

# Covid-19 Recovery Co-ordination

Performance reporting – information accurate as at 17/07/20

## Key Updates/ Points of Note/ Top Priorities

- Arts and Entertainment** – Number of performances cancelled at The Octagon and Westlands is down. Screenings have restarted at Westlands and the gross volume of refunds has fallen.
- Benefits** – The average time taken to process changes in circumstance for Housing Benefit and Council Tax Support has fallen by more than half since April 2020. Volume of Universal Credit related work has fallen by 94% from April 2020
- Building Control** – Time to process building regulations applications continues to fall. The number of planning applications received is recovering. Income in June was level with 2019 levels.
- Communications** – reach across social media continues to increase
- Crematorium** – The number of ‘service’ only has fallen during May and June, this is on a par with 2019. Full services are still unavailable and income is significantly reduced. The number of memorials taking place is rising week on week.
- Customer Connect** – The number of calls received on average (per fortnight) during April to June was 3938 with average wait time 3.51 minutes. The average number of calls answered at first point of contact was 76%. Return voice messages/call-backs reduced from 5 days in April to 24 hours currently.
- Environmental Health** – Total Environmental Health service requests, DFG referrals and Planning Consultation figures were up on the same period last year. Food inspections, HMO inspections and Infectious disease reports were much lower than the same period in 2019.
- Housing** – Known rough sleeper numbers have reduced since April, the number of hotel rooms has reduced. There are still higher than average rough sleepers. Waiting times for Homefinder have increased slightly to 7 days. The time spent in temporary accommodation has increased as has the number of families in temporary accommodation. The number of cases of homelessness prevented as at 01/07/20 is 128.
- IT** – Heat Incidents per day are currently averaging 17, compared to 12 pre-Covid. Service Requests are currently averaging 19 compared to 16 pre-Covid. People working remotely has increased from average 75 people pre-Covid to 265 on average every day currently.
- Land Charges** – Number of property search requests received is 60% down on same period last year. The average time taken to process applications is down from 12 days in 2019 to 4 days currently.
- Licensing** – Service requests, new premise applications and variations numbers are down on 2019 levels. Taxi driver and vehicle renewals are up on last year.
- Locality** – Play inspections are back up to pre-Covid levels, due to restrictions on playgrounds being lifted. Health walks have not restarted. A lot of resource has been taken for grant and project support and the schools out programme.
- Payroll** – Overtime payments are 48% less than the same period in 2019. Mileage claims are down by 30% compared to the same period last year whilst the cost of agency/casual staff has increased.
- Planning** – Total applications received are slightly lower than this time last year. Number of enforcement cases is higher than for the same period last year.

### Risks & Issues (Red or New only)

| Description   | Mitigation / Action Required | RAG Status |
|---|------------------------------|------------|
| Arts & Entertainment, Crematorium   | Beyond SSDC control          | R          |
| Benefits, Building Control, Careline, Customer Connect, Environmental Health, Housing, Locality, Planning | See Key Actions              | A          |
| Communications, IT, Land Charges, Licensing   |                              | G          |

### Key Actions

Communities of Practice are compiling recovery plans in line with the above and the Council Plan.

### Issues, blockers and escalations

Continuing restrictions hamper the return to full service for some areas

### Opportunities

TBC