



Please ask for: Matt Berry

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22 February 2021

Dear Councillor,

Corporate Scrutiny Committee

Tuesday 2 March 2021, 4:00pm

Meeting to be held via Remote Access

You are invited to attend this meeting for consideration of the matters itemised in the following Agenda.

Yours sincerely,

T. McGovern
Managing Director

To: Councillors:

Allen, F.W.C. (Chairman)
Sutherland, M. (Vice-Chairman)

Bennett, C.	Jones, B.
Cartwright, Mrs. S.M.	Startin, P.D.
Crabtree, S.K.	Stretton, Mrs. P.Z.
Davis, Mrs. M.A.	Wilkinson, Ms. C.L.
Fisher, P.A.	Witton, P.T.
Hughes, R.J.	

Invitees:

Freeman, Miss M.A. Wellbeing Scrutiny Committee Chairman

Agenda

Part 1

1. Apologies

2. Declarations of Interests of Members in Contracts and Other Matters and Restriction on Voting by Members

To declare any personal, pecuniary or disclosable pecuniary interests in accordance with the Code of Conduct and any possible contraventions under Section 106 of the Local Government Finance Act 1992.

3. Minutes

To approve the Minutes of the meetings held on 3 November 2020 and 19 January 2021 (enclosed).

4. Corporate Priority Delivery Plan Performance Update – Q1 and Q2 2020/21

To receive the latest performance information (Item 4.1 – 4.3).

5. Covid-19 Recovery Action Plans – Progress Report

Report of the Head of Governance and Corporate Services (Item 5.1 – 5.42).

The Committee should give particular consideration to the following documents included with the report:

- Financial Recovery Action Plan (marked as 'Appendix 1') (Item 5.5 – 5.11).
- Organisational Recovery Action Plan (marked as 'Appendix 4') (Item 5.28 – 5.40).

Note: The Economic Recovery and Community Recovery action plans will be presented to the Promoting Prosperity, Community, and Wellbeing Scrutiny Committees to be held on 17, 23 and 30 March, as relevant, for consideration.

Cannock Chase Council
Minutes of the Meeting of the
Corporate Scrutiny Committee

Held on Tuesday 3 November 2020 at 4:30pm

Via Remote Access

Part 1

PRESENT: Councillors

Allen, F.W.C. (Chairman)

Crabtree, S.K.	Startin, P.D.
Davis, Mrs. M.A.	Stretton, Mrs. P.Z.
Hughes, R.J.	Wilkinson, Ms. C.L.
Jones, B.	Witton, P.T.

Also in attendance: Councillor Miss M.A. Freeman (Invitee as Chairman of the Wellbeing Scrutiny Committee)

4. Apologies

Apologies for absence were submitted for Councillors M. Sutherland (Vice-Chairman) and C. Bennett.

5. Declarations of Interests of Members in Contracts and Other Matters and Restrictions on Voting by Members and Party Whip Declarations

No other declarations of interests or party whip declarations were received.

6. Minutes

The Minutes of the meeting held on 28 July 2020 were approved as a correct record.

7. Corporate Priority Delivery Plan Performance Update – Q1 and Q2 2020/21

Consideration was given to the latest performance update for the Corporate Priority Delivery Plan 2020/21 (Item 4.1 – 4.4).

The Head of Governance and Corporate Services advised that the performance update covered the period April to September 2020, and the document had been revised to show those actions were carrying on as planned for the year, those deferred for future years, and other being considered as part of recovery action plans.

In respect of the performance indicators, the percentage of customer phone calls answered fell during the second quarter of the year, but 5,000 more calls were taken in this quarter compared to quarter 1, so the calls took more time to reply. There had

also been an increase in the number of people paying online for Council services, with the target being exceeded in both quarters.

With regards to the projects being progressed during 2020/21, the replacement and upgrade of ICT systems was on track, as was the works to fire doors in the Civic Centre, but the toilets refurbishment had been slightly delayed.

8. Covid-19 Recovery Strategy

Consideration was given to the Report of the Head of Governance and Corporate Services (Item 5.1 – 5.65).

The Head of Governance and Corporate Services advised that the report replaced the paper received by Cabinet earlier in year that set out the Council's initial recovery approach to the Covid-19 pandemic. The Corporate Scrutiny Committee had been presented with the full report and actions plans as the Committee with responsibility for scrutinising the Council's Covid-19 related activities.

The Strategy as set out was based on 3 stages of recovery from the pandemic, these being response, restore and reshape. Four individual work streams had been developed within the strategy - finance, economy, community, and the Council (organisational), each stream was accompanied by a detailed action plan for and dashboard of performance indicators. Regular progress updates on the Strategy were being given to the Recovery Overview Board and formal reports provided to Cabinet and Scrutiny.

A lot of work had happened since the Strategy was prepared, the with first formal progress update report to be presented to Cabinet on 12 November, although following the announcement of the new lockdown for England from 2 November, the Council was moving back into the 'response' phase, but would continue with recovery work were able to do so.

The Head of Finance reported on the financial recovery work stream action plan, advising that the pandemic had had a material impact on all local authorities, but in respect of this Council, an interim financial plan had prepared to maintain service delivery and no emergency budgets or service cuts were planned. A financial plan report was due to be presented to Cabinet on 12 November that would set out the use of earmarked reserves and working balances to provide a balanced budget for 2020/21 and 2021/22. Once the true cost of the pandemic on the Council's finances was known then a new medium-term financial plan would be prepared.

A Member queried how realistic preparation of a medium-term financial plan was given that the Council could have to keep moving out of response and recovery phases. The Head of Finance replied that it would be difficult to do as changes to local government finance from 2022 onwards were in the background, but the biggest uncertainty and impact was the impact of the pandemic. All that could be done for now was to prepare best and worst-case scenarios and focus on the middle ground. The interim financial plan would be to get the Council through the next 18 months to understand the full Covid-19 impact and then develop the medium-term plan. It was expected that Government support would change as the situation evolved.

