



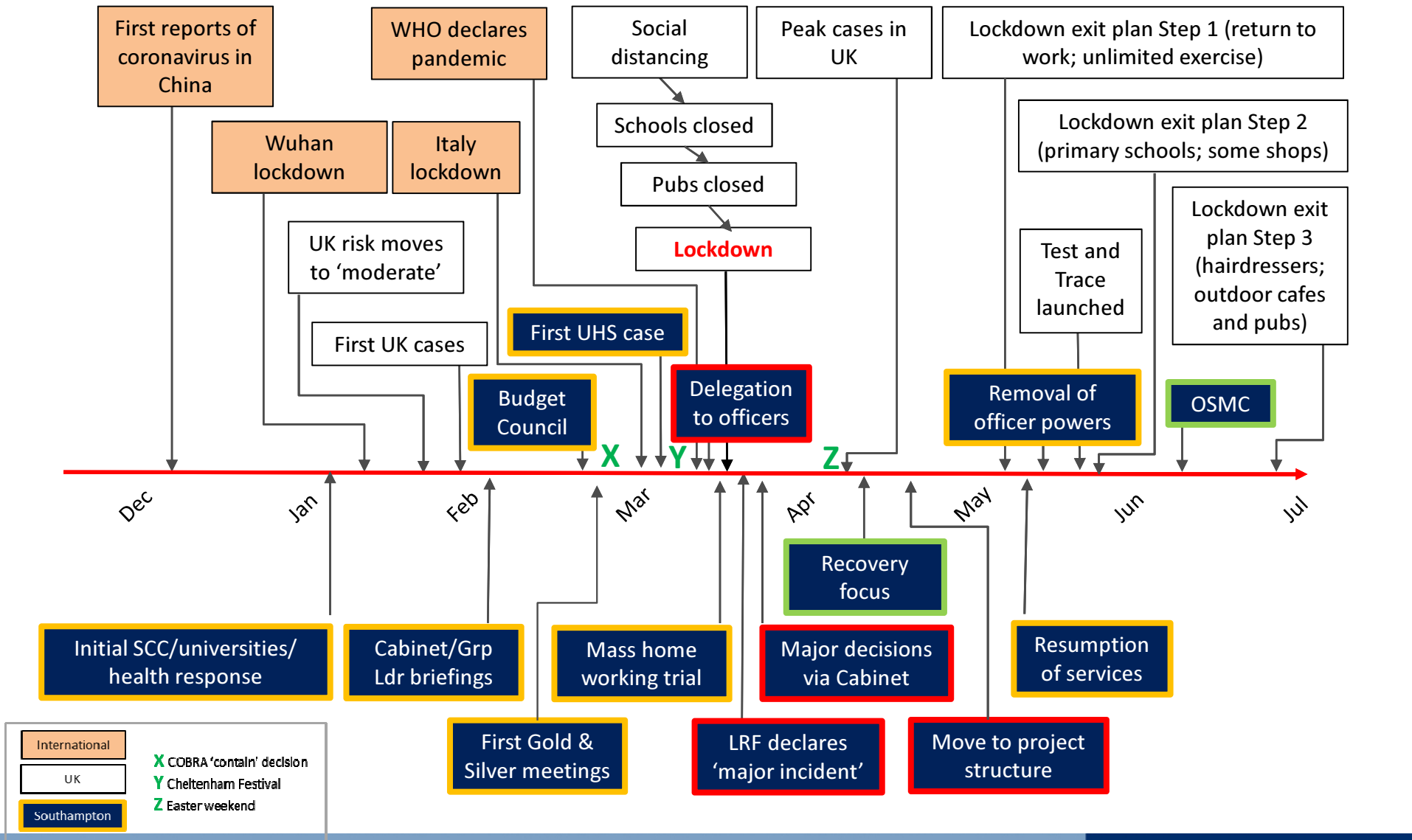
SCC Response to Covid-19

Presentation to OSMC 11/6/2020

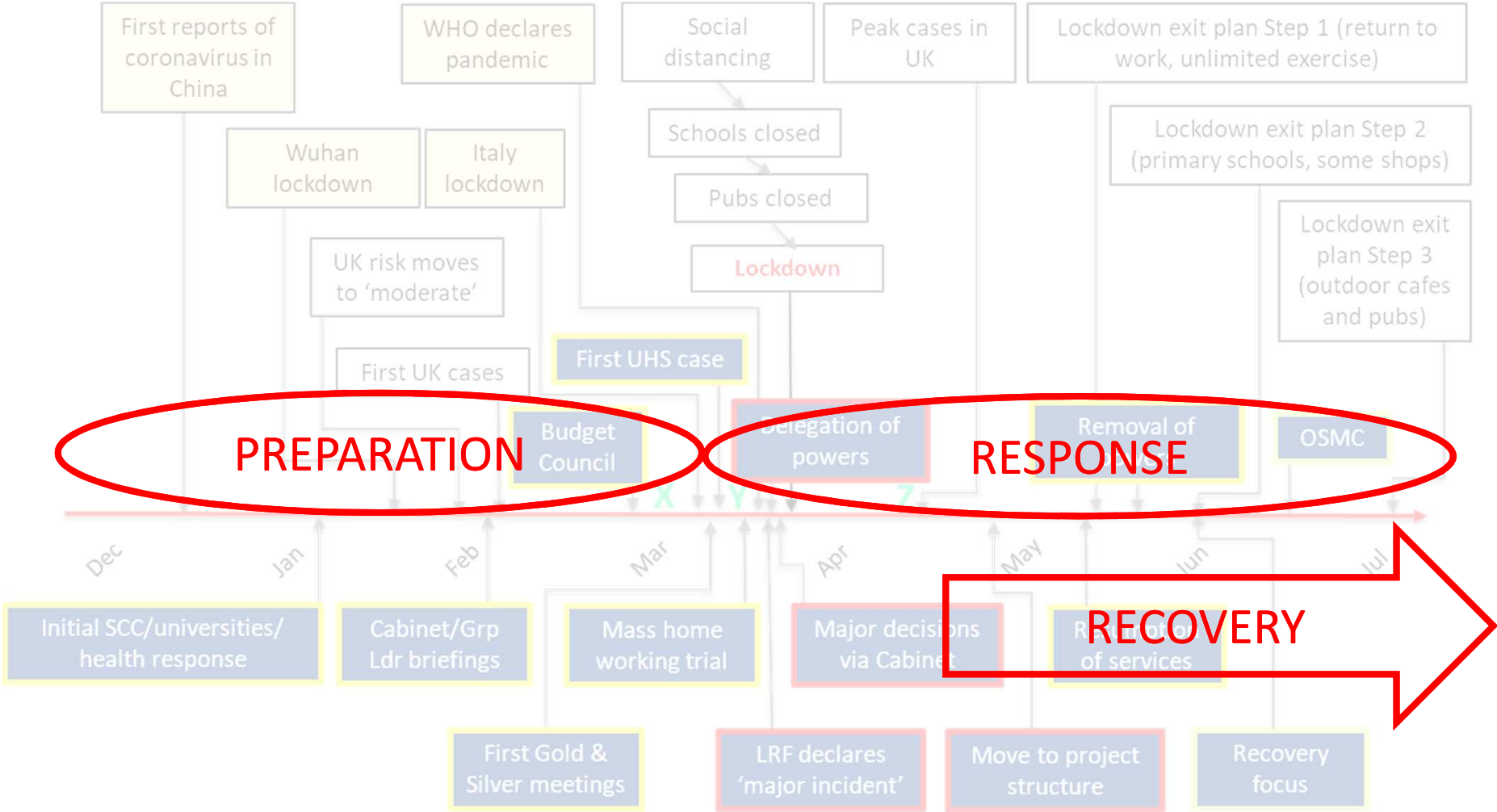
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1. Timeline overview

