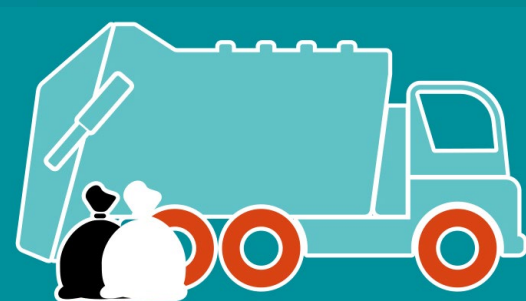
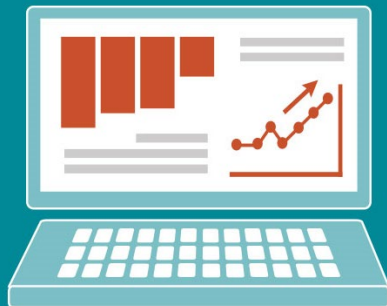


# Response to COVID-19

## Cabinet

6 May 2020



# Leader's portfolio

## Our Community Matters

- Shielding Hub established to protect New Forest Residents on advice of NHS England, and supporting some of the most vulnerable in our community with food packages, prescription collections and social contact. Hub is receiving largest number of referrals in Hampshire.
- Rough Sleeping – ensuring no-one is left on the street (including “Sofa Surfers”) (22 found accommodation).
- Business financial support – passing on over £40 million of financial support to business in the form of grants. To date, we have processed £33.375 million of grants to over 2,742 businesses; 94% of those who had completed a return.
- Council Taxpayer financial support – Hardship Fund of £886,000 available. To date utilised approximately £350,000.
- Keeping essential services running and identifying critical staff - each Portfolio Holder will explain what actions have taken place and what is happening.



