

ASHFIELD DISTRICT COUNCIL



Council Offices,
Urban Road,
Kirkby in Ashfield
Nottingham
NG17 8DA

Agenda

COVID-19 Response and Recovery Scrutiny Panel

Date: **Tuesday, 2nd February, 2021**

Time: **7.00 pm**

Venue: **[Ashfield District Council's YouTube Channel](#)**

For any further information please contact:

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01623 457317

COVID-19 RESPONSE AND RECOVERY SCRUTINY PANEL

Membership

Chairman: Councillor David Hennigan

Vice-Chairman: Councillor Jim Blagden

Councillors:

Dale Grounds

Kevin Rostance

Dave Shaw

John Smallridge

Caroline Wilkinson

FILMING/AUDIO RECORDING NOTICE

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SUMMONS

You are hereby requested to attend a meeting of the COVID-19 Response and Recovery Scrutiny Panel to be held at the time and on the date mentioned above for the purpose of transacting the business set out below.



Carol Cooper-Smith
Chief Executive

AGENDA

Page

- 1. To receive apologies for absence, if any.**
- 2. Declarations of Disclosable Pecuniary or Personal Interests and Non Disclosable Pecuniary/Other Interests.**
- 3. To receive and approve as a correct record the minutes of a meeting of the Panel held on 10 December 2020.** 5 - 14
- 4. NHS and Kings Mill Hospital Covid Response.**

(Richard Mitchell, Chief Executive of the Sherwood Forest Hospitals and NHS Foundation Trust will be in attendance at the meeting.)
- 5. Guidance and Restrictions Update.** 15 - 42
- 6. Corporate Plan Performance Update.** 43 - 54

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COVID-19 RESPONSE AND RECOVERY SCRUTINY PANEL

Virtual Meeting held on Thursday, 10th December, 2020 at 7.00 pm

Present: Councillor David Hennigan in the Chair;

Councillors Jim Blagden, Dale Grounds, Kevin Rostance, Dave Shaw, John Smallridge and David Walters (as substitute for Caroline Wilkinson).

Apology for Absence: Councillor Caroline Wilkinson.

Officers Present: Lynn Cain, Carol Cooper-Smith, Ruth Dennis, Theresa Hodgkinson, Peter Hudson, Mike Joy, Trevor Middleton, Ian Rotherham and Shane Wright.

In Attendance: Inspector Mark Dickson (Nottinghamshire Police).

CP.16 Declarations of Disclosable Pecuniary or Personal Interests and Non Disclosable Pecuniary/Other Interests

No declaration of interests were made.

CP.17 Minutes

RESOLVED

that the minutes of the meeting of the Panel held on 5 November 2020, be received and approved as a correct record.

CP.18 COVID-19 Response and Recovery

The Chairman introduced the item and welcomed everyone to the meeting. He spoke briefly about the Panel's work to date (specifically the 5 November meeting) and confirmed that Cabinet had acknowledged and supported all the ideas and suggestions presented to them at their 1 December meeting.

A warm welcome was extended to Inspector Mark Dickson from Nottinghamshire Police who was in attendance at the meeting to talk about the impact of coronavirus from an operational perspective and to address concerns regarding possible increases in crime and anti-social behaviour (ASB) since the start of the pandemic.

Inspector Mark Dickson – Nottinghamshire Police

Inspector Dickson advised that the pandemic had impacted the work of the Police from top to bottom and at the start of the initial lockdown in March 2020 all front line operations had been stripped back and Police officers went back out into the community to educate and enforce the new national lockdown rules.

During the first lockdown there had been increased levels of ASB and officers' time was also taken up dealing with and enforcing breaches in the Covid rules. However, once the first lockdown was over, the team reverted back to more standardised policing with the addition of ensuring the public were adhering to the new social distancing rules.

Legislation was currently changing on a weekly basis and time was being taken up learning and facilitating new enforcement rules, whilst staying on top of the ever changing position. The District of Ashfield, following the second lockdown, had now found itself in Tier 3 although, again, guidelines were forever changing as the pandemic shifted its direction.

Inspector Dickson had taken up the role of Ashfield's Neighbourhood Policing Inspector in May 2020 and had been impressed with the effectiveness of the joint working with the Council through the Integrated Hub at the Council offices. Ashfield staff had worked incredibly hard throughout the pandemic, going above and beyond their normal duties in many cases. This had resulted in areas of best practice that had been acknowledged and adopted by other local authorities.

At this point in the proceedings, a Member question and answer session took place:

Question/Comment:	Response from Inspector Dickson:
Concerns surrounding customers at the Idlewells Centre in Sutton not following the correct social distancing rules by wearing their masks either below the nose or on their chins. Would it be a good idea to increase signage in the Centre? (Cllr. Smallridge)	Police were also frustrated with masks not being worn correctly but officers only had authority to engage and explain, not enforce the rule. A conversation would be had with the Idlewells Manager to see if anything could be done to alleviate the problem
A heartfelt thank you to Police officers for the work and support given to the Carsic estate during the pandemic (Cllr, Smallridge)	The thanks and appreciation would be passed onto the team accordingly

<p>How has the pandemic and the changing roles of the Police affected their relationships with the Council's Community Protection Officers (CPOs)? (Cllr. Blagden)</p>	<p>Since arriving in May 2020, it had been witnessed that officers and CPOs worked incredibly well together and a recent training session had been facilitated to ensure there was equal understanding across both teams. It was also hoped that CPOs would soon be able to access the Police's IT systems to ensure enhanced data sharing at the point of need. A fortnightly risk management meeting was now being held with both the Police and CPOs to discuss ASB related issues as required</p> <p>Through October/ November 2020 both teams had worked jointly on Operation Safekeep to endeavour to reduce incidences of firework related ASB. This had been extremely effective with the lowest recorded firework related incidences to date</p>
<p>Has it been a problem to the Force if Police officers have been required to self-isolate? (Cllr. Blagden)</p>	<p>Yes it does affect work rotas as it would in any organisation but officers have still been working from home whilst isolating, undertaking a range of duties including talking to victims and taking phone statements etc. It didn't prove to be a particular problem</p>
<p>Are the Police prepared for the upcoming festive season which will be completely different this year? (Cllr. Rostance)</p>	<p>Yes we are always prepared and we have contingencies in place should anything change. We would like to see a reduction to Tier 2 for the Christmas holidays but it is not looking very likely at the moment. Since the start of the pandemic, Ashfield's Policing team have always endeavoured to take a pragmatic approach to enforcement of the rules and had not been over zealous at any point. It was hoped that residents would be sensible during the holidays but any big parties or gatherings would of course be broken up and enforced as required</p>

<p>Have you seen a rise in dealing with people struggling with mental health issues and do you think much of the ASB and neighbour disputes could be down to the restraints of the enforced lockdowns? (Cllr. Shaw)</p>	<p>The most recent data had not yet been viewed but from a personal perspective, I feel it is the same as before the pandemic. The Policing team were excellent at dealing with and supporting people with mental health issues and it was anticipated that the figures may rise over the Christmas period</p> <p>In relation to neighbour disputes and ASB, yes these have increased and we have recently received funding for four additional officers to cope with the rising demand for assistance. However, the rise in neighbour disputes does not seem to be escalating to direct conflict which is a relief and it should be noted that Council officers have been excellent at assisting the Police with these types of issues</p>
<p>Concerns regarding increases in ASB at Papplewick Green in Hucknall (Cllr. Shaw)</p>	<p>A conversation will be had with the Beat team to investigate the issues particularly regarding the incessant incidences of reckless off-road biking</p>
<p>Have you seen an increase in crime against homeless persons' since the start of the pandemic? (Cllr. Grounds)</p>	<p>No not really as there was a concerted effort to ensure all homeless persons were given access to accommodation (facilities predominantly in Nottingham) over this time period. Those who have returned to Ashfield since the lockdown have engaged well with the Police</p>
<p>Many residents experiencing ASB are still reluctant to contact the Police so we need to keep encouraging them to call 101 (Cllr. Hennigan)</p>	<p>Yes it is important that residents report any incidences of crime and if there is threat or risk, then 999 should be called. Other incidences of crime should be reported through 101 but many residents are frustrated as this route can often take more time. To endeavour to alleviate this, an online crime reporting facility has been introduced to offer another option to victims of crime when reporting an incident that doesn't require an urgent response</p>

<p>Concerns regarding increasing levels of ASB on Garden Lane, Sutton (Cllr. Hennigan)</p>	<p>Yes we are aware of this and a couple of online reports made by residents in this area resulted in 2 warrants being issued for arrests in relation to drug dealers</p>
<p>Can you expand on the work of Operation Reacher which seems to be achieving great things? (Cllr. Hennigan)</p>	<p>Yes it is an overarching, tactical response team covering the beat teams for Sutton, Kirkby and Hucknall. It was launched on 5 October 2020 and is performing excellently to date with 45 arrests made, enforcement of 24 traffic offences, 18 magistrate warrants issued, seizure of 15 illegal cars, 175 stop searches undertaken and 5 weapons removed from the streets. The team is here to stay to work alongside the beat teams already in place</p>
<p>Do you think there is an issue for youngsters at the moment? (Cllr. Grounds)</p>	<p>Yes, many are bored and the lockdowns have just exacerbated this situation. The Police are constantly looking at ways to engage them and are currently targeting under 18s who are vulnerable to exploitation by criminals to run drugs etc. There had already been 3 success stories of removing impressionable under 18s from moving into crime and many youngsters are already on the Police radar for engagement and support as required</p> <p>Youth projects are also being run to engage with younger members of the community including Kick It Football (which linked up with schools) and a Cadets launch which is due in early 2021. Longer term it was the aim of Nottinghamshire Police to engage with youngsters and introduce them to a career in the Force supporting their local communities</p>

On completion of the question and answer session, the Chief Executive thanked Inspector Dickson for his contribution and felt the Panel had been offered an informative insight into Police operations, particularly as a result of the pandemic. The co-location of the Council and the Police in the Integrated Hub worked exceedingly well and enabled swift and precise intelligence sharing to support and protect the residents of Ashfield.

