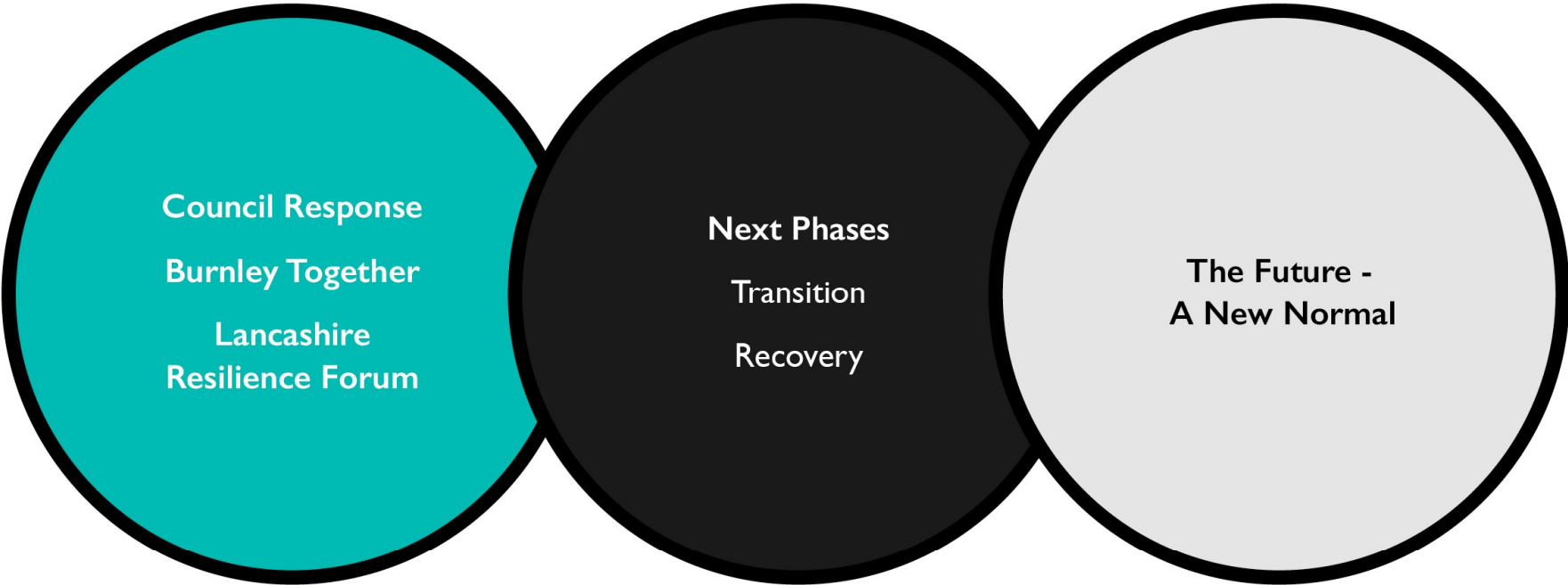


A stylized graphic of a virus particle, consisting of a large dark teal circle with several smaller dark teal circles connected to it by thin lines, resembling a molecular structure or a virus. It is positioned on the left side of the slide.

# **Burnley Council's** Covid 19 Response

# Introduction



# Finance

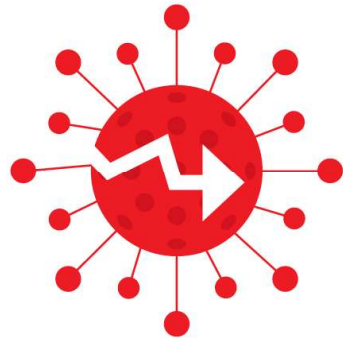
1

Finance have used a significant amount of staff supporting the **Business grants scheme**, from processing applications, verifying information and making payments. It has been a real team effort between Finance and Economy & Growth and circa **£20m of payments** have been made to date.



2

Ian Evenett has been doing excellent work for the LRF in **modelling excess deaths**. This has been really important work for the group and allows local authorities to plan for the various scenarios relating the spread of Covid-19.



3

**Financial management** has also been critical during this period – working with services the finance have been providing up-to-date forecasts and projections for the financial impact of the virus – **keeping Members and Management Team updated** on the latest position.



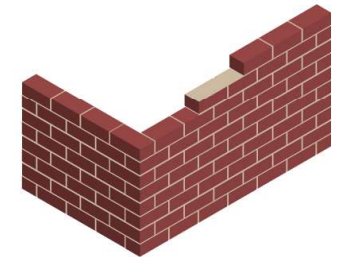
4

Working with Liberata, the team have been enacting the various government initiatives to provide support to **residents and businesses through grant funding and reliefs on bills**.

