

**From:** Charlie Stewart  
**Sent:** 10 April 2020 13:28  
**Subject:** Members Update 10 April

Dear Councillors

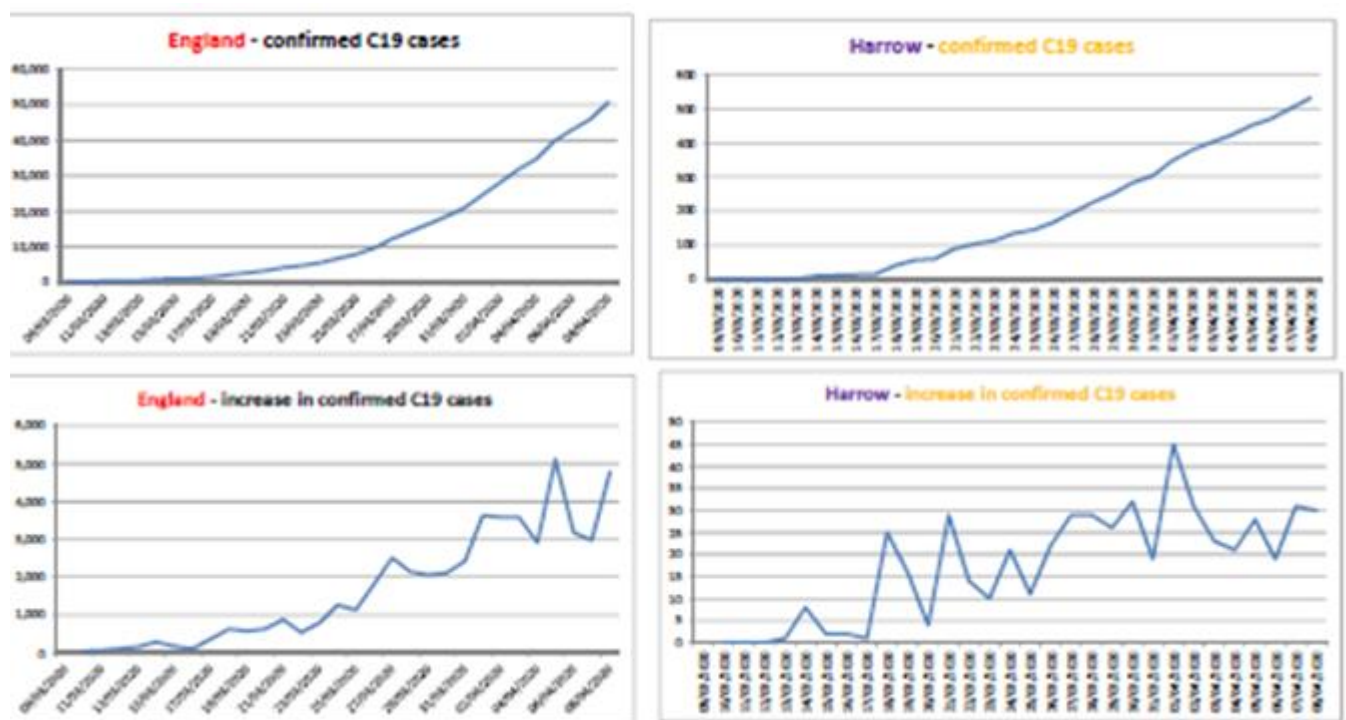
As the 4<sup>th</sup> week of lockdown comes in sight and Easter is here, I hope you are all keeping safe.

The Council' response to Covid-19 is starting to get into a rhythm as it learns to cope under the restrictions and fight this virulent virus; that's a good place in which to be. But this does mean the amount of changes I will need to report, will reduce. On a positive note, I will be able to bring greater standardisation to these updates which should make it easier for you to read (and me to write ..... :).

We should also note that it's likely to be a longer haul than we first thought; we are likely to be in this emergency response state for quite a while longer.

There has been a lot of preparation for this Easter weekend (some of the detail is outlined in the Our Services section below). On Tuesday I will give you a quick update of how the weekend went and then, on the following Friday, hopefully this update will be in the new standardised format.