The Director of Place and Communities also took the opportunity to echo the comments from Inspector Dickson regarding the effective working relationship between the Police and the Council. There had been a significant improvement over the last few months and thanks were extended to Inspector Dickson for driving this change and cementing the partnership for the future.

In respect of the Operation Reacher team and having recently spent an afternoon on operations with them, the Director confirmed that the team were impressive in their approach to tackling crime and the experience had been extremely enlightening. The Council were excited to see how their remit expanded over the coming months to incorporate more community work supporting Ashfield's youth and children.

In addition, the recent Community Protection review had resulted in a strengthened team with the new CPO recruits having received excellent preliminary training from the Police team at the Hub.

At this point the Chairman again thanked Inspector Dickson for his attendance at the meeting and introduced the Council's Town Centres and Markets Manager, Trevor Middleton and Senior Covid Business Support Officer, Ian Rotherham to the Panel. The officers were in attendance to advise Panel Members as to the support and assistance being offered to local businesses and retailers navigating through the latest lockdown and Tier 3 restrictions.

Senior Covid Business Support Officer

The Covid Information Support Team was established in early September 2020 and had been working tirelessly to support Ashfield's local businesses and retailers to ensure they remained viable for business and provided customers with Covid-secure environments as required. Businesses had already expressed their appreciation for the support being offered and welcomed the 'hand around the shoulder' approach to assist them through the ever changing regulations.

The three Covid Information Officers were enthusiastic about their roles and had found it rewarding contacting and conversing with local businesses to offer support and guidance as required.

Town Centres and Markets Manager

The Town Centres and Markets Manager reminded Members that the new Covid Information Team were an excellent addition to the Town Centres Team who had already established good working relationships with local businesses over previous years. This had always been important to the Council and the pandemic had just given officers the focus and opportunity to spend more time with local businesses to assist with the provision of Covid-secure environments and to continue building on relationships for the future.

The pandemic had brought about opportunities for all and many local businesses had stepped up to the plate and were not only protecting customers but were offering continuing support and assistance to fellow businesses if needed. All the Covid Information Officers were offering support and guidance for ensuring premises were Covid-secure but were additionally signposting to other officers/organisations if they wished to expand their

operations or move business online etc.

The Senior Covid Business Support Officer was also regularly capturing and compiling various data in relation to the local business economy and had circulated this to the Panel Members, via the Chairman, on a regular basis.

Question/Comment:	Response:
<p>The Council's response to Tier 3 is currently going well; are there any further plans to regenerate the economy in 2021? (Cllr. Blagden)</p>	<p>The Council's has many plans in the pipeline starting with the 'Shop Small' promotion up until Christmas. There are proposals to carry out some type of 'Thank you for shopping local' in early 2021 up until the Spring with the Communications Team supporting these initiatives with promotion across the Council's media outlets.</p> <p>Options are currently being considered to reinvigorate the Indoor Market at Sutton and the possibility of holding community markets around the District. There was also potential for a food festival in the summer to be hosted by Lincoln Green Brewery.</p> <p>Town maps are being printed and distributed to new housing estates to advise residents of what the town centres can offer and a study in relation to footfall will be undertaken to provide the Council with robust baseline data to work on targeted events and projects for the future (Trevor Middleton)</p>
<p>I have heard many great things about the Town Centres and Markets Manager and his team so keep up the good work! (Cllr. Rostance)</p>	<p>Thank you, I will pass this onto the team (Trevor Middleton)</p>
<p>Residents have complained that many of the chairs have been removed from around the main Idlewells Centre thoroughfare? (Cllr. Grounds)</p>	<p>I am of the belief this is to meet with social distancing guidelines but I will contact the Idlewells Manager to see if anything can be done (Trevor Middleton)</p>
<p>Now that the 'Pay by Phone' car parking app is up and running, is there any plans to remove the ticket machines? (Cllr. Shaw)</p>	<p>Not at all, the car parking app just offers customers more choice when visiting the centres and parking (Trevor Middleton)</p>

Have the team experienced any resistance from shop owners regarding the implementation of the new Covid-secure guidelines?	At first there were a couple of dissenting voices but that seems to be in the past and everyone seems to be engaging with the rules and have an ongoing desire to trade safely (Ian Rotherham)
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To conclude the Director of Place and Communities reiterated the Council's ongoing commitment to its local businesses and advised that work was underway to enhance the current 'Business Reward and Recognition Scheme' and to reinvigorate the local Town Centre Working Groups with a view to connecting them to the priorities contained within the Economic Recovery Plan.

Vice Chairman – Covid 19 Response and Recovery Scrutiny Panel

The Vice Chairman gave an update in relation to the latest Covid figures and advised that in Ashfield, the latest figures showed 145.5 new cases per 100,000 which was slightly better than the national average of 151 per 100,000 people. Ashfield saw its peak on 2 November with 358.8 per 100,000 so the figures were continuing to fall which was to be welcomed.

It was hoped that Nottinghamshire would come out of Tier 3 following the review next week but it seemed unlikely. At no point were Chief Executives or Leaders ever offered the opportunity to speak at the arranged Ministerial briefings and were just advised as to the latest position based on the statistics presented which were often a few days old.

Corporate Finance Manager (and Section 151 Officer)

The Corporate Finance Manager (and Section 151 Officer) presented the current position in relation to the facilitation of the Covid-19 business support grant through the Council. 975 applications has been received to date with 675 businesses receiving grants to the tune of 2.324 million. 50 applications had already been declined with 250 applications still waiting to be evaluated. Most were waiting on additional information and due diligence checks to be completed.

The Covid-19 Business Support Grant was available to businesses who pay business rates and/or have a separate rateable value on their business premises which have been forced to close for at least some time during the pandemic and lockdowns. There was also a discretionary element to the grant scheme that would hopefully assist additional businesses that are run from home, from rented premises or are for example, taxi drivers or hairdressers renting chairs.

A new element of Tier 3 business grant was to become available for the period 2-16 December 2020 and details for applying for the grant would be appearing on the Council's website from tomorrow. It was envisaged that the application process would be a lot less complex that the first round and confirmation as to the amount of grant to be distributed would be known to the Council early next week.

A question was raised regarding whether any fraudulent claims had been received through the Business Support scheme process over the preceding few months and the Panel was advised that the Council had stringent measures in place to mitigate against such events and no particular problems had been identified. However, the Director of Legal and Governance did advise that a report would be presented to the Audit Committee in early 2021 regarding the Covid-19 anti-fraud measures adopted by the Council during the pandemic.

Chief Executive

Having listened to the debate and discussion, the Chief Executive took the opportunity to sum up the Council's current position and reiterated the fact that the Town Centres Team had undertaken a vast quantity of work and had visited over 1,000 business premises. A positive approach had been key with mentoring and support guidance offered to all as needed.

Thanks were also extended to the Finance Team for their excellent work in facilitating the 975 business grants to local businesses struggling through the pandemic and it was hopeful that a further grant scheme, predominately for wet-led pubs, would soon become available.

Lastly, thanks were given to the Director of Legal and Governance for ensuring that the right messages were being delivered at the right time regarding the latest Covid-19 guidelines, Tier allocations and national position.

The Panel concurred with the sentiments of the Chief Executive and thanked all the staff involved for their continued commitment and hard work.

(During consideration of this item and in accordance with Council Procedure Rule 23 (Conclusion of Proceedings), a motion was moved and seconded to extend the conclusion of the meeting to 9.30 p.m. The motion was put to the vote and duly carried.)

To enable the Panel to begin to plan their work programme for early 2021, Members were asked to consider some potential meeting dates and discuss possible items for consideration. It was suggested that an update on the Key Workers Memorial could be an item for consideration at the February 2021 meeting.

RESOLVED that

- a) the Council's ongoing response to the COVID-19 pandemic, its developing recovery programme and the operational response from the Police, as outlined in the report and as considered at the meeting, be received and noted;
- b) the following meeting dates be agreed for the Scrutiny Panel in early 2021:
 - 2 February 2021
 - 23 March 2021
 - 15 April 2021.

CP.19 Local Government Reorganisation

The Director of Legal and Governance advised that there had been no progress since the last meeting and no additional information could be offered at this time.

The meeting closed at 9.02 pm

Chairman.