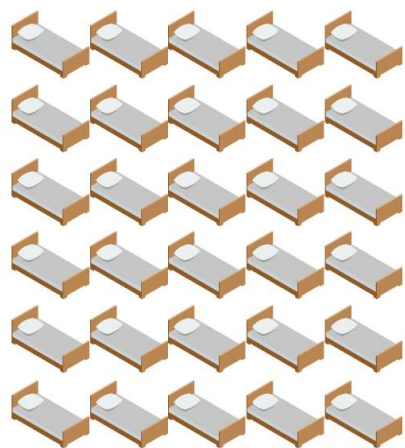


5

The Property team have been ensuring that **critical safety inspections** have been carried out throughout this period and ensuring **key building works have also continued**, although working in new ways to ensure social distancing



# Homelessness



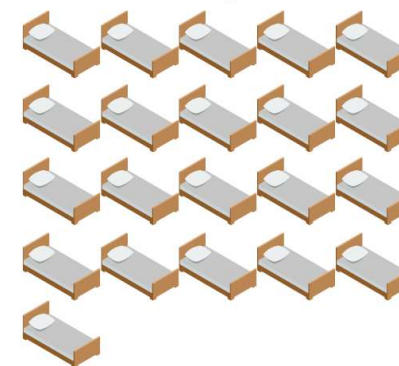
**30**  
bedspaces  
for hospital discharge at  
The Oaks Hotel



11 additional furnished properties secured with

**21**

bedspaces





# Housing

# 12

properties



## Grants

- Suspended all grants other than hospital discharge
- Restarted external works
- Internal works where social distancing can be achieved

## Housing Conditions

- Continued with emergency repairs
- Suspended routine inspections moved to external and What's App inspections

## Empty Homes

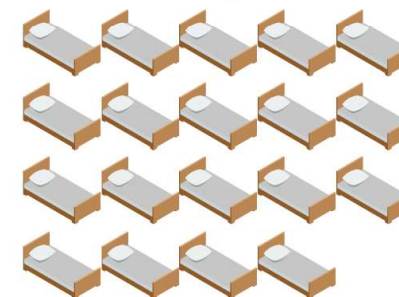
- Progressed approved CPOs
- Continued empty property inspections
- Maintained programme of contact with owners of Empty Homes
- Power of Entry suspended by courts

## Landlord Licensing

- Continued to process applications
- Conditions being monitored
- Working with Streetscene to tackle ASB

# 19

bedspaces

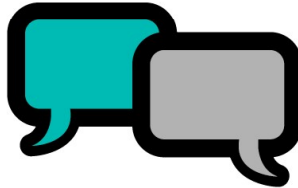


# Environmental Health Social Distancing Proactive Campaign

**1** Identified priority areas



**2** Liaised with local Imams, Councillors and BAME



**3** Prepared a checklist

- ✓ signage
- ✓ floor markings
- ✓ one way systems
- ✓ plexiglass screens
- ✓ additional cleaning
- ✓ contactless payments
- ✓ restriction on entry
- ✓ queuing inside & outside premises

**4** Produced poster packs



**5** Posted information on the Council website and shared campaign materials with colleagues on the EH Lancashire kHub group



**6** Deployed 7 visiting officers



**7** Redeployed a civil enforcement officer



**674** business interactions

**1000+** emails issued providing advice

**444** Proactive visits



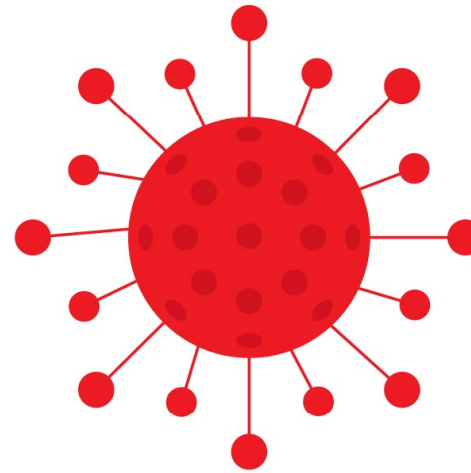
# Legal and Democratic Services

## Reception/General Office



- Remained open
- Essential office support
- Relocation of contact centre staff
- Remote working for remaining staff

## Legal



- Advising on and implementing coronavirus legislation

# Legal and Democratic Services

## Democracy

Moved to holding of remote meetings through video conferencing platforms

- Training officers and members on use of new technology
- All staff utilising technology more



## Elections

- Delay to start of annual canvass
- Forms to be posted not hand delivered
- Alternatives to door knocking considered