# Community Affairs portfolio

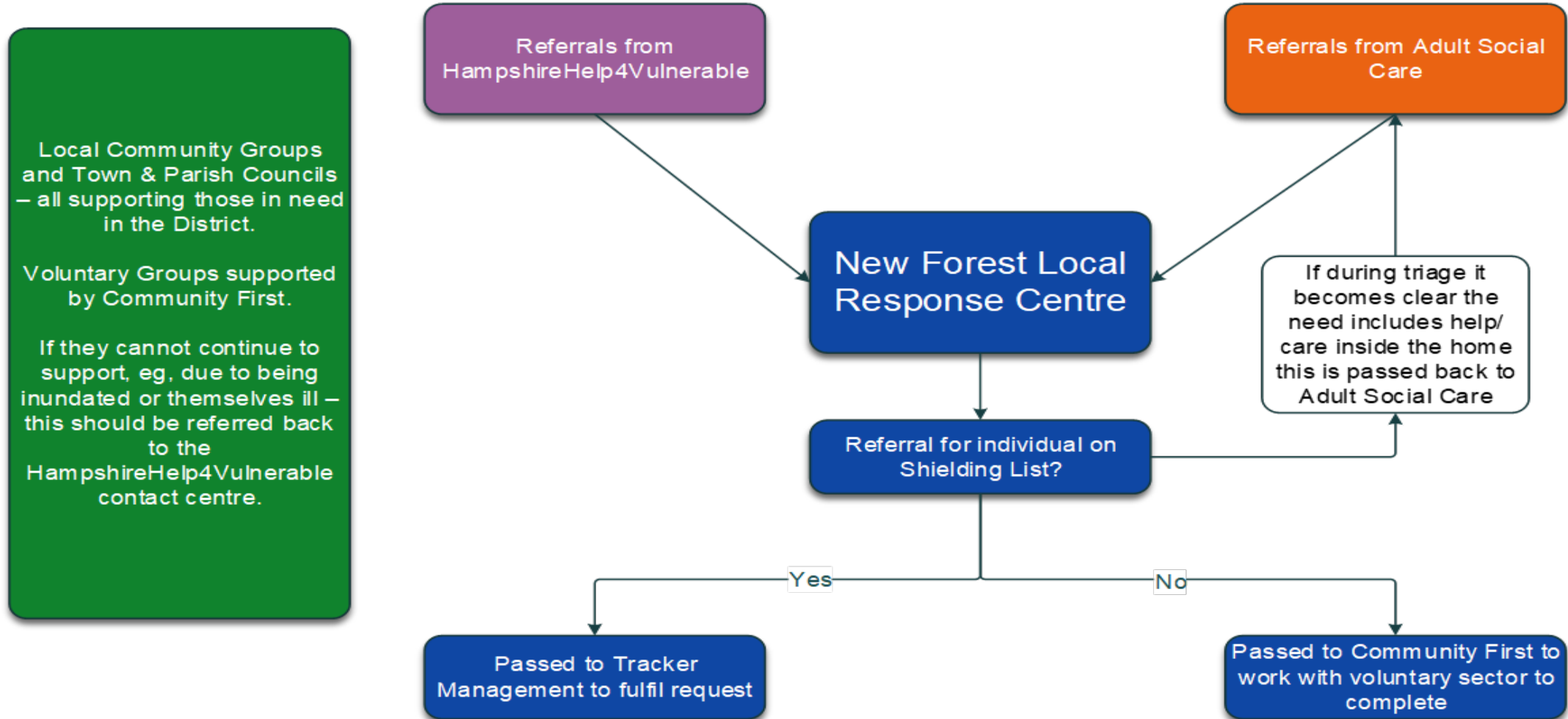
## Local Response Centre

- NFDC's LRC was established on 31 March 2020 in support of the Hampshire Coronavirus Helpline Hantshelp4vulnerable, to provide help to the most vulnerable, including those under the Government shielding measures who currently have no family or friends to support them.
- The LRC consists of a team of about 15 Council employees from various departments who receive, process and action referrals from the County Council helpline. Referrals relating to people who are under the Government's Shielding Measures are dealt with by the Council direct, with others being referred to the voluntary sector via Community First.
- A food hub has been set up at Applemore Health & Leisure Centre to receive food supplies and box up into food parcels for delivery for those on the shielding list, who haven't yet received their Government food parcel or to those for which the Government food parcel isn't appropriate, due to dietary requirements or other needs.
- In the first two weeks 336 referrals were received. New Forest is receiving more referrals than any of the other District or Borough Councils. 499 referral received to 20/4/20.
- 159 food deliveries have been made from the Food Hub (to 20/04/20).
- To date, more than 40 people/families have been identified for ongoing support through weekly food deliveries.