Report To:	COVID-19 RESPONSE AND RECOVERY SCRUTINY PANEL	Date:	2 FEBRUARY 2021
Heading:	GUIDANCE AND RESTRICTIONS UPDATE		
Portfolio Holder:	NOT APPLICABLE		
Ward/s:	ALL		
Key Decision:	NO		
Subject to Call-In:	NO		

Purpose of Report

The purpose of this report is to provide Members of the COVID-19 Response and Recovery Scrutiny Panel with an update regarding the latest guidance and restrictions in place relating to COVID-19 and reducing the spread of the virus. This includes key details of the national lockdown measures imposed. The full guidance relating to the national lockdown is appended to this report as Appendix A.

Recommendation(s)

- a. Note the information contained in this report relating to COVID-19 guidance and restrictions, including Appendix A.
- b. Consider how the latest guidance and restrictions will affect the Council's COVID-19 response and recovery plans and the COVID-19 Response and Recovery Scrutiny Panel work programme.

Reasons for Recommendation(s)

As part of the established terms of reference for the COVID-19 Response and Recovery Scrutiny Panel, regular updates are provided to the Panel concerning up to date guidance and restrictions introduced to reduce the spread of the virus.

Alternative Options Considered

No alternative options have been considered.

Detailed Information

NATIONAL LOCKDOWN

On 4 January 2021, the Prime Minister announced a national lockdown, instructing people to stay at home to control the virus, protect the NHS, and save lives. National lockdown was introduced following a rapid rise in infections, hospital admissions, and case rates across the country, with hospitals under more pressure than they have been at any other point throughout the pandemic.

The rise in cases has been attributed to a new variant of COVID-19 confirmed by scientists to be up to 50 and 70 percent more transmissible.

Once again, guidance has been published alongside the new national lockdown. Please see below some of the key details within the guidance. The full guidance document released by the Government is appended to this report as Appendix A.

Leaving Home

You must not leave or be outside of your home except where necessary. You may leave the home to:

- shop for necessities, for you or a vulnerable person
- go to work, or provide voluntary or charitable services, if you cannot reasonably do so from home
- exercise with your household (or support bubble) or one other person (in which case you should stay 2m apart). Exercise should be limited to once per day, and you should not travel outside your local area.
- meet your support bubble or childcare bubble where necessary, but only if you are legally permitted to form one
- seek medical assistance or avoid injury, illness, or risk of harm (including domestic abuse)
- attend education or childcare - for those eligible

If you do leave home for a permitted reason, you should always stay local - unless it is necessary to go further, for example to go to work. Stay local means stay in the village, town, or part of the city where you live.

If you are clinically extremely vulnerable you are advised to only go out for medical appointments, exercise or if it is essential. We recommend that you do not attend work.

Meeting Others

You cannot leave your home to meet socially with anyone you do not live with or are not in a support bubble with (if you are legally permitted to form one).

You may exercise on your own, with one other person, or with your household or support bubble. This should be limited to once per day, and you should not travel outside your local area.

You cannot meet other people you do not live with, or have not formed a support bubble with, unless for a permitted reason.

Stay 2 metres apart from anyone not in your household or support bubble.

Education

Colleges, primary and secondary schools will remain open only for vulnerable children and the children of critical workers. All other children will learn remotely until February half term.

Early years settings remain open.

Higher Education provision will remain online until mid-February for all except future critical worker courses.

Hands, Face, Space

Approximately 1 in 3 people who have coronavirus have no symptoms and could be spreading it without realising it.

Remember - 'Hands. Face. Space.'

- hands – wash your hands regularly and for at least 20 seconds
- face – wear a face covering in indoor settings where social distancing may be difficult, and where you will meet people you do not normally meet
- space – stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place (such as wearing face coverings)

You should avoid all non-essential meetings and interactions.

Coronavirus spreads from person to person through small droplets, tiny airborne particles known as aerosols and through direct contact.

To reduce the chance of catching or passing on coronavirus to or from the people you live with, you should:

- wash your hands regularly and for at least 20 seconds
- regularly clean frequently touched surfaces
- make sure you let plenty of fresh air into your home without getting uncomfortably cold. This should be balanced with other considerations such as comfort, safety, and security.

The police can take action against you if you meet in larger groups. This includes breaking up illegal gatherings and issuing fines (fixed penalty notices).

You can be given a Fixed Penalty Notice of £200 for the first offence, doubling for further offences up to a maximum of £6,400. If you hold, or are involved in holding, an illegal gathering of over 30 people, the police can issue fines of £10,000.

At the initial announcement of the national lockdown measures, it was suggested that measures may start to be eased around the middle of February. Recently, MPs passed legislation allowing the Government to keep the current restrictions in place until the end of March. The Government may also choose to extend restrictions past this point if measures are deemed necessary to control the spread of the virus.

It is unknown if restrictions will ease around the middle of February – it will be contingent on the progress of the vaccine rollout and the rate the virus is spreading in February.

The Panel will continue to be updated on the most recent guidance and restrictions in place.

Implications

Corporate Plan:

The Panel continues to review the Council's response and recovery plans in line with the objectives set out within the refreshed Corporate Plan.

Legal:

Any legal implications relating to COVID-19 restrictions and guidance continue to be fully considered by the Council.

Finance:

There are no direct financial implications resulting from this report. Any implications arising as a result updated restrictions will be considered as part of the Panel's future work, in accordance with the approved work programme.

Budget Area	Implication
General Fund – Revenue Budget	None.
General Fund – Capital Programme	
Housing Revenue Account – Revenue Budget	
Housing Revenue Account – Capital Programme	

Risk:

Risk	Mitigation
The Council's Corporate Risk Register has been reviewed to take account of impacts and increased risks as a result of COVID-19.	Monitoring and updating the COVID-19 related risks through the Council's existing Corporate Risk Management processes and through the work of the COVID-19 Response and Recovery Scrutiny Panel.

Human Resources:

There are no direct HR implications resulting from this report. Any HR implications identified will be considered appropriately.

Environmental/Sustainability:

There are no direct environment or sustainability implications resulting from this report. Any environment or sustainability implications identified will be considered appropriately.

Equalities:

There are no direct equalities implications resulting from this report. Any equalities implications identified will be considered appropriately.

Other Implications:

None.

Reason(s) for Urgency

None.

Reason(s) for Exemption

None.

Background Papers

- Cabinet Office, *National Lockdown: Stay at Home Guidance*, January 2021 (attached as Appendix A).

Report Author and Contact Officer

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National lockdown: Stay at Home

Coronavirus cases are rising rapidly across the country. Find out what you can and cannot do.

Applies to:

England

Who this guidance is for

This guidance is for people who are fit and well. There is additional advice for [people who are clinically extremely vulnerable to coronavirus](#) and [households with a possible or confirmed coronavirus infection](#). If you are clinically extremely vulnerable you should not attend work, school, college or university, and limit the time you spend outside the home. You should only go out for medical appointments, exercise or if it is essential.

Hands. Face. Space.

Approximately 1 in 3 people who have coronavirus have no symptoms and could be spreading it without realising it.

Remember - 'Hands. Face. Space.'

- hands – wash your hands regularly and for at least 20 seconds
- face – wear a face covering in indoor settings where social distancing may be difficult, and where you will come into contact with people you do not normally meet

- space – stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place (such as wearing face coverings)

In all circumstances, you should follow the [guidance on meeting others safely](#).

When you can leave home

You must not leave or be outside of your home except where you have a 'reasonable excuse'. This will be put in law. The police can take action against you if you leave home without a 'reasonable excuse', and issue you with a fine (Fixed Penalty Notice).

You can be given a Fixed Penalty Notice of £200 for the first offence, doubling for further offences up to a maximum of £6,400.

A 'reasonable excuse' includes:

- **Work** - you can only leave home for work purposes where it is unreasonable for you to do your job from home, including but not limited to people who work within critical national infrastructure, construction or manufacturing that require in-person attendance
- **Volunteering** - you can also leave home to provide voluntary or charitable services.
- **Essential activities** - you can leave home to buy things at shops or obtain services. You may also leave your home to do these things on behalf of a disabled or vulnerable person or someone self-isolating.
- **Education and childcare** - You can only leave home for education, registered childcare, and supervised activities for

children where they are eligible to attend. Access to education and children's activities for school-aged pupils is restricted. See [further information on education and childcare](#). People can continue existing arrangements for contact between parents and children where they live apart. This includes [childcare bubbles](#).

- **Meeting others and care** - You can leave home to visit people in your [support bubble](#) (if you are legally permitted to form one), to provide informal childcare for children under 14 as part of a [childcare bubble](#) (for example, to enable parents to work, and not to enable social contact between adults), to provide care for disabled or vulnerable people, to provide emergency assistance, to attend a support group (of up to 15 people), or for respite care where that care is being provided to a vulnerable person or a person with a disability, or is a short break in respect of a looked-after child.
- **Exercise** You can continue to exercise alone, with one other person or with your household or support bubble. This should be limited to once per day, and you should not travel outside your local area. You should maintain [social distancing](#). See exercising and meeting other people.
- **Medical reasons** - You can leave home for a medical reason, including to get a COVID-19 test, for medical appointments and emergencies.
- **Harm and compassionate visits** - you can leave home to be with someone who is giving birth, to avoid injury or illness or to escape risk of harm (such as domestic abuse). You can also leave home to visit someone who is dying or someone in a care home (if permitted under [care home guidance](#)), hospice, or hospital, or to accompany them to a medical appointment.

