



GUILDFORD
BOROUGH

James Whiteman
Managing Director

www.guildford.gov.uk

Dear Councillor,

OVERVIEW AND SCRUTINY COMMITTEE - TUESDAY, 2ND JUNE, 2020

Please find attached an updated presentation for this evening's meeting (the statistics have been updated and are now correct to Friday 29 May):

Agenda No Item

6. **LATE SHEET - updated presentation** (Pages 27 - 42)

Yours sincerely

James Dearling
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Overview and Scrutiny Committee

Tuesday 2 June 2020

Covid 19 – GBC Emergency Response

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James Whiteman
Managing Director
Guildford Borough Council

Agenda item number: 6

Covid 19 – Impact

- 274,762 UK confirmed cases (positive tests)*
- 38,489 UK confirmed deaths in all settings*
- 2,924 Surrey confirmed cases*
- 1,194 Surrey confirmed deaths*
- Unprecedented restrictions on people's lives
- Massive economic implications (national and local)
- Huge implications for public and council finances
- New normal – dealing with the impact/grasping opportunities

(*Figures based on data from 29 to 31 May 2020)

Timelines and Governance

- 29 Jan First confirmed Covid cases in UK
- 28 Feb Surrey Strategic Coordination Group established
- 1 Mar First confirmed death in the UK linked to the virus
- 3 Mar GBC Covid Group established
- 13 Mar GBC Homeless Task Group established
- 16 Mar UK deaths reach 55 – people urged to work from home
- 19 Mar Surrey declares an emergency
- 23 Mar Government announced lockdown commences
- 25 Mar Coronavirus Act 2020 received Royal Assent
- 9 April UK records highest daily death toll (948)
- 5 May Covid 19 Emergency Budget agreed by GBC
- 13 May First easing of lockdown measures announced

Maintaining Essential Services

Examples

- Refuse and recycling services
- Street cleansing services
- Grounds maintenance services
- Parks and countryside
- Meals on wheels and community transport to hospital
- Home care and repair services for vulnerable residents
- Housing advice and homelessness services
- Bereavement services
- Planning and building control services

Suspension of Services

- Guildford Spectrum
- G Live
- Guildford Museum and Guildford House Gallery
- Tourist Information Centre
- Car parking charges and (most) enforcement
- Park and ride services (3 of 4 sites)
- Day centres and associated care services
- Housing repairs (except emergencies)
- Playgrounds

Emergency Response/New Services

- Food parcels and prescriptions from welfare hubs
- Vulnerable persons helpline
- Welfare checks for shielded and vulnerable residents
- Extended meals on wheels service
- Business grants
- Virtual council and committee meetings
- Online guidance, advice and support (residents and business)
- Enhanced internal and external communications
- New large bin waste service

Facts and Figures

(All figures correct as at 29 May 2020)

Telephone Calls

- 13,049 calls to our most vulnerable shielded residents (Cat A)
- 3,676 calls to other vulnerable residents (Cat B and C)
- 2,333 telephone calls to our vulnerable persons helpline
- 1,555 calls received by Housing Advice Services
- 114 calls from volunteers wanting to help

Facts and Figures

Food, deliveries and support for the vulnerable

- 1,810 food parcel deliveries to our residents
- 2,064 food parcels delivered countywide from Guildford Spectrum
- 15,035 meals on wheels delivered
- 354 prescriptions collected and delivered to GBC residents
- 227 urgent minor home adaptations completed
- 56 homeless people placed in accommodation
- 87 staff redeployed to welfare hubs and services
- 46 donations to fund food parcels totalling £850

Facts and Figures

Communications

- 46,186 information leaflets hand delivered to households
- 60,180 page views on coronavirus section of the GBC website
- 91,978 engagements with social media activity

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Business

- 61 commercial tenants' rent instalment dates moved
- 1,434 grants to local businesses totalling £19,235,000
- Business rate holiday to 984 properties totalling £40.9 million

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Staff

- Frontline services maintained
- Large scale home-working facilitated by ICT (over 300 from Millmead)
- 87 staff redeployed (e.g. food parcels, welfare checks)
- No increase in sickness absence and low levels of Covid-19 symptoms
- Effective management of PPE for use by staff
- Operational staff now using Covid testing facilities in Guildford
- Mental health and support (EAP, Mindfulness etc.)
- Staff survey to be undertaken on experiences and support needs
- Most importantly – our people have been incredible!

