

# COVID-19 Response & Recovery

Leader's Update  
June 2020



**Reigate & Banstead**  
BOROUGH COUNCIL  
Banstead | Horley | Redhill | Reigate

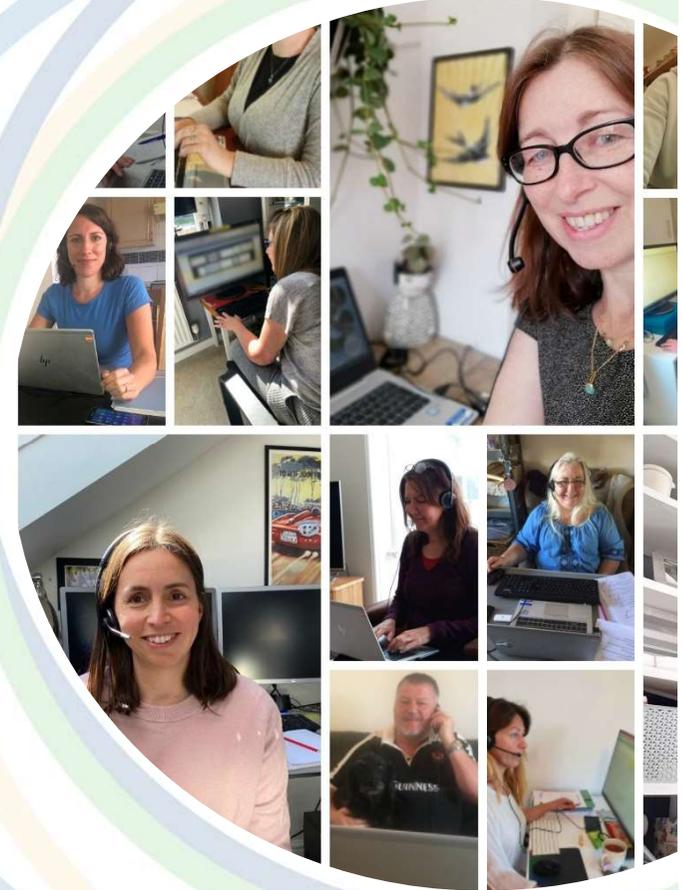
# Emergency response: Community Support

- Community Support Centre established at the Harlequin
- Deliveries to residents:
  - 1359 emergency food packages
  - 2209 hot meals
  - 291 prescriptions
- Support for foodbanks and charities:
  - 19540 items provided
- Volunteering:
  - Working with VARB to coordinate 900 new volunteers
- Homelessness
  - 47 extra households in temporary accommodation



# Emergency response: Community support (cont.)

- Welfare calls
  - 4162 shielding residents contacted
  - 106 weekly befriending calls
  - 1299 helpline calls answered and callers assisted
- Financial assistance
  - Council tax hardship support
  - Helping residents access Universal Credit and money support services
- Business support
  - £20.8 m business grants to 1570 businesses
  - Extra discretionary fund due to come on-stream from 1 June



# Emergency response: responding to lockdown impacts

## Around the borough

- Waste and recycling collections ongoing (except green waste) with collection weights up by 30%
- 80% increase in fly-tipping incidents
- Parks remained open for local recreation
- Strengthened capacity at Redstone Cemetery

## Across the Council

- Approx. 250 staff working remotely
- Over 90% of staff able to work
- Around 90 staff fully or partially redeployed to support emergency response effort



Figures correct as of 26/05/2020

# Projected impact finances and income

## Emergency response

- Funding received so far from Govt and SCC: £1.56m
- Estimated Covid-19 response costs for Financial Year (FY): £1.18m

## Income from services, fees and commercial investments

- Estimated loss of income associated with Covid-19 for FY: £2.26m

## Business rates and council tax

- Council compensated for income lost due to business rate reliefs
- Funding received for additional Council Tax Hardship relief: £0.75m (increased demand for relief could amount to £1.46m)
- Potential business rates and council tax losses (arrears): £5.81m
  - C Tax losses to be shared between precepting authorities

