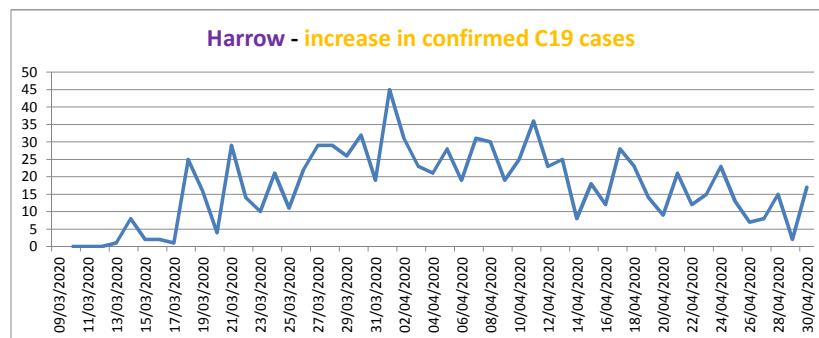
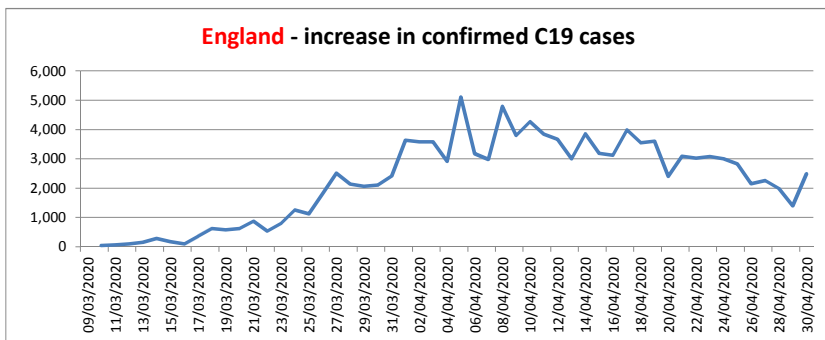
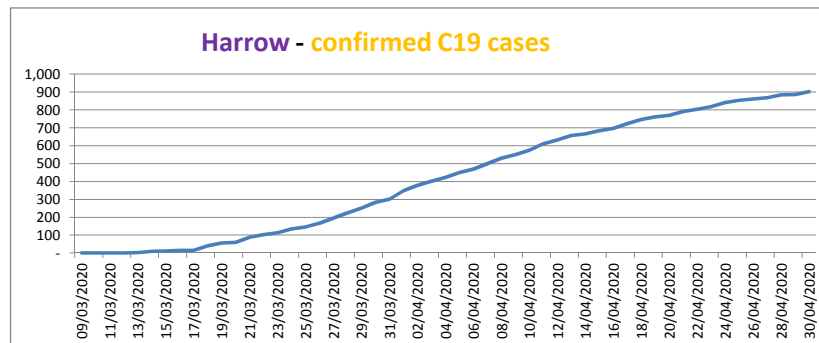
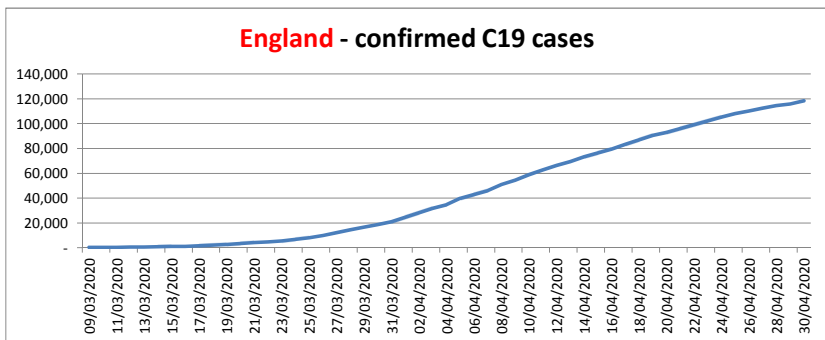
