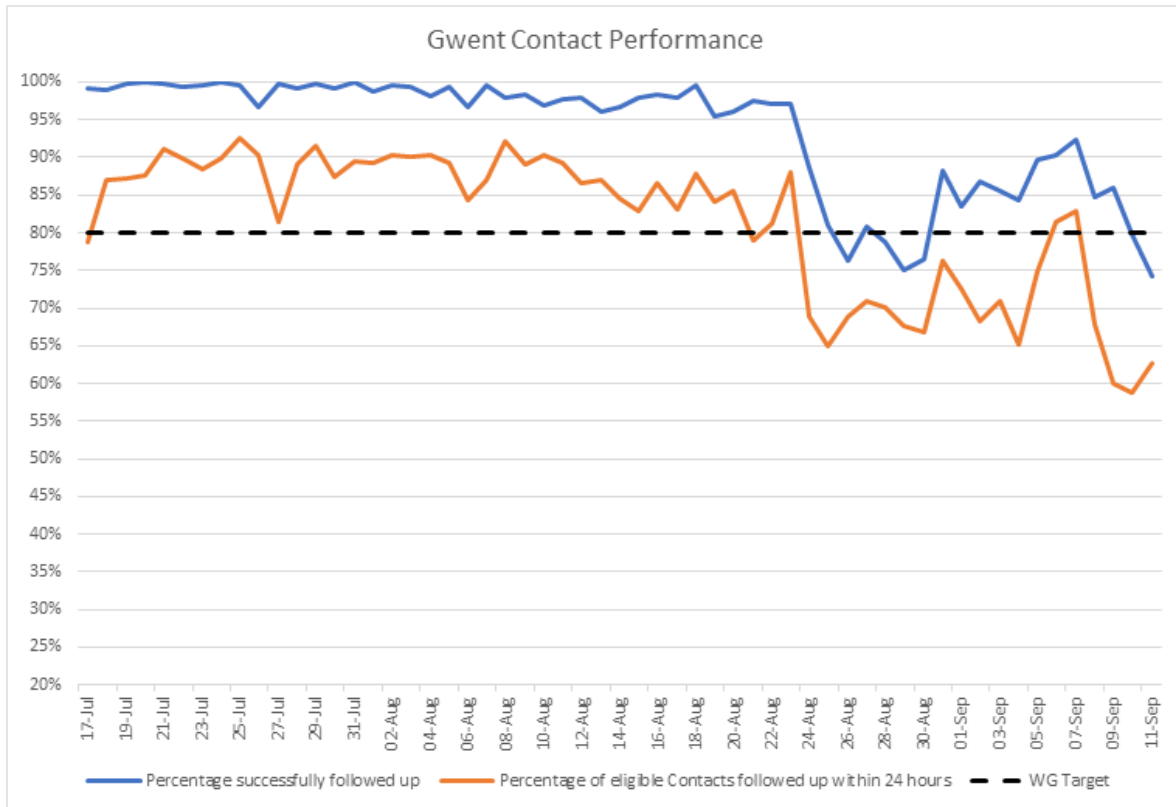
There is a difference in the number of cases versus those that are cases eligible for follow up. Primarily this will be linked to closed settings (e.g. hospitals, prisons and care homes) where positive cases will not have been in the community and therefore will not need to be contact traced. There are robust processes in place for these settings for the management of positive cases.



There is a difference between the number of Contacts and the number of contacts eligible to be followed up. This difference has grown significantly since late April and this is because Travellers arriving into Wales are logged on the CRM as 'Contacts' but do not need to be followed up in the usual way by Contact Advisors. It is also worth noting that they are excluded from the Contact Tracing performance statistics.

The following graphs show the daily performance of the Service, using the performance indicators mentioned above:





Please note that the scale in this graph does not start at zero and that with lower numbers of cases, small changes in numbers create large percentage changes

It can be seen from the index case and contacts graphs that performance on the two stand-alone performance measures is excellent up to the 6<sup>th</sup> August 2021. With the regional performance regularly being one of the best performing services in Wales.