The Head of Governance and Corporate Services then reported on the organisational recovery work stream action plan, advising that it had been split down into several different themes. Each action plan was split into the three recovery phases, and much of the work under the response phase was done apart from ongoing matters. Although the Council had moved back into response, there was no need to change what had already been put in place.

Restoration activity had taken place during the summer months and some services were still not being delivered as pre-pandemic, but most were back up and running. There were however ongoing backlogs in some areas. Reshaping work had started to be looked at in recent weeks and would be focussed on future service delivery, including digital offer, customer expectations, staff support for home working and other matters.

A Member congratulated Council Officers for the work they had undertaken in recent months, especially with the majority of staff working from home. These comments were echoed by other Members of the Committee.

Another Member asked if the health and wellbeing of officers was being monitored during the pandemic. The Head of Governance and Corporate Services replied that this was the case, with a range of measures having been put in place to support staff and encouraging them to stay in touch and maintain regular contact with colleagues.

The meeting closed at 4:48 p.m.

CHAIRMAN

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Cannock Chase Council
Minutes of the Meeting of the
Corporate Scrutiny Committee

Held on Tuesday 19 January 2021 at 4:30pm

Via Remote Access

Part 1

PRESENT: Councillors

Allen, F.W.C. (Chairman)
Sutherland, M. (Vice-Chairman)

Cartwright, Mrs. S.M.	Jones, B.
Crabtree, S.K.	Startin, P.D.
Davis, Mrs. M.A.	Stretton, Mrs. P.Z.
Fisher, P.A.	Wilkinson, Ms. C.L.
Hughes, R.J.	Witton, P.T.

Also in attendance: Councillor Miss M.A. Freeman (Invitee as Chairman of the Wellbeing Scrutiny Committee).

9. Apologies

Apologies for absence were submitted for Councillor C. Bennett.

10. Declarations of Interest of Members in Contracts and Other Matters and Restrictions on Voting by Members and Party Whip Declarations

No other declarations of interests or party whip declarations were received.

11. Financial Plan 2020-21 to 2023-24

Consideration was given to the Report of the Head of Finance (Item 3.1 – 3.25).

The Head of Finance advised that the purpose of this meeting would normally be for the Committee to scrutinise the proposed budget for the forthcoming year, including any growth proposals or policy changes to the current budget, but at the current time it was very difficult to make decisions on a sustainable, medium-term financial position. Twelve months ago, the main issue was the fundamental review of local government finance, including 75% business rates retention, fair funding and the New Homes Bonus.

The Covid-19 pandemic had had a detrimental impact on the Council's finances, making it difficult to plan long-term at the moment. Accordingly, the Committee had been presented with the Financial Plan report considered by Cabinet in November 2020, which aimed to set out key budget changes, information on the local government finance review, the Covid-19 impact and best / worst case budget scenarios. The

report was however written prior to provision local government finance settlement for 2021/22 being published by the Government on 17 December 2020.

(Councillor Mrs. M.A. Davis joined the meeting at this point.)

The Head of Finance further reported that the level and availability of reserves and balances had been reviewed to help with achieving a balanced budget position up to 2023/24. Following receipt of the provisional local government finance settlement, an update to the financial plan had been circulated for Members reference. This showed that for 2021/22, the forecast deficit had reduced from £2.015 million to £437,000. Other matters that had improved the deficit position were a pay freeze for all salaries above £24,000, delayed reset of business rates and receipt of Covid-19 related grant funding.

A report was to be submitted to Cabinet on 28 January setting out the proposed budget for the period 2021/22 to 2023/24, which was based on delivering existing levels of service provision. Details were awaited on future resources from central Government, and further impacts of the pandemic on the Council.

A Member queried if any provision had been made in the updated financial position about the possible impact of the pandemic on Inspiring Healthy Lifestyles (IHL). The Head of Finance advised that the Council had worked with IHL to look at their situation and agreed to support them with the budget position, and in accordance with Government guidelines, this would be managed on an open book accounting approach. The proposals covered fixed costs to deal with management overheads and variable costs to deal with income related issues.

The same Member then queried in respect of the above issue, what figure had been put into the budget for 2021/22 for the variable costs. The Head of Finance advised that the figure could not be disclosed at this stage as discussions were still ongoing about associated issues, but it was based upon what IHL believed to be the service they could provide based on membership figures.

The same Member then queried how much of the Covid-19 grant funding received by the Council had been paid out. The Head of Finance replied that all monies had been utilised during the year due to cost pressures and other issues.

The same Member then queried if the risk assessment in the Council's strategic risk register regarding financial stability had been reviewed based on the funding position known. The Head of Finance advised that this had been done, with a budget contingency being built in to deal with the pandemic's impact. Additionally, a separate risk assessment setting out the best and case scenarios based on maintenance of the working balances, had been included with the budget report for Cabinet on 28 January.

The same Member then queried if the proposed working balances of £1 million would work for the Council. The Head of Finance replied that the figure was planned to increase for 2022/23 and 2023/24 to reflect future uncertainties but based on the current time and contingencies built in it should be sufficient.

Another Member then queried that if any problems arose the Committee would be updated. The Head of Finance replied that the provisional local government finance settlement for 2021/22 effectively gave another twelve months breathing space to deal with transitional arrangements and the budget to be presented to Cabinet next week would set aside further balances and reserves for 2022/23, so the period after that was when there could be problems. The Committee would be updated once further details were received from the Government about future funding of local government. A further year of the existing regime would help with service delivery, but any fundamental changes would be reported back to the Committee.

The meeting closed at 4:50 p.m.