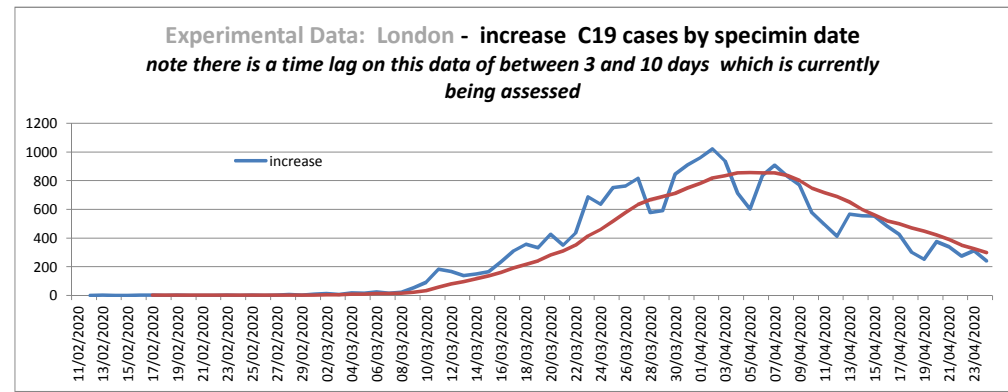
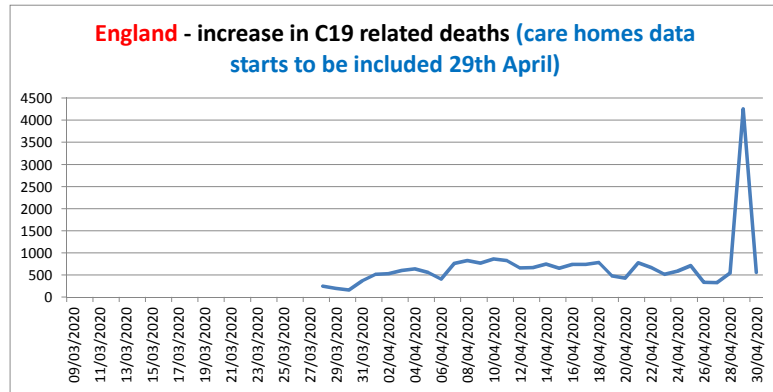
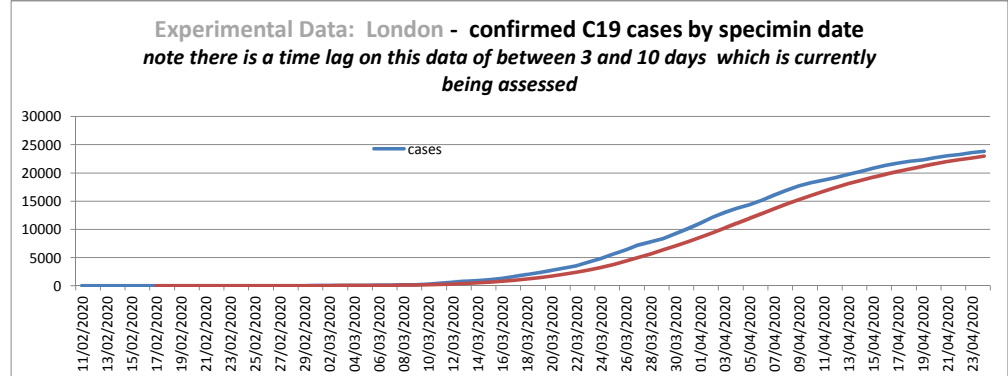
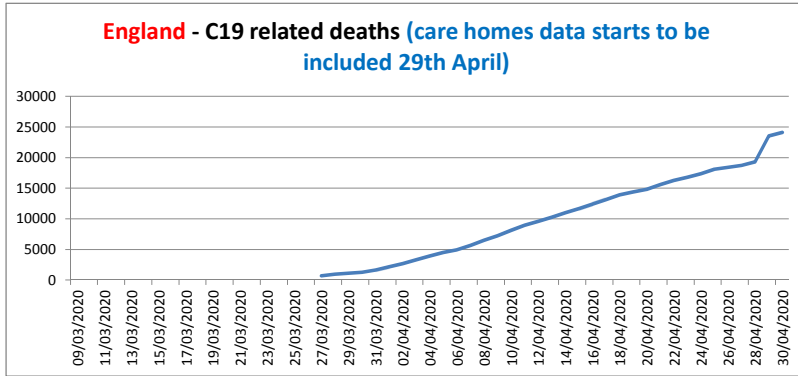