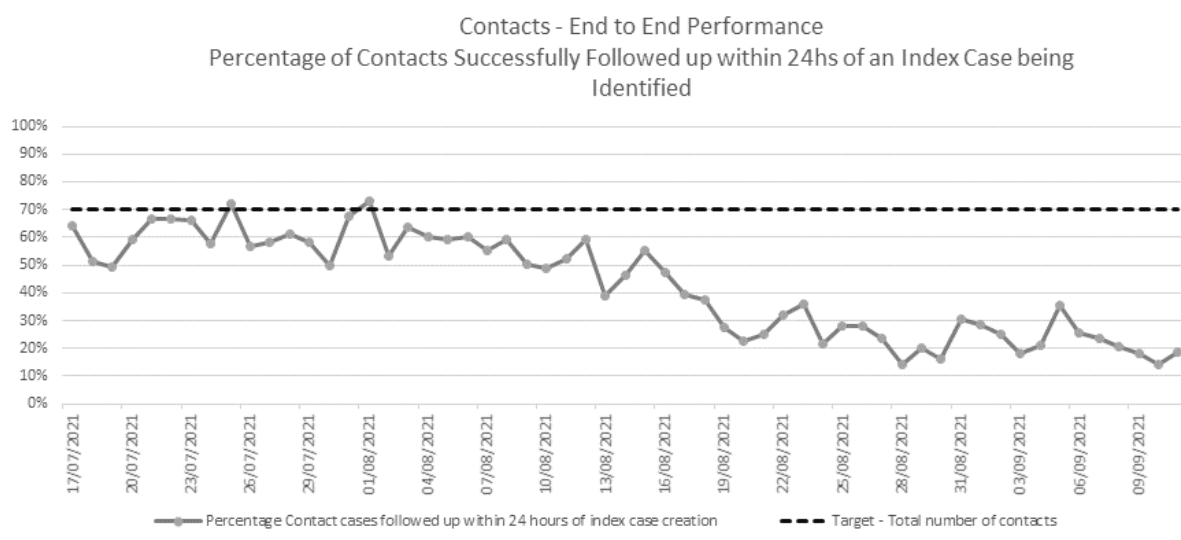
The Welsh average performance prior to moving to Alert level zero:

17th July to the 7th August 2021		
All Wales average		
	% Successfully Followed Up	% Eligible cases followed up in 24 hours
Index Case	99	82
Contact	96	76

From the 7<sup>th</sup> August 2021 Wales moved to alert level zero which resulted in key public health protection measures and restrictions being lifted. This has increase demand on the TTP service across Wales.

The Welsh average performance prior to moving to Alert level zero:

8th August to the 11th September 2021		
All Wales average		
	% Successfully Followed Up	% Eligible cases followed up in 24 hours
Index Case	93	47
Contact	84	56



**The End to End Performance all Wales comparison from the 17<sup>th</sup> July to 7<sup>th</sup> August 2021 was 45%.**

For the period of the 8<sup>th</sup> August to 11<sup>th</sup> September 2021 it is 20%

The performance is regular reviewed with each authority by the coordination team. The reviews have identified on many occasions when performance on certain cases could not have been improved by the team in question.

The performance reviews also are a method of identifying and sharing best practice.

It is important to remember that successful contact with Index Cases and Contacts is not solely down to the efforts of the Service: members of the public who refuse to answer their phones etc. will reduce performance outcomes.

Some Index Cases continue to enter the CRM overnight, after the Service closes at 20:00 hours. This means that Contact Tracers can be up to 12 hours into the target response time when the Service reopens at 08:00 hours, which makes achievement of the 24-hour target much more difficult, especially on the 'end-to-end' measure.

The Staff Wellbeing Cell within ABUHB also completes Contact Tracing and because the CRM is based around the Index Case's/Contact's residential postcode, the performance outlined above also incorporates the work of the Staff Wellbeing Cell.

The Staff Wellbeing Cell comprises a dedicated team of Tracers and Advisors who undertake the workplace tracing for all potential and confirmed Covid-19 tests in relation to Health Board staff, including GP surgeries and non-commercial pharmacies. (Note that the Contacts of positive staff are traced by the Local Authority in which they are resident). The team also provide intelligence to the Health Board's Infection Prevention and Control (IP&C) team to support IP&C interventions. The Cell also supports the data gathering for the Health Board Staff Case Control Study of outbreaks featuring healthcare workers.

### **Workforce**

Funding has been agreed for the full financial year 2021-22 as £15 million.

The Service continue to operate within the funding provided. Underspends are well managed within the regional governance framework.

Recruitment - attracting candidates with the required skills set and competencies is a challenge in the current economic climate.

Staff Retention - across the Service employees are securing permanent contracts and leaving the service. This is likely to become a bigger challenge for the Service in the coming months, especially if the Service will be needed beyond the end of March 2022 and funding is not secured and announced to the workforce in a timely fashion.

Bringing the redeployed teams back to the service is equally challenging. As restrictions are lifted and local Authorities are returning much needed front-line services to their citizens. Without any lockdown in place redeployment of staff present conflict in maintaining and keeping open statutory local Authority services verses supporting the Service.

The workforce - the teams across the partnerships are resilient and committed to the Gwent citizens. They have coped with significant pressure in terms of demand, in a period of many change and pressure. The Service have many dedicated members of staff that deserve every recognition in what they have and continue to achieve.