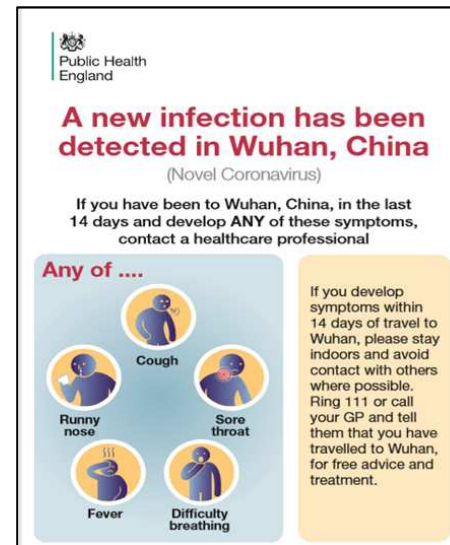


1. Timeline overview





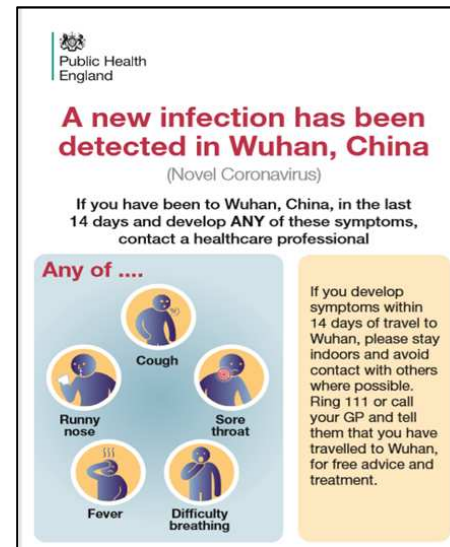
2. Preparation: January to mid-March

- National Covid-19 risk deemed 'low'
- Statutory duties on SCC:
 - Prepare and respond to emergencies
 - Protect the health of our population
- Planning led by Director of Public Health with Emergency Planning team
- Monitoring/relaying information from PHE
- Fine-tuning Business Continuity/flu pandemic plans
- Activity across the City from January in conjunction with partners to reduce spread of infection:
 - Universities re Chinese students
 - Port re vessel quarantine
 - Public and private health/care providers



2. Preparation: January to mid-March contd.

- Advice to staff (hand-washing, home working etc)
- Rollout of new laptops
- Preparation for rollout of Office 365
- Silver: 11th March onwards
- Gold: 16th March onwards
- Mass home working trial: 16th March
- Delegation of powers to officers: 18th March



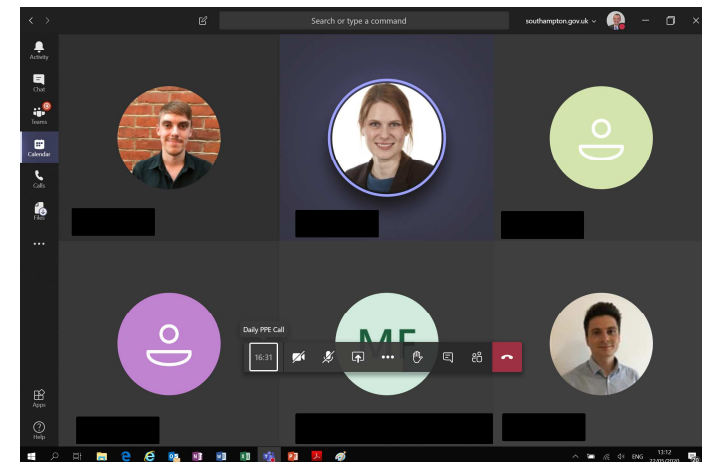
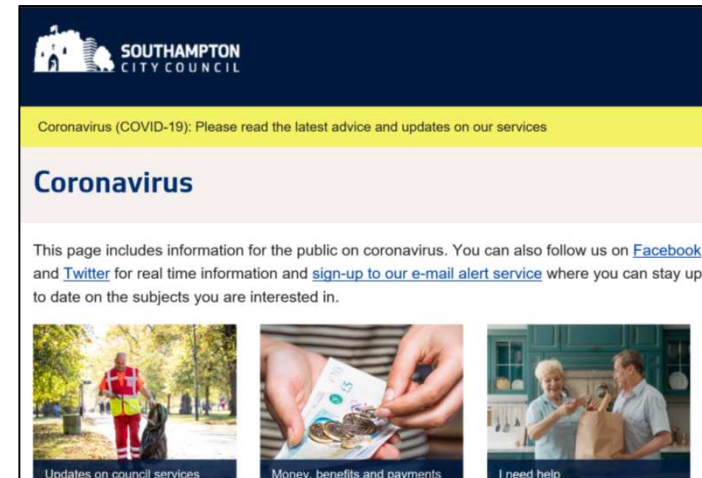
OFFICIAL

Key Messages from Central Government:

- The UK is extremely well prepared for these types of outbreaks – we are one of the first countries in the world to develop a test for the new virus.

