












THE COMMUNITY RECOVERY ACTION PLAN

SUPPORTING VULNERABLE PEOPLE AND THE COMMUNITY

<p>Outcomes Required: To support the Districts community & individual recovery in the short-medium term To maximise the benefit of any legacy from the increase in the voluntary activity</p>
<p>COVID-19 Impacts: Pop up of multi aid groups (900+ volunteers) which have helped and supported huge numbers of individuals across the District with shopping, prescription collections, befriending etc. The full impact on the community and individuals will not be known for some-time – situation will need to be monitored</p>

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Supporting Vulnerability People and the Community				
Phase 1 – Response				
	Set up and operation of the Community Hub to support vulnerable residents	Head of Housing & Partnerships		
	Identify the Vunerable cohort within the District	Head of ICT & Housing & Partnerships	7,500 residents identified – 4,700 letters mailed out	
	Undertake Safe and Well being calls	Head of Housing & Partnerships	3,000 calls completed – 52% contact made Calls have recommenced @ February 21 – 97 calls per fortnight are being made to CEV	
	Undertake home visits to vulnerable residents (living alone) who have not responded	Head of Housing & Partnerships	CEV residents home visits undertaken by PCSOs	
	Advice and support regarding payment of Council Tax, Housing Benefit applications	Local Taxation & Benefits Manager	On-going	



Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Phase 2 – Restore				
	Develop a delivery plan to support the continuation of support to those on the NHS Shielding scheme for the duration of the programme	Policy & Performance Officer		
	Continue to work with Support Staffordshire and Voluntary Sector to support and signpost the most vulnerable residents within the District	Policy & Performance Officer	On-going	
	Review ongoing support to food banks and local emergency food distribution	Head of Housing & Partnerships	January 21 - £12.5k funding allocation made	
Phase 3 – Reshape				
	Work with partners and internal services to establish the best means of identifying vulnerable residents and support providers	Head of Housing & Partnerships / Head of Technology	Determine Vulnerability Definition – for the purposes of responding to the 2 nd Wave the CEV category has been adopted.	
	Develop a strategy, working alongside the third sector, to build on community spirit and volunteering to establish ongoing support in local communities	Head of Housing & Partnerships / Consultation & Engagement Officer	Regular meetings in place with voluntary sector – building links through Support Staffordshire	
	Engage with partners regarding their recovery plans for their services and our communities	Head of Housing & Partnerships	SCC attend regular meeting with the voluntary sector & Support Staffordshire	

ORGANISATIONAL RECOVERY ACTION PLAN

SERVICES – EXTERNAL / KEY CONTRACTS

Services – External
Outcomes Required: <ul style="list-style-type: none"> • To ensure continuity of critical services at all times; • To restore services suspended or reduced during the lockdown and identify those that will not be delivered in future.
COVID-19 Impacts: <ul style="list-style-type: none"> • Waste Collection Service has experienced an increase in waste and contaminated loads • Contact Centre and Waste Staff experienced an increase in calls and abuse • Loss of IHL Memberships and Income

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress Indicator
Phase 1 – Response				
Leadership Team	Suspension of all Leisure & Cultural Services – some of IHL’s staff supporting the work on the Community Hub	Head of Environment and Healthy Lifestyles		✓
Leadership Team	Management of issues arising from impact of COVID-19 on the Waste Contract <ul style="list-style-type: none"> • Tonnage restrictions at MRF Site 	Waste & Engineering Services Manager	The Council, in partnership with other affected Staffordshire LAs, rejected tonnage restrictions and together following the re-opening of the HWRC’s, the restriction proposals were withdrawn.	✓
	<ul style="list-style-type: none"> • increase in contaminated and rejected loads 		Awareness sticker campaign on all recycled bins to be undertaken Mid-August 2020	✓

Phase 3 – Reshape				
Leadership Team	Determine interim strategy to realign waste contracts	Head of Environment and Healthy Lifestyles Waste & Engineering Services Manager	Impact on operation of services and financial Opportunity to realign contracts is linked to current procurement exercise – January 2021	
Leadership Team	To determine a Waste Management Strategy following outcome of Government consultation and Waste Strategy. (from the Community Wellbeing – Environment, Partnerships and Community Safety PDP)	Head of Environment and Healthy Lifestyles Waste & Engineering Services Manager	Outcomes from Waste Strategy consultation still unknown (Jan 2021) Impact on operation of services and financial	
Leadership Team	To commence procurement process for waste collection	Head of Environment and Healthy Lifestyles Waste & Engineering Services Manager	Joint tender exercise with other Staffordshire LA's Report to Cabinet is underway (January 2021) with evaluations to be completed during Feb/March 2021.	