Finance

- Emergency budget agreed by Council on 5 May 2020
- £1.5 million Covid 19 emergency funding from government
- £1.9 million forecast full year expenditure by GBC
 - Guildford Spectrum (£1,257,000)
 - Homelessness (£309,000)
 - Food parcels and grants (£150,000)
 - G Live (£112,000)
- £9.6 million projected lost income by GBC
 - Car parking (£5,529,000)
 - Planning and development control (£855,000)
 - Sports and leisure (£419,000)
 - Commercial rents (£341,000)
 - Tourism (£238,000)
 - Other (trade waste etc.) (£1,835,000)

Local Recovery

Council Services and Financial Position

- Future Guildford to address budget shortfall
- Managing our finances (reduced income/increased spend)
- Resourcing our response to Covid 19 over a longer period.
- Ongoing redeployment of staff into priority areas.
- Phased resumption of normal essential services
- Review, reduction or removal of services
- New ways of working (homeworking and virtual meetings)
- Reviewing our strategic priorities

Local Recovery

Local Economy, Jobs and Skills

- Engage business to understand impact and needs
- Analyse parts of economy have been most severely impacted
- Assess the implications of a phased ending of the lockdown
- Work with EM3 and SCC to provide advice and support
- Liaise with Experience Guildford about town centre support
- Develop ideas to recover tourist and visitor footfall
- Use procurement to support local suppliers.
- Consider social value in contracts (e.g. apprenticeships)
- Manage rent payments by vulnerable GBC commercial tenants
- Public “buy local” campaign
- Supporting the unemployed back into work

Local Recovery

Vulnerable People, Voluntary and Community Sectors

- Effective liaison with the voluntary sector to understand the impact
- Continued support for most vulnerable
- Continued provision of accommodation for the homeless
- Re-assess priorities for grant funding under existing schemes
- Promote volunteering and encourage new community welfare groups
- Promote Guildford Community Lottery
- Refocus Guildford Philanthropy on work, training and skills projects
- Introduce new crowdfunding platform as new fundraising stream
- Mayor's Coronavirus Relief Fund

GBC Heroes



Guildford Borough Council's response to Coronavirus (COVID-19)

4,919 TELEPHONE CALLS made to our most vulnerable residents

1,021 TELEPHONE CALLS received by our vulnerable persons helpline and housing advice services

399 FOOD PARCEL deliveries to our residents

1,087 FOOD PARCELS delivered countywide from Guildford Spectrum Leisure Centre

4,492 MEALS ON WHEELS delivered

133,759 BINS EMPTIED PER WEEK (this excludes commercial and street cleaning)

1065.75 TONNES OF WASTE A WEEK (this excludes commercial and street cleaning)

88 URGENT MINOR HOME ADAPTATIONS completed to keep elderly and vulnerable residents safe

31,851 INFORMATION LEAFLETS have been delivered to households by staff and volunteers

41 HOMELESS PEOPLE placed in accommodation

85 STAFF redeployed to welfare hubs and vulnerable persons helpline

441 GRANTS have been paid to local businesses totalling £8.4 million

40,613 WEB PAGE VIEWS on coronavirus section of our website

57,939 SOCIAL MEDIA ENGAGEMENTS across three channels

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CORONAVIRUS - Surrey's response - May update

3,847 welfare visits to extremely vulnerable people

7,535 calls to the community helpline. Calls answered within an average of **9** seconds and **400** online forms handled

125 rooms secured to meet shortfall of accommodation for homeless people

200,000 visits to the county council's coronavirus webpages

In the last two weeks **24%** more waste and mixed recycling than usual has been collected from homes in Surrey

Around **7 million** items of PPE sourced, sorted and distributed across Surrey and over **100,000** items of PPE donated by Surrey businesses for use on the frontline

10,000 Over registered volunteers delivering support in the community

3,492 more tonnes of waste and mixed recycling than usual have been collected from homes in Surrey

More than **1,100** visits to the Surrey Virtual Wellbeing Hub on Healthy Surrey in the first week after launch

Around **11,265** grants to businesses from districts and boroughs, totalling over **£150m**

153,756 newspapers and magazine read through Surrey's digital library offer during lockdown

32,423 Direct contact made with vulnerable and shielding residents

100 Surrey University nursing students signed up to the emergency register

More than **3,000** people getting lockdown exercise advice from Active Surrey's webpages

110% Increase in new library membership as people take advantage of online and digital library services

359 schools open supporting **3,190** children of key workers and from vulnerable families

276 active Voluntary, Community and Faith based groups across Surrey directly supporting the response to COVID-19

5,000 Nearly 5,000 video appointments by GPs

1,542 food boxes sent out from the Surrey Community Hub to extremely vulnerable people

3 temporary mortuary sites up and running

Almost **10,000** leaflets about strength and balance exercises distributed to help reduce an expected rise in falls post lockdown among older people.

107 community sports clubs awarded just under **£500k** from Sport England's Community Emergency Fund.

#SurreyTogether May 2020