CHAIRMAN

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Corporate Priority Delivery Plan 2020/21 – As at 31 December 2020

Delivery of actions for Q3				
				Total Number of Actions
Action completed	Work in progress but slightly behind schedule. Action will be completed in next Quarter.	Action > 3 months / 1 Quarter behind schedule and action is required to address slippage	Action / project cannot be completed / delivered. Option to close to be agreed by Leadership Team / Cabinet.	
5	3	1	0	9

Performance Indicators

Performance Indicator	Frequency of reporting (Q or A)	Last year's outturn	Target	Q1	Q2	Q3	Q4
Customer contact data – response to telephone calls	Q	89.5% Average	94%	93%	87%	93.5%	
Use of Online Forms	Q	1,856 per annum	475 per qtr	587	710	671	
E–payments transactions – Payments made via the Council's website	Q						
• Number of transactions		27,435	6,000 per qtr	7,122	7,278	7,574	
• Value of transactions		£3,570,705		£1,041,146	£1,076,116	£1,213,257	
Payments made via the Council's automated telephone payment system	Q						
• Number of transactions		23,011	5,750 per qtr	6,383	6,331	8,270	
• Value of transactions		£ 2,674,262		£852,456	£899,062	£995,099	
Payments made by Direct Debit (Council Tax)	Q						
• Number of transactions		317,460	320,000	87,482	87,762		
• Value of transactions		£42m	£45m	£11.94m	£12.07m		

Projects being progressed during 2020/21

Approach	Key Project	Milestone(s)	Action Required	Q1	Q2	Q3	Q4	
<i>Delivering Council services that are customer centred and accessible - giving choice to our customers in how they access our services</i>								
<i>Making the best use of limited resources – managing our people, money and assets</i>								
Maintenance and compliance issues – civic buildings	Passive Fire Protection and Fire Door Repairs	Completion of on-site contract works			✓			
	Toilets Refurbishment	Tender process for toilet refurbishment	Tender process completed however contractor not appointed as cost exceeds the budget available. Reviewing options to see how costs could be reduced before re-tendering			●		
		Contractor appointed	See comment above			▲		
		Completion of on-site works	Works will not now commence until 2021-22				X	
Replacement and upgrade of IT systems	Planning system – interim solution.	Documents moved to new system		✓				
		Staff using the replacement system	Implementation delayed by Covid work. On target for go-live.			●	X	
	Exchange 365	Mailboxes migrated to new system.			✓			
	Office 365	New software installed and hardware rolled out.	All remaining laptops procured. Set up in progress.			●		
	Finance system	Contract awarded				✓		
		Implementation commences				✓		
		System goes live						
				2021/22				

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Report of:	Head of Governance & Corporate Services
Contact Officer:	Adrian Marklew
Contact Number:	01543 464598
Portfolio Leader:	Corporate Improvement
Key Decision:	No
Report Track:	Cabinet: 04/03/21

Corporate Scrutiny Committee
2 March 2021
Recovery Action Plans – Progress Report

1 Purpose of Report

- 1.1 To advise Members of progress on delivery of the Council's Recovery Strategy Action Plans. The initial process for recovery was agreed at Cabinet on 21 May 2020 followed by the more comprehensive recovery strategy approved on 15 October 2020.

2 Recommendation(s)

- 2.1 To note the current position on Recovery Action Plans and dashboard of performance measures as set out in the appendices to this report.

3 Key Issues and Reasons for Recommendations

Key Issues

- 3.1 The Recovery Strategy and supporting Action Plans set out the Council's response and recovery to the pandemic.
- 3.2 The overall position for each of the work streams is detailed in Section 5 below, indicating that 92% of the actions have been achieved or are in progress.
- 3.3 Progress in implementing the actions has slowed during quarter 3 and in a number of areas has regressed. This is due to the 2nd national lockdown and tier restrictions during this period and services moving from recovery back into response mode. This is likely to continue as we enter quarter 4 in a 3rd lockdown.

Reasons for Recommendations

- 3.4 Delivery of the Recovery Action plans is essential for maintaining the delivery of critical services, restoring services and supporting the District with recovery from the impacts of lockdown and the pandemic.

4 Relationship to Corporate Priorities

- 4.1 The Action Plans enable the progress on the recovery work streams to be managed and monitored. The work streams are broadly aligned to the Council's priorities but reflect the impact that the pandemic has had on them and the Strategic Objectives as set out in the Corporate Plan 2018-23.

5 Report Detail

- 5.1 A Recovery Strategy was approved by Cabinet on 15 October 2020. The Recovery Strategy sets out four work streams and there is a high level action plan for each of these setting out the actions to support response to and recovery from the pandemic. The Recovery Action Plans include a number of projects which were deferred from the Priority Delivery Plans (PDPs) in order to consider the impact that the pandemic might have on these projects.
- 5.2 The Lead Officers for each of the work stream action plans have provided a progress update. A commentary is included in the Recovery Action Plans appended to this report and there is an indication of the progress position. At the end of December 2020 progress has been made in the delivery of actions with 44.1% delivered and a further 47.6% are in progress. A summary of progress is set out in the table below:

Delivery of actions as at 31 December 2020

					Total number of actions
Recovery Action Plan	Action completed	Work in progress	Work has not yet started /action has slipped and is behind schedule	Action / project cannot be completed / delivered	
Finance	16	17	3	0	36
Economy	7	20	2	0	29
Community	14	9	0	0	24
Organisational	27	23	7	0	57
TOTAL	64 44%	69 48%	12 8%	0	145

5.3 Progress in delivering the actions across the four work streams has also been analysed by the three phases of our approach to response and recovery and this is set out in the table below:

Delivery of actions as at 31 December 2020

					Total number of actions
Recovery Action Plan	Action completed	Work in progress	Work has not yet started /action has slipped and is behind schedule	Action / project cannot be completed / delivered	
Phase 1 – Response	26	6	0	0	32
Phase 2 – Restoration	25	22	2	0	49
Phase 3 – Reshaping	13	41	10	0	64
TOTAL	64 44.1%	69 47.6%	12 8.3%	0	145

5.4 Progress in delivering the recovery action plans has been affected by the move from recovery back into response as a result of further government restrictions and national lockdowns. Whilst work has continued in some areas in delivering the recovery actions, in others progress has regressed with services reverting back to the response mode and has revisited actions from the 1st national lockdown. For example, work in supporting businesses to re-open reverted to enforcing compliance when non-essential retail had to close during the 2nd national lockdown and then back to supporting them to re-open as restrictions were eased with the move into tier restrictions. A balance will continue to be maintained between response and recovery as we enter quarter 4 in another national lockdown..