2. Response: late March to June

- Adopted normal Emergency Response structures
- Extreme pace of daily national policy announcements requiring instant responses eg accommodating rough sleepers within 48 hours
- Decisions also to reflect police advice (eg car parks), other authorities (HWRC) or staff availability (Libraries)
- Civic Centre and Gateway closed to the public
- Other SCC sites closed including all cultural venues (museums and gallery) and closing of play parks
- Staff instructed to work from home and use MS Teams for all meetings
- Initially, relatively high absence levels as staff self-isolated; predictions of 40% infection rate



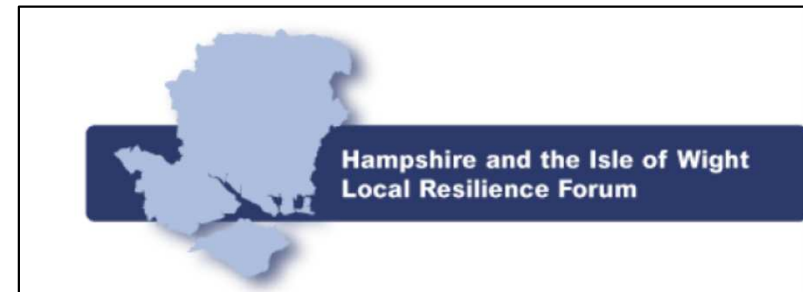
2. Response: late March to June contd.

- All non-essential work and projects stood down so staff could focus on Covid response
- 100 staff wholly redeployed to support front-line services eg Registration; a further 700 volunteers
- Community Hub operational from 1 April
- IT refocused on supporting home working: 300 more laptops supplied, servers added; up to 1800 staff logging on from home (previously 50 a day)
- Distribution of business grants to 2,596 companies out of the total of 2,761 that are estimated to be eligible (94%)
- Allocation and distribution of PPE for front-line staff
- Participated in regional work on eg mortuary capacity, PPE, Port Health, data modelling; CX joined national calls to Ministers
- Staff availability recovered to normal levels enabling resumption of some services



2. Response: Key SCC principles

- Keep staff and public safe as far as possible
- Redeploy staff on essential work
- Ensure proper governance for emergency decisions
- Participate fully in Local Resilience Forum and national calls
- Keep Members, MPs and public fully informed
- Capture lessons for the future



2. Response: Key decisions taken

18th March 2020

Decision
Council Tax/Rent and Sundry Debt enforcement action to be suspended.
Adults Holcroft House. All visits of relatives to be ceased.
Public Buildings Libraries, Museums and Art Gallery. Agreed to close by end of 19 th March 2020. Appropriate communications to be put in place. Sure Starts – to be closed in line with schools. Gateway opening hours to be reviewed. Community rooms to be closed with immediate effect.
Events to be cancelled incl Southampton Marathon and formal VE day commemoration. Mayor to film wreath laying and post online

24th March 2020

Decision	
Adults Day Services to close end of today, with family support to be made available. Adaptations to close. OT to move to support Discharge service. Telecare. Purchase of basic telecare kit. Stopping of reviews other than for urgent cases.	
Communities, Culture & Homes Play Parks to close. Housing Management. Emergency contact only i.e. domestic abuse, hate crime. Cease sign-ups to properties. Housing repairs. Emergency only response. Homelessness. Keeping presence in the Civic centre to assist with those presenting as homeless. Agreed to pause current decanting programme. Itchen Bridge – agreed to run bridge free for next 3 weeks, with appropriate review. Residential parking zones – no enforcement to be undertaken.	
Business Services Gateway agreed to closure along with the cash office, signage to be in place. Civic Centre reception to be closed; signage to be in place.	
Public Toilets Closure agreed.	

26th March 2020

2. Response: Key decisions taken contd.

Decision
Easter Provision. Agreed
Waste Cabinet agreed to all recommendations in paper except for stopping of the dry recycling collection accepting we will need to step down in the near future but to be continued for as long as possible. Going forward decision to be made in liaison between Cllrs Hammond, Rayment, Kate Martin and Sandy Hopkins.
Adults Social Care Learning and Disability service and Kentish Road closed. Agreed that we should encourage family members to support individuals care. Multi-agency hub will be in place by end of week with Sembal House as the base.

31st March 2020

Decision
Weston Shore car park closed following request from Hampshire Police.

16th April 2020

Decision
Garden Waste. Agreement given to the re-introduction from next week (w.c. 20 th April) on a phased approach.
Taxi Licensing. Agreed that for the period up to June 30 th 2020, licence renewals are allowed for vehicles that have otherwise reached the age limit currently stipulated in SCC's licensing conditions. These licences will be granted for one year in line with legislation and current practice.
Itchen Bridge. Cabinet had previously agreed to suspend charging and review in 3 weeks. Agreement given to continue suspension and review at the end of May.
Crematorium. Reduced length of services to 45 minutes and reduce fee from £860 to £825 which we used to charge for a 45 min service.

2. Response: Key decisions taken contd.

21st April 2020

Decision

Public Transport. Recommendations within paper agreed.

23rd April 2020

Decision

Debt Recovery. Agreed to extending the temporary suspension of recovery activity until 31 May 2020, with a review by 22nd May 2020.

28th April 2020

Decision

Agreement given to re-introduce glass kerbside collection, chargeable bulky waste collection and Member minor works (landscape operations) from 4th May 2020.

30th April 2020

Decision

Renewal of Licenced Premises Licences. Agreed in principle to delay suspension notes to 1st February 2021. Further work to be undertaken on timeline and financial impact. [Mary D'Arcy]

On Street Pay & Display – re-introduction of enforcement.

Permit Parking agreed to the extension of current position of non-enforcement and review at the end of May 2020.

5th May 2020

Decision

Temporary Provider Uplift – Delegated Decision.