- **Animal welfare reasons** – you can leave home for animal welfare reasons, such as to attend veterinary services for advice or treatment.
- **Communal worship and life events** - You can leave home to attend or visit a place of worship for communal worship, a funeral or event related to a death, a burial ground or a remembrance garden, or to attend a wedding ceremony. You should follow the [guidance on the safe use of places of worship](#) and must not mingle with anyone outside of your household or support bubble when attending a place of worship. Weddings, funerals and religious, belief-based or commemorative events linked to someone's death are all subject to limits on the numbers that can attend, and weddings and civil ceremonies may only take place in exceptional circumstances.

There are further reasonable excuses. For example, you may leave home to fulfil legal obligations or to carry out activities related to buying, selling, letting or renting a residential property, or where it is reasonably necessary for voting in an election or referendum.

Exercising and meeting other people

You should minimise time spent outside your home.

It is against the law to meet socially with family or friends unless they are part of your household or support bubble. You can only leave your home to exercise, and not for the purpose of recreation or leisure (e.g. a picnic or a social meeting). This should be limited to once per day, and you should not travel outside your local area.

You can exercise in a public outdoor place:

- by yourself
- with the people you live with
- with your support bubble (if you are legally permitted to form one)
- in a childcare bubble where providing childcare
- or, when on your own, with 1 person from another household

Public outdoor places include:

- parks, beaches, countryside accessible to the public, forests
- public gardens (whether or not you pay to enter them)
- the grounds of a heritage site
- Playgrounds

Outdoor sports venues, including tennis courts, golf courses and swimming pools, must close.

When around other people, stay 2 metres apart from anyone not in your household - meaning the people you live with - or your [support bubble](#). Where this is not possible, stay 1 metre apart with extra precautions (e.g. wearing a face covering).

You must wear a face covering in many indoor settings, such as shops or places of worship where these remain open, and on public transport, unless you are exempt. This is the law. [Read guidance on face coverings.](#)

Support and childcare bubbles

You have to meet certain eligibility rules to form a support or childcare bubble. This means not everyone will be able to form a bubble.

A [support bubble](#) is a support network which links two households. You can form a support bubble with another household of any size only if you meet the [eligibility rules](#).

It is against the law to form a support bubble if you do not follow these rules.

You are permitted to leave your home to visit your support bubble (and to stay overnight with them). However, if you form a support bubble, it is best if this is with a household who live locally. This will help prevent the virus spreading from an area where more people are infected.

If you live in a household with anyone aged under 14, you can form a [childcare bubble](#). This allows friends or family from one other household to provide informal childcare.

You must not meet socially with your childcare bubble, and must avoid seeing members of your childcare and support bubbles at the same time.

There is separate guidance for [support bubbles](#) and [childcare bubbles](#).

Where and when you can meet in larger groups

There are still circumstances in which you are allowed to meet others from outside your household, childcare or support bubble in larger groups, but this should not be for socialising and only for permitted purposes. A full list of these circumstances will be included in the regulations, and includes:

- for work, or providing voluntary or charitable services, where it is unreasonable to do so from home. This can include work in other people's homes where necessary - for example, for nannies, cleaners, social care workers providing support to children and families, or tradespeople. See guidance on [working safely in other people's homes](#)). Where a work meeting does not need to take place in a private home or garden, it should not - for example, although you can meet a personal trainer, you should do so in a public outdoor place.
- in a [childcare bubble](#) (for the purposes of childcare only)
- Where eligible to use these services, for education, registered childcare, and supervised activities for children. Access to education and childcare facilities is restricted. See further information on [education and childcare](#).
- for arrangements where children do not live in the same household as both their parents or guardians
- to allow contact between birth parents and children in care, as well as between siblings in care
- for prospective adopting parents to meet a child or children who may be placed with them
- to place or facilitate the placing of a child or children in the care of another by social services
- for birth partners
- to provide emergency assistance, and to avoid injury or illness, or to escape a risk of harm (including domestic abuse)
- to see someone who is dying
- to fulfil a legal obligation, such as attending court or jury service
- for gatherings within criminal justice accommodation or immigration detention centres
- to [provide care or assistance to someone vulnerable](#), or to provide respite for a carer

- for a wedding or equivalent ceremony in exceptional circumstances and only for up to 6 people
- for funerals - up to a maximum of 30 people. Wakes and other linked ceremonial events can continue in a group of up to 6 people.
- to visit someone at home who is dying, or to visit someone receiving treatment in a hospital, hospice or care home, or to accompany a family member or friend to a medical appointment
- for elite sportspeople (and their coaches if necessary, or parents/guardians if they are under 18) - or those on an official elite sports pathway - to compete and train
- to facilitate a house move

Support groups that have to be delivered in person can continue with up to 15 participants where formally organised to provide mutual aid, therapy or any other form of support - but they must take place at a premises other than a private home.

Where a group includes someone covered by an exception (for example, someone who is working or volunteering), they are not generally counted as part of the gatherings limit. This means, for example, a tradesperson can go into a household without breaching the limit, if they are there for work, and the officiant at a wedding would not count towards the limit.

If you break the rules

The police can take action against you if you meet in larger groups. This includes breaking up illegal gatherings and issuing fines (fixed penalty notices).

You can be given a Fixed Penalty Notice of £200 for the first offence, doubling for further offences up to a maximum of £6,400. If you hold, or

are involved in holding, an illegal gathering of over 30 people, the police can issue fines of £10,000.

Protecting people more at risk from coronavirus

If you are clinically vulnerable, you could be at higher risk of severe illness from coronavirus. There is additional advice for [people who are clinically extremely vulnerable to coronavirus](#). Those who are clinically extremely vulnerable should not attend work, school, college or university, and limit the time you spend outside the home. You should only go out for medical appointments, exercise or if it is essential.

Travel

You must not leave your home unless you have a reasonable excuse (for example, for work or education purposes). If you need to travel you should stay local – meaning avoiding travelling outside of your village, town or the part of a city where you live – and look to reduce the number of journeys you make overall. The list of reasons you can leave your home and area include, but are not limited to:

- work, where you cannot reasonably work from home
- accessing education and for caring responsibilities
- visiting those in your support bubble – or your childcare bubble for childcare
- visiting hospital, GP and other medical appointments or visits where you have had an accident or are concerned about your health
- buying goods or services that you need, but this should be within your local area wherever possible

- outdoor exercise. This should be done locally wherever possible, but you can travel a short distance within your area to do so if necessary (for example, to access an open space)
- attending the care and exercise of an animal, or veterinary services

If you need to travel, walk or cycle where possible, and plan ahead and avoid busy times and routes on public transport. This will allow you to practice social distancing while you travel.

Avoid car sharing with anyone from outside your household or your support bubble. See the [guidance on car sharing](#).

If you need to use public transport, you should follow the [safer travel guidance](#).

International travel

You can only travel internationally – or within the UK – where you first have a legally permitted reason to leave home. In addition, you should consider the public health advice in the country you are visiting.

If you do need to travel overseas (and are legally permitted to do so, for example, because it is for work), even if you are returning to a place you've visited before, you should look at the rules in place at your destination and the [Foreign, Commonwealth and Development Office \(FCDO\) travel advice](#).

UK residents currently abroad do not need to return home immediately. However, you should check with your airline or travel operator on arrangements for returning.

Foreign nationals are subject to the 'Stay at Home' regulations. You should not travel abroad unless it is permitted. This means you must not go on holiday.

If you are visiting the UK, you may return home. You should check whether there are any restrictions in place at your destination.

Staying away from home overnight

You cannot leave your home or the place where you are living for holidays or overnight stays unless you have a reasonable excuse for doing so. This means that holidays in the UK and abroad are not allowed.

This includes staying in a second home or caravan, if that is not your primary residence. This also includes staying with anyone who you don't live with unless they're in your support bubble.

You are allowed to stay overnight away from your home if you:

- are visiting your support bubble
- are unable to return to your main residence
- need accommodation while moving house
- need accommodation to attend a funeral or related commemorative event
- require accommodation for work purposes or to provide voluntary services
- are a child requiring accommodation for school or care
- are homeless, seeking asylum, a vulnerable person seeking refuge, or if escaping harm (including domestic abuse)
- are an elite athlete or their support staff or parent, if the athlete is under 18 and it is necessary to be outside of the home for training or competition

If you are already on holiday, you should return to your home as soon as practical.

Guest accommodation providers such as hotels, B&Bs and caravan parks may remain open for the specific reasons set out in law, including where guests are unable to return to their main residence, use that guest accommodation as their main residence, need accommodation while moving house, are self-isolating as required by law, or would otherwise be made homeless as a result of the accommodation closing. A full list of reasons can be found in the [guidance on closing certain businesses and venues in England](#).

Accommodation providers are also encouraged to work cooperatively with local authorities to provide accommodation to vulnerable groups, including the homeless.

Going to work

You may only leave your home for work if you cannot reasonably work from home.

Where people cannot work from home - including, but not limited to, people who work in critical national infrastructure, construction, or manufacturing - they should continue to travel to their workplace. This is essential to keeping the country operating and supporting sectors and employers.