5.5 The recovery dashboard of performance measures (Appendix 5) has been updated with data to show the position in March 2020 (pre-pandemic), at the end of June, September and December to show the impact that the pandemic is having on the District’s businesses and residents and key Council services.

6 Implications

6.1 Financial

While there are no direct financial implications arising from the report, the financial implications of the pandemic and the impact on projects and services has been considered as part of the Action Planning process.

6.2 Legal

None.

6.3 Human Resources

While there are no direct human resources implications arising from the report, the human resources implications of the pandemic have been considered as part of the Recovery Action Planning process.

6.4 Risk Management

The strategic risks relating to the delivery of projects and services have been considered as part of the Recovery Planning process and are set out in the Council's Strategic Risk Register.

6.5 Equality & Diversity

None.

6.6 Climate Change

None

7 Appendices to the Report

Appendix 1: Financial Recovery Action Plan

Appendix 2: Economic Recovery Action Plan

Appendix 3: Community Recovery Action Plan

Appendix 4: Organisational Recovery Action Plan

Appendix 5 Recovery Dashboard of Performance Measures

Previous Consideration

None

Background Papers

Approach to Recovery Planning from the impact of Covid 19 Report to Cabinet 21 May 2020

Priority Delivery Plans outturn for 2019/20 and revisions for 2020/21 Report to Cabinet 16 July 2020

Covid-19 Recovery Strategy Report to Cabinet 15 October 2020

Recovery Strategy and Action Plans – progress report – 14 November 2020

FINANCIAL RECOVERY ACTION PLAN

Delivery of actions – Cumulative at Q3					
					Total Number of Actions
Phase	Action completed	Work in progress	Work has not yet started /action has slipped and is behind schedule	Action / project cannot be completed / delivered	
Response	1	0	0	0	1
Restore	7	5	0	0	12
Reshape	8	12	3	0	23
TOTAL	16	17	3	0	36

FINANCIAL RECOVERY ACTION PLAN

Outcomes Required: <ul style="list-style-type: none"> To maintain the financial resilience of the Council in the short term a balanced budget
COVID-19 Impacts: <ul style="list-style-type: none"> Significant financial impact through loss of income and additional costs