DDN signed by John Harrison, Executive Director Finance & Commercialisation (S151). Councillor Fielker (Portfolio Holder) briefed and agreeable with Cllr. Galton briefed and supportive.

HWRC Millbrook. In line with the decision made by Hampshire County Council site will re-open on 11th May 2020. Service will run a Winter timetable and only initially accept household waste.

6th May 2020

Decision

The provision of a Coroners Service to Southampton City Council – Delegated Decision.

DDN signed by Executive Director Communities, Culture & Homes. Councillor Leggett (Portfolio Holder) briefed and agreeable with Cllr. Galton briefed and supportive.

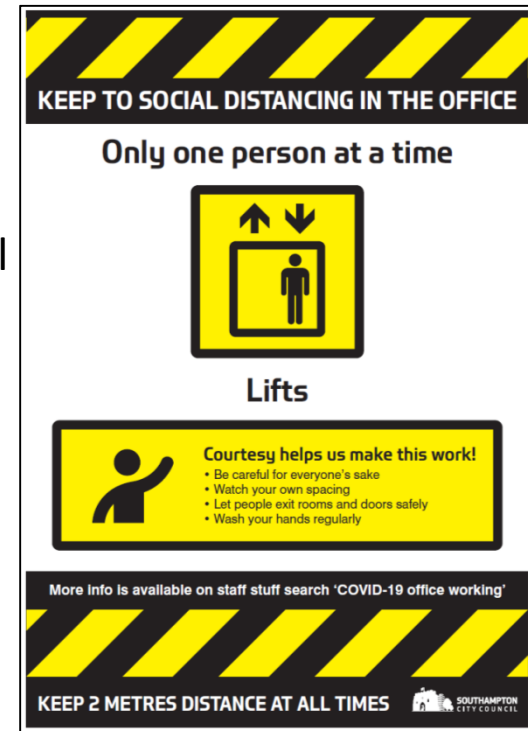
2. Response to Recovery: April onwards

- Started Recovery during Response phase (best practice)
- Moved from Emergency Response to project structure mirroring five LRF objectives:
 - Prevent spread of infection
 - Protect the most vulnerable
 - Protect critical services
 - Maintain public confidence and order
 - Recover and restore to new normal
- Planning based on national/regional/local assumptions about 'R' number, exit from lockdown timetable, timing of second wave
- Secured mobile testing site at Southampton FC and fair allocation of PPE from central HLOW stores

2. Response to Recovery: April onwards

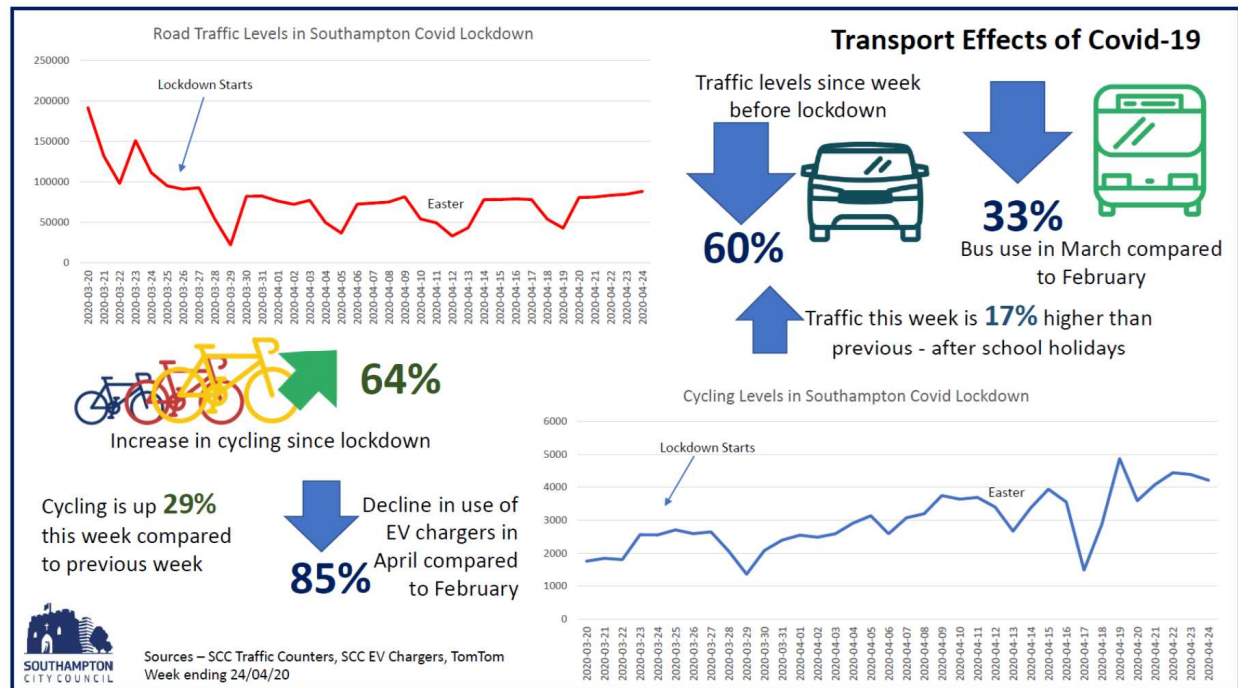
contd.

- Transferred food hub operation to St Mary's
- Response to Government lockdown exit plan e.g. supporting school reopening, reopening HWRC, greater open space access
- Staff enabled but not required to attend offices using social distancing (maximum 25% occupancy)
- Planning for home working as a permanent feature: Office 365 rolled out to all Members and staff
- Planning/bidding for new cycle infrastructure
- Discretionary business grants: criteria and allocation
- Technology and procedures for virtual Member meetings trialed and implemented
- Start of rolling back officer decisions taken during Response
- Member decision-making restored 20th May




3. Data modelling and analysis

- Regional Public Health modelling, led by Debbie Chase
- Two city surveys to establish residents' understanding of public health advice
- Regional recovery modelling looking at second/third wave and likely path out of lockdown
- Local activity monitoring eg traffic counts, bicycle usage



