

# COVID – 19 Emergency Overview and Scrutiny

- Overview of National and London position
- Update on Harrow Services
- Community Hub/Hardship/Business Grants
- Care Homes
- PPE/Testing/Track and Trace
- Budget
- Restart and Recovery
- Questions and Discussion

- London is well past the peak of the virus
- Harrow Services have held up very well
- Community hub and hardship support delivered well
- Business Grants a big challenge but getting there
- Budget impact significant and unclear
- Planning and delivery of restart and recovery ongoing
- Test, Track and Trace upcoming priority and challenge
- Staff have been amazing in very difficult circumstances

- London past the peak but likely to last through June?
- Harrow has had high numbers of cases
- Lockdown is being gradually eased but Test, Track and Trace is integral to pace increasing
- The transition is highly complex and very busy
- New normal will exist for 12-18 months e.g. social distancing
- Widespread economic and social impact
- Will be future waves of covid-19

- Running critical services for 10 weeks on 6/7 day basis – has been a very significant endeavour
- Many services run in completely different ways
- Adult Social Care biggest challenge
- Other Services broadly stable and performing well
- Challenges in Parks and Enforcement
- Major focus on IT improvement and staff welfare and resilience

- Established a 'new public service' – 12k people on shielding list – will be in place for long time
- Initially to support residents who are 'Shielded' due to medical conditions
- Developed to support other vulnerable residents
- Outbound calls to shielded and inbound calls for vulnerable
- Joint effort with VCS re food and other support
- Challenging to set up but now running very well
- Also additional contact to ASC and Housing Clients

- £1.3m to mainly provide £150 off Council Tax Bills for those on CTS
- Applies to existing and new claimants on CTS
- Established hardship fund to cover other poverty related claims
- Wide range of other action relating to challenges of being able to pay Council Tax

- £42m allocated to c3000 business in Harrow
- Actual eligible c2500 and £32m
- Grants of £10k or £25k depending on size and sector for those who get small business rate relief
- Larger retail business exempt from business rates
- Huge logistical and practical challenge to organise
- Harrow has many small business and limited capacity and infrastructure
- Better Progress being made now with expectation bulk of grants paid out by end of May



- All applications now processed
- At 28<sup>th</sup> May £27m+ paid out c82% of eligible £££
- Remainder of applications being checked or details sought
- Checks are via Experian or Spotlight to check eligibility
- Details are e.g. Bank details so they can be paid
- Update on position to be provided at O&S meeting
- Additional discretionary fund of c£2m to be available for other business types soon

- Care Homes have been a significant challenge re covid-19
- Many Care Homes have had outbreaks and deaths
- Excellent work by ASC, Public Health and NHS to tackle outbreaks, improve infection control, supply PPE, arrange Testing, provide training etc
- NWL NHS/LA response has been one of the strongest
- Submitted document on Care Home support to Government on 29<sup>th</sup> May
- Will remain an ongoing issue re Covid-19

- PPE has not generally been an issue for the Council
- Supplies for ourselves and Social Care providers good via WLA
- Testing has been a huge challenge for Social care and care homes in particular
- LA's and NWL NHS have developed good systems locally to fill gaps in national system where possible
- Mass testing of Care Homes is being developed and is a key priority but not there yet
- Testing, Track, Trace and Isolate next phase of Testing

# Test, Track, Trace and Isolate

- Test, Track, Trace and Isolate working well is vital for controlling Covid-19 post Lockdown
- All positive Tests generate a system to contact those who are potentially infected
- This will be via a national call centre and eventually an Phone App
- Also a key regional and local “boots on the ground” element to identify more complex cases and hard to reach groups
- The local element will involve Council Public Health and Environmental Health staff as in any outbreak of infectious disease
- Council will also have key role to advise local residents and communities of strategy and to raise awareness of importance of compliance
- Will create potential additional call on Community Hub if people self-isolate
- Potential call on housing and support to schools and business

- Financial impact of Covid - 19 is very significant
- Projected impact of c£40 -50m in 2020/21
- Extra costs – adult social care
- Significant loss of income – car parking, Council Tax etc
- Non-delivery of savings or income
- Government provided £13m emergency funds
- Unclear whether fully compensated in 2020/1
- Longer-term impact council will also be significant as costs and losses likely in 21/22 and 22/3
- Lobbying to secure funding over medium term

# Restart and Recovery

- Lockdown is being gradually eased over next few weeks and months
- First phase on June 1<sup>st</sup> then 15<sup>th</sup> June and July 4<sup>th</sup>
- Action taking place on Restart and Recovery
- Restart – priorities for next 3 months
- Recovery - next 12-18 months
- Recovery more strategic and outward facing

- Restarting democracy and meetings in phased way from last week – will be virtual for many months
- Restarting services where possible subject to Government guidance
- Restarting projects where possible e.g. HSDP and SAP replacement
- Partial reopening of Civic Centre and other building



- Only limited changes to services post lockdown easing
- Most services e.g. social care will remain virtual
- Green Waste collection restarted 11<sup>th</sup> May
- HWRC open from 18<sup>th</sup> May
- Parks and tennis courts open and will be busier but playgrounds, green gyms, MUGAs remain closed
- Enforcement will remain light touch
- Housing lettings, moves and repairs potentially restarting
- Planning for Schools opening, from 1<sup>st</sup> June earliest
- Libraries potentially open from July 4<sup>th</sup>
- Unlikely to see Leisure centres, Arts centre open soon
- Keep Parking Enforcement under review

- Working from home continues for all for potentially a long time
- Culture change has already been positive and IT improvements rapid from low base
- Work ongoing to make Civic Centre 'Covid-19' safe – this is a significant challenge
- Practical arrangements, risk assessments and discussion with Trade Unions ongoing
- Unlikely to be in place before mid June
- Capacity to bring small numbers of staff in now as necessary
- Total number returning c100 in time

- Borough Plan will drive Recovery –
- Multi agency perspective via Harrow Partnership
- Housing and rough sleeping – National/GLA
- NHS/Social Care recovery moving at pace
- Planning for Hub/Shielding to continue
- Services ever more digital and virtual – implications
- Economic impact on individuals and business
- Climate Emergency
- Relationship with Voluntary Sector
- Mental Health and Wellbeing

- Phase one of the Covid-19 emergency is beginning to end
- Overall Council has delivered very well
- Next phase is planning for gradual lifting of lockdown
- Restarting services in 'new normal'
- Recovery about longer term approach