Public sector employees working in essential services, including childcare or education, should continue to go into work.

Where it is necessary for you to work in other people's homes - for example, for nannies, cleaners or tradespeople - you can do so.

Otherwise, you should avoid meeting for work in a private home or garden, where COVID-19 Secure measures may not be in place.

Employers and employees should discuss their working arrangements, and employers should take every possible step to facilitate their employees working from home, including providing suitable IT and equipment to enable remote working.

The risk of transmission can be substantially reduced if [COVID-19 secure guidelines](#) are followed closely. Extra consideration should be given to those people at higher risk.

Going to school, college and university

Colleges, primary (reception onwards) and secondary schools will remain open for vulnerable children and the children of critical workers. All other children will learn remotely until February half term.

In the circumstances, we do not think it is possible for all exams in the summer to go ahead as planned. We will accordingly be working with Ofqual to consult rapidly to put in place alternative arrangements that will allow students to progress fairly.

Universities

Those students who are undertaking training and study for the following courses should return to face to face learning as planned and be tested twice, upon arrival or self-isolate for ten days:

- Medicine & dentistry
- Subjects allied to medicine/health
- Veterinary science

- Education (initial teacher training)
- Social work
- Courses which require Professional, Statutory and Regulatory Body (PSRB) assessments and or mandatory activity which is scheduled for January and which cannot be rescheduled (your university will notify you if this applies to you).

Students who do not study these courses should remain where they are wherever possible, and start their term online, as facilitated by their university until at least Mid-February. This includes students on other practical courses not on the list above.

We have previously published [guidance to universities and students on how students can return safely to higher education in the spring term.](#)

This guidance sets out how we will support higher education providers to enable students that need to return to do so as safely as possible following the winter break.

If you live at university, you should not move back and forward between your permanent home and student home during term time.

For those students who are eligible for face to face teaching, you can meet in groups of more than your household as part of your formal education or training, where necessary. Students should expect to follow the guidance and restrictions. You should socially distance from anyone you do not live with wherever possible.

Childcare

There are several ways that parents and carers can continue to access childcare:

- Early Years settings (including nurseries and childminders) remain open
- Vulnerable children and children of critical workers can continue to use registered childcare, childminders and other childcare activities (including wraparound care)
- parents are able to form a [childcare bubble](#) with one other household for the purposes of informal childcare, where the child is under 14. This is mainly to enable parents to work, and must not be used to enable social contact between adults
- some households will also be able to benefit from being in a [support bubble](#)
- nannies will be able to continue to provide services, including in the home

Care home visits

Visits to care homes can take place with arrangements such as substantial screens, visiting pods, or behind windows. Close-contact indoor visits are not allowed. No visits will be permitted in the event of an outbreak.

You should check the guidance on [visiting care homes during COVID-19](#) to find out how visits should be conducted. Residents cannot meet people indoors on a visit out (for example, to visit their relatives in the family home). There is [separate guidance for those in supported living](#).

Weddings, civil partnerships, religious services and funerals

Weddings, civil partnership ceremonies and funerals are allowed with strict limits on attendance, and must only take place in COVID-19 secure venues or in public outdoor spaces unless in exceptional circumstances.

Funerals can be attended by a maximum of 30 people. Linked religious, belief-based or commemorative events, such as stone settings and ash scatterings can also continue with up to 6 people in attendance. Anyone working is not counted in these limits. Social distancing should be maintained between people who do not live together or share a support bubble.

Weddings and civil partnership ceremonies must only take place with up to 6 people. Anyone working is not included. These should only take place in exceptional circumstances, for example, an urgent marriage where one of those getting married is seriously ill and not expected to recover, or is to undergo debilitating treatment or life-changing surgery.

Places of worship

You can attend places of worship for a service. However, you must not mingle with anyone outside of your household or support bubble. You should maintain strict social distancing at all times.

You should follow the [national guidance on the safe use of places of worship](#).

Sports and physical activity

Indoor gyms and sports facilities will remain closed. Outdoor sports courts, outdoor gyms, golf courses, outdoor swimming pools, archery/driving/shooting ranges and riding arenas must also close. Organised outdoor sport for disabled people is allowed to continue.

Moving home

You can still move home. People outside your household or [support bubble](#) should not help with moving house unless absolutely necessary.

Estate and letting agents and removals firms can continue to work. If you are looking to move, you can go to property viewings.

Follow the [national guidance on moving home safely](#), which includes advice on social distancing, letting fresh air in, and [wearing a face covering](#).

Financial support

Wherever you live, you may be able to get financial help:

- [financial support packages for businesses](#)
- [financial support for closed businesses as a result of tiering restrictions](#)
- [claim for employee wages through Coronavirus Job Retention Scheme](#)
- [check if you can claim a grant through the Self-Employment Income Support Scheme](#)
- [financial support if you're off work because of coronavirus](#)

Businesses and venues

Businesses and venues which must close

To reduce social contact, the regulations require some businesses to close and impose restrictions on how some businesses provide goods

and services. The full list of businesses required to close can be found in the guidance on closing certain businesses and venues in England, but includes:

- non-essential retail, such as clothing and homeware stores, vehicle showrooms (other than for rental), betting shops, tailors, tobacco and vape shops, electronic goods and mobile phone shops, auction houses (except for auctions of livestock or agricultural equipment) and market stalls selling non-essential goods. These venues can continue to be able to operate click-and-collect (where goods are pre-ordered and collected off the premises) and delivery services.
- hospitality venues such as cafes, restaurants, pubs, bars and social clubs; with the exception of providing food and non-alcoholic drinks for takeaway (until 11pm), click-and-collect and drive-through. All food and drink (including alcohol) can continue to be provided by delivery.
- accommodation such as hotels, hostels, guest houses and campsites, except for specific circumstances, such as where these act as someone's main residence, where the person cannot return home, for providing accommodation or support to the homeless, or where it is essential to stay there for work purposes
- leisure and sports facilities such as leisure centres and gyms, swimming pools, sports courts, fitness and dance studios, riding arenas at riding centres, climbing walls, and golf courses.
- entertainment venues such as theatres, concert halls, cinemas, museums and galleries, casinos, amusement arcades, bingo halls, bowling alleys, skating rinks, go-karting venues, indoor play and soft play centres and areas (including

- inflatable parks and trampolining centres), circuses, fairgrounds, funfairs, water parks and theme parks
- animal attractions (such as zoos, safari parks, aquariums, and wildlife reserves)
 - indoor attractions at venues such as botanical gardens, heritage homes and landmarks must also close, though outdoor grounds of these premises can stay open for outdoor exercise.
 - personal care facilities such as hair, beauty, tanning and nail salons. Tattoo parlours, spas, massage parlours, body and skin piercing services must also close. These services should not be provided in other people's homes
 - community centres and halls must close except for a limited number of exempt activities, as set out below. Libraries can also remain open to provide access to IT and digital services – for example for people who do not have it at home – and for click-and-collect services

Some of these businesses and places will also be permitted to be open for a small number of exempt activities. A full list of exemptions can be found in the [guidance on closing certain businesses and venues in England](#), but includes:

- education and training – for schools to use sports, leisure and community facilities where that is part of their normal provision
- childcare purposes and supervised activities for those children eligible to attend
- hosting blood donation sessions and food banks
- to provide medical treatment

- for elite sports persons to train and compete (in indoor and outdoor sports facilities), and professional dancers and choreographers to work (in fitness and dance studios)
- for training and rehearsal without an audience (in theatres and concert halls)
- for the purposes of film and TV filming

Businesses and venues which can remain open

Other businesses and venues are permitted to stay open, following COVID-19 secure guidelines. Businesses providing essential goods and services can stay open. The full list of these businesses can be found in the [guidance on closing certain businesses and venues in England](#), but includes:

- essential retail such as food shops, supermarkets, pharmacies, garden centres, building merchants and suppliers of building products and off-licences
- market stalls selling essential retail may also stay open
- businesses providing repair services may also stay open, where they primarily offer repair services
- petrol stations, automatic (but not manual) car washes, vehicle repair and MOT services, bicycle shops, and taxi and vehicle hire businesses
- banks, building societies, post offices, short-term loan providers and money transfer businesses
- funeral directors
- laundrettes and dry cleaners
- medical and dental services
- vets and retailers of products and food for the upkeep and welfare of animals

- animal rescue centres, boarding facilities and animal groomers (may continue to be used for animal welfare, rather than aesthetic purposes)
- agricultural supplies shops
- mobility and disability support shops
- storage and distribution facilities
- car parks, public toilets and motorway service areas
- outdoor playgrounds
-
- outdoor parts of botanical gardens and heritage sites for exercise
- places of worship
- crematoriums and burial grounds

Public services

The majority of public services will continue and you will be able to leave home to visit them. These include:

- the NHS and medical services like GPs and dentists. We are supporting the NHS to carry out urgent and non-urgent services safely, and it is vital anyone who thinks they need any kind of medical care comes forward and seeks help
- Jobcentre Plus sites
- courts and probation services
- civil registrations offices
- passport and visa services
- services provided to victims
- waste or recycling centres
- getting an MOT, if you need to drive when lawfully leaving home

Agenda Item 6



Report To:	COVID 19 RESPONSE AND RECOVERY SCRUTINY PANEL	Date:	2 FEBRUARY 2021
Heading:	CORPORATE PLAN PERFORMANCE UPDATE		
Portfolio Holder:	COUNCILLOR JASON ZADROZNY, LEADER OF THE COUNCIL		
Ward/s:	ALL		
Key Decision:	YES		
Subject to Call-In:	YES		

Purpose of Report

This report presents to the Covid 19 Response and Recovery Scrutiny Panel the Quarter 2, April to September 2020 update for the corporate performance scorecard and progress against the Corporate Plan priorities. The report also provides, where relevant, updates regarding the impact of the pandemic and the Council's continued provision of services.