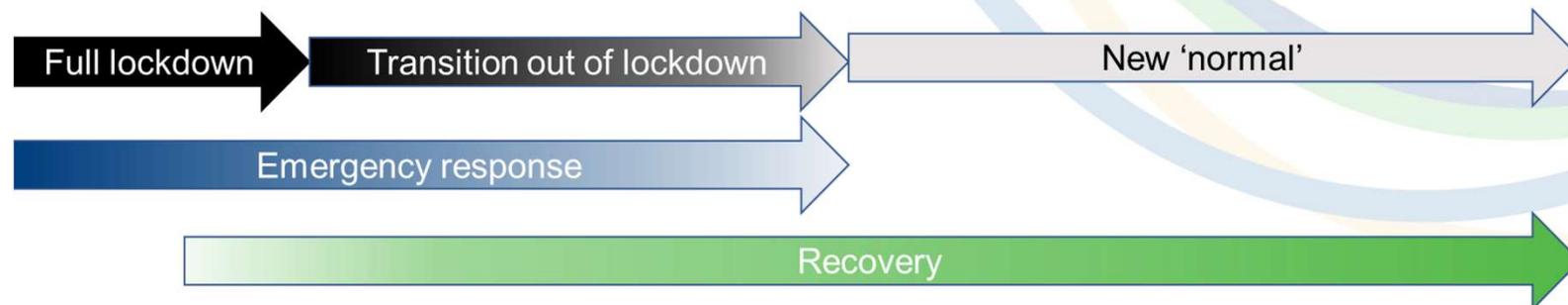
# Recovery and re-setting for a 'new normal'

## Five 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

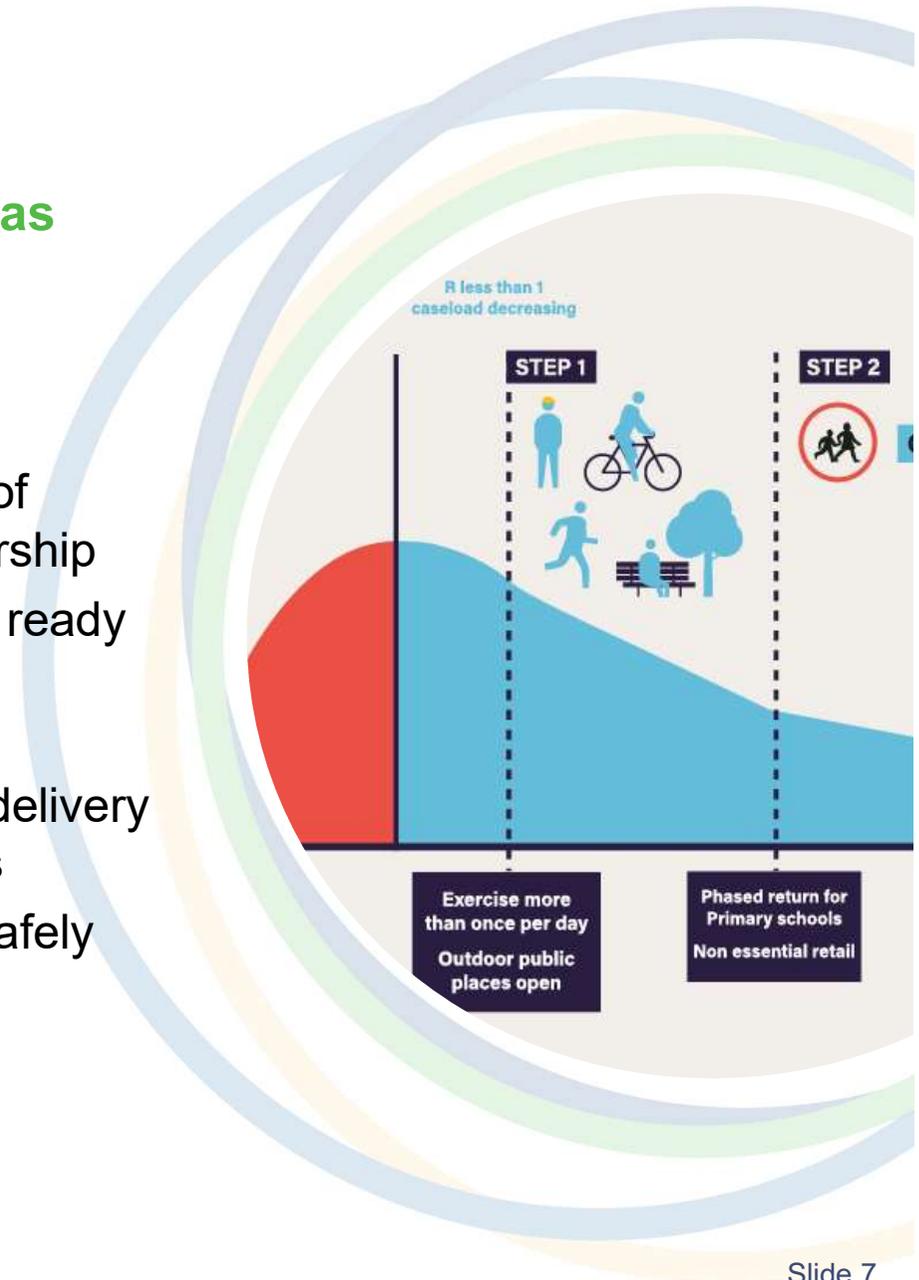
## Three phases *(timeframes subject to change)*