# Greenspaces & Amenities

## Greenspaces

- Staff have worked normally throughout the lockdown, maintaining parks & greenspaces
- **Public use** of parks and greenspaces has been **high** due to travel restrictions and good weather
- GS&A staff have also been **deployed to support** the **Burnley Community Hub's** food deliveries
- Park rangers have been particularly busy; **managing social distancing** and **working closely with the Police**

## Bereavement

- **Bereavement staff worked tirelessly** throughout this difficult period, delivering a faultless service
- **8 Greenspaces staff were trained** as crematorium operatives and gravediggers to provide **additional capacity**
- The service coped with **double the number of funeral services** at peak and could have managed up to seven times normal death rates
- **Live streaming of cremation services** is being provided free-of-charge because funeral attendance is restricted
- Staff developed a **Lancashire-wide excess death modelling package** to support the Lancashire Resilience Forum

## Towneley

- Staff are **continuing to manage the Hall** and undertake environmental monitoring
- Through Facebook and the Towneley website curatorial **staff have been posting engaging content**
- **Towneley Park** has been particularly busy and P&D car parks re-opened promptly with Police support
- **The golf course** opened as soon as permitted and has been fully booked





# Burnley Leisure Trust

## Initial Response to Lockdown

- All leisure facilities were closed at beginning of lockdown
- Staff have been furloughed under Government except for a skeleton team

## Current Position

- BLT are updating their business plan and cashflow
- Providing online exercise classes
- Towneley Golf re-opened 11th May
- Other facilities are under continuous review

## Covid Recovery Plan

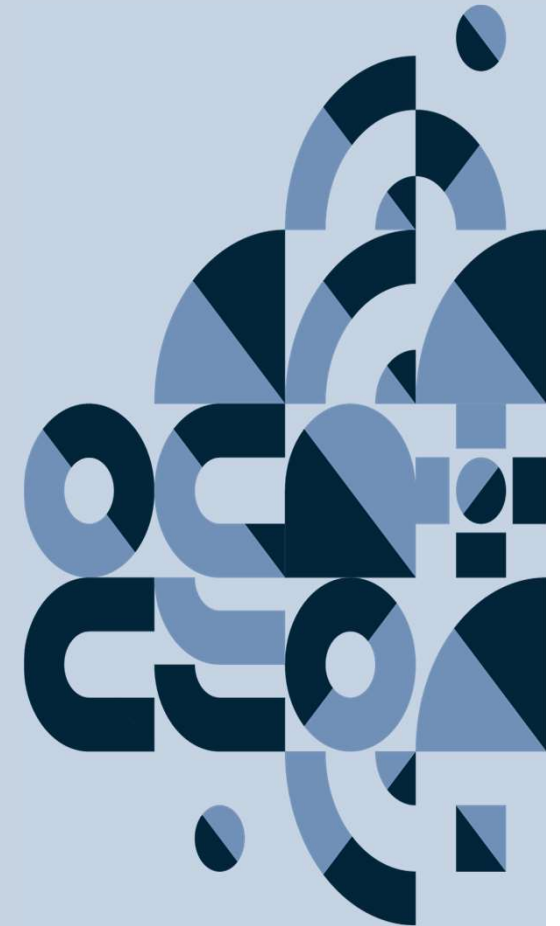
- BLT will be preparing a detailed recovery plan as further Government guidance is issued
- There will be long-term impacts due to the limitations that social distancing imposes