### National and Local Picture



### Our Services

**Adult Services** will be providing a full service over the Easter weekend. In particular, the hospital and brokerage teams will be fully operational to deal with discharges from Northwick

Park, and the Clementine Churchill hospital (which will be providing additional capacity for the NHS).

A quick reminder that **schools** will be open over Easter for the children of key workers and children who have a social worker. Schools wrote to parents, in advance of the weekend, to remind of this offer. Virtual **musical tuition**, using the online platform Charanga, is being set up by Harrow Music Service ready for use by subscribing schools in the summer term. Unfortunately, but understandable, the **London Youth Games** have been cancelled and all school game events are cancelled until the next academic year.

**Children Services** will also be providing a full service over the Easter weekend to follow up on safeguarding emergencies which are referred by families, and by partner agencies. The focus is likely to be on household tensions and abuse within the family during lockdown rather than serious issues arising in the community.

The **Public Health** team will be operating over the weekend to provide real time advice on public health matters that arise for staff and the community.

Staff availability in **Housing** has risen to 80%+, which is good news. As a reminder, the **Homelessness** Service is now operating on telephone and email contact only. They have identified 10 rough sleepers (up by 1 from 9 in the last report) and all have been provided with emergency accommodation. Universal Credit applications continue to increase for council tenants and direct debits are being cancelled. Rent arrears increases, which are being closely monitored, are now being seen. We continue to support all sheltered housing tenants. The one confirmed Covid-19 case in sheltered housing is self-isolating, two cases are in hospital and, unfortunately, we have seen another death in hospital (bringing the total up to two).

The Easter weekend will be a busy time for **Environment and Enforcement Services** as they work hard to keep people safe by ensuring social distancing is maintained. All the teams will be working closely with Police, other emergency services and regional organisations to keep premises shut, prevent congregation of groups of people and to provide high visibility presence on the streets and across parks and open spaces.

Updated advice on the **Small Business Grant Fund and the Retail Hospitality and Grant Fund** has been issued and was sent in the third newsletter to businesses on the 8<sup>th</sup> April. You may find the following information on our website and in the separate attachment useful background to these funds. In outline the funds are:

**Small Business Grant Fund:**

Under the Small Business Grant Fund (SBGF), all businesses in England in receipt of Small Business Rates Relief (SBRR) or Rural Rates Relief (RRR) as of the 11 March will be eligible for a payment of £10,000. We estimate that this will apply to some 730,000 businesses across England.

