

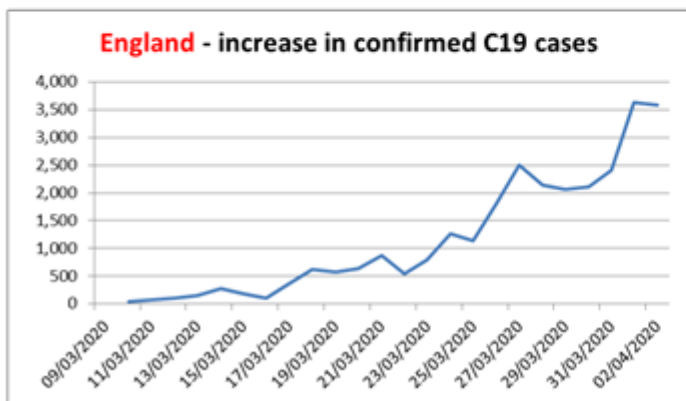
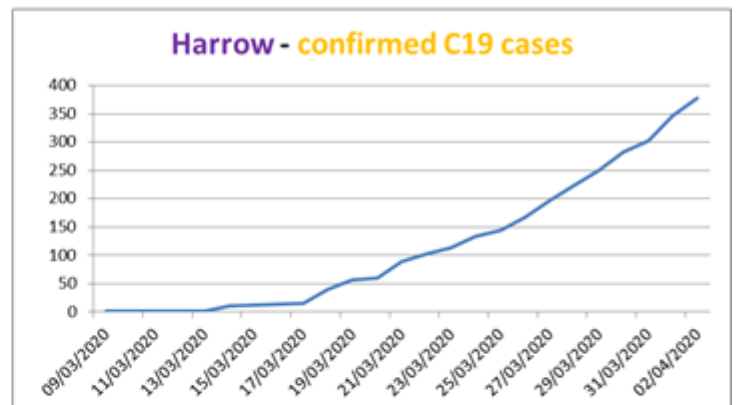
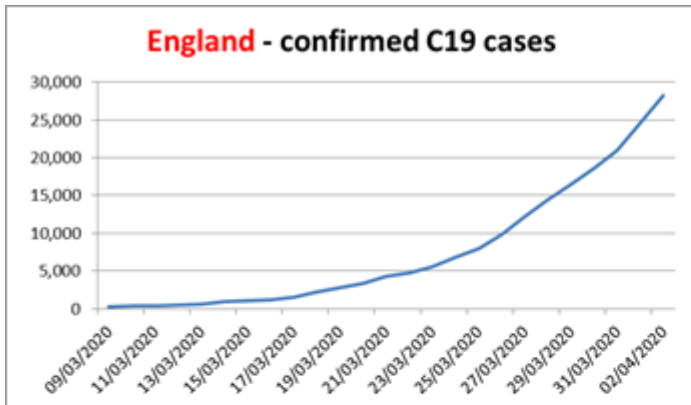
**From:** Charlie Stewart  
**Sent:** 03 April 2020 21:06  
**Subject:** Covid-19 Update

**Dear Councillors**

End of week update

### National Picture

I thought a few pictures may help express the national picture today:



Note that there will be many more people who have had Covid-19 that appear in these graphs.

### Our services

Our services continue to cope and the forecast remains that we can continue to provide critical services over the next two weeks (at least). Next week we are planning from which non-critical functions we can move staff to support critical services (just in case). We are also ensuring resilience over the Easter break. You will appreciate that most staff will be working, instead of taking their normal holidays, but we do need to ensure that our hard working people taking at least a short break to re-charge their batteries.

Staffing levels in **Adults' Social Services** remain at approx. 70-80% and there continue to be no delayed discharges from hospital for Harrow residents. As part of our forward planning next week, work is underway with local care provider market to build confidence for anticipated surge.

The vast majority of **schools** in Harrow will be open over the Easter holidays and no children of key workers are without a school place. The number of children attending our schools remains stable at approx. 300-350. The DfE have confirmed the National offer day for Schools Admissions will go ahead on 16th April. We are prepared to meet this requirement.