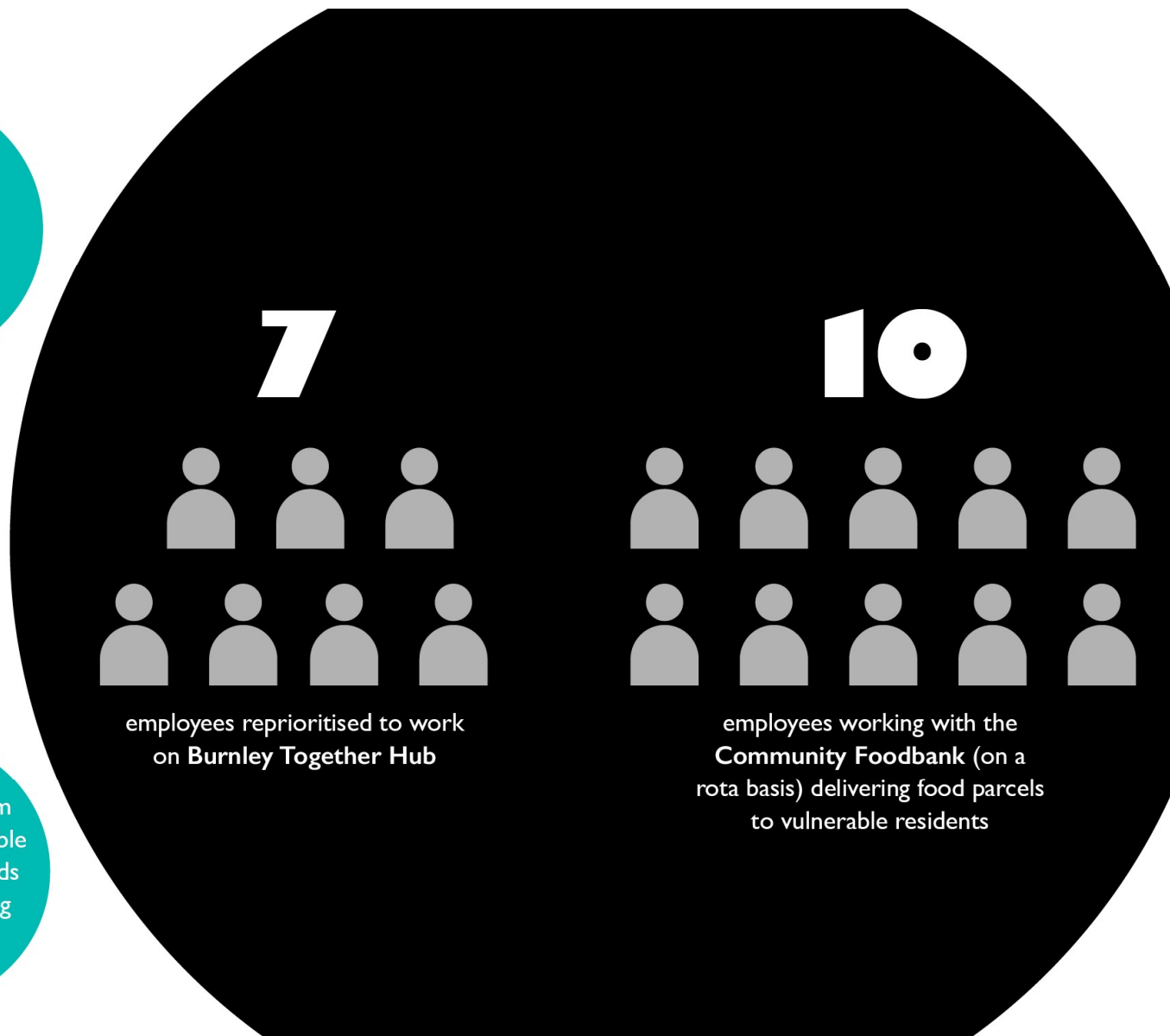
# Prosper Together- Liberata

- Re-issuing of business rate bills, CT support and grant payments
- Remote working
- Building risk assessments
- Re-location of staff alongside town hall reception team
- Contact centre taking calls over May bank holidays  
[liberata.com](http://liberata.com)

**Liberata**



# Workforce



# Employee Attendance

## Sickness absence rates as a result of COVID-19:

March: 0.13 days per employee

April: 0.18 days per employee

May: 0.00 days per employee

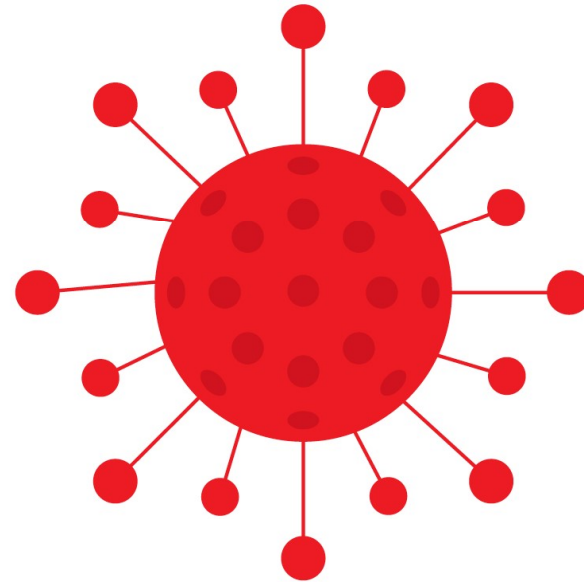
## Days lost due to employees needing to self isolate

(where they are unable to work from home):