Recommendation(s)

For the Panel to consider the levels of performance achieved against the Corporate Plan and Corporate Scorecard, whilst noting the significant levels of continued service provision to date, despite the impacts of the pandemic.

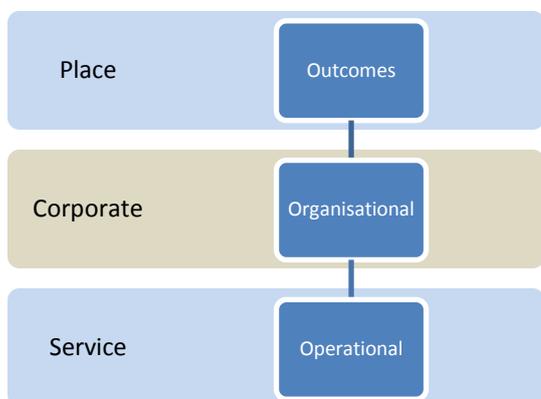
Reasons for Recommendation(s)

The Council's ambitions for the period 2019 – 2023 are clearly identified in a set of revised and updated Corporate Priorities which are presented in our Corporate Plan. These were developed by Cabinet last year and have since been reviewed and updated, with particular consideration of the impact of the pandemic and our intended recovery activity.

Our priorities for the future and the key projects and initiatives we intend to deliver, are then translated and cascaded, through our Performance and Strategic Planning Framework, into specific Service Plans to facilitate focussed delivery.

The Corporate Plan sits above a wider strategic context which includes the Corporate Project Management Framework, Corporate Performance Indicators and a range of strategic documents relating to the organisation and its services.

Our performance framework incorporates balanced performance scorecards on three separate levels as indicated below.



Our Corporate Scorecard measures organisational performance, and as such typical perspectives of a balanced scorecard have been adopted including Community and Customer, Funding the Future, Organisational Effectiveness and Our People. The Corporate Scorecard is aligned to our Corporate Priorities and key initiatives identified in the refreshed Corporate Plan 2019-2023.

Every four years we also undertake a Peer Challenge Review, engaging peers from across the sector through the Local Government Association sector led improvement offer, with an independent evaluation of the organisation which is mostly focussed on leadership, governance, corporate capacity and financial resilience. The outcome of the most recent Peer Challenge Review, on 29th to 31st January, 2020, is also reflected in our updated Corporate Plan and Scorecard.

We are a Values based organisation whose purpose is to create a future where everyone has the chance of a better quality of life, as such we are currently developing our approach to measuring and understanding social value which will be incorporated into our Performance Management and Project Management framework. A Social Value Policy has recently been developed and approved by Cabinet.

Alternative Options Considered

None

Detailed Information

The Council's Corporate Plan 2019 – 2023 was approved by Cabinet and endorsed by Full Council in September 2019. The Corporate Plan sets out our revised priorities for the future and the key projects and initiatives we intend to deliver.

The Corporate Plan sits above a wider strategic context which includes the Corporate Project Management Framework, Corporate Performance Framework and a range of strategic documents relating to the organisation and its services.

In March 2016, Cabinet agreed the use of a balanced scorecard methodology to enhance the organisation's performance framework and ability to understand how successfully the Corporate

Priorities are being delivered, the approach providing a more rounded view on performance with a greater emphasis on customer satisfaction and quality.

The Corporate Plan has been reviewed in light of the first year progress and performance outturn, and also significant factors impacting upon the organisation such as the COVID pandemic. The plan has been refreshed to ensure alignment to the Council's future ambitions and Corporate Priorities for the four year period of the plan (2019-2023) and were presented to Cabinet in September 2020 for approval.

Corporate Plan progress is monitored through both the successful delivery of key projects and initiatives and performance achieved against the Corporate Scorecard.

This report details progress against delivery of the Corporate Plan, for the period April to September 2020, as measured through our Corporate Scorecard and Corporate Performance Framework. The report also details any relevant quarter 3 updates (October to December) which relate to the continued delivery of services through the pandemic and our support to residents and businesses in Ashfield.

It should be noted that Ashfield is the only local authority in Nottinghamshire that has delivered all tier 1 and 2 critical services without interruption during the pandemic to date. The whole organisation has worked effectively together as one council, re-deploying staff into important roles outside of their normal duties to ensure continuance of service, whilst also delivering humanitarian services across the District.

It should also be noted that, despite the pandemic, the organisation has also delivered additional services, above and beyond standard service levels, continuing to support residents and businesses in Ashfield.

Despite the impacts of the pandemic, overall, the corporate scorecard position for April 2020 to September 2020 indicates the following positive position:-

- 71% of measures achieving or exceeding target, or within 10% variance of target.
- 61% of measures indicating an improved position compared to the same period in the previous year, or within 5% of previous year's performance levels.

We are pleased with Corporate Plan key successes delivered within the year to date:-

Health and Happiness Priority

- Leisure Centres - Festival Hall, Lammas and Hucknall Leisure Centres reopened on 1st August. The mix of activities available is increasing with health and fitness, group exercise, lane swimming, swimming lessons, gymnastics and some sports and ice activities now available. Everyone Active are following strict guidance to ensure they are Covid secure and have received positive feedback from customers. The Council meets with Everyone Active weekly to review memberships, attendance, class sizes and income & expenditure.
- Leisure Operator Contract - within quarter 3 the Council awarded the contract to the existing provider Everyone Active. The Council and Everyone Active are now working through the mobilisation plan with the new contract coming into operation as of the 1st April 2021. Further updates will be provided in the year end performance report.
- Kirkby Leisure Centre – the tender process progressed through quarter 2 and was concluded in quarter 3. The Council has appointed Kier as the preferred contractor. Works are due to commence onsite on the 18th January 2021 with works completing to phase one in late March

2022. The Sport England bid has now been developed and will be submitted during W/C 4th January 2021. The final business case will also now be submitted to D2N2 following the conclusion of the tender process.

- Ashfield Community Fund opened from mid-August to October for the second round this year with £10,000 available for community groups to apply. The fund has been awarded to 12 voluntary organisations across Ashfield. For example, the grant to Lets All Eat funded four weeks' worth of food which went to 278 homes.
- Volunteering activities for individual volunteers have begun to be reintroduced with additional measures put in place.
- Officers have responded to 48 community support requests since April.
- Ashfield Health and Wellbeing partnership is developing its new strategy for 2021 – 2025. A stakeholder survey will be circulated to ensure local partners have the opportunity to input and commit to the aims of the partnership moving forward.
- During the summer Feel Good Families provided an extensive programme of community based and online activities. This included a daily activity promoted via the Facebook page, superhero and princess online craft and bootcamp sessions, themed trails and pebble hunts on local parks. Nearly 500 people engaged in these activities that we are aware of and 400 activity packs were distributed to children whose family was accessing support through foodbanks.
- Since Covid-19 our Feel Good Food project has a greater focus on reducing food poverty and a district food group has been created, led by the Council in partnership with three local foodbanks. Foodbanks have been awarded c.£16k to support food supply, delivery, equipment and building improvements as well as to support families during the Christmas period.
- On 5th September First Art in partnership with the Council and Leamington school delivered a Secret Picnic event for families which was attended by over 100 residents throughout the day. Feedback was collected to understand what people like and don't like about where they live and ideas for future opportunities.
- Ashfield and Mansfield Dementia Partnership continues to support local people and their carers, we are trialling telephone counselling support for carers as part of the Lammas working age dementia hub in partnership with Carers Federation. If successful we will roll this out to other local carers. We are working in partnership with local dementia support groups and care settings to enable them to start to offer face to face group support sessions. An application has been submitted to NCC Community Covid fund to support the extra costs associated with social distancing. We also worked in partnership with Kingfisher Court Dementia Care Home over the summer, whose residents knitted props for the Feel Good Families sea life trail.

Homes and Housing Priority

- Non-decent housing stock has remained at 0.18% for the year. This is well within the target of <0.40%.
- From April to September, 35% more households have been prevented from becoming homeless, due to the hard work of the Housing Options, Complex Case and Tenancy Sustainment Teams. This work with the vulnerably housed is applauded given the ongoing public health issues and the volume of demand. COVID 19 has inevitably affected the ways of working but sometimes has given the teams longer to work with applicants, for example, with the increased length of Notice periods.
- During the 1st COVID 19 lockdown all households who were rough sleeping or threatened with rough sleeping were made an offer of accommodation, circa 40 households, the majority of whom were then assisted into suitable long term accommodation.