3. City surveys

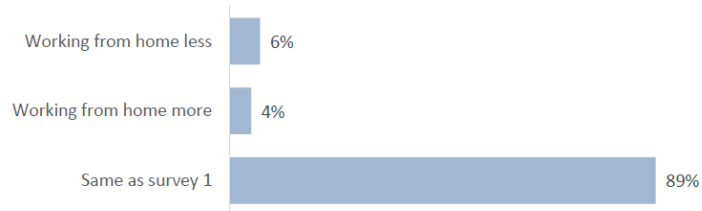
(full survey data will be published at data.southampton.gov.uk)

 **Working from home and work productivity** 

For those that were employed or self-employed, respondents were asked to say which of the following best described their current working location:

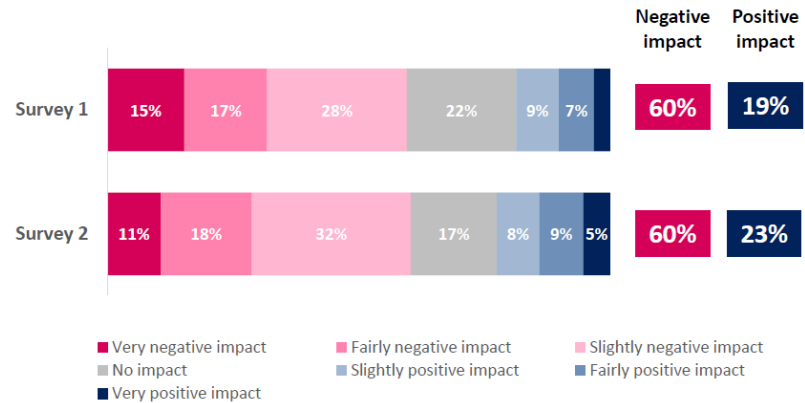


Comparing respondents that answered both surveys:



The majority of respondents are still working from home and continuing to work in the same way they did at the time of survey 1. Around 10% of respondents are working differently, with 6% working from home less and 4% working from home more.

What impact have any changes regarding work had on your work productivity?

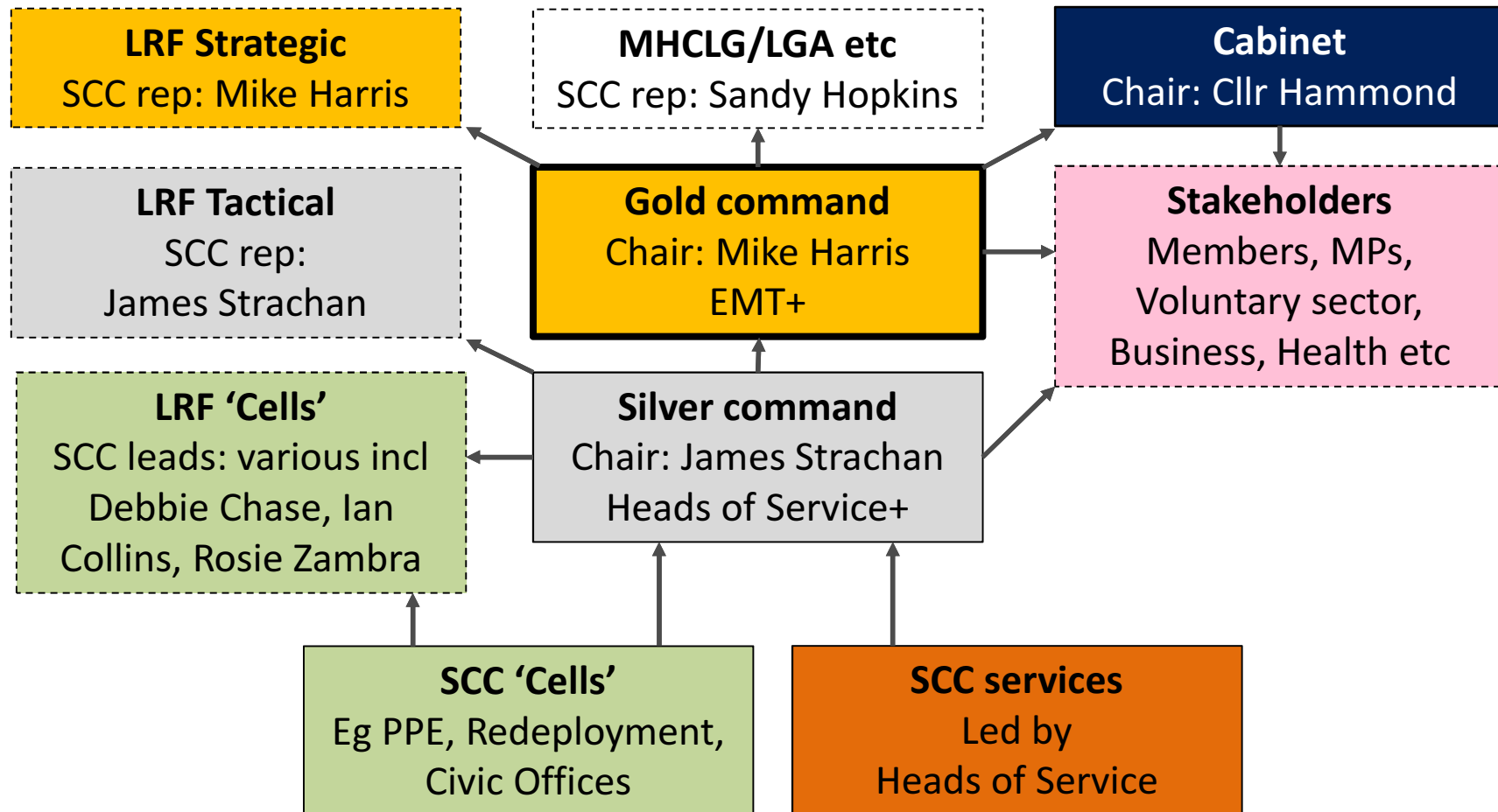


Whilst the proportion of respondents that felt there had been a negative impact on their work productivity remained the same, there was a 4 percentage point increase in the respondents that felt a positive impact.