**Retail, Hospitality and Leisure Grant Fund:**

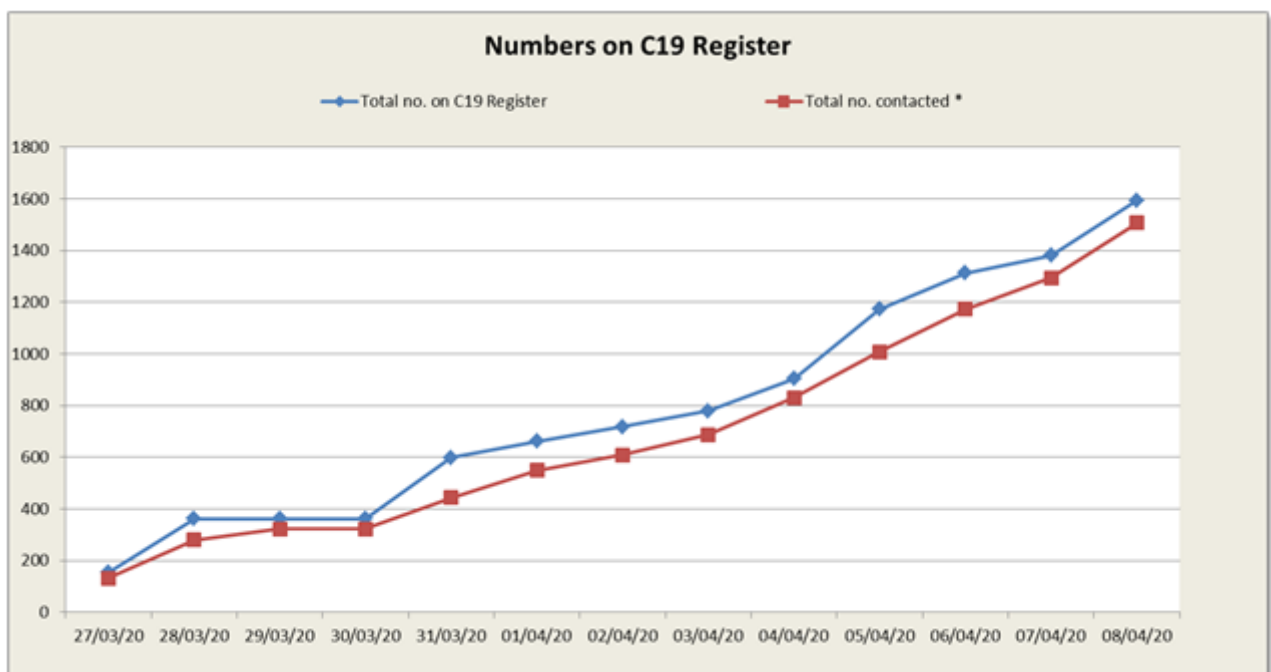
Under the Retail, Hospitality and Leisure Grant Fund (RHLGF) businesses in England that would have been in receipt of the Expanded Retail Discount (which covers retail, hospitality and leisure) on 11 March, with a rateable value of less than £51,000, will be eligible for cash grants of up to £25,000 per property. Eligible businesses in these sectors with a property that has a rateable value of up to and including £15,000 will receive a grant of £10,000.

Eligible businesses in these sectors with a property that has a rateable value of £15,000.01 or over and less than £51,000 will receive a grant of £25,000. Businesses with a rateable value of £51,000 or over are not eligible for this scheme. Businesses which are not ratepayers in the business rates system are not included in this scheme.

The Team from **Economic Development** and Learn Harrow, who are supporting Revenue and Benefits Service to contact businesses, has been increased to ten staff. As of 9<sup>th</sup> April, 1800 e-mails and 450 text messages have been sent to eligible businesses and 300 phone calls will be made next week to businesses that just have land lines

## Community Hub

As of close of play Wednesday our Community Hub had contacted 1507 residents who had requested our help through the Central Government support scheme. A total of 317 asked for emergency support with food, which has been provided. The graph below shows how the numbers have quickly grown:



We also get some requests for other support (other household essentials, access to services or just a chat) and have been doing our best to meet this need. In order to ensure we improve and sustain our support, we have been analysing our, and other data, as to what vulnerable residents may need (including the 100+ residents who contact use daily through our Help Line). Next week we will be agreeing what support we should be offering and who would be best to provide it (us, the community or voluntary sector)

## Our People

**A Special Update on PPE ....** The need for Personal Protective Equipment (PPE) has never been more important.

PPE is needed for two reasons: primarily, it is to protect vulnerable people from the wearer and secondly to protect the wearer when in close contact with someone with confirmed or suspected COVID19.

For protection against coronavirus, the full range of PPE that **may** apply to specific council frontline work includes:

- Plastic aprons (single use)
- Gloves (single use)
- Fluid-resistant (Type IIR) surgical masks (FRSMs) (single or sessional use\*)
- Eye/face protection (single or sessional use\*)

\* sessional use is defined in the COVID-19 PPE guidance as use for a period of time undertaking duties in one specific care or exposure setting.

The majority of frontline council staff, outside of health and social care, are not in close contact with clients or residents and therefore do not need to use PPE for protection against coronavirus, and/or coronavirus spread. We have just updated, and are in the process of issuing, our PPE guidance for staff. The guidance covers all types of scenarios in which are staff may find themselves. We have also reviewed our stocks and supply-chain for PPE to ensure we will have enough to cover the revised need. At present, we have a week's worth of PPE stock in storage with regular deliveries that will sustain us for the foreseeable future.

As always.....

Please stay safe and look after each other (and the NHS and Social Services ...)

Charlie

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BUILDING A **BETTER**  
HARROW