March: 0.16 days per employee

April: 0.18 days per employee

May: 0.10 days per employee



# Streetscene

- **Maintained delivery** of all waste collection and cleansing services across the whole of the borough
- Despite social distancing measures, the Council and Urbaser have maintained **pro-active monitoring and removal of accumulated waste**
- Whilst most staff have been home working, the Service Unit has **still been able to respond to emerging priorities**
- The Council have supported the Police in the **enforcement of social distancing regulations** during lockdown.
- Supported the Clinical Commissioning Group (CGG) to **develop and implement two temporary mobile GP surgeries** in Padiham and Burnley Town centre
- **Seconded staff** to support the delivery of the **Community Hub** in dealing with complex issues across the borough and signposting to support
- **Provided vehicles and assistance** to support the delivery of food parcels to the vulnerable across the borough
- Developed a **bereavement support package** to help and assist residents going through these difficult and challenging times
- Supported a local community and Mosque to provide the **safe collection and disposal of waste associated with burial ceremonies**
- **Supported other teams** within the Council to provide **local support and pro-active visits to small retailers**, to advise and monitor the implementation of social distancing regulations
- Worked with contractors and supported residents where services had been suspended or changed during the Covid period to **offer additional advice/ support and assistance to residents and businesses** and to phase in return of services
- Implemented **flexible payment and collection opportunities for commercial waste collections** to support local businesses to return to recovery





# Streetscene

## Business As Usual...

In addition to the above and despite the adaptations the Unit has made with remote working, we have continued to deliver and develop the following work within the Service Unit:

- Submitted a bid to the Home Office for £500,000 in partnership with the Office of the Police Crime Commissioners Office or the Safer Streets Fund.
- Continued to implement the fly-tipping and dog fouling campaigns across the borough that have received favourable feedback from residents over the lockdown period.
- Progressed work on capital schemes, including Lower St James Street, Thompson Park, Rowley Reservoir and retaining walls across the borough.
- In response to February's Storm Ciara flood incident. During the lockdown period, 39 residents and 12 businesses have received recovery payments. Working across several service units, continued contact with residents and businesses has been maintained to progress potential resilience grants and adaptations.



## Economy and Growth



Together with Finance,  
Economy and Growth has  
processed and distributed

**1803**

Business Grants worth

**£20.36m**

Working with external partners  
we have re-programmed key  
strategic projects safeguarding

**£16.7m**

of infrastructure investment

Provided over

**200**

business assists, ranging from  
signposting to government  
schemes to supporting businesses  
to supply the NHS with PPE



## Our partnership model

- Burnley Together has been set up to help the most vulnerable people in our community who are facing difficulties, worries and loneliness as a result of Coronavirus (Covid-19).
- Been operational since 23<sup>rd</sup> March 2020
- We wanted to bring together all the people who are helping our community to be safe in the most difficult times – private, public, community and voluntary sector.
- For our residents, if they aren't sure who to turn to - we'll know someone who can help.



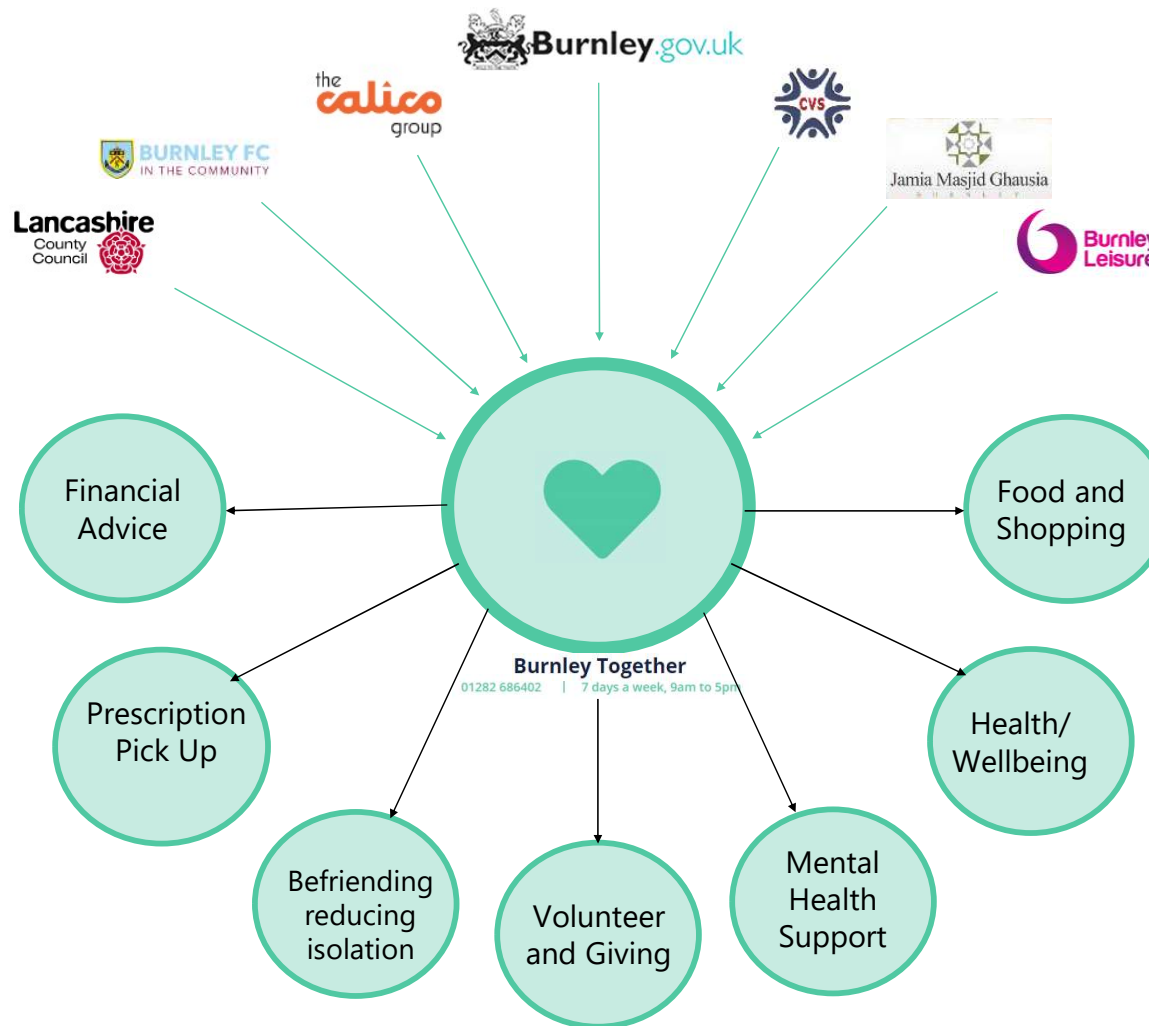
**We're here for you, seven days a week.**