Covid-19 Daily Data

Thurs 30.4.20



Covid-19 Daily Data



Covid-19 Daily Data



Area	Details	Source	Target	11.4.20	12.4.20	13.4.20	14.4.20	15.4.20	16.4.20	17.4.20	18.4.20	19.4.20	20.4.20	21.4.20	22.4.20	23.4.20	24.4.20	25.4.20	26.4.20	27.4.20	28.4.20	29.4.20	30.4.20	RAG	Comments	
Daily LRF SitRep	Number of services marked '4' - Unable to undertake urgent/essential responses (requiring mutual support)	Matt Shaw, EP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	G		
Daily LRF SitRep	Number of services which will fail without intervention within 3 days	Matt Shaw, EP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	G		
Daily LRF SitRep	Number of services which will fail without intervention within 7 days	Matt Shaw, EP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	G		
Daily LRF SitRep	Number of services which will fail without intervention within 14 days	Matt Shaw, EP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	G		
Social care & health	Referrals from NHS of those with health conditions that put them at risk (running total)	Jonathan Milbourn	N/A	5065	5065	5065	5065	5065	5056	5056	5056	5056	5056	5056	5056	5056	5056	5056	5056	5056	5056	5065	5065		Long list of 3125 from hospital and GP records received on Friday 3rd. Additional cases from register added for the first time on 10.4.20	
Community Hub	Number of people contacted through community hub (running total)	Jonathan Milbourn/Mar k Gwynne	N/A	2012	2072	2174	2208	2327	2417	2495	2687	2754	2823	2915	3040	3163	3253	3293	3384	3463	3515	3656	3764		Running total of numbers of vulnerable residents contacted	
Business Grants	Grant applications received												2400											2600		
Business Grants	Grant applications processed																							1250 (48%)		
Business Grants	Grant applications awarded												663											785 (30%)		
Business Grants	Value of awards																							£14.49m		Currently processing around 200-250 per week. This is likely to see us clear the near 950 outstanding applications received up to 20/4/20 by 15/5/20 and the rest received post 20th of April by the end of May
C19 Helpline	Number of calls to the Council hotline	Jonathan Milbourn	N/A	51	17	49	212	148	115	119	33	18	187	135	96	96	99	22	11	111	101	81	75		Incoming calls to Council hotline - reported one day in arrears. Note large increase after 90,000 leaflets delivered around 20 April	
Children & families	Number of schools open	Patrick O'Dwyer	N/A				40	40	40	40				55	55						57				Out of 60 state schools & including alternative provision. A further 3 private schools open. Numbers lower during holiday period.	
Children & families	Number of key worker children without a school place	Patrick O'Dwyer	0			0	0	0	0	0				1	1						1			A	1 child needs special school place and is being assessed by CYAD	
LA staff talent hub	Number/capacity of volunteers from local authority	Vishal Seegoolam/ Elaine McEachron	N/A	88	88	88	88	88	88	88	88	88	88	88	88	88	88	88	88	88	88	88	88		Note that original figure given on 26.3 was then reduced due to a number of staff needing to self isolate	
LA staff talent hub	Number deployed	Vishal Seegoolam/ Elaine McEachron	N/A	42	42	42	42	42	42	42	42	42	42	42	53	53	53	53	53	53	53	53	53		9 - Hardship Fund 8 - Foodbank at Harrow Leisure Centre 13 - Access Harrow Vulnerable Residents 2 - to cover planning in Access Harrow 10 - Drivers for food deliveries 9 - Parks and open spaces 2 Programme Management Office	
IT	Number of P1 incidents	Catherine Little	0					0	0	0	0			0	0	0	0				0	0	0	G	All IT indicators reported one day in arrears	
IT	Number of staff accessing IT remotely	Catherine Little	N/A				1035	1081	1008	945			1042	1109	1102	1101	1000				1118	1152	1153			
IT	Helpdesk requests	Catherine Little	N/A				18	24	25	20			13	28	39	43	29				46	51	54			
IT	Helpdesk incidents	Catherine Little	N/A				41	35	45	30			107	117	84	52	34				74	59	91		Directive issued on 27th March to route issues through Directorate rep. Calls direct to IT reintroduced 8/4.	