Respondents in the following groups reported the greatest negative impacts:

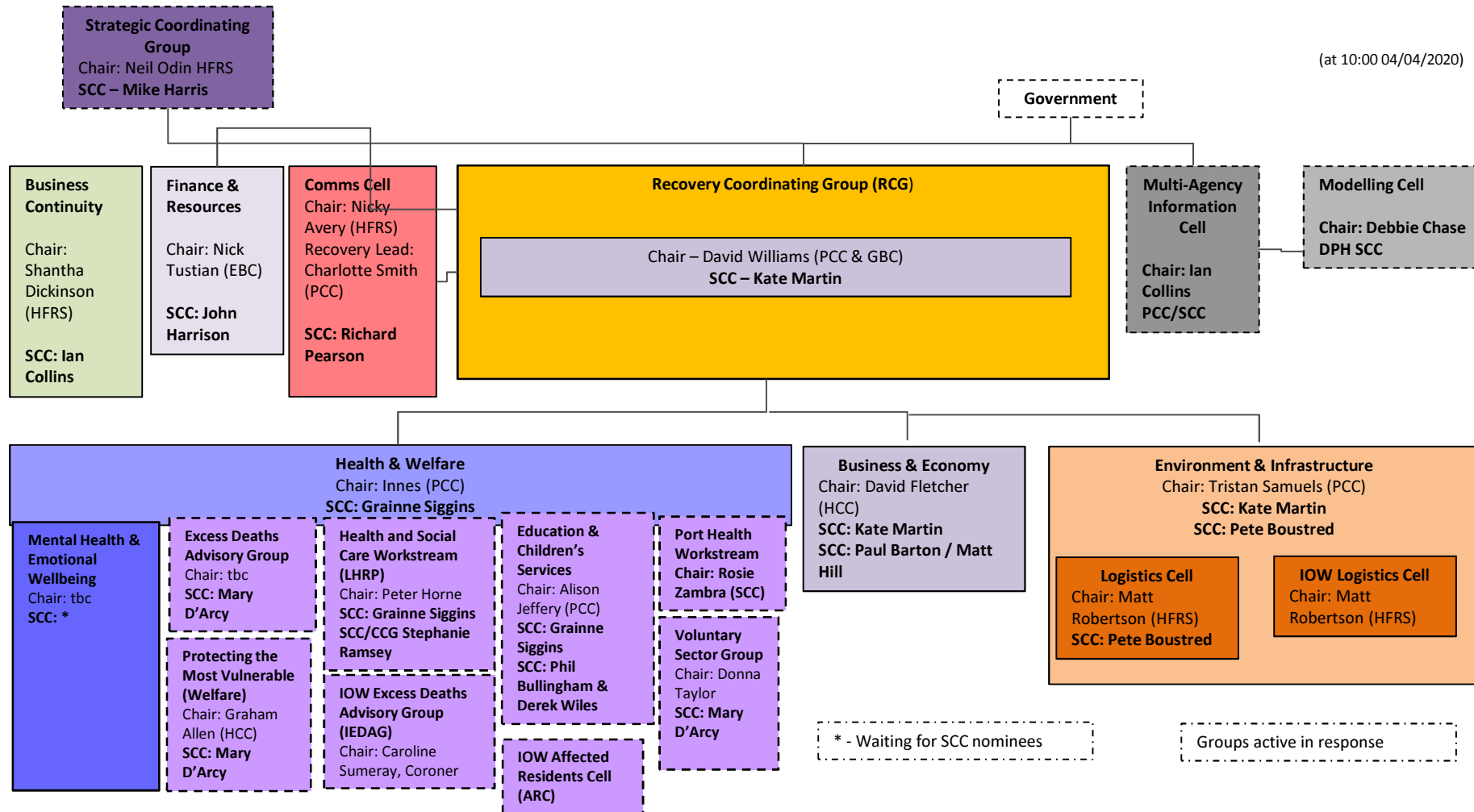
- Households with children under 18
- 18 – 29 age group

4. Decision-making: Response structure



4. Decision-making: Recovery structure

(at 10:00 04/04/2020)



5. Communications

- Communications strategy agreed with EMB/Cabinet 31 March
 - Aligned to five priority areas
 - Fortnightly reporting to EMB/Cabinet
 - Weekly progress meetings between CEX, Deputy CEX, and comms management team
 - Twice weekly LRF media cell calls, informing weekly MP briefings

Communications objectives

- To provide clear and considered advice from a trusted source maintaining confidence
- To reinforce and reiterate national Gov/PHE/NHS messages
- To reduce panic and provide reassurance
- To provide timely updates on any changes to council services
- To support the safe delivery of council services in this situation
- To manage the media in way that reduces pressure on services
- To safeguard the most vulnerable in the city and support them
- To support any community response the council is linked to or facilitating
- To support the economic recovery of the city offering reassurance and linking with businesses

Crisis communications principles

- Hope for the best, prepare for the worst
- Inform without causing panic
- If its not communicated people will assume its not happening
- Be responsive and reassuring

5. Communications

- Resident and business communications
 - Letter sent to every household and business in the city
 - Dedicated webpages created with clear link on website homepage and banner on all pages
 - Weekly COVID-19 e-bulletin introduced for members of the public using various subscriber lists
 - Weekly COVID-19 e-bulletin introduced for businesses and worked closely with BID, Chamber of Commerce etc
 - Significant levels of social media and PR activity with nearly 3 million impressions across social channels
 - Weekly Leader's video produced and shared
 - Takeover of all council-owned outdoor advertising assets for COVID-19
 - Processes put in place to brief and support customer service colleagues in answering resident enquiries on service changes and public health advice
 - Promoting online democracy, virtual meetings



Welcome to our weekly COVID-19 update for Southampton



5. Communications

- Member communications
 - Updates to all Members initially daily to provide information on latest service changes, reduced to weekly from May
 - Member hotline established via Democratic Services and all queries logged and monitored
 - Weekly Group Leaders briefing
- Staff communications
 - Multiple weekly all-staff emails initially reduced to once per week in May – clear instruction to managers to pass on to frontline staff with limited IT access.
 - Dedicated intranet pages published signposting to support and information for staff, including well being advice
 - Internal Facebook group set up for info sharing and general support
 - Weekly Trade Union briefing



Leader and Sandy
thank you to
all employees

Wednesday 1 April 2020

Hello everyone

I wanted to write and thank you all for your efforts in continuing to deliver much-needed services in this unprecedented global crisis. I know it's not easy, to turn up and keep working during these unsettling times, but no-one else will do the things we do in a such a co-ordinated way.

