

From: Charlie Stewart
Sent: 01 May 2020 18:40
Subject: Covid-19 Update - 1 May
Attachments: Business Support Grant General Brief 30 Apr v2.docx; charts 30.4.20.docx; E-mail to all applicants 1 May.docx; Community Hub data 30.4.20.xlsx; Gold Dataset 30.4.20 ldrs.pdf

Dear All

Here is your Covid-19 update for the end of April.

As they say ... April showers bring May flowers. With the flowers perhaps will come some respite from the virus and lockdown.

That said, there is a general feeling that the weariness of the lockdown is become too much for some, and people are starting to venture out when perhaps they should not. As leaders of the Community, I am sure that the NHS would ask you to reinforce the message:

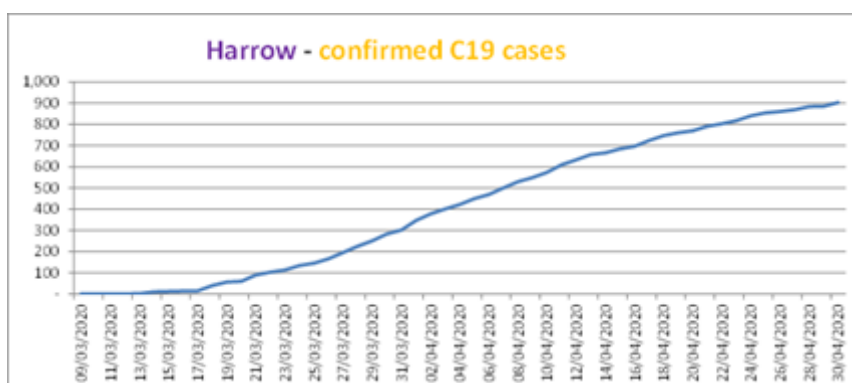


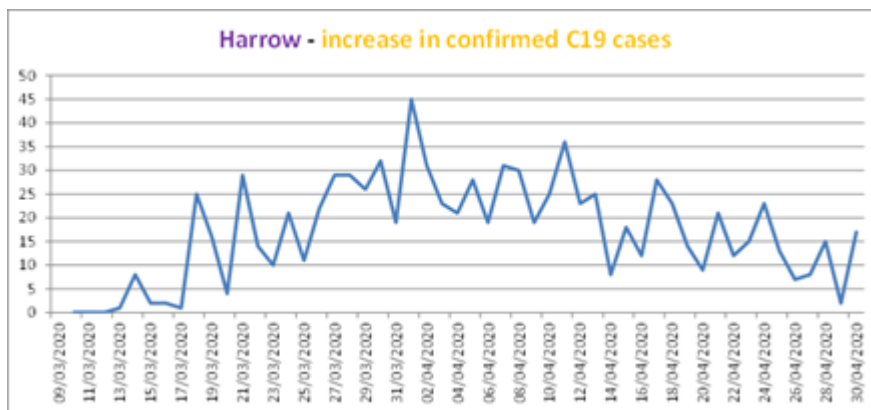
Today's update includes:

- A brief on Business Support Grants
- An update on the Community Hub and our next steps in supporting vulnerable residents.
- General updates on next steps as we look to the reduction in the lockdown
- Attached is the Gold dataset which gives a general picture across the Council's critical services

National and Local Picture

We start, as always, with the graphs showing the National and Local picture (see attached *charts 30.4.20* document). The stabilisation of cases continues to look positive, but you will note the inclusion of care home data for the first time has (understandable) caused a spike in numbers.





Our Services

All critical services continue to operate well. Please remember to clap for our staff (along with those from the NHS) on Thursday evenings.

The best way to describe the services in the **People Directorate** is to say that they are continuing to operate seven days , and they are stable and resilient. Staffing levels across Children's' services, Adult Services' and Public Health are now at 80% ,with many staff now back at work after periods of self isolation or illness.

All children of keyworkers in Harrow continue to have **school** or early years provision in Harrow if requested, and there continues to be a steady increase in the number of vulnerable children attending school. We are now thinking ahead with our Head Teachers to the potential/partial re-opening of schools in the recovery phase post- lockdown. Once the Government announces what restrictions are still to be in place over the next few weeks, we will collaborate with head teachers on how best to implement this plan following the advice of our Director for Public Health. The next Heads and directors Meeting has been set for the 4th June ,which will include a Q & A session with the Director of Public Health. The DfE will be rolling out the offer of additional IT equipment for care leavers and children looked after. This will be co-ordinated via our virtual school, and our local school counterparts. It is expected that the full details of the DfE offer will be made more explicit next week.