Welsh government are completing a review of the Services to redefine the strategic intent for the pending Winter period and the longer-term approach of the Service across Wales. The review will need to ensure that digitalisation and automation is key to the deliver of the Service to release physical time to Contact tracing out high risk citizens to reduce transmission of the virus and hospitalisations.

### **Coordination Unit Update**

The team have seen a change of head of service as Jon Keen has returned to Newport following a very successful time heading the Service.



Ruth Betty started the Head of Service position on the 9th August 2021 following her time heading the Caerphilly TTP team.

**Data & Quality Assurance**

- i. Amalgamation of Risk registers (ROG & Leadership Group) closely working with the regional team as a joint collaboration.
- ii. Maintenance and development of the following forums:
  - IG Forum (Representation from 5 LAs & Health board). Still evolving and ongoing, with work streams developed and identified
  - GTTPS Working group. Ongoing, used as a communication tool between all parties with external participants such as DHCW invited as required
  - GTTPS Clinical leads Group. Ongoing, used as a communication tool between the LAs and Clinical leads
  - Monthly performance meetings with LA's individually. Evolving and ongoing, useful tool for all involved to have a greater understanding of the performance measures and the narrative behind the results.
  - N.B. These forums have been established not only to provide support but also share best practice from across region, to further our collective knowledge and improve communication channels.
  - Play key role in Data Analyst forum to decipher data issues and work to implement solutions at both CRM & data warehouse levels. This is a useful forum to have a better understanding and ensure that we are in line with other HB's in Wales.
- iii. Implementation of CRM queries to ensure teams are capturing quality data.
- iv. Quality assurance framework to ensure consistency across region.
- v. Production of performance reports (targeting SCG, Leadership, LA etc. audiences).
- vi. Ongoing collaboration with Data Cell working on items such as reporting, Auditing, QA, Toggles and Data Completeness.
- vii. Lessons learnt log from Data breaches.

**Workforce and Development**

Provision of an "on call" service to the local TTP teams for any queries/emergencies that may arise.

Structured the Gwent Mutual Aid process for returning travellers for the national ATT, which resulted in Gwent local authorities providing 2 x WTE per day – a total of 10 WTE per day.

Created and implemented the Gwent approach of the contact tracing prioritisation and service levels to sustain the service at times of peak demand. This has gone on to be shared as best practice to Welsh government colleagues and has formed the principal approach for the interim national prioritisation framework.

Reviewing workforce model levels for the Gwent service in preparation of the third and fourth wave.

Coordination of training to support the implementation of Arriving Traveller support.

Draft training with ABUHB Staff Wellbeing cell regarding an MS Teams Safeguarding course for Tracers and Advisors. This will include how to raise a safeguarding flag on CRM, discussion from our Clinical Lead team and then a safeguarding course from the ABUHB Safeguarding Officer.

Discussion with Torfaen Safeguarding team regarding a level 2 Safeguarding online course for all Tracers/Advisors within the five LA's. Our Clinical Leads providing scenarios on safeguarding issues which will be included within the online course.

The training working group for the GTTP service continues to have meetings with the focus area on supporting local teams on ongoing training, best practice, mental health, and a few other streams. A Task and Finish Group established to look at refresher training for Advisors. Two surveys sent out to local teams to establish current and future training needs as part of our training needs analysis. Advisor training being reviewed, and scenario training being established.

The roll out of an online quiz to maintain knowledge of contact tracers and advisors. So far, topics have included action cards, myths of Covid19, vaccine rollout and general quiz. Feedback has been very positive from all teams.

We worked closely with our colleagues within Public Health Wales and our Clinical Lead colleagues to develop a procedure for the Contact Tracing Service to ask additional questions regarding if citizens have received vaccine doses. If citizens have not received vaccine dose one – a few questions would be asked and flagged to our Clinical Lead team to provide support to the citizen where appropriate. Additional guidance developed for colleagues regarding asking the vaccine question and flow charts developed.

Played a key role in agile, rapid implementation management to support the Service for the changes in policy, guidance and procedures for Wales to move to alert level zero.