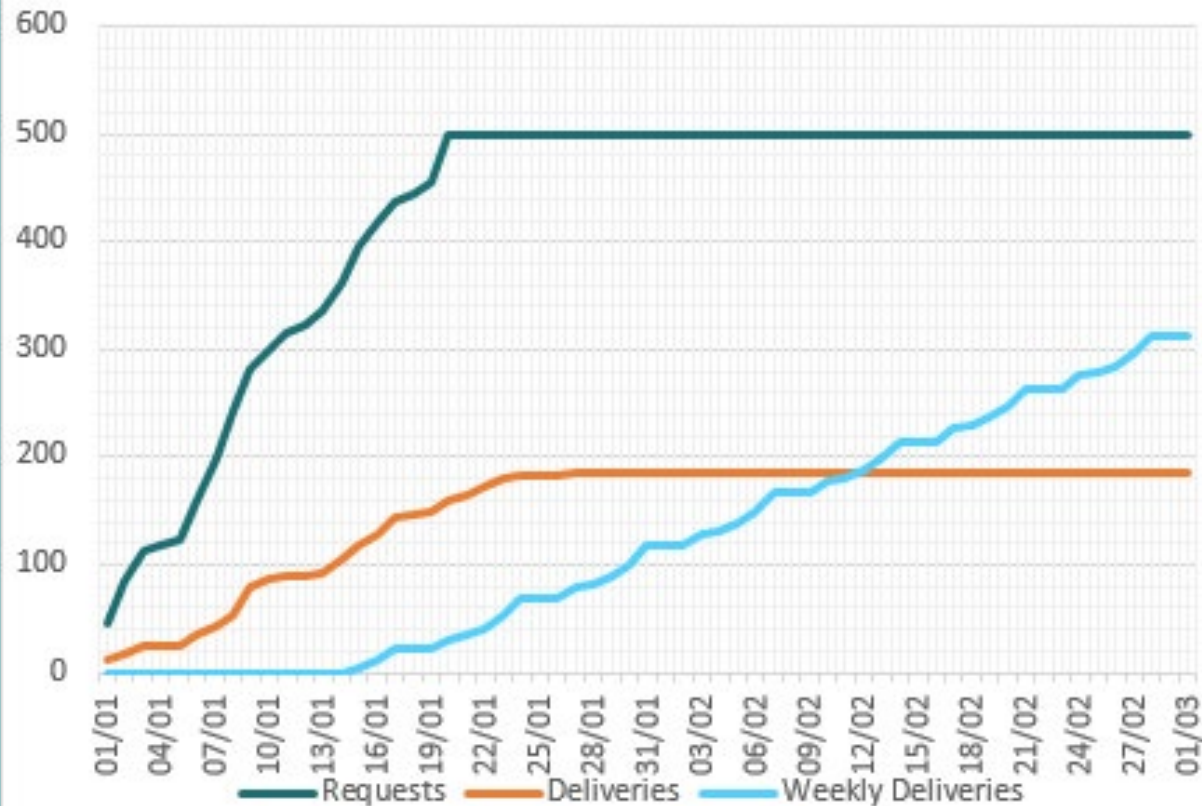
# Community Affairs portfolio

## Shielding Hub

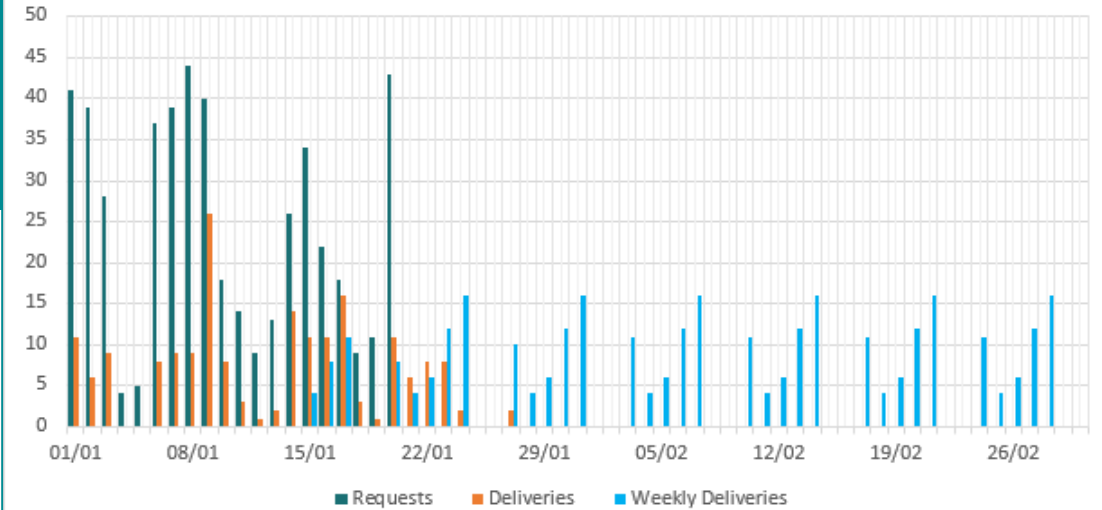


# Referrals and food delivery data

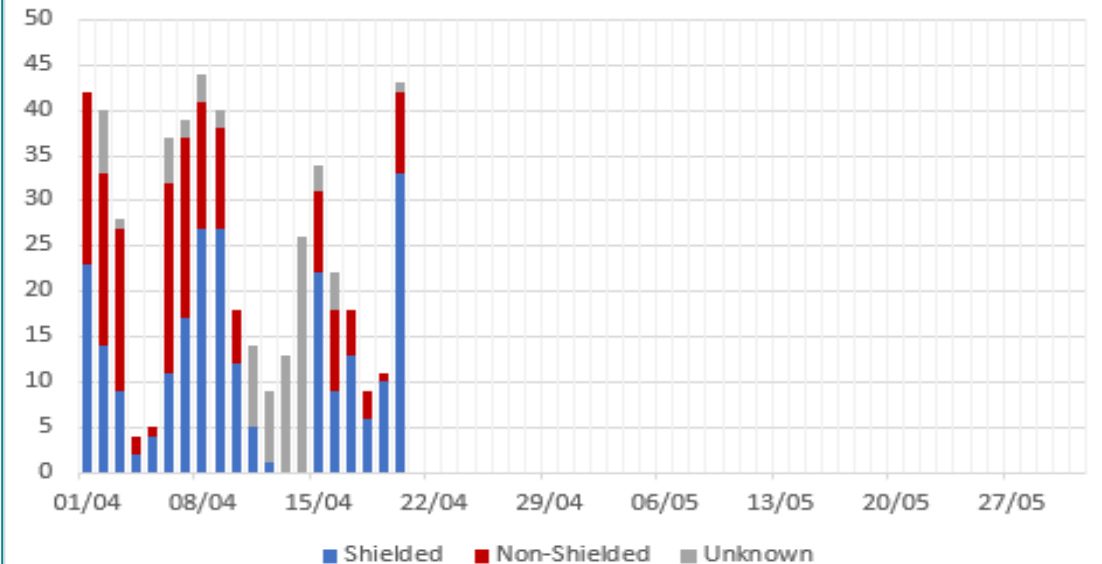
## Cumulative Requests & Deliveries (April/May)