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Phase 1 – Response				
Preparation of an Interim Financial Strategy for 2020-21				
Finance	Monitor Financial Impact of COVID-19 <ul style="list-style-type: none"> Additional Expenditure Income from Fees and Charges Council tax Collection Rate Business Rates Collection rate 	Head of Finance Monthly – Ongoing	Monthly monitoring – link into the two items below re additional costs Link into restoration of services and review dates (also consider cost implications)	
Phase 2 – Restore				
Preparation of an Interim Financial Strategy for 2020-21				
Economic	Monitor opening arrangements for MGDOV re timescale and number of units	Head of Economic Prosperity Monthly – Ongoing	Current projections reflected in Financial Plan	
Finance	Liaise with VOA re Rateable Value of site	Head of Finance Sep 20	Discussions ongoing	
Operational	Determine Financial Impact arising from IHL Recovery Plan	Head of Environment & Health Lifestyles /Head of Finance 31 July 2020	Various scenarios determined reflecting ongoing impact of COVID19 through the remainder of the year.	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Operational	Monitor Income take up of IHL as part of monitoring of Recovery Plan	Head of Environment & Health Lifestyles /Head of Finance Ongoing	Ongoing	
Finance	Identify additional Financial Implications arising from Response/ Recovery initiatives of other Work streams	Work Stream Leads Monthly ongoing	Monthly updates to be provided to Leadership Team on rolling programme	
Finance	Review financial implications arising from Service Business Continuity Plans re COVID 19	Head of Finance/HOS 30 Sept 2020	Business Continuity Plans to continue to be reviewed in accordance with restrictions	
Finance	To review the implications of the outturn for 2019-20	Head of Finance 4 Aug. 2020		
Finance	Review Earmarked Reserves to free resources to meet Deficit/Fund cost pressures	Head of Finance Leadership Team 11 Aug. 2020		
Finance	Review 1st Quarters outturn to identify budgets not required on a one-off basis to meet potential deficit	Head of Finance Leadership Team 11 Aug. 2020	To be updated re 2 nd quarters outturn	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Finance	Review 2020-21 Revenue Budget and Capital Programme and PDP schemes	Head of Finance/HOS Ongoing		
Finance	Lobby MHCLG via MP/DCN and LGA re financial impact of COVID 19 on CCDC	HoF/MD Leader Fortnightly	MP Briefings undertaken and letter submitted to MHCLG Finance Directorate	
Leadership	Determine Interim Financial strategy for consideration by Cabinet	Work stream LT 21 Aug CB 17 Sept ROB 22 Sept	Financial Update provided to Recovery Overview Board	
Phase 3 – Reshape				
Determining a medium-term financial strategy to maintain the financial resilience of the Council for 2021-22 to 2023-24				
Review the cost of current and future service provision of the Council				
Finance	To review the implications of the outturn for 2019-20 for future years	Head of Finance 30 Sept		
Finance	To undertake corporate monitoring	Head of Finance Monthly	Ongoing	
All	Identify additional ongoing Financial Implications arising from Response and Recovery initiatives of other Work streams	Work Stream Leads 30 Sept	Work is ongoing reflecting nature of pandemic	
Finance	To update the financial plan re demographic changes	Head of Finance 30 Sept	Report to November Cabinet	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Working Group	To determine the implications arising from the Climate Change Action Plan	Managing Director	Not likely to be identified to 31 March 2021 Impact on Budget strategy	
	To determine the financial implications arising from the Waste Management strategy and associated contracts	Head of Environment & Lifestyles	Interim Strategy to Cabinet – October	
Finance	To determine the financial impact arising from the termination of Housing Benefit	Head of Finance 30 Sep	Timetable for changes and consultation procedures still awaited	
Organisational	To determine the planned and response maintenance requirements for Council Assets	Head of Economic Prosperity	Interim maintenance Timetable compliance requirements for 2021/22	
All	Review of income work streams to assess whether likely to return to pre-Covid levels	All Monthly	Work is ongoing reflecting nature of pandemic	
Maintain / maximise the financial resources (funding) of the Council				
	Update Financial Plan in relation to the deferment of 75% Business Rates Retention and Fair Funding to 2021/22	Head of Finance 30 Sep		
	To monitor changes in the business Rate Yield of the authority	Head of Finance Ongoing	Work is ongoing reflecting nature of pandemic	
	To seek clarification on the form if any of Housing Incentive Scheme to apply in 2021-22	Head of Finance/MD/ Leader	Consultation document expected early part of 2021	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Finance	Determine feasibility of extending Business Rates Pool into 2021/22 Monitor impact of COVID 2019 on pool by authority on a month by month basis Liaise with S&SoT Business Rate Pool Members re options to maintain viable pool for 2021/2022 Prepare options report to Leaders and Chief executives	Head of Finance Ongoing Ongoing 30 October	Pool membership designated as part of Local Government Settlement	
Economic	Determine the impact of the redevelopment of Rugeley power station on Council tax /Business Rates etc.	Head of Economic Prosperity Ongoing	Ongoing	
Finance	To evaluate and respond to consultations on changes to Local Government Finance Regime	Head of Finance Ongoing	New regime postponed to 2022-23	
Finance	Determine impact of Government proposals for key funding regime changes for 2022/23	Head of Finance Ongoing	New regime postponed to 2022-23	
All	To proactively seek external funding from LEPS/CA/other bodies and Government in support of the Councils Priorities and Recovery Strategy	All Ongoing	Ongoing	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Finance	Refresh Medium Term Financial Plan based upon alternative scenarios of short / medium and long term impact of in relation to external funding sources	Head of Finance 30 Sept	Report to Cabinet in November	
	Determine financial strategy for 2021-22 as part of Financial Plan to November Cabinet	Work stream LT-20 Oct CB- 27 Oct ROB-3 Nov Cab-12 Nov	Report to Cabinet in November	
To determine options to realign resources with priorities and provide a sustainable medium term budget				
Leadership Team	To determine the timetable for service reviews (from the Corporate PDP)	Leadership Team	Service Reviews to be undertaken in 2021-22 in accordance with Recovery Timeline	
Leadership Team	To determine a timeline for the consideration of business cases arising from the Environmental Services review (from the Corporate PDP)	Leadership Team	Business case to be produced in 2021-22 in accordance with Recovery Timeline	
Finance	Prepare Detailed Budgets for 2021-22 to 2023-24	Head of Finance		
Leadership Team	Approve 2021-22 Budget and determine Council Tax	Work stream LT 5 Jan 2021 CB -12 Jan 2021 ROB-19 Jan2021 Cab 28 Jan 2021	Budget going to Cabinet on 28 January prior to approval by Full Council on 10 February	

THE ECONOMY - RECOVERY ACTION PLAN

Delivery of actions – Cumulative at Q3					
					Total Number of Actions
Phase	Action completed	Work in progress	Work has not yet started /action has slipped and is behind schedule	Action / project cannot be completed / delivered	
Response	0	2	0	0	2
Restore	5	5	1	0	11
Reshape	2	13	1	0	16
TOTAL	7	20	2	0	29

ECONOMIC RECOVERY - ACTION PLAN

Outcomes Required:

- To support the District's economic recovery in the short-medium term
- Reshape the District's economy to create new growth opportunities and jobs for local residents
- Deliver against the vision set out in Economic Prosperity Strategy, particularly focusing on clean growth opportunities
- To help unemployed local residents to get back into work or training opportunities

COVID-19 Impacts:

- Economic recession leading to increase in business closures, mass unemployment (including youth unemployment), decline of town centres and decrease in investor confidence.
- Delay of major investment projects.
- Impact on the Council's financial position in terms of reduced business rates, Council tax.