5. Communications – reporting highlights

Web



220k+ page views
Since 19 Feb

Email



Email bulletins sent : **34**



Emails opened: **424,674**
Clicks from emails: **63,060**

Stats for 19 March- 15 May

Social media



Total impressions: **2.7M**

Increase in
social
media
followers of
over 3,000

Positive customer feedback

Can I congratulate Southampton Council on your excellent advice sheets and information contained in it. At 89 this is so helpful. I send these through to my family who live in different locations and they totally agree and not getting the same from their councils. So well done and please pass praise on to those members of staff responsible. Thank you.

Jean Featherstone.



Steve Longhurst
@LongSteve

Whoever runs the @SouthamptonCC twitter is (or are all) amazing. Thank you for doing what you do with professionalism, in the face of a public that (I imagine) doesn't always come across calm and rational.

6. Partnership and community working

- Community Support Hub helpline and supply operation set up
- New citywide strategic partnership established linked to Southampton Connect and the Safe City Partnership, focusing on joint working to protect our most vulnerable residents.

NEWS



22 May 2020

PR 8177

For Immediate Release

Southampton unites to provide a wealth of support for its most vulnerable in response to coronavirus pandemic

Southampton City Council has been working with the voluntary sector, community and faith groups as well as NHS Southampton City Clinical Commissioning Group (CCG) to support those who are struggling to get by during the coronavirus pandemic.

The coordinated city-wide approach links the efforts provided by various groups throughout Southampton together, and steps in where urgent support is required.

As of Monday 18th May 2020, its dedicated helpline for residents has taken over 2,100 calls and received over 400 requests for help via its online form. Over 550 emergency food parcels have been delivered to the doorsteps of vulnerable residents and thanks to the help of Saints

6. Shielding initiative

Total on shielded list	10,269 (as of 22 May)
Number registered	5,280 (51%)
Known to Adult Social Care	1,290 (12.5%)
Known to Children's Social Care	43 (0.04%)
Known to Housing	1,879 (18%)
Known to Telecare	409 (4%)
Calls to Helpline	2,673
Referrals to Hub	1,279
Food parcels delivered	365 (households)
Food parcels delivered	706 (individuals)

7. Key national issues with local impact

- **PPE:** market turbulence, shortages across system
- **Shielding:** inadequate/inaccurate data;
- **Testing and Tracing:** nationally-run scheme, accessibility, pace and resilience in solution
- **Rough sleepers:** responsive and rapid
- **Lockdown guidance:** confusion over some aspects
- **Schools:** safe re-opening arrangements
- **Care Homes:** national coverage, system issues around hospital discharge and infection
- **Future:** agility - national policy = new responsibilities

7. Key community issues

- Increased levels of **hardship within vulnerable communities**: unemployment, reduced income, higher debt
- **Managing shielded criteria** and offering support to most vulnerable highlights the need for a digital inclusion strategy
- Higher risks of **Covid-19 for BAME communities** poses question about whether our intelligence sufficiently accounts for the diverse needs of our communities
- Higher rates of **domestic abuse/severity of cases**; longer-term impact yet to be understood
- **Resilience of the voluntary, community and faith sector** tested with challenges posed such as moving operations online or supporting staff and volunteers to work from home imposing additional costs
- Impact of Covid-19 on **young people's mental health**, particularly 16 to 25 years, highlighted by local services such as No Limits as a significant concern
- **Ensuring clear communications** to help with any confusion around complexity of situation

8. Financial impact to the Council

AREA	2020/21 To end of July * £m
Costs to council	-10.4
Income loss	-10.0
Efficiencies unachieved	-2.5
Total financial impact	-22.9
Grant Funding (balance)	(13.9)
Net position (shortfall)	-9.0

* per return to Government

- £0.5m incurred to 31 March 2020, with grant applied to cover

8. Financial impact contd..

- Costs:
 - Adult Social Care
 - Children's Services
 - Public Health
 - Waste Management
 - Shielding clinically extremely vulnerable
 - Homelessness and rough sleeping
 - Domestic Abuse
 - Managing excess deaths
- Income affected: fees and charges, commercial rents
- Unable to action targets and savings included in 20/21 budget.

Government Funding; Supporting Council activity

	Area	Comment	SCC or local allocation £M
1	Covid Support	March allocation	7.4
2	Covid Support	April allocation	7.0
3	Homelessness	Help rough sleepers self isolate	0.01
4	Emergency active travel fund	Alternative ways to travel	0.2
5	Reopen high streets safely	Safe reopening of high streets & commercial areas	0.2

Government Support to Schools, Business, Council taxpayers and others...

	Area	Comment	SCC or local allocation £M
1	Hardship Fund	£150 each for local council tax support claimants	2.6
2	Small Business Grant Fund and Retail, Hospitality and Leisure Grant Fund	Grants to business (up to £25k)	38.7
3	Discretionary Grant Scheme	Priority small businesses	2.0
4	Expanded retail discount scheme	Support to business: 100% discount on bus rates for retail, leisure and hospitality sector. Also nurseries added	48.1
5	Infection control fund	Infection control in care homes	2.0
6	Support for Schools	Keeping schools open over Easter etc	Up to £75k each (related to pupil no)

9. Recovery Planning – Timeline

- 8 April – EMT Discussion Session: Planning for Recovery/Focusing on the Future
- 16 April – LRF Recovery Coordination Group first meeting
- 22 April – SCC Recovery Task Group Meeting first meeting
- w/c 1 May – LRF Themed Groups meet – LRF Business & Economy, Environment & Infrastructure, Wellbeing (inc. Communities/Voluntary Sector/ Public Health)
- 10 May – National Recovery Strategy announced
- 11 May – UK “Roadmap to Rebuild Britain Strategy 2020” released
- 11 May – Cabinet with EMT received SCC Planning for Recovery Update
- 13 May – National Ministerial Taskforces launched for Pubs/Restaurants, Non-essential Retail, Leisure & Recreation, Places of Worship, International Aviation also inc. Rough Sleeping/ Homelessness Prevention Partnership
- 9-12 May – DfT Guidance released for Recovery Transport Plans for 1st June
- 22 May – High Street Recovery launched including opening City Centres and non-essential Retail 15 June