## Daily Requests & Deliveries (April/May)



## Shielding Status (April/May)

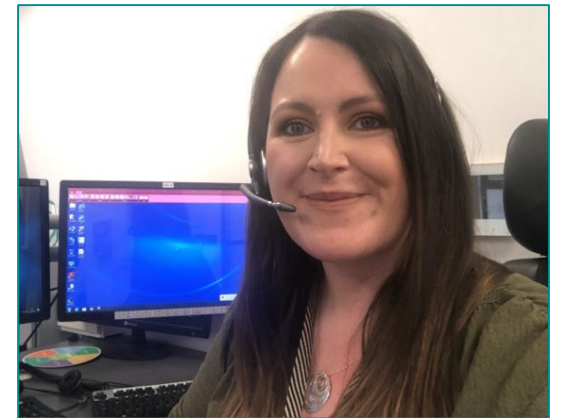
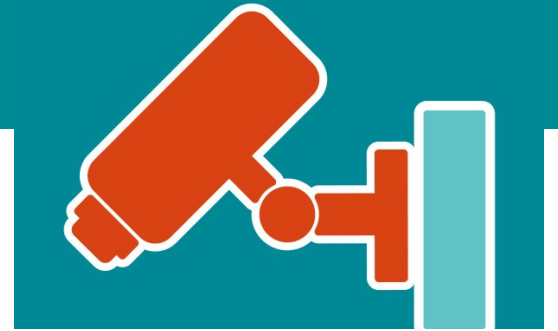




# Community affairs portfolio

## Headlines

- All Information Offices closed, Customer Services business as usual, working from home.
- CCTV operating as normal, with redeployed staff from Leisure Services and Electoral Services providing resilience.
- Carelines operating as normal, apart from new installations.
- Community Safety Team operating as normal, with enhanced daily liaison with the Police.
- Website project progressing to plan. Housing and Planning pages near completion.
- Elections staff all working and partially redeployed to support Local Response Centre and CCTV/Appletree Careline.
- Two Town and Parish casual vacancies currently being considered and daily enquiries being processed, other election work on hold. Awaiting national guidance on Annual Canvass due to commence in August.
- Utilisation of Councillors' Community Grants.



# Housing portfolio

## Housing management

- New tenant letting initially suspended, but new plan devised to allow lettings, subject to enhanced safety procedures being implemented. A number of properties reserved for emergency accommodation.
- Homelessness Team continue to operate and all rough sleepers offered accommodation.
- Spread out vulnerable homeless clients in shared Temporary Accommodation to self-contained accommodation.
- Key messages for concerned rent payers published and phone calls diverted direct to the Tenancy Account Team.



# Housing portfolio

## Housing maintenance



### Services Maintained:

- Gas and statutory servicing continues.
- Essential repairs continue.

### Service Changes:

- Non-essential reactive repairs suspended.
- Non-essential programmed works suspended.

### Staff Resources:

- Majority of staff are either working from home or available for work, or redeployed.
- Backlog of non-essential in-house reactive maintenance jobs stands at 235 jobs.
- It is expected that Capital works carried out by external contractors will catch up.





# Housing portfolio

## Housing strategy and development

- All team members working as normal.
- Some delay on projects which depend on external contractors.
- No immediate financial implications beyond delays to planned expenditure and housing completions.