- We have continued throughout the year to consistently support 100% of Council tenants to remain in their tenancy for 6 months or more following completion of their support package. This is through the work of the Tenancy Sustainment Officers, both by carrying out pre-tenancy work and by providing comprehensive support during the first few months of their tenancy to vulnerable tenants. This includes proactive partnership working with other external agencies and charities etc.
- Ashfield acquired 32 new social housing properties as at 12th May with a further purchase agreed of 8 S106 properties in 20/21 and 21/22. There is also planned during the same timescales 22 new build affordable homes.
- Ashfield were one of the first councils to resume major works programmes to tenants' homes, in early June 2020, adapting to the new guidelines and restrictions.
- The Council has a statutory duty to undertake a gas safety check to all its social housing properties that have a live gas supply, and this has continued despite the impact of Covid restrictions, with no easement of the requirements to complete a gas safety check every 12 months. We have continued to visit tenants' homes and conduct gas safety checks prior to the 12 month anniversary date to meet the regulatory requirement. From April 2020 to date, 99.66% of the 5,056 properties requiring a gas check, have been completed, with just 17 properties that have not been able to provide access due to issues such as self-isolating or shielding, with an average non-compliance rate of just 22 days over the 17 properties.
- In addition the Repairs and Maintenance section continued to complete emergency repairs during the first lockdown before gradually reverting back to a full repairs service as the restrictions eased. From April to September 99.44% all repairs appointments made were kept (9264 appointments out of 9316), and 99.85% of emergencies repairs were attended to in government timeframes (2019 repairs out of 2022)
- We also successfully concluded the first enforced sale of a private property in serious disrepair. The property was a disused off-licence that had been left neglected as the owner had failed to complete essential repairs.

Economic Growth and Place Priority

- The Kirkby and Sutton Towns Funding – work is nearing completion on the Town Investment Plan for Kirkby and Sutton which will be submitted by 29th January to the Towns Fund. The Future High Streets bid for Sutton was successful (within Q3) and over £6.2m has been secured to deliver projects to revitalise the town centre. More detail will be provided in the next update.
- To help support high street businesses through the pandemic we have employed Covid Information Officers, since early October they have made almost 800 visits, offering advice and guidance to retailers.
- We have installed hand-sanitising units in town centre car parks to help give confidence and reassurance to shoppers.
- The markets team are working closely with the market retailers, ensuring that traders selling essential goods and services have the opportunity to serve our community in a safe environment. The traders continued with their initiative in working to serve the local community with click and collect and home deliveries
- Employment opportunities in the Idlewells Indoor Market are restricted due to the pandemic and are unchanged at 47. However, the market has retained 97% occupancy with only one stall vacant.
- The Heritage Lottery Fund (HLF) funded project for Kings Mill Reservoir progresses; the dredging, silt management contract and café reconfiguration have been completed and significant progress to improving access and connectivity has been made with new and upgraded footpaths and increasing parking provision. The restoration of Kings Mill Viaduct

has been completed protecting the structure for the future and enhancing the pedestrian access gateway between Ashfield and Mansfield.

- Planning applications continue to be processed well above nationally prescribed standard targets, with 100% of major applications being processed within 13 weeks.
- All dilapidated commercial buildings on the Dilapidated and Empty Buildings Priority list have received some form of intervention over the year. The group has dealt with 10 long standing empty properties this year with a range of outcomes, being either demolition, redevelopment or significant improvement. There are currently 11 long standing empty properties being worked on. The Council has undertaken a number of very positive actions which has resulted in 13 premises being taken off the dilapidated buildings list. A further five premises have had active intervention over the last quarter and have made sufficient progress. It is of note that the roof structure is now in place for Annesley Hall ready to receive a formal roof covering. The demolition of Stoneyford Road is also underway which will resolve long term issues of anti-social behaviour. Enforcement work is being progressed on Albert Street
- An Economic Recovery Plan post Covid has been developed and is being implemented.
- Officers have offered a range of business support to residents and have dealt with over 1270 business support enquiries by December 2020.

Cleaner and Greener Priority

- The national pandemic is the backdrop to all performance reports, with increasing numbers of people using public spaces such as Parks and more people working from home, generating more household waste. The Council's Environmental Services team has been outstanding in keeping the District clean and tidy and responding to these changing patterns of demand and will continue to be fleet of foot as we moving into 2021/22:
 - The levels of resident reported dog fouling incidents has seen a year on year decrease over the past 5 years, with a further 9% reduction in reported incidents compared to the previous year. The areas where most incidents occur are located in public parks and jitties and Ashfield residents increasingly view owners who allow dogs to foul as irresponsible. Using digital and mapping solutions the Council has been able to identify hotspot areas and deploy staffing resources. The Council also collaborates with Keep Britain Tidy in campaigns like 'Love Parks' and the 'Responsible Dog Owner' scoreboard.
 - The number of fly tipping incidents reported dropped slightly in the first quarter of the year, however there was a 5% increase in reported incidents in the second quarter of the year. The closure of the County Council's Household Waste and Recycling Centres during lockdown, coupled with people being at home more often, has impacted upon this. The District Council has been swift in removing fly tips and investigating fly tips where evidence permits. The number of fly tipping investigations from enforcement saw an increase of 234 investigations from 86 investigations last year. This is a staggering 172% increase when compared to last quarter's number of investigation. Similarly, Q2 has seen a 44% increase of fly tipping investigations, from 92 to 133 over this period. The number of fines and warnings have also seen increased.
 - A successful Bag It! campaign was run in November, whereby the Council accepts additional side waste and this gives residents the opportunity to dispose of their waste safely and legally.
 - Resident reported incidents of littering have also reduced compared to the previous year, with nearly half of the reporting levels compared to the same period last year.

- Street cleanliness in our town centres continue to meet excellent standards with Kirkby and Hucknall town centres maintaining a B+ grade in street cleanliness whilst Sutton has seen a minor decrease to a B grade. Inevitably during this period, the focus for operational resources has been neighbourhoods rather than town centres.
- The Council has switched to the provision of 'clean' electricity for its larger buildings (half hourly metered electricity) under a new CCS framework, and the remainder (non-half hourly metered electricity) will transition in April 2021 when the current non-half hourly framework ends and the new framework comes into force.
- By the end of the financial year, the Council will have set a carbon emissions baseline for its activities, which can be used to track progress in the reduction of such emissions in future.
- The Council is working with Nottingham City Council to develop a carbon reduction strategy and action plan, including options to reduce energy usage and carbon emissions across its built assets.
- The Council set up an Officer Working Group in relation to Climate Change, bringing together key officers from different departments to work collaboratively to reduce carbon emissions across its activities and the wider community through policy and promotion. This includes considering investment in 'green' projects as part of the commercial investment strategy.

Safer and Stronger Priority

- The Council has responded to 2,574 reports of anti-social and nuisance behaviour between April-September 2020, a 34% increase compared to the previous year, coinciding with the first period of lockdown: people working from home, schools closed and linked with good weather, which found a lot of people living outdoors and less tolerant of noise/bonfires/bbqs from neighbours. However, work undertaken by the Community Safety Section has resulted in a high volume of enforcement outputs over the same period, with 7 prosecutions, 5 injunctions, and 169 other enforcement actions.
- In September 2020, the Section headed up a Sutton Town Centre Taskforce to tackle on street anti-social behaviour (ASB), environmental crime and rough sleeping. The initiative resulted in a formal action being taken against a number of repeat offenders as well as providing support and accommodation to rough sleepers and vulnerable persons.
- Partnership Risk Management Panels take place bi-weekly between the Council and Police to identify victims and vulnerable persons, and increase identification and co-ordinate active targeting of offenders and hotspot locations.
- An early intervention joint Halloween and Bonfire initiative named Operation Safekeep was co-ordinated between Council, Police and partners in October 2020, to create awareness and tackle on street ASB and Covid-breaches across the District. The Operation was highly successful with over 50 Shops and Off-Licences visited and 30 incidents being responded to.
- CCTV is supporting the continued identification of ASB and crime and disorder across the district with the use of cameras deployed in hotspot locations to tackle both ASB and environmental crime.
- Complex case and safeguarding – Complex Case Panels take place on a bi-weekly basis in order to discuss escalating safeguarding scenarios. Through the development of risk management action plans, targeted interventions are undertaken to assist those who are vulnerable or considered at significant risk. April-September 2020, resulted in the Complex Case Team providing intensive support to 56 highly complex residents across 5 key life areas (Health, Housing, Community, Finances and Employment).
- Community Protection Officers have provided pivotal support to vulnerable persons throughout the pandemic having delivered 82 food parcels and undertaken 112 welfare checks. We have successfully recruited new officers and now have a full team.

- E-Learning Training Packages have been devised for Council Staff which includes; Modern Slavery (incorporating Human Trafficking), Hate Crime Training, Prevent (Counter Terrorism/Extremism) in order to increase awareness, risk identification and support pathways.
- Domestic abuse remains a high priority, the Council has appointed a new Domestic Abuse and Vulnerability Officer in October 2020. The officer acts as the Council lead for MARAC (a multi-agency risk assessment conference) and provides key support for survivors across the district. 25th November - 10th December (within Q3), the Complex Case Team delivered the White Ribbon Campaign and 16 days of activism, aimed at ending violence against women and girls, creating awareness and empowering survivors of domestic abuse to reach out and get support. This year, the campaign was seen as more important than ever with suspected increases in domestic abuse connected to the pandemic and lockdown provisions.