Covid-19 Weekly Data



Area	Details	Source	w/c 18 March	w/c 23 March	w/c 30 March	w/c 6 April	w/c 13 April	w/c 20th April	w/c 27th April	Comments
Access Harrow	Number of visitors to Reception	Jonathan Milbourn			840	713	823	1031		Data will now be reported weekly
Access Harrow	Housing and homelessness enquiries at Reception	Jonathan Milbourn			16	15	16	14		Data will now be reported weekly
£1.392m MHCLG Hardship Fund Grant	Non-Discretionary support - £150 council tax awards to CTS recipients	Fern Silverio					See update re software	See update re software	See update re software	Total support to be awarded anticipated to be £950k initially based on our current number of CTS recipients. Rebilling will be supported by a software change, and Northgate, the software supplier, expect it to be ready in early May. If all goes well, and Harrow IT can implement changes quickly, we could automatically award the £150 to around 6,400 qualifying accounts by mid May.
£1.392m MHCLG Hardship Fund Grant	Further Non-Discretionary Support - £150 council tax support award for those who are yet to claim CTS in 2020/21	Fern Silverio					0 awards £0 total	0 awards £0 total	0 awards £0 total	Further to MHCLG additional guidance issued on the 16/4/20, LA's must also use the Hardship Fund Grant to support any new additional CTS case that may materialise in 2020/21. As such £300k has been set aside for these cases. Indications are that DWP has seen an increase of potential new cases and Harrow will be sent details within 5 weeks or so regarding first tranche which may have as many as 500. Estimates are that we may have up to 2,000 new additional working age claims by the end of June on top of the current 6400 at present.
£1.392m MHCLG Hardship Fund Grant	Discretionary CTax Support via S13a Hardship Relief - to alleviate Council Tax in cases where tax payer experiencing short term financial hardship	Fern Silverio					2 cases	2 cases	2 cases	Likely to have cases mixed in with normal council tax correspondence received. These will be dealt with as we process work. Also looking at pro-active initiatives where this support will be granted to those where pre 2020/21 debts are with enforcement agents if this supports them being able to subsequently pay 2020/21 council tax. Around £90k set aside for this
£1.392m MHCLG Hardship Fund Grant	Discretionary Support via Local Welfare Scheme (Harrow Hardship scheme) re immediate cash need- to alleviate Council Tax in cases where tax payer experiencing short term financial hardship	Fern Silverio					345 apps 17 awards £4755 total	413 apps 24 awards £7012 total	464 31 awards £8100	Assessments are taking place, many of the initial applications have been signposted to other benefits or asked to reapply when last salary payment is used up. Most applicants have savings and have needed no financial support although they have been sign posted elsewhere as may have had other needs. £50k allocated to this discretionary welfare scheme
Business Grants	Eligibility for Business Grants	Fern Silverio					3320	3320	3320	Now moved to daily section Scheme 1 Small Business Grant £10,000 x 1904 Scheme 2a - Retail, Hospitality and Leisure Grant£10,000 x 266 Scheme 2b - Retail, Hospitality and Leisure Grant£25,000 x 1150
Social care & health	No. of ASC clients considered to be at high risk (inc. indications from care agencies)	Jonathan Kilworth		1900	1900	1900	1267	2572	2527	Initial long list further refined from Mosaic system , MH data and new information from providers
Social care & health	Number contacted by Adults Social Care	Anne Mosely, Virginia Wilkinson					150 (12%)	828 (32%)	1051 (42%)	ASC are calling vulnerable service users based on prioritised lists provided by Business Intelligence. New 'C19 contact' introduced 1st April, total contacts is a combination of this new contact episode plus other contacts since 15th March
Housing	Percentage of urgent repairs undertaken within target time over the past seven days	Nick Powell	96% (116)	99% (137)	94.1% (125)	99.2% (73)	96.2% (70)	97.4% (105)	98% (79)	
Housing	Total number of homelessness approaches over the past seven days	Nick Powell	39	30	22	49	20	63	40	Update at 28.3.20: The 63 approaches between 16 and 22 April were not all homeless. There has been a slight rise in actual homelessness, mainly due to sofa surfers no longer being able to stay with friends, so needing accommodation to stop them becoming street homeless. This is partly due to outstaying their welcome, partly due to fear of the virus and overcrowding and perhaps some single homeless seeing this as an opportunity to obtain permanent or social housing. (For context, we housed 2 single applicants yesterday and 2 today). Very few families are currently becoming homeless, as landlords generally can't evict and families are willing to keep their children/grandchildren living with them during this emergency. A lot of the new enquiries are about longer term concerns of homelessness due to financial pressures, of reduced income or unemployment and the inability to pay some or all of the rent. The current support schemes do not meet all rent payments for families with slightly higher incomes whose rent is above Housing Benefit levels. There could be an enormous surge in evictions when the restrictions are lifted unless we can work with families now to find solutions and help meet rent shortfalls.
Housing	Total number of social rented lettings made over the past seven days (council and via housing association)	Nick Powell	7	2	1	0	8	18	12	
Housing	Total number of lettable voids within the council stock (social housing lets - i.e. not Temporary Accommodation, shared ownership, etc.) that became available for re-let over the past seven days	Nick Powell	3	3	3	1	0	1	1	Viewings are on hold due to Coronavirus
Housing	Total number of families (households including children) currently residing in single room accommodation and unable to self-isolate (applies only to households placed by the local authority)	Nick Powell	23	26	20	18	16	14	15	This is the number of households with children sharing facilities in B&Bs/hostels, not the number of rooms they are accommodated in, as larger families need more than one room.
Housing	Rough sleepers placed in accommodation	Nick Powell		8	9	11	13	15	15	

