

Covid Update

“To update O&S on the actions taken to date by the Council in dealing with the impact of the Covid pandemic, where we are now, and what’s next”

To date.....

- Over **2,265** requests for service received to our **Community Hub** to provide assistance and signpost services to the most vulnerable members of our community.
- Over **385 Isolation Payments** made to support people on low incomes if they cannot work during their self-isolation period.
- Secured temporary housing for **57 rough sleepers** and are supporting them to move onto safe, long term homes.
- Over **£35m business grant** payments paid to over **2,000 businesses** who have been significantly impacted.
- Successful roll out of **virtual Council meetings** and a Covid compliant Annual Council

To date (cont).....

- All core refuse, recycling, garden waste and cleansing services have all been delivered since the start of the Covid outbreak.
- All 4 Customer Service Centres remain open for customers to book appointments for complex requests. 50 customers have had a face to face appointment.
- We have had over 110,000 visits to our Covid webpages that offer advice and support for residents and businesses.
- PayPoint functionality enabling residents to pay a Council bill via cash or card at any PayPoint locations has taken over £1m with over 8,300 transactions.
- Delivery of Covid compliant elections were successfully carried out for the May 2021 local elections.

To date (cont).....

- Environmental health responded to more than **400 requests for advice and guidance** in relation to covid compliance.
- Over **800 contacts** with small and medium enterprises to offer bespoke support using funding through the High Street Fund
- Close working with **public health partners** to develop data flows and actions to support both workplaces and vulnerable groups such as those in houses in multiple occupation.
- Resourced the **local contact tracing service**, encouraging more reluctant residents to take part in contact tracing
- Over **50 workplace outbreaks supported** with infection management, workplace testing, advice, and access to vaccination
- **Support for employees** testing positive to ensure workplace safety and effective isolation support

To date (cont).....

- Co-ordination of **Mobile sites** for PCR testing (people with symptoms) in Fenland.
- Co-ordination of **Rapid Testing** and **Pop-up** sites for Lateral flow testing (people who do not have symptoms) in Fenland.
- Publicise a range of **communications, publicity and campaigns** from national Government and Public Health England to members, staff, residents and businesses.
- Work with **community groups, community centres and businesses** to publicise targeted campaigns on a variety of communication channels for our hard to reach groups and residents (translated materials/targeted comms)
- Community Champions have undertaken 2,400, 1-2-1 sessions with clients including homeless, rough sleepers, Lithuanian and Polish school parents and the Muslim Prayer Group.

To date (cont).....

- The majority of our workforce have been enabled to **work from home**, with a small core of staff in the main offices.
- All IT users have a **laptop**, and are enabled to use **remote access** and **Microsoft Teams**.
- We are maintaining split teams across all key services to ensure ongoing **business continuity**.
- We provide a pilot **Lateral Flow testing** process for all staff who are currently working a Fenland Hall.
- We continue to report the **Financial impact of Covid** to MHCLG.
- Provide a **weekly Covid update** to Cabinet and the leader of Fenland Independents Alliance.

Where now.....

- Continue to support the CCG to promote the Covid-19 **vaccination programme** in Fenland.
- Continue to support our partners to promote the testing programme in Fenland. In particular, **mobile testing, rapid testing** and **testing in businesses**.
- Continue to support our vulnerable members of our community via the **Community Hub**.
- Continue to **publicise, process and distribute Business Grants** in line with Government guidelines. Including recovery schemes like the **Whittlesey and Wisbech Capital Grants Scheme**.
- Work with Town Council's, Community Groups and Volunteers to deliver the Government's '**Welcome Back Fund**' initiative.

Where now (cont).....

- Work with Peterborough and South Holland to deliver the key objectives with for Covid **Enduring Transmission pilot**. Pilot focusses on areas where **rates remain stubborn and embedded** in areas of our community.
- Focus on:
 - Ensuring workers will not experience financial hardship
 - Ensure payments are channelled through a trusted third sector organisation
 - Work to increase job security for employees
 - Ensure that workers travel to their workplaces in ‘safe’ transport
 - Ensure workers can meet their rent payments or pay their mortgages
 - Ensure people have accommodation where they are able to self-isolate

Where now (cont).....

- Continue to deliver actions from the Council's Covid **Outbreak Management Plan**
- Continue to support the **Cambridgeshire and Peterborough Local Outbreak Management Plan**; ongoing workplace cases, support local contact tracing
- Continue to develop community engagement via our **community champions** providing a direct link to communications and information to all communities.

What next.....

- Develop and take forward the actions outlined in the **Council's Recovery Plan**, including the **Welcome Back project**.
- Support **businesses** to recover from the Covid disruption. Develop **advice, support and expertise** for licensed and non licensed businesses in Fenland.
- Support **residents and communities** to recover from the Covid pandemic by identifying community support requirements and available funding opportunities.
- Services continue to respond to changes in changing epidemiology and **government guidance and legislation**
- Understand the full **financial impact** of the pandemic and identify short and long term objectives to balance the budget.

What next (cont).....

- Further develop commercial opportunities through the **Fenland Future Ltd** programme.
- Given the success of the majority of workforce working in an agile way, integrate these new ways of working and future financial benefits in the **Accommodation project**.
- Continue to build on the successful **transformation processes** through the **My Fenland project** that have been developed during Covid.
- Support transformation by developing and delivering an **organisation and skills programme** to embed the change process.