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Phase 1 – Response				
Finance	Local implementation of national support measures: business rates holidays, Retail & Hospitality Grants, Small Business Grants	Head of Finance and Head of Economic Prosperity	£20 million of funding allocated to over 1,750 eligible businesses during first wave of COVID-19. Further tranches of funding have been allocated to the Council to pay to businesses mandated to close as result of 2 nd and 3 rd national lockdowns and Tier restrictions	
Finance	To determine and implement Discretionary Grant policy to target resources at key sectors and in accordance with Government Criteria	Head of Finance and Head of Economic Prosperity Phase 1 and Phase 2 applications to be processed by end of August 2020 with final	Economic Development Team and Business Rates working through application assessments. Initial scheme closed end of August 2020 and unused monies returned to MHCLG.	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
		payments made by end of September 2020.	<p>CCDC allocated further funding in December 2020 to support businesses affected by COVID-19</p> <p>Additional Restrictions Grant – £2,015,240 (Discretionary)</p> <p>Local Restrictions Grant £1,485,504 (payments to businesses mandated to close by Government)</p> <p>Wet led pubs – to receive one-off payments of £1,000 in line with Government guidance.</p>	
Phase 2 – Restore				
Town Centre and High Streets				
Economic	Support the town centres to re-open and adapt to the Governments COVID-19 Secure guidance.	Economic Development Manager	<p>Support was given to re-open after 1st lockdown and again after subsequent restrictions and lockdowns</p> <p>Cannock Chase moved into Tier 4 on 31st December requiring non essential retail and hospitality businesses to close.</p>	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Economic	To ensure the public realm reflects Social distancing Policy and supports Town centres reopening (using Re-opening High Streets Safely Funding awarded by Government).	Economic Development Manager / Waste & Engineering Manager	Social distancing measures (posters / floor markings) in place in all town centres Measures kept under regular review. Non-essential retail and hospitality businesses are currently closed in line with Government restrictions.	
Economic	To support traders/shops via individual visits from Environmental Health Officers.	Food Safety & Licensing Manager Visits are on-going	COVID Secure checklists issued to traders/businesses. Many businesses have re-opened and are displaying 'COVID-19 secure' certificates in shop windows. Currently, the COVID Support Team are working with businesses to ensure compliance with COVID regulations. Regular visits and patrols being carried out, some of which are being conducted jointly with Staffordshire Police.	
Economic	Identify funding and assistance available to support traders/businesses and signpost to appropriate support.	Economic Development Manager / Cannock Town Centre Partnership Officer	Mapping of COVID-19 support measures ongoing and signposting as necessary i.e. GBSLEP 'Click and Drop' initiative, Retail 'webinars', Staffordshire County Council – PPE Starter packs for micro-businesses.	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Economic	Revisit proposed environmental improvements for Cannock Town Centre to assess if they are still appropriate in current climate	Economic Development Manager / Cannock Town Centre Partnership Officer		
	(i) Improvements to street furniture and 'graffiti' art project.	Complete by December 2020	Painting of street furniture and graffiti art project is now complete.	
	(ii) Proposed improvements to frontage of Prince of Wales Theatre under review – subject to survey (from Prosperity PDP)	Survey complete. Findings now being investigated further – decision on how to proceed by December 2020.	Survey currently being undertaken to test fixings on frontage of theatre – this will inform whether improvements to signage / lighting can proceed and at what cost. Survey to be completed in January 2021.	
Business Support				
Economic	Identify opportunities for managed workspace / business hubs across the District (from Prosperity PDP)	Economic Development Manager	Cannock Chase Enterprise Centre extension underway; Officers assessing other opportunities to develop new workspace.	
Economic	Promote and signpost local businesses to appropriate support based on their needs.	Economic Development Manager	Economic Development Team signposting as necessary	
Media and Communications				
Economic	Communication of appropriate business support initiatives / interventions and signposting to latest guidance and support	Economic Development Manager / Policy & Communications Manager	Local Discretionary Grant scheme and GBSLEP Pivot & Prosper fund now closed with a potential 2 nd phase in the future – subject to funding	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Economic	Potential for targeted campaigns i.e. re-opening of town centres, tourism/hospitality, McArthurGlen opening	Economic Development Manager / Policy & Communications Manager	<p>Publicity to coincide with the re-opening of town centres has been done.</p> <p>Further promotion will be done as and when necessary.</p> <p>McArthurGlen Opening now delayed due to Cannock Chase entering Tier 4 restrictions and further national lockdown which started on 5th January 2021.</p>	
Phase 3 – Reshape				
Economic Prosperity Strategy				
Economic	Undertake regular assessment of the economic impact of the pandemic and lockdown on the District economy and identify intelligence and data on the impact on key sectors / industries / businesses within the District.	<p>Economic Development Manager / Research & Information Officer</p> <p>Dashboard updated monthly</p>	Economic dashboard has been developed to report on national, regional and local data.	
Economic	Work with key partners and business organisations i.e. Chamber of Commerce, LEP, WMCA etc and engage with regional economic recovery planning at WMCA and GBSLEP levels.	Head of Economic Prosperity	CCDC engaged with GBSLEP Economic Recovery Taskforce & WMCA Recovery Plan. Staffordshire County Council Redundancy Taskforce.	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Economic	Refresh the Economic Development Needs Assessment (EDNA) which forms part of the evidence base for the Local Plan Review.	Planning Policy Manager Completed by October 2020	The EDNA has been revised to take account of impact of COVID-19 and updated economic forecasts. The EDNA will be published as part of the next stage of the Local Plan i.e. the Preferred Options consultation.	
Economic	Refresh the Council's Economic Prosperity Strategy to ensure it takes account of the changed economic environment and identify evidence-based interventions for the medium to long term to ensure economic reset and recovery.	Head of Economic Prosperity Economic Development Manager Research & Information Officer September 2020 to Summer 2021	The refresh of the Strategy will take longer to carry out to enable the Council to focus on supporting businesses impacted by the 2 nd wave of COVID-19 and to fully assess the impact of the pandemic on the local economy.	
Economic	To identify opportunities to support the Council's aim to become net carbon neutral by 2030	Head of Economic Prosperity	Climate Change Baseline study has been produced by AECOM as part of the Local Plan evidence base. The findings from the study will feed into the refresh of the Economic Prosperity Strategy.	
Town Centre and High Streets				
Economic	Review impact of the pandemic and lockdown on the District's three town centres.	Head of Economic Prosperity/ Economic Development Manager Dashboard updated monthly	Regular monitoring through dashboard of information	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Economic	<p>Progress regeneration proposals for Cannock Town Centre in light of change to economic climate and reduced investor/developer confidence. (from Prosperity PDP).</p> <ul style="list-style-type: none"> • Undertake technical analysis regarding full demolition of MSCP and Indoor Market and present business case to Cabinet. (from Corporate PDP) • Assess development proposals arising from Prospectus. • Disposal of land at Avon Road 	<p>Head of Economic Prosperity/ Economic Development Manager</p> <p>By Qtr 4 2020/21.</p> <p>On-going</p> <p>Exchange/ completion during 2021</p>	<p>Technical work is being procured to advise on design and engineering solution for full demolition of MSCP.</p> <p>Ongoing as and when approaches are received</p> <p>Cabinet has approved sale of the land. Disposal sale contract and planning consent will need to be obtained.</p>	  
Economic	Commission work to produce a Cannock Town Centre Masterplan (as part of Local Plan review)	<p>Planning Policy Manager</p> <p>Likely to be commissioned during 2021.</p>	Brief being drafted for consultants.	
Major projects / investments				
Economic	<p>McArthurGlen Designer Outlet West Midlands – continue to work with McArthurGlen to plan for opening and develop a marketing plan. (from Prosperity PDP)</p>	<p>Economic Development Manager / Policy & Communications Manager</p> <p>Opening delayed until early 2021.</p>	Ongoing relationship with McArthurGlen.	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Economic	<p>Cannock Railway Station – progression of business case and design work necessary to facilitate transformation of Station (from Prosperity PDP)</p> <p>Short term improvement works (utilising Section 106 funds):</p> <ul style="list-style-type: none"> • Totem signage • Re-surfacing car park • Cycle storage • Murals on platforms and walkways 	<p>Head of Economic Prosperity / West Midlands Rail Exec / Staffs CC</p> <p>Stage 1 – Strategic Outline Business Case work has been completed.</p> <p>Report to Cabinet on outcome of Stage 1 – December 2020</p> <p>Work complete by early 2021.</p>	<p>Business case is being presented to Cabinet on 28th January 2021.</p> <p>Package of short term enhancements to start on-site w/c 11th January 2021.</p> <p>Works being carried out in partnership with West Midlands Rail, West Midlands Trains and Staffordshire County Council.</p>	
Economic	<p>Commonwealth Games 2022 – capitalise upon the mountain biking event on Cannock Chase and work with Forestry England to secure legacy through improved 'blue grade' trail, play area and facilities for local residents /visitors</p>	<p>Head of Economic Prosperity Head of Environment and Healthy Lifestyles</p> <p>Mountain biking event – August 2022</p>	<p>Cabinet has approved £50k funding contribution to the track / mountain bike trail.</p>	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Employment and skills				
Economic	Work with FE colleges to support local residents re-skill/up-skill Work with South Staffordshire College to progress Digital Skills Academy project	Economic Development Manager Economic Development Manager Funding application expected to be approved and grant agreement issued by end of 2020.	Funding Agreement signed for £0.5m by Stoke-on-Trent & Staffordshire LEP to deliver the Digital Skills Academy project	
Economic / Community	Work with key partners to put in place responsive employment support for newly unemployed residents and those facing redundancy including disadvantaged groups and communities and young people. Mapping of employment and skills opportunities.	Economic Development Manager working with Department for Work and Pensions, GBSLEP and SSLEP. Proposals to be worked up by October 2020. Report to Cabinet – November 2020.	Work with employers and partners (JCP etc) to secure local jobs for local residents linked to new economic opportunities. Participate in County wide Redundancy Taskforce.	
	Explore potential for Council to participate in Government Kickstart scheme and encourage local businesses to take on placements.	By December 2020 (revised timescale by March 2021)	Officers continue to explore opportunities to participate in the scheme.	
Economic / Community	Progress Connecting Communities project focused on Cannock North ward. This tackles unemployment and low pay in local communities. (from Prosperity PDP)	Economic Development Manager	Project has been extended by WMCA to December 2021. Project will continue to be delivered during 2020/21 including starts, jobs and progressions throughout 2020.	