9. Recovery Planning – Oversight & Reporting

- **LRF Recovery Coordinating Group** – weekly each Thursday
- **Cabinet with EMT** – Standing Item with fortnightly report
- **EMB/GOLD**
 - Programme Board(s)
 - Including LRF weekly updates
- **SCC Recovery Coordinating Task Group - fortnightly**
 - Co-ordination of tasks and Project progress
 - Project leads identified
 - Providing strategic oversight
 - Feedback to EMB/GOLD/ LRF RCG

9. Recovery Planning: Future Priorities

- **Strategic Oversight**
 - Cabinet Lead: Cllr Christopher Hammond
 - EMB Lead: Sandy Hopkins
- **Future Wellbeing**
 - Cabinet Leads: Cllr Lorna Fielker and Cllr Darren Paffey
 - EMB Lead: Grainne Siggins
 - Project Lead(s): Stephanie Ramsey
 - Scope: **Adult Social Care, Children's Social Care, Education, Public Health Recovery**

9. Recovery Planning: Future Priorities

- **Future Economy & Growth**
 - Cabinet Lead: Cllr Steve Leggett
 - EMB Lead: Kate Martin
 - Project Lead(s): Paul Barton, Pete Boustred
 - General Scope: **Re-start Growth, Transport/Infrastructure, Development Recovery, Capital Programme Recovery, Business Sector Engagement/ Support, Green City Recovery, Safe Space Planning.**

9. Recovery Planning: Future Priorities

- **Future Communities**
 - Cabinet Leads: Cllr Satvir Kaur and Cllr Dave Shields
 - EMB Lead: Mary D'Arcy
 - Project Lead(s): Steve Smith, Carolyn Abel
 - General Scope: **Voluntary Sector, Neighbourhoods, Community Resilience, Support to Vulnerable Groups**

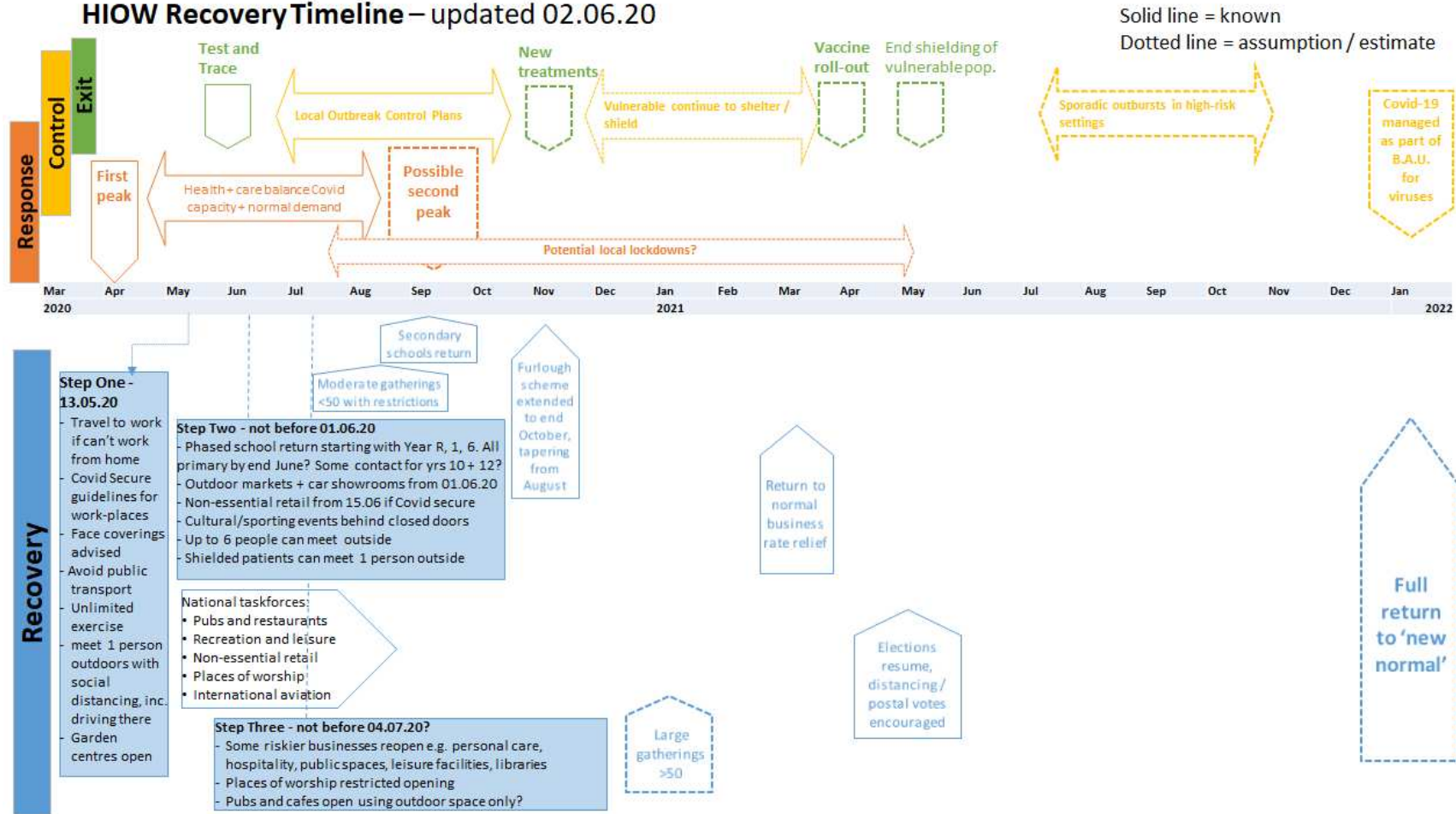
9. Recovery Planning: Future Priorities

- **Modern Future**

- Cabinet Leads: Cllr Jacqui Rayment and Cllr Stephen Barnes-Andrews
- EMB Lead: Mike Harris
- Project Lead(s): Munira Holloway
- General Scope: **New ways of working, financial planning, income recovery, how we support Councillors.**

9. Recovery outlook over two years

HIOW Recovery Timeline – updated 02.06.20



Thank you