### **Communications & Engagement**

- i. GTTPS Communications Plan in progress
- ii. Gwent BAME Engagement Plan in progress and to be revised following work to risk rate ethnic minority groups.
- iii. Completed Diversity Awareness Training provided by EYST Wales.
- iv. Keep Wales Safe and Walk in vaccination centres communications assets disseminated to stakeholders
- v. Group member of the team taking forward the behaviour insight, keeping wales safe initiative.
- vi. Key role in disseminating hands face and space messaging to support the move to alert level zero.
- vii. Mapping of all local employers with high number of ethnic minority staff to engage and promote TTP
- viii. Engagement with local faith leaders to better understand community approach to the vaccine uptake

- ix. In the process to setting up WhatsApp group to disseminate information to stakeholders
- x. Working alongside Mental Health Support Psychologist to promote support for ladies from Indian and Pakistani ethnic minority backgrounds in Newport
- xi. Visited a mosque in Newport to better understand and build relationships with the Imam
- xii. Building relationships with Housing Associations to better disseminate all assets and information
- xiii. Engaged with the Gypsy traveller community stakeholders
- xiv. Engaging with the Yemini community and provided relevant translated assets

**Regional Oversight Group (ROG)**

- a) ROG has a broad scope for its decision making, however, some of the areas where key decisions have been taken by ROG recently include:
  - i. Agreement that Caerphilly will support the quality assurance (QA) workstream by offering staff resources for the region. Agreement that Blaenau Gwent will assist if needed (11th June).
  - ii. Agreement that if a positive LFD result is uploaded in error, the potential index case would be asked to complete a follow-up PCR test and provide photographic evidence of the result (23rd June).
  - iii. Agreement that the region would inform Welsh Government that Gwent will begin to record the repeat exposure locations by adding the location to the timeline with the number of times it was visited (7th July).
  - iv. Agreement to cease the enhanced monitoring of amber-listed returning travellers (23rd July).
  - v. Approval of the developed Risk Management Approach (RMA) and agreement that RMA should be taken to Leadership Group for approval, with a monthly report to ROG, supplemented with exception reports (28th July).
  - vi. Agreement that a backwards contact trace of 5 days will be completed for care home staff (27th August).
  - vii. Agreement of the Gwent Prioritisation Framework on the 7TH July 2021, reviewed and updated on the 3rd September 2021 and agreed by Welsh Government for use on a national basis from the 13th September 2021.

**Regional Cell Delivery Programme (RCDP) - Programme Management Support**

- b) Overview - The key function of the RCDP is to provide Programme Management across the Regional Cells and the Regional Oversight Group. Also, there are a variety of activity/projects delivered independently or in conjunction with the GTTPS Coordination Unit (CU). All support the GTTPS primary objectives.

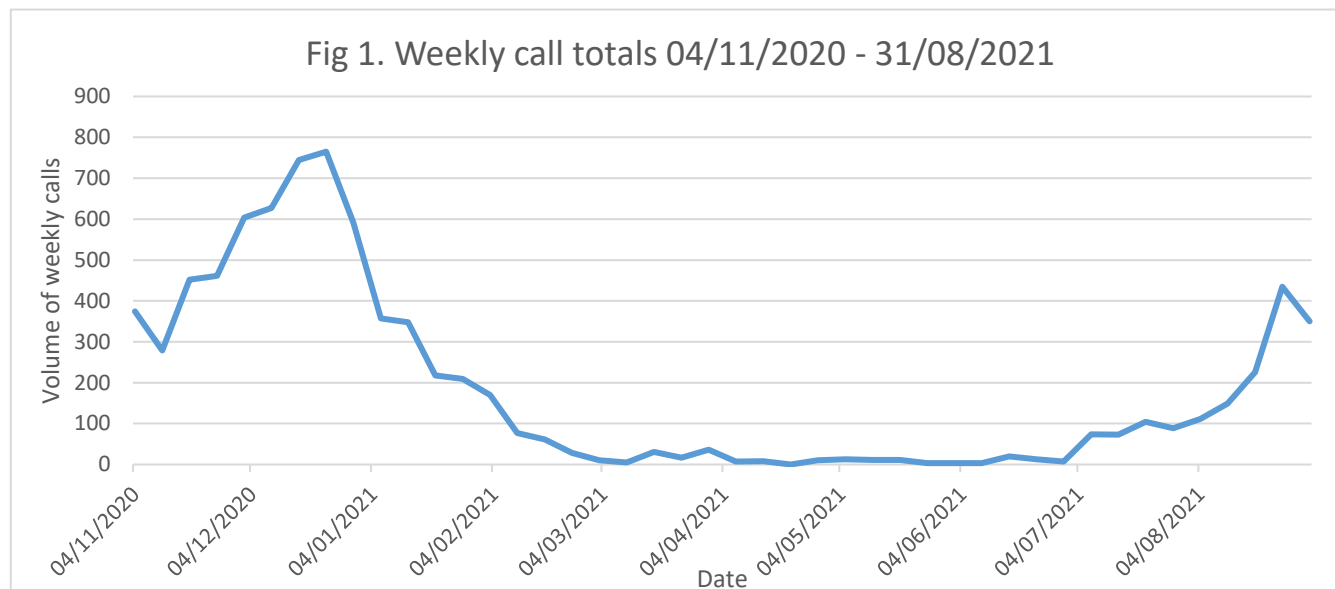
- c) Activity - Key areas of activity in this reporting period included:
- i. Close working with Gwent Police regarding escalation of enforcement for non-compliant or unreachable returning travellers before the legislation change.
  - ii. Recruitment of Team Leads, contact tracers, contact advisors, Senior Public Health Incident Practitioners, Locum Consultant in Public Health, and Senior Programme Manager as part of work to consolidate a sustainable workforce following the extension of the TTP service until March 2022.
  - iii. Lessons-learnt exercises completed regarding workforce and amber list arriving travellers.
  - iv. Collaboration with other Aneurin Bevan University Health Board divisions, including Workforce and OD, Infection Prevention and Control (IP&C), and the Reducing Nosocomial Transmission Group to develop a Risk Assessment and service process for Health Board staff to return to work if they are identified as a contact. This was in response to changes in guidance where fully vaccinated individuals no longer have to self-isolate if they are a contact.
  - v. Collaboration with Digital Health and Care Wales (DHCW) to deliver the Welsh Vaccination Record (WVR) dashboard and Nadex accounts to all local Contact Tracing Advisors. This enables the validation of the vaccination status of individuals and whether they are not required to self-isolate.
  - vi. Lead engagement in the Keep Wales Safe: Covid Behaviours Programme with GTTPS representatives across the Health Board and local authorities (Blaenau Gwent, Caerphilly, and Newport). We are currently considering possible behavioural interventions in relation to 16–18-year-olds, to encourage presenting for PCR testing when symptomatic. We are aiming to decide on a specific intervention, and initiate our prototype, later in September.
  - vii. Development and approval of a TTP Risk and Issues Register and Risk Management Approach, developed and monitored with CU colleagues.
  - viii. Providing a briefing to the Health Board Executive Team on regional modelling and Gwent TTP Prioritisation Framework.