Innovate and Improve Priority

- We have successfully acquired £61.77m of commercial investment property to date, delivering much needed annual (gross) income of circa £4.27m to support the delivery of key services in our 2020/21 budget and MTFs.
- The continued review and implementation of changes to call handling has seen average call waiting time continue to successfully decrease over the year, despite the impacts of the pandemic with a further 25% reduction at 37 seconds (timed after the welcome message and from when a customer actually connects or joins a queue) which is well below our current target. There has also been a further significant 35% reduction in the level of abandoned calls for the period April to September 2020, compared to the previous year.
- Online payments continue to show a significant increase, 8% higher compared to last year, in line with our channel shift predictions. Our online payment e-store offers customers the choice of online payment for over 160 of the Council's paid for services. We have realised a 9% reduction in paypoint and post office payments from April to October 2020 (nearly 11,000 transactions), saving the Council a further £8,000 in transaction costs.
- Nearly half of businesses across the District are now signed up for e-billing, a 30% increase on last year.
- Over 1,700 Businesses were paid grants in excess of £19m by the end of September. This grant processing continued into Q3 and Q4, providing much needed support to businesses throughout the further phases of the pandemic, through the administration of a variety of business grants. A total of 2,565 grants have been paid to businesses, as at end December 2020, at a total value of over £21m, comprising of :-
 - 1st Lockdown – 1,646 Grants paid @ value of £18,440,000
 - 2nd Lockdown – 619 Grants paid @ value of £2.23 million
 - November New Tier 3 Grants – 146 Grants Paid @ value of £203,000
 - December Tier 3 (open and closed and wet led pub) Grants – 154 grants, with payments made from 2nd December totalling a value of £211,252
- Online Benefit and Test & Trace applications received since 1st April 2020 - Our digital transformation programme has seen the expedient implementation of online forms enabling residents and business to be able to apply for benefits, 24/7. For example we have to date received online 508 new benefits claim applications, 112 changes of circumstances, and 603 test and trace claims
- At the end of September, 2020, we launched a brand new, modern, user friendly website, which was accredited by the Shaw Trust as fully meeting accessibility standards. Over the last three months, since launch, website usage statistics are indicating significant improvements, particularly regarding the customer journey and easier access to information. Compared to the same period last year, views of our website pages have increased by 13%, and average time spent on a page has increased by 31%. Use of the search engine is down by 37% suggesting that many more users are getting to where they want to be via the improved navigation and signposting, designed around customer needs and common tasks.

Searches for the previously most searched for content (planning) are down by at least 90% and suggests the signposting and journey work for this particular priority journey is working much more effectively.

Traffic to the contact us page(s) has reduced by 50% which equates to around 3,300 less contacts per month (potentially around 10,000 less telephone calls over the 3 month period). Attempted web searches resorting in visits to the Contact Us page are down by 66%, suggesting that significantly more of our website visitors are able to self-serve without the need to contact us further.

- As of 30 September, 2020, sickness absence out-turn has seen a 20% reduction compared to the previous year, with quarter 2 average absence levels at 3.73 full time equivalents (FTE) against a target of 4.75 FTE. Most of this, 2.89 FTE, is due to long term sickness and 0.84 FTE due to short term sickness. This is a reduction in short term absence compared to the same period last year (overall average 4.66 FTE; 1.3 FTE due to short term and 3.36 due to long term sickness). The reduction in short term absence has been correlated to employees working from home and has been replicated across other Authorities.

As of September the main causes of absence was due to;

- Anxiety
- Stress Depression Fatigue
- Muscular Skeletal

Isolation due to COVID is not recorded as sickness and is only included in the figures if an employee is formally diagnosed with COVID-19 or they are still absent after an isolation period has ended. As of September 2020 61 FTE days had been reported as absence due to Covid-19 related absence

The Administration is keen to see appropriately high levels of performance across all Council services, whilst taking into consideration the impact the pandemic continues to have on service delivery. Of the measures which have unfortunately not shown improvement compared to the performance out-turn for the same period last year, only 5 of these relate to critical functions:-

- Business rates collection - The collection rate for Business Rates at the end of September was 46.41% against a target of 53.8%. This is to be expected at this time as the current collection rate mirrors the national picture and clearly demonstrates the serious impact that the Covid Pandemic restrictions have had on Businesses, either forced to close or significantly affected by the restrictions imposed under the various Tiers. Recovery has resumed. It is anticipated that recovery rates will continue to be impacted during the next 2-3 years due to the ongoing collection of arrears.
- The level of current tenant rent arrears has increased considerably, since the roll out of full service Universal Credit within the district and has been further impacted by the ongoing Coronavirus pandemic. During the pandemic, some tenants have faced considerable changes to financial circumstances, which has impacted on their ability to pay their rent. A suspension on possession proceedings, due to rent arrears, between the end of March and 21/09/2020, has prevented the ability to take enforcement action through the county courts. The notice period for seeking possession has also been increased during the pandemic, initially to 3 months and subsequently to 6 months, which further impacts on our ability to move arrears cases on where legal action is likely to be the only resolution for the case. Hearings of possession cases have now re-commenced, but the courts are working through a backlog of cases and have increased steps to the process, which are likely to result in longer delays in cases being heard/resolved. All of which has negatively impacted on the team's ability to collect rental income.

Welfare and money management advice/support has continued to be offered to Council tenants throughout the financial year. The Housing Team who provide this advice/support have assisted with supporting residents (non-tenants) within the District, as part of the humanitarian work during the pandemic and with income recovery work (housing rents), therefore the target for Q1 and Q2 have not been met.

- The overall time taken to re-let a void property consists of both time to complete the actual repair works and the time taken to advertise and let the property. Inevitably void re-let performance suffered during the first quarter this year as the pandemic put a stop on properties being let, with only essential lets being completed, typically to people who were homeless or fleeing violence. During this period performance fell to an average 50 working days to let each property, well below the target of 21 days. However, our performance remained upper quartile compared to our peers.

The time taken to complete required repairs within a standard void property has remained consistent throughout this challenging period, averaging just 12 days to complete all essential works and return the property to the Lettings team. Void properties that require major works were more difficult during the early part of the year, as these rely more on contractors to complete the specialist required works, the first national lockdown allowing emergency works only in the initial period as contractors went into furlough. Works did resume as soon as they were able to, but this has impacted upon performance with the current number of days for major voids repair work being 52 days compared with last year's outturn performance of 45 days.

From July onwards performance has improved, with quarter 2 out-turn indicating an overall average re-let time of 32 days, which has further reduced to an average of 29 days by the end of December 2020.

Implications

Corporate Plan:

The report relates to the delivery of the Corporate Plan Priorities. The Corporate Plan sets out the Council's proposed priorities for the period 2019 to 2023, and intended deliverables which will be monitored and managed through the Corporate Performance Framework.

It covers performance for the period April 2020 to September 2020. The Corporate Scorecard has been reviewed and refreshed to align with the refresh of the Corporate Plan and associated Corporate Priorities as a means of identifying their successful delivery.

Legal:

The Council's new Corporate Priorities and strategic plans have been developed in consideration of current and forthcoming legislative requirements.

Finance:

Budget Area	Implication
General Fund – Revenue Budget	The Corporate Plan has been developed in alignment with the Medium Term Financial Strategy and the financial sustainability of the organisation. The

General Fund – Capital Programme	<p>‘Innovate and Improve’ Priority proposes key programmes and projects which will be focussed on identifying and delivering efficiencies and more effective working practices to support financial sustainability, whilst concurrently delivering improved customer focussed services.</p> <p>Financial performance is included within a detailed Corporate Scorecard reported to CLT and Scrutiny. Financial Pl’s form a key element of the balanced scorecard approach, reviewed to reflect future priorities in alignment with the new Corporate Plan 2019-2023.</p> <p>Where additional costs have been incurred as a consequence of the Covid pandemic, these costs will be funded from the Covid grant funding allocated to the Council by Government.</p>
Housing Revenue Account – Revenue Budget	
Housing Revenue Account – Capital Programme	

Risk:

Risk	Mitigation
Absence of a Corporate Plan would result in a lack of prioritisation and focus on delivering what matters	Agreed Corporate Plan every four years which is delivered via the organisation’s project management framework.
Poor performance would potentially result in inability to deliver the Corporate Priorities as specified in the Corporate Plan	Regular monitoring of performance and robust performance management through the authority’s performance management framework.

Human Resources:

The ‘Innovate and Improve’ Priority proposes key programmes and projects which will be focussed on delivering the People Strategy and developing employees.

High levels of performance can have a positive impact upon employee engagement and retention which in turn can enhance performance further.

Environmental/Sustainability

The ‘Cleaner and Greener’ Priority proposes key programmes and projects which will be focussed on delivering environmental improvement.

Equalities:

There are no direct implications on equality and diversity as a consequence of the proposals and recommendations outlined in this report.

Other Implications:

(if applicable)

Reason(s) for Urgency

(if applicable)

Reason(s) for Exemption

(if applicable)

Background Papers

(if applicable)

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