Covid-19 Weekly Data



Area	Details	Source	w/c 18 March	w/c 23 March	w/c 30 March	w/c 6 April	w/c 13 April	w/c 20th April	w/c 27th April	Comments
Housing	Gas safety checks	Nick Powell			99.9%	99.9%	100%	100%	99.7%	
Housing	Water hygiene	Nick Powell			100%	100%	100%	100%	100%	
Housing	FRAAs and asbestos surveys	Nick Powell			100%	100%	100%	100%	100%	
Environment	Flytipping – to track any increase due to recycling centre closure	Jon Wilson		120	78	115	122	49		
Environment	Travellers sites in the borough	Jon Wilson		0	0	1	0	0		Travellers currently reported in Barnet and Brent

Covid-19 Frequently Asked Questions and Themes Arising



Area	Details	Freq	Source	Themes
Communications & FAQs	Resident FAQ themes - exception basis, number of visits to C19 webpages, data from helplines	Weekly	Jonathan Milbourn	3125 calls on C19 helplines received to 30 April. Website is now populated based on FAQs from residents. Website hits data is available monthly.
Communications & FAQs	Members FAQ themes - exception basis	Weekly	Charlie/Hugh	
Communications & FAQs	Staff FAQ theme	As often as significant number of questions come through. Tends to spike after staff briefings	Leanne	See table below
Communications & FAQs	Issues arising on social media etc	Each Monday (to include weekend) and Thursday	Masooma	Update from Masooma with input from Fern at 27th April - Council tax queries continue. Most individual queries coming back to say they have had no contact or no way of getting help. A mix of – wrong name on bill, overpayment and unique queries on CT. - Social distancing queries. In the main these are being passed to the Revenues back office and for straight forward queries Richard's Team doing a fantastic job in resolving these. However we do need Revenues back office to have more capacity to enable justifiable queries and non generic issues to be properly responded to or actioned. Unfortunately most staff are tied up in Grants payment work and simply not available for another 2-3 weeks so we can provide a full service.

Staff Questions from Communications Inbox - up to 19th April	
	<i>Post Sean's Conference call on 15.4.20</i>
IT / Connectivity	Most common staff questions to communications were around remote working, connectivity and phone policy. Plus suggestions re video technology (which will be available after Windows 10 upgrade)
Staff Questions from Communications Inbox - up to 7th April	
	<i>All post Sean's Conference call on 31.03.20</i>
IT	Bedford House – Pinner: request for WiFi to enable residents and their families to remain connected – being actioned by Head of Service
	Own Devices – a number of emails from people at home unable to access Harrow IT and waiting on the use own device link
	Screen message on laptops: Can the screen message be updated as we have moved on from the first step advice issued. We need to be uplifted not be reminded by a black message reflecting the dire straits that we are presently all facing.
	Personal emails: A number of emails requesting all staff updates to be sent to personal email addresses. Comms have added all requests to our distribution list.
	Security password on work phone: Request to extend the length of time before the phone locks. IT provided a response. No plans to review the policy at this point.