### Staff Wellbeing Cell

- d) Overview - ABUHB staff fall into priority group 1 of the Prioritisation Framework, therefore the Staff Wellbeing Cell continues to backwards trace all positive staff cases for 14 days. The Cell also continues to contact staff who have had a test and

are awaiting their result, in order to expedite the contact tracing process if the result is positive.

The number of calls made by the Cell have significantly increased since the last G10 meeting in May, reflecting the increase in cases during the third wave and easing of restrictions in Wales (figure 1).



e) Activity - Key areas of activity in this reporting period included:

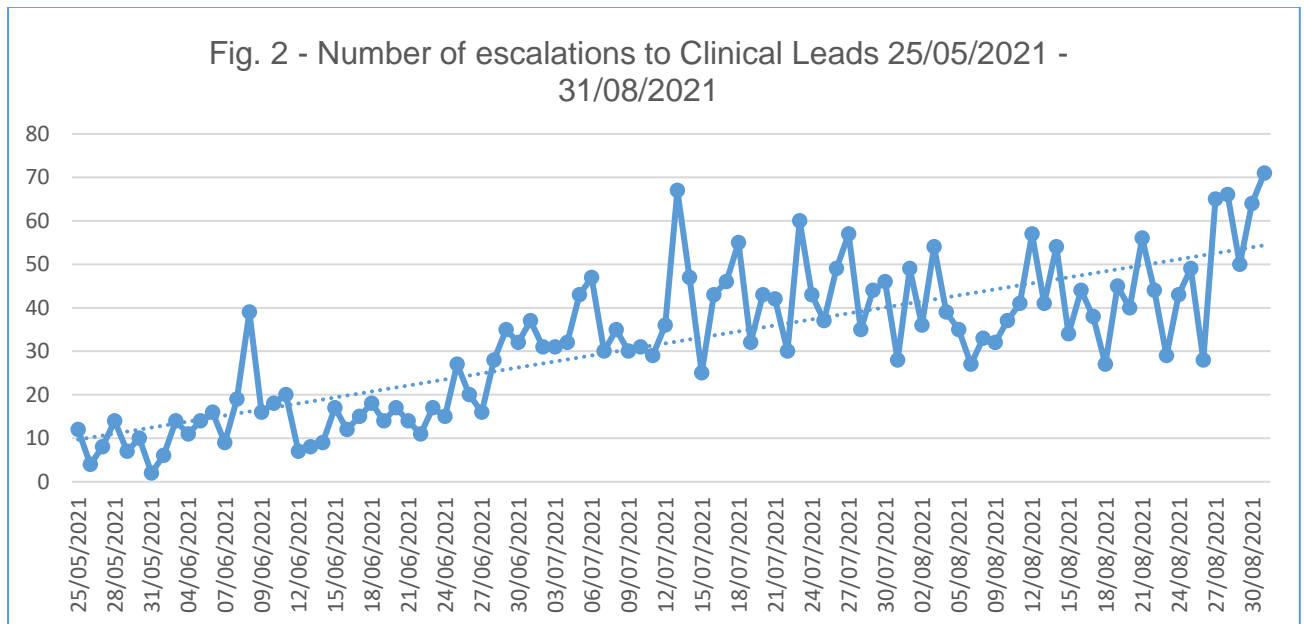
- i. Provision of mutual aid to local contact tracing teams. Assisting with contacting identified contacts of cases, daily follow-up calls, and completing welfare checks on those who have symptoms.
- ii. Working with the National Arriving Traveller and local contact tracing teams by responding to escalations due to travellers being uncontactable or non-compliant.
- iii. Providing advisory calls to those who have had a PCR test and are awaiting results.
- iv. Creating and managing the email inboxes which deal with any queries raised around Covid-19, mass vaccination and contact tracing. The volume of these have increased with the rise in cases.
- v. Development of a risk assessment questionnaire, aiming to determine whether staff members who have been identified as contacts are able to return to work.

