

COVID-19 Recovery

Recovery Scrutiny Panel
October 2020



The five recovery workstreams



Community connections, including supporting vulnerable residents



Supporting local businesses and the local economy to recover



Council services and project recovery



Finances and income to fund future services



New ways of working and models of service delivery

Workstream updates:

Progress against priorities
and next steps



Communities & Vulnerable People: Progress

- Managed exit from the provision of hot food, food parcels, pharmacy collections and welfare calls
- Return of some activities (consistent with Govt requirements) to Community Centres and Harlequin
- Return of activities (consistent with Govt requirements) at leisure centres
- Return of staff to BAU roles (with Covid-safe modifications where required) with additional ongoing support for volunteers and foodbanks
- Ongoing work with single households and measures in place to provide ongoing support if needed.

Communities & Vulnerable People: BAU & Next Steps

Elements moving to BAU

- Longer term transformation at community centres
- Quarterly locality meetings
- Service mapping
- Supporting those at risk of homelessness

Future workstream focus

- Continued recovery of impacted 'People' directorate services in compliance with Covid-safe requirements
- This may need to include in relation to any second wave response activities

Business & Economy: Progress

- Town and local centres supported to open including through signage installation and working with local businesses/retailers
- Ongoing business support activities including promotion of support available and online learning/networking events
- Live Local Work Local tool refocused to support Covid situation
- Funding bid for DWP Youth Hub submitted and approved
- Additional small business grant funding made available

Business & Economy: BAU & Next Steps

Elements moving to BAU

- Business support for micro businesses and SMEs
- Engagement with larger employers and business networks/guilds
- Engagement with neighbouring authorities and LEP
- Continue to promote financial support opportunities

Future workstream focus

- Youth Hub project to help mitigate youth unemployment
- Promote take up of Kickstart programme amongst local employers
- Engage with town centre bodies about promoting Christmas trading

Finance & Income: Progress

- Monthly returns to MHCLG continue with Portfolio Holder oversight; Covid impact reported through quarterly financial reporting
- Covid considerations to be incorporated as part of service & financial planning
- Commercial income approach of payment plans successful; monitoring ongoing
- Council Tax approach of payment plans successful; collection activity ongoing including provision of support and advice
- Workstream input into development of commercial strategy

Finance & Income: BAU and Next Steps

Elements moving to BAU

- Continued tracking of Covid financial impact
- Outstanding commercial rent repayment issues
- Commercial market monitoring / commercial strategy development
- Future Covid financial impacts

Future workstream focus

- Moving from fortnightly meeting to meetings 'as and when required'
- Review of costs associated with new ways of working
- Consideration of any other investment, income or efficiency opportunities arising from Covid

Services & Projects: Progress

- Comprehensive mapping of on hold or delayed activities
- Clear parameters for prioritisation of re-implementation (statutory responsibilities, health and safety, revenue impacts, perception and confidence, Council leadership, staff resources, contingency, ability to sustain)
- Council services and activities now able to operate in a Covid-safe manner
- Escalation and successful resolution of third party issues on key projects
- Learning points for managing any future service impact linked to above prioritisation criteria

Service & Projects: BAU and Next Steps

Elements moving to BAU

- Day to day implementation of services and projects and progress reporting to relevant portfolio holders

Future workstream focus

- Continue to have oversight of the recovery of projects and services, including any impacted by second wave response activities

New Ways of Working: Progress

- Staff survey undertaken and short term actions identified
- Member survey undertaken and informing approach to future arrangements
- Interim approach to staff working from Council offices in a Covid safe way agreed and implemented
- Environmental opportunities and challenges for the Council (organisation) arising from Covid considered and recommendations made
- Environmental opportunities and challenges for the Council (borough) arising from Covid considered along with potential Council actions/activities

New Ways of Working: BAU and Next Steps

Future workstream focus

- Oversight of proposals/change programme for:
 - Permanent return to office proposals and changes to ways of staff working (with appropriate personal technology support, contracts and consistent with operational requirements)
 - Future formal and informal Council meetings and member return to Town Hall
- Recommending considerations arising from Covid experience for development of corporate/organisational policies, strategies and service design

Covid Second Wave and Recovery

- Any required second wave response activities will be informed by the Second Wave Plan, Pandemic Plan and Business Continuity Plans.
- Flow of information will be maintained between response and recovery workstreams to ensure timely, comprehensive and safe recovery activities.