# Stakeholder Engagement

## Organisations include



**We're here for you, seven days a week.**

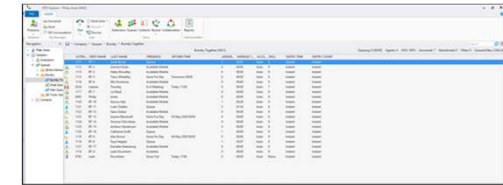


# How it works

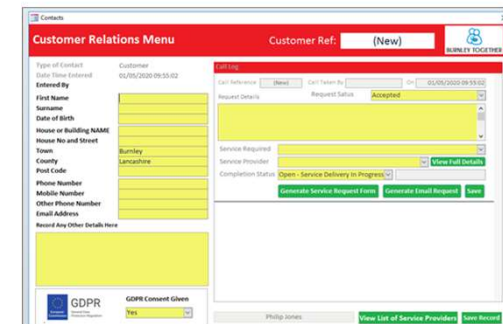
**We're here for you, seven days a week.**

# Systems: efficiency and security

- We have an integrated systems approach to managing contacts.
- Our systems are cloud based so all our call handlers can work remotely – from home.
- One number... Distributing to 20 call handlers
- We have a GDPR compliant CRM system what was built for this purpose.
  - Allows multiple entries
  - Allows work allocation.
  - Ensures all cases are followed up and closed down.
- We have a partner database with 220 partners registered.



ID	Name	Address	Phone	Email	Status
1	John Smith	123 Main St, Burnley	01753 123456	john.smith@email.com	Active
2	Jane Doe	456 High St, Burnley	01753 234567	jane.doe@email.com	Active
3	Bob Brown	789 Low St, Burnley	01753 345678	bob.brown@email.com	Inactive



**Customer Relations Menu** Customer Ref: (New)

Type of Contact: Customer

First Name: [Field]  
Surname: [Field]  
Date of Birth: [Field]  
House or Building NAME: [Field]  
Town: Burnley  
County: Lancashire  
Post Code: [Field]  
Phone Number: [Field]  
Mobile Number: [Field]  
Other Phone Number: [Field]  
Email Address: [Field]

Request Status: Accepted  
Service Required: [Field]  
Service Provided: [Field]  
Completion Status: Open - Service Delivery in Progress

GDPR Consent Given: Yes



**Partners and Volunteers Menu** Contact Ref: 1797

Business Name: [Field]  
Address: [Field]  
Town: Burnley  
County: Lancashire  
Post Code: [Field]  
First Name: [Field]  
Surname: [Field]  
Phone Number: [Field]  
Mobile Number: [Field]  
Other Phone Number: [Field]  
Email Address: [Field]