### Clinical Leads

- f) Overview –The clinical lead position is a specialist role within the GTTPS and is there to support both the local tracing teams and the Staff Wellbeing Cell to answer specific clinical or safeguarding queries or concerns that may arise during a trace. Their role also extends to trying to reach uncontactable cases/contacts,

dealing with abusive cases/contacts, and working in conjunction with the Health Board where cases are identified as inpatients.

- g) Activity – Activity data for Clinical Leads has been captured since November 2020. In total to date, there have been 12,785 escalations to clinical leads. These have come from a range of areas including from Environmental Health Officers, the Enclosed Settings Cell, contact tracers, and contact advisors. In this reporting period (25th May – 31st Aug), there have 3,146 escalations resolved by the Clinical Leads, with an overall upward trend in volume of calls over this period (fig 2).



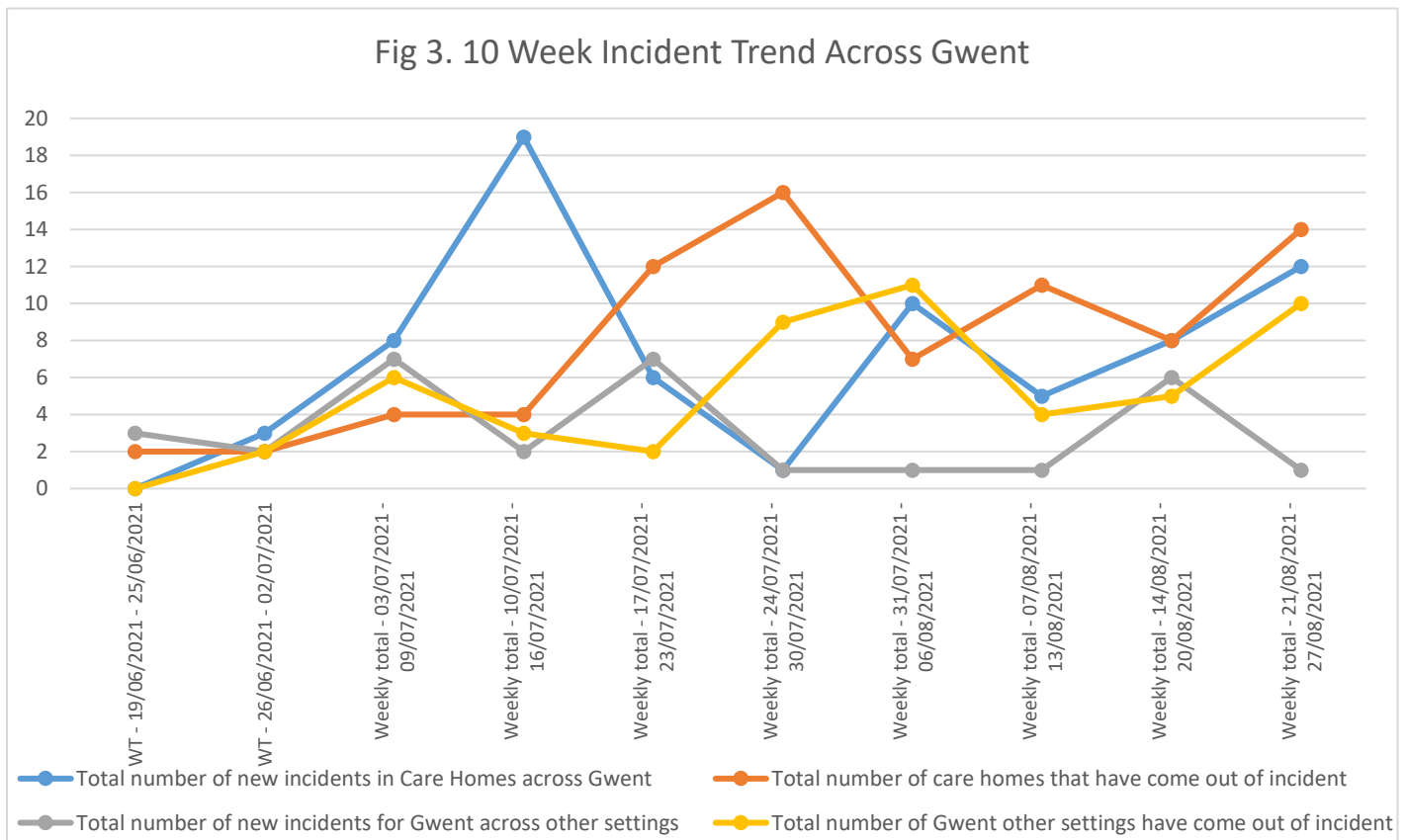
**Data Cell**

- a) Overview – The aim of the Data Cell, which is hosted by ABUHB, is to ensure the timely and systematic collation, analysis, interpretation, and dissemination of data relating to the prevention and control of COVID-19 in Gwent. Data Cell also supports the operational delivery and effectiveness of the Gwent TTP service, by analysing TTP performance data and managing the CRM regional queue.
- b) Activity - Key areas of activity in this reporting period included:
  - i. Ongoing production of reports to provide situational awareness to internal and external stakeholders. This includes trend daily reports on the number of index cases per local authority and 7-day incidence rate per 100,000 population and Surveillance Reports for Incident Management Teams.
  - ii. Development of existing and new reports, such as a Lateral Flow Testing report, and bespoke pieces of work to meet stakeholder needs.

- iii. Supporting case reviews for cluster management through ‘line listing’ – extracting relevant data from CRM and collating them into a useful format.
- iv. Supporting the timeliness of the contact tracing process by actively managing the CRM Aneurin Bevan regional queue 7 days a week. This includes checking clinical systems to verify or provide additional contact details for ‘uncontactable’ individuals, and directing cases/contacts appropriately, for example, escalating them to clinical leads. June-August 2021 there were 8,600 items actioned in the queue, of which 7,100 were ‘uncontactable.’

**Enclosed Settings Cell (ESC)**

- c) Overview – The ESC continues to work with partners to monitor and reduce covid case incidence among enclosed settings in Gwent.