In **Children's Services** a 7-days a week service will be in place for the foreseeable future so as to ensure that child safeguarding requirements are fulfilled. We are trying other means of contacting for those children where the risk is not identified as high [E.G skype, zoom etc]. Interestingly, the number of serious youth violence incidents in the community has reduced since lockdown.

The new Deputy Director of **Public Health** is settling in and staffing levels within Public Health team have strengthened as result of staff returning form self-isolation.

Our **Housing Services** continue to operate well with emergency repairs and urgent repairs being mostly completed within target timescales and other critical services, such as gas safety checks, running. Universal Credit applications are increasing for our council tenants and we are seeing direct debits being cancelled. We are also monitoring rent arrears closely as we are expecting an increase. Caretaking service are under pressure due to staff isolation and are working at only 50% capacity. Other housing staff are being asked to cover monitoring of communal areas for any hazards that might constitute fire risks. The contacting of known vulnerable households living in council property, using volunteers identified within Housing Services, is now underway. The most frequent feedback so far is of loneliness and isolation. We are considering how we can best assist refer.

**Waste Services** continue to work hard to keep all bins emptied and main routes clean. Just as a reminder ... We are suspending the garden waste collection service (from Monday).

**Public Protection** officers are on our streets, along with Kingdom officers, to maintain a public presence and there will be and increased focus this weekend on parks and open spaces to ensure social distances and no unauthorised gatherings. Also on our streets, the interim parking and enforcement policy has been introduced to provide clarity for users and we have ceased all but emergency highway works.

### **Community Support**

The Community Hub continues to support both those in the Borough most susceptible to the virus and those made most vulnerable because of self isolation; so critical to ensure safety.

The Hub has contacted 608 residents so far and food has been delivered to all those residents who were on the government's list of most susceptible and who asked for help. The total government list of 3125 residents (most susceptible to the virus) has been received today. Although all these people have been given the change to contact the government help-line, to ask for help if they need it, we will also, over the coming week, make contact with them to ensure they are OK.

### **Business Support and Council Finance Update**

The majority of our business support is up and running:

- Business Rate Relief advice is on the Council's website
- Small Business Grants – The Council has received its allocation of £42.2m. The policy and application process is expected to be live in the Council's website today. The Council will be using the government's tool to administer this scheme to ensure grants are allocated to those who meet the criteria and to prevent fraud.

And to support residents, the Hardship Fund (£1.4m) policy and application form is live on the Council's website. As a minimum, 6,442 working age residents on CTS will receive their £150 reduction in their CT bill. We will also suspend fees and charges increases that were due to be implemented with a further review date of 2nd July. This obviously will lead to a further loss of income and adds to the significant increase in our costs as we fight Covid-19.

And to ensure we keep the Council going:

- It is crucial that, whenever possible, residents continue to pay their Council Tax. The procedure for Council Tax reminders will remain in place and the reminders to residents will include a letter offering support, but also explaining to importance of paying Council Tax to support vital service provision.
- We have received from Government the first emergency funding of £6.3m to support the our loss of income and additional expenditure. A great help, to start with .....

### **Our People**

We now see over 1000 people on-line working from home; a massive difference to the average of just over a hundred before the crisis. Home working is starting to get into the DNA of the organisation. Next week we will roll out Bring Your Own Device which will allow people (and Members) to use their own IT to log

onto their Harrow accounts. We will also start to roll-out the new devices (MS Pros etc). Roll-on new technology .....

As always.....

Precaution is better than cure so please stay at home unless absolutely necessary.

And

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

**Charlie Stewart**  
**Corporate Director Resources**  
Internal: 6650  
External: 020 8736 6650  
Mobile: 07849 628765  
[charlie.stewart@harrow.gov.uk](mailto:charlie.stewart@harrow.gov.uk)

BUILDING A **BETTER**  
HARROW