THE COMMUNITY RECOVERY ACTION PLAN

Delivery of actions – Cumulative at Q3					
					Total Number of Actions
Phase	Action completed	Work in progress	Work has not yet started /action has slipped and is behind schedule	Action / project cannot be completed / delivered	
Response	8	2	0	0	10
Restore	5	2	0	0	7
Reshape	1	5	0	0	6
TOTAL	14	9	0	0	23

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	

ROUGH SLEEPERS AND THE HOMELESS

Outcomes Required:

To secure sustained accommodation and specialist support for Rough Sleepers

COVID-19 Impacts:

Rough Sleepers rehoused in temporary accommodation – secured 10 rooms for a fixed period – up to 19 individuals supported.

Government priority to not return Rough Sleepers to the streets.

Courts suspended Eviction Action – September 2020 onwards expected increase in homelessness

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress Indicator
Rough Sleepers and the Homeless				
Phase 1 – Response				
	Provision of accommodation, food and support for homeless and rough sleepers	Strategic Housing Manager	Complete 10 rooms block booked (reduced to 8) – August/September 2020 Outreach support provided by Housing First Project (Rough Sleeping and Homelessness Pathway – Spring Housing)	
	Engage with rough sleepers/homeless to secure alternative settled and sustainable accommodation	Strategic Housing Manager	5 Rough Sleepers/homeless persons rehoused in to 4 units of settled furnished accommodation – Housing First Project (Rough Sleeping and Homelessness Pathway – Spring Housing) 3 rough sleepers/homeless persons to private rent or other supported accommodation 5 were evicted for ASB 2 enabled to return home 1 passed away (not COVID related)	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress Indicator
	Identify and maintain temporary accommodation for homeless and rough sleepers	Strategic Housing Manager	On-going – 3 persons accommodated under “Everyone In” require rehousing. Of which 2 Rough Sleepers to be rehoused through Housing First Project (Rough Sleeping and Homelessness Pathway – Spring Housing) and 1 into social housing. January 21 - A further 4 rough sleepers/homeless persons have been accommodated under protect programme bringing the total number of rough sleepers presently in emergency accommodation to 5	
Phase 2 – Restore				
	Identify ongoing needs	Strategic Housing Manager	On-going funding submission made “next steps programme” Accommodation Programme” for short-term funding and winter provision Funding provision of £42k received.	
Phase 3 – Reshape				
	Identify options for providing longer term solutions	Strategic Housing Manager	Application submitted to MHCLG Next Steps Accommodation Programme for capital funding to extend the no. of units provided under Housing First Project (Rough Sleeping and Homelessness Pathway – Spring Housing) Submission for purchase of 2 additional properties successful. Target date for completion 31 March 2021. Actions being progressed to achieve acquisition	