Type of Contact: Volunteer

Why Do You Want to Provide the Service? [Field]  
Have You Done This Type of Work Before? [Field]  
Do You Have a Criminal Record? [Field]

GDPR Consent Given: Yes



# Media and comms strategy



**We're here for you, seven days a week.**



## Performance

- - 6,889 contacts with Burnley folk in total.
- - 2,290 contacts with the medically and socially vulnerable in Burnley.
- - 3,416 food parcels distributed through the Hub
- - 479 assisted shopping referrals completed
- - 199 medication pick up and drop off's
- - 135 new volunteers supported
- - 66 people supported with befriending reducing social isolation
-



## Other partners

- Charterhouse
  - Jason Smith, MD: "one of the things I am particularly proud of is that our response to this pandemic, isn't our usual line of support."
  - 26 volunteers.
  - The cooked meals go out to anyone who is over 65 yrs old, has a disability or anyone shielding. The packed lunches are distributed to children, elderly and homeless.
  - Daily: 175 cooked meals and 125 packed lunches 125. Delivered.
  - Weekly we deliver about 1500 meals and our total currently is over **10,000** delivered meals
  - Have directly helped in between 400-500 people.
- Ghausia Mosque:
  - Delivering over 175 food parcels per week



**We're here for you, seven days a week.**

# What's next for the Hub

- Mental health challenge: depression; low mood; grief (bereavement).
- Debt management
- Easing of lock down - track and trace
- Communication across the community and keeping everyone safe.
- Looking to build on partnerships and connections that have been built
- Agility – we don't fully know what's coming next, but we'll be ready to respond.



**We're here for you, seven days a week.**

# Business Continuity - Transition

COVID-19 impact is  
bringing meaning that  
is no straight edge.

Transitioning from the initial  
response to a period of supporting  
services and restoring the old.

Organisation changed quickly  
there were some good  
things amongst the challenges  
These need to be built  
to develop a Council that  
is resilient for future demands.

## RESPONSE

Immediate reaction to save life,  
assets and communities

## RECOVERY

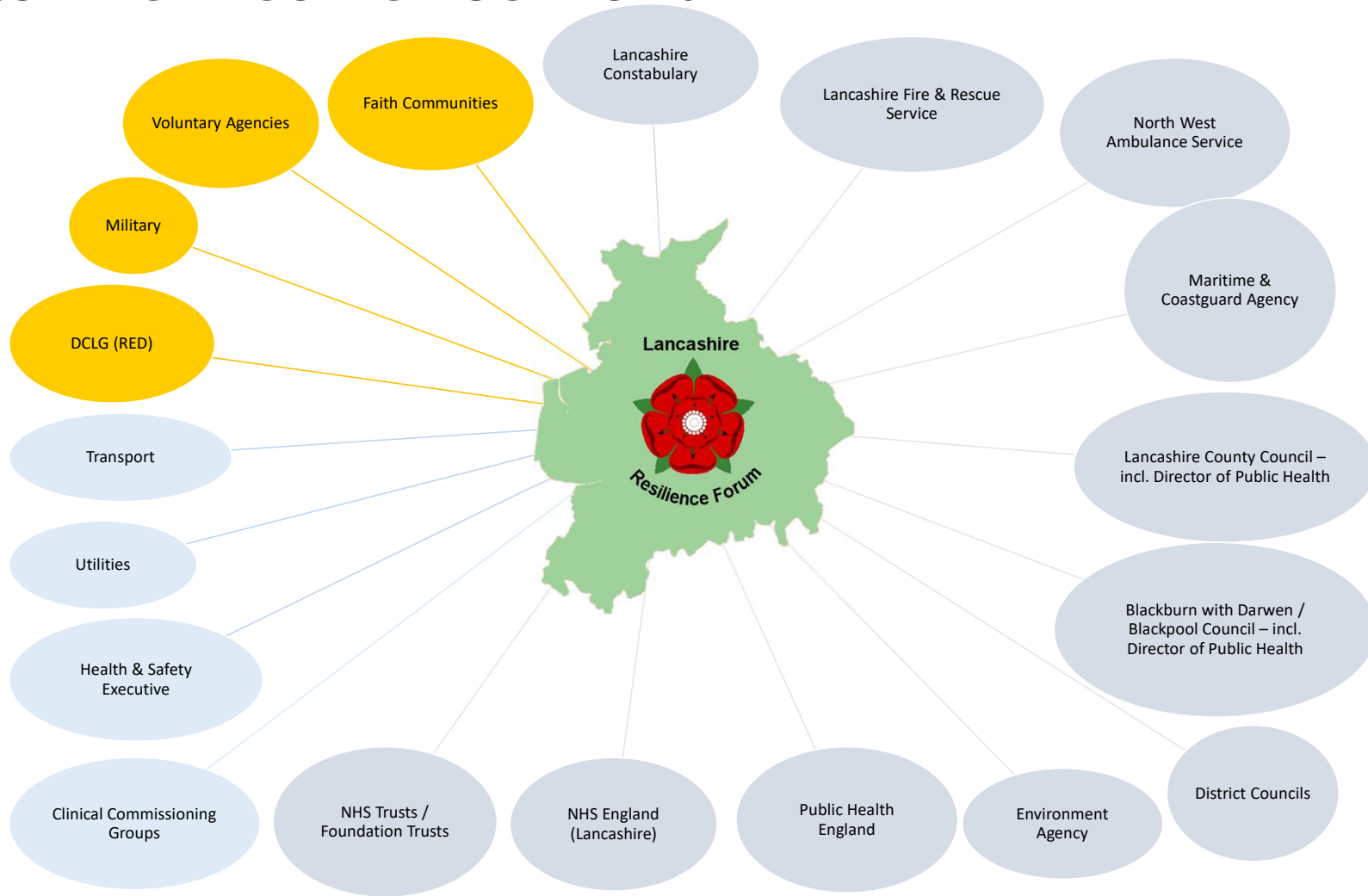
Moving to deliver more  
Delivering Priorities and Objectives