There has been a steady increase in the number of contacts and referrals involving **Domestic Abuse** over the past week, which reflects some of the trends seen in other parts of London , and other parts of the country. We've had sufficient capacity to deal with this investigative work in collaboration with the Police and other agencies.

The rates of hospital admissions at **Northwick Park hospital** for coronavirus has continued to slow down . There are currently sufficient numbers of critical care beds to meet the need, and **Adult Social Care** have been able to meet the demand for hospital discharges. The staff testing hub at Alexander Avenue is now fully operational and the Local Authority are assisting with the provision of transport where needed. The current focus for testing is on bolstering the care homes sector in Harrow by prioritising staff from this area of provision. The Local Authority is providing high levels of support to care providers in the Borough, working alongside GPs, Public Health professionals and support staff form the Harrow Clinical Commissioning Group [CCG]. This work with the care home sector continues to be the top priority for our Adult Social Care.

The **Refuse collection** services continues to operate well and the **Community & Public Protection** teams continue to monitor, advise and enforce social distancing. Our Emergency homelessness service continues to operate as in previous weeks. We have now housed 15 rough sleepers and we are accommodating other single homeless to prevent rough sleeping (10 last week).

In **Housing**, the surge in UC applications from tenants has peaked and rent arrears are now reducing slightly, but still higher than this time last year.

Everyone Active, the Council's **leisure** contractor, is providing 20 classes free of charge each week live on the main Everyone Active Harrow Facebook page <https://www.facebook.com/eaHarrow/>. The classes are open to anyone and all ages and levels of fitness are catered for. The sessions include yoga, family fitness, conditioning, family pilates, and cardio workouts.

Community Hub

Our Community Hub continues to work well with 3764 'shielded' people having been contacted as of Thursday. The full dataset is attached as a Spreadsheet.

The first week of the revised voluntary sector led food delivery project has been successful with c55 households having hot food delivered three times per week. Residents have been active in making this happen and supporting each other.

We are now planning for the next stage in the Community Hub supporting the most vulnerable.

We have now received from Government the list of shielded people who they have not managed to contact. We will start next week to try and phone them ourselves. Failing that, we will then be sending staff around to knock on doors and we will be talking with the Police and Fire service what escalation there will be if we still get no reply.

For those vulnerable people not on the shielded list, we have now identified, with the Director of Public Health, which groups of people (such as over 65 years old living on their own) with whom we should be trying to make contact. We know the areas where these groups of people mostly live and will be leafletting those areas with specific advice and request that they make contact with us. This work is in addition to the proactive telephone calling we have been making to the vulnerable people who we already know as they are on our Adults Services and Housing databases.

Housing Services have contacted 1128 vulnerable tenants to date, as well as tenants who requested a repeat call or who required urgent help the first time they were called. The majority of tenants we have spoken to are being looked after by family and friends.

Business Grants

There has rightly been much discussion and concern about the critically important Business Grants initiative. We all recognise its importance to Harrow Businesses and our teams are working extremely hard to make it happen. We have some very 'specific to Harrow' circumstances which are making delivery much harder for us. These circumstances, and how we are handling them, are outlined in the attached brief.

In summary, we have had a slow start due to the relatively small size of our team, the proportionally large number of eligible businesses and the lack of good data (and technology). We have made great strides and, with the hard work of the team, are now making good progress. The need for checks on grant applications has been

questioned. But we believe it is best for Harrow's business community (although difficult perhaps to understand) as the checks greatly help getting the money to the right people. We have also significantly increased our communication and support to Harrow's Businesses and we will continue to improve the way we are supporting them with this grant scheme.

Our People

Our People continue to go above and beyond and the Chief Executive, in his telephone briefing to all staff, gave thanks to many specific teams.

We are now looking at the next stage for 'lockdown' and the probably relaxing of some guidance. We have been looking at how and who we would bring back into the Civic offices, but with an eye to the future where we will be wanting to work more 'remotely' as we look to the new Civic Centre development. More on this in a future update

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