- d) Activity – key areas of activity within this reporting period include:
  - i. Reviewing cases and incidents through multi-disciplinary team meetings where the decisions on risk, sampling and infection prevention and control are made.

- ii. Providing a situation report to colleagues and partners. The report contains useful information about incidents and testing uptake.
- iii. The development of a situational awareness dashboard comprising the above situation report, average whole home testing turnaround times, a ten-week incident trend in Gwent and positivity rates in Gwent by month – in both private and NHS laboratories.
- iv. Supporting the steering group for community IP&C proactive visits to care homes by providing leadership and advice.
- v. Monitoring vaccination status of care home staff. Preparing a risk assessment for the delivery of the booster doses and a schedule for delivery.
- vi. Support providers and partners understand the implications of new guidance produced following the changes to alert levels in Wales
- vii. Overseeing the changes of new guidance. In particular, the recent change in responsibility of risk assessing situations and making informed decisions, to the care home manager or registered individual.
- viii. Evaluated the implementation of the weekly LFD testing programme for care home staff using a behavioural insights framework.

## Risks

Key risks and mitigations are:

Risks	Mitigations
Variants of Concern, specifically the Indian Variant of Concern. If Wales were to experience widespread community transmission of this VOC, this would significantly increase the Contact Tracing workloads, which without appropriate management, could prevent the current workforce from delivering an effective service.	<ol style="list-style-type: none"> <li>1. Minimum workforce numbers have been agreed to prevent the Contact Tracing workforce from shrinking too far.</li> <li>2. Local modelling undertaken to understand the scale of the workforce required for the current situation and the situation is being closely monitored, while awaiting revised modelling.</li> <li>3. Some current activity by the teams such as Backwards Contact Tracing would cease, to prioritise 'standard' Contact Tracing.</li> <li>4. LA's have agreed to call back staff that have been trained on CT and are now back in their substantive posts.</li> </ol>
Arriving Travellers - There is a risk that of new variants from other countries.	<ol style="list-style-type: none"> <li>1. Dedicated national team in place to handle Arriving Travellers.</li> <li>2. Protocol for un-contactable cases agreed with ABUHB and Gwent Police.</li> </ol>