Building Frameworks  
New services

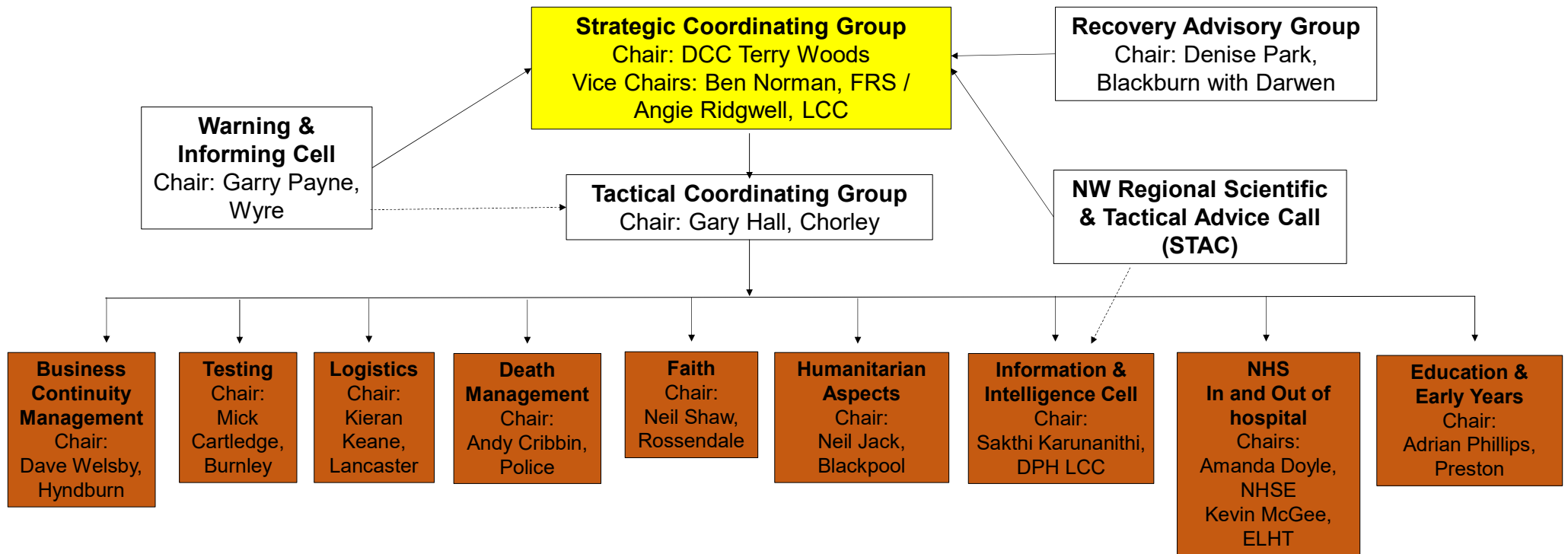
## RESTORE

Not Back to Normal but a New Normal  
Building on any lessons and beneficial changes.  
Not the same as before but better

# Lancashire Resilience Forum



# LRF Covid-19 Command Structure



# Next Phases

## Transition

Easing of lockdown

Re-opening of settings

Demands on core services

Test, Trace and Isolate

## Recovery

Economy

People/community

Place



# The Future - A New Normal

What future do we want?





Thank  
You

Staff, partners, and  
members of the public  
for all their hard work