# Economic development portfolio

## Supporting local business - actions

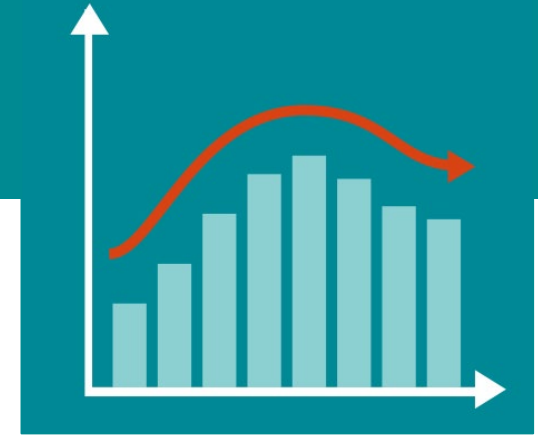


- Contact details on website directing all to dedicated email and phone line.
- NFDC/NFPB started series of virtual business support workshops, following cancellation of all NFBP events.
- Specific webpage developed for COVID-19 business support.
- Daily communications going to businesses.
- Working with Solent LEP to provide grant funding through Rural Resilience Fund.

# Economic development portfolio

## Supporting local business - staffing

- All team working from home and deployed to support business enquiries.
- Additional resource from Planning Development Management Admin supporting business enquiries.
- Team leader joined Solent LEP Task Force.
- Working closely with Finance on release of various Business Rates Grants – in top 20% of over 300 local authorities in managing this support.
- Intelligence gathering to support recovery work being co-ordinated by LRF.



# Finance, investment and corporate services portfolio

## Headlines

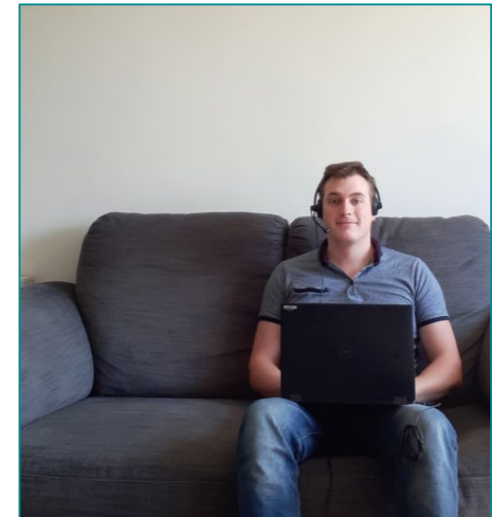
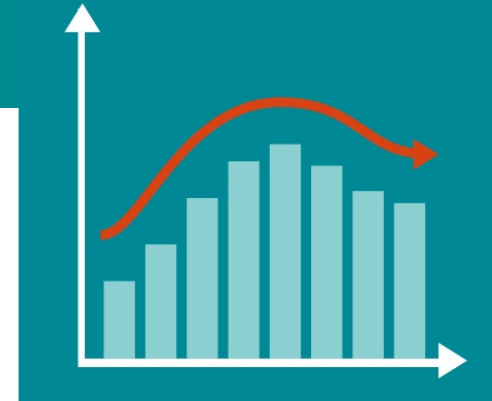
- Business Grant Funds paid to the Council 1/4/20; NFDC e-form for applications live 2/4/20. Within 7 days, 1,993 payments made, totalling £24.6M. Plenty of positive feedback on ease of application and speed of pay.
- Council Tax Hardship Grant to enable reductions to Direct Debits implemented in April.
- Government support for Cashflow and Funding.
- Council Tax and Business Rates call handling working from home.
- New Finance System cutover plan ran as scheduled and new system live first week in April.
- LTH still open for Tenants and NFDC staff, but minimal usage.



# Finance, investment and corporate services portfolio

## Staff resources

- Over 100 Corporate Service Employees working from home: Testament to NFDC investment in ICT that its infrastructure could accommodate this so readily and easily for over 400 staff in total.
- Post Room operating from ATC and offering enhanced incoming digital post and printing services.
- All Democratic services and Support team working from home:
  - Preparing for virtual meetings
  - Supporting the Leader/CEO Member Skype sessions





# Environment portfolio

## Essential services maintained

- All weekly refuse and recycling and 4-weekly glass collections on schedule.
- Office-based staff working from home.
- Grass-cutting operating with revised frequencies.
- Litter-picking continuing in priority areas.
- Food Inspectors used to follow up breaches of closure orders and assist pubs or restaurants to change activity to take-aways.



# Environment portfolio

## Services changed

- Public Toilets closed.
- Garden Waste temporarily suspended (now re-started).
- Special Collections suspended.
- All Play Areas closed.
- Taxi and knowledge tests suspended.