- Phase 1: Transformation (now to July)
- Phase 2: Strategic recovery (June to December)
- Phase 3: Service transformation (September to March and beyond)



# Recovery Stage 1: Transition

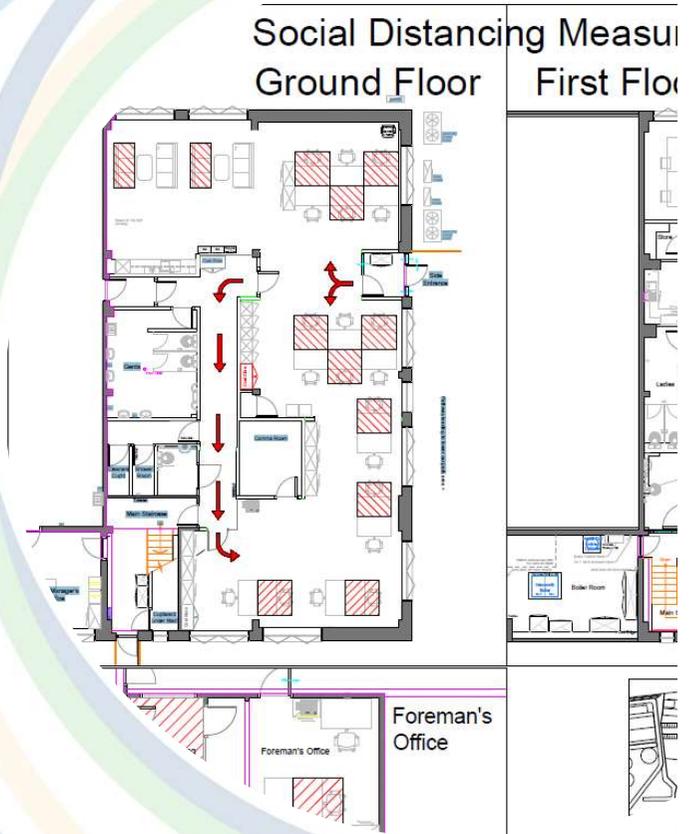
- We won't be returning to 'business as usual' in the coming weeks or even months
- Initial transition focus on:
  - Ongoing support to meet the needs of vulnerable people, working in partnership
  - Supporting towns and businesses to ready themselves to the lifting of lockdown measures
  - Ensuring we are able to sustain the delivery of statutory and high priority services
  - Supporting staff to deliver services safely



## Stages 2 &3: Strategic recovery and transformation

The purpose of the Council will remain the same, but the way we prioritise, target and deliver our activities will need to change

- As well as the obvious challenges, there are opportunities that will arise from the crisis, including related to how we and our residents live, work and get around.
- The challenges associated with the 'new normal' - and the opportunities - will be considered as we start to undertake service and financial planning for 2021/22



## Keeping you up to date and informed

- Regular member updates
- Recovery Scrutiny Panel and reports to Executive and Overview & Scrutiny Committee
- Dedicated coronavirus web pages
  - [www.reigate-banstead.gov.uk/coronavirus](http://www.reigate-banstead.gov.uk/coronavirus)
- Facebook/Twitter/Instagram updates
  - [@reigatebanstead](https://www.instagram.com/reigatebanstead)
- Interactive map of services and support
- Weekly Leader's video update
- Facebook live events
- Leaflet distribution
- Newspaper and radio advertising