Risks	Mitigations
<p>Vaccine efficacy overtime</p> <p>1. depleting or eroding efficacy over time can lead to outbreaks where VOC/VUI are concerned 2. the public are reluctant to come forward for testing because double jabbed status.</p>	<p>1. monitoring the effectiveness over time as PHE &amp; PHW continue to conduct studies.</p>
<p>NST unable to cope with ATT capacity – Wales.</p>	<p>1. seek clarity - long term plan.</p> <p>2. monitor as travel restrictions are lifted.</p>
<p>Adherence to TTP advice/Guidance provided to IC's &amp; Contacts</p> <p>1. Community transmission due confusion around efficiency/purpose of vaccines 2. mental health (inability to cope with additional 10 day isolation) 3. Fear of losing employment 4. self-employed ineligibility for financial support 5. Asymptomatic not testing leading to further transmission.</p>	<p>1. Additional Comms assets to highlight importance of adherence to guidelines provided by TTP.</p>
<p>The information captured on CRM by Advisors and Tracers is not sufficiently robust.</p>	<p>1. Agreed Quality Assurance Framework for the Gwent TTP Service.</p> <p>2. Retrospective Case/Contact review by Regional Cell to identify information gaps.</p>
<p>New School Guidance being appropriately applied in School/College/University including International students</p>	<p>1. Work closely with educational establishments to monitor and review.</p> <p>2. Provide information relating to vaccine clinics.</p> <p>3. Maintain good communication channels with EHO's / TTP teams.</p>
<p>Access to testing is difficult for citizens to receive tests and therefore initiate the Tracing process</p>	<p>1. Gwent Testing strategy agreed which includes specific interventions around improving access to testing.</p>
<p>Inability to sustain a specialist workforce (such as EHOs Health professionals) over a prolonged period.</p>	<p>1. Key skills and knowledge/working relationships and intelligence from local businesses lost due to workforce attrition - negatively impacting GTPS delivery.</p>

Risks	Mitigations
Key skills and knowledge/working relationships and intelligence from local businesses lost due to workforce attrition - negatively impacting GTTPS delivery.	2. Agree minimum workforce levels.
Welsh Government Interim Prioritization Framework  Not having intended consequences and resulting in more cases resolved that are "Timed out 96hrs" leading to further community spread.	1. Continuously review queues to identify high risk index cases and contacts for tracing. 2. Continuously review high risk categories and addressing accordingly. 3. Provide Welsh Government with operational feedback on the impact of the guidance.

### Gwent Leadership Team Decisions

The following decisions have been agreed since the last update report. The Gwent Public Service Board are asked to note these for formal approval:

Meeting date	Decision
24 <sup>th</sup> July 2021	To extend all TTP contracts to the 31 <sup>st</sup> March 2022.
	For the regional operations group to take operational decisions to meet the demand.
	To start the recruitment process to increase the workforce to 150 WTE of Tracers and Advisors from the 1 <sup>st</sup> September 2021.
19 <sup>th</sup> August 2021	To increase Monmouthshire Tracers minimum WTE by 2.0 to meet the increase in demand. This was agreed in principle in the meeting. The change control documentation and final agreement was completed on the 20 <sup>th</sup> September 2021 via email.
	To help with the increase in demand on the Service, agreement was made to move forward start dates of newly recruited Tracers and Advisors that have cleared pre-employment checks and were available to start ahead of the 1 <sup>st</sup> September 2021.

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### **Conclusion**

The service has managed significant changes in the period alongside high volumes in demand.

The workforce across the partnerships, has gone above and beyond, demonstrating flexibility, resilience, and commitment in challenging times to provide the service to the Gwent population.

The wider service delivered by the GTTPS is operating to a high standard and continually improves as the Service matures.

The challenges on the immediate horizon are ensuring that the Service meets the demands of the Winter pressures through focused contact tracing, the development of the workforce as professionals return to their substantive roles and the recruitment and retention of employees as contracts near the current funding deadline of March 2022.

The longer-term strategy is still awaited to give greater clarity on the nature of the service required for the future, which will assist with an exit strategy for the Gwent Test Trace Protect Service in its current guise.

### **Recommendation**

- Gwent Public Service Board agrees that the TTP service transfers to their oversight and governance from the G10 board as per the agreed Business Case from June 2020.
- Notes and agrees the actions taken by the service in the last quarter.
- Notes and comments on the service as appropriate.