# Environment portfolio

## Staff resources

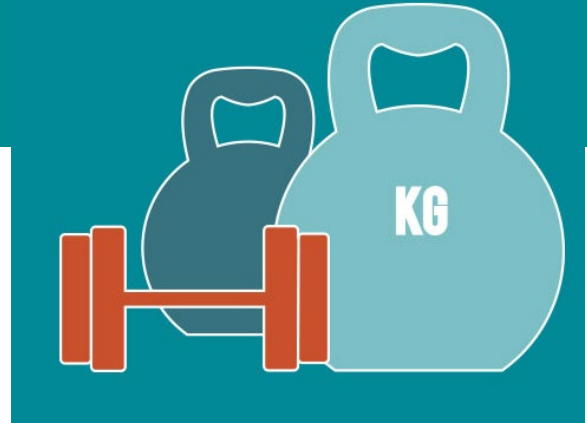
- Majority of frontline staff working.
- 20 Leisure, 22 Open Spaces and Street Scene and 4 Environmental Health Staff trained to assist with refuse.
- 26 staff identified as vulnerable – self-isolating.



# Leisure and wellbeing portfolio

## Service impacts

- All Health & Leisure Centres closed to the public and payments suspended.
- Dibden Golf Course closed.
- Free Les Mills workouts promoted to customers.
- Leisure review delayed; further update end of June.



# Leisure and wellbeing portfolio

## Staff impact



### “Use of Government Furlough”

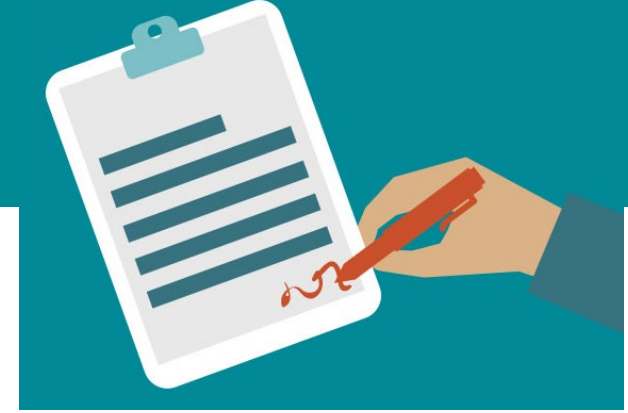
- All Instructor staff, majority of operational staff and additional management staff furloughed. Council making pay up to 100%.
- Some staff re-deployed to: Shielding Hub, CCTV and Waste
- Small number of staff planning for recovery and re-opening, with social distancing restrictions likely to be in place.





# Planning and infrastructure

## Headlines



### Service action:

- Business Continuity Plans for lockdown prepared for Planning and Building Control including site visit protocol.
- All but a couple of officers started working from home.

### Staffing:

- Development Management and Building Control working as normal supported by Admin - presence at Appletree Court.
- Development Management Admin providing additional support on Economic Development business enquiries.
- Land Charges operating as normal, personal searches being done electronically.
- Tree Service working as normal.
- Planning Policy and Environmental Design working as normal.

# Planning and infrastructure

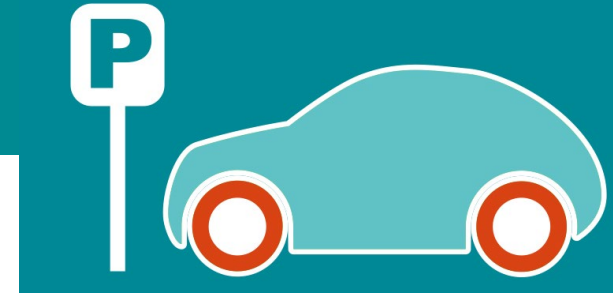
## Car parking

### Service action:

- Car parking charging suspended to assist carers and volunteers to shop for the vulnerable.
- Town and village car parks remain open.
- All coastal car parks made secure and closed, working with Police.

### Staffing:

- Parking Enforcement officers redeployed to encourage social distancing on coast and assist with food deliveries.



# Leader's portfolio

## Our community matters – recovery plan

An impact assessment in the following areas will help support the development of a plan for recovery:

- Community (including volunteers and charities)
- Local business and economy
- Service delivery
- Council finances and resources

It is unlikely there will be a clear separation between the response and recovery stages i.e. the Council will still be responding to COVID-19 when it is also implementing its recovery plan