HEALTH & WELLBEING

Outcomes Required:
<ul style="list-style-type: none"> Increase in number of people undertaking regular physical activities to support their health and wellbeing
COVID-19 Impacts:
<ul style="list-style-type: none"> People unable to access leisure facilities to support physical activities but increase in use of parks and open spaces

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress indicator
Health & Wellbeing				
Phase 1 – Response				
	Development of online video activities to encourage exercise during lockdown	Inspiring Healthy Lifestyles		
	To keep parks and open spaces open to support residents in taking exercise and maintaining wellbeing during lockdown	Parks & Open Spaces Manager		
Phase 2 – Restore				
	Re-opening of Chase and Rugeley Leisure Centres in accordance with Covid-secure guidelines	Inspiring Healthy Lifestyles	The Leisure Centres are currently closed due to the 3 rd national lockdown	
	Campaign and activities to support people in maintaining, returning to or adopting active and healthy lifestyles	Inspiring Healthy Lifestyles	IHL are continuing to support people to be active during lockdown	
	Re-open play areas and toilets	Parks & Open Spaces Manager		
Phase 3 – Reshape				
	Remodelling of Leisure Service to take account of the effect of the pandemic	Inspiring Healthy Lifestyles	Dialogue is ongoing with IHL regarding the future shape of Leisure Services following the pandemic.	
	To identify opportunities to support the Council's aim to become net carbon neutral by 2030	All	Passive House Consultant Appointed Carbon Literacy Training – Rolled Out Waste at the Depot is segregated – increasing recycling and reducing costs paid for landfill disposal	

ORGANISATIONAL RECOVERY – ACTION PLAN

Delivery of actions – Cumulative at Q3					
					Total Number of Actions
Phase	Action completed	Work in progress	Work has not yet started /action has slipped and is behind schedule	Action / project cannot be completed / delivered	
Response	17	2	0	0	19
Restore	8	10	1	0	19
Reshape	2	11	6	0	19
TOTAL	27	23	7	0	57

ORGANISATIONAL RECOVERY ACTION PLAN
SERVICES – INTERNAL

Services – Internal
<p>Outcomes Required:</p> <ul style="list-style-type: none"> To ensure continuity and resilience 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; Plans in place to clear backlogs in service delivery arising from lockdown To build on changes made as a result of the move to homeworking
<p>COVID-19 Impacts:</p> <ul style="list-style-type: none"> Some services have experienced an increase in demand and others a reduction; Some new services have had to be set up eg test and trace, business grant payments; Backlogs have arisen from suspension/reduction of services

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress Indicator
Phase 1 – Response				
Organisational	Identification of critical services and Business Continuity Plans put in place			
Community	Setting up and support for the operation of the Community Hub	Head of Housing & Partnerships	The Community Hub is operational and supporting those shielding during the lockdown	
Economic	Payment of Discretionary Grants	Head of Finance and Head of Economic Prosperity	Discretionary Grant scheme launched and applications being received.	
Community	Setting up mechanism for Test and Trace / Local Outbreak Infection Control	Food Safety & Licensing Manager	New responsibility – working in partnership with Public Health Partners. Scheme now set up	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress Indicator
Phase 2 – Restore				
Leadership Team	Establish plans for restoring services suspended in full or in part, to include: <ul style="list-style-type: none"> • Identify services partially or fully suspended • Completion of risk assessments to ensure this is done safely; and • Communications to Contact Centre, staff, the public and Members • Update status and information on the website 	Organisational Recovery Group to set up template for assessment and process Service Managers to complete assessment and plans Leadership Team to monitor return of services	Services have in the main been restored. Some are not operating at normal service levels due either to resources being diverted to support the Covid response activities or it not being practical to do this within the Government restrictions/lockdown	
Leadership Team	Identify backlogs and establish plans for clearing this work and allocation of resources where necessary to do this	Relevant Service Managers / Leadership Team Plans to be in place by end of August 20	Work was underway on clearing backlogs but this has now been hampered by the recent restrictions and further lockdown	
Leadership Team and Organisational Recovery	Assessment of current working arrangements to identify: <ul style="list-style-type: none"> • employee productivity issues; • service barriers to remote working; and • need for face to face contact with customers 	Head of Governance & Corporate Services By end August/early September	Employee productivity has been reviewed. Work arounds have been found for a number of processes to allow them to operate whilst employees are working from home. Further opportunities to improve this and other efficiencies have been identified as part of the Organisational Recovery Group's work. A report is being prepared for Leadership Team.	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress Indicator
Phase 3 – Reshape				
Leadership Team	Put plans in place for delivery of key projects set out in the PDPs		PDPs have been revised and key milestones produced	
Organisational / Finance	Homeworking/ Agile working – develop business case: <ul style="list-style-type: none"> • Questionnaire to assess appetite for homeworking • Review of ICT provision with regard to homeworking • Identify implications for Council assets 	HR Manager	Issued 22 June 2020 and results analysed.	
		Head of Technology	Laptop replacement almost complete	
		Corporate Assets Manager	Link to new Asset Management Strategy	
	Digitisation of paper based processes and greater use of technology to support remote/agile working	Head of Governance & Corporate Services and Head of Technology	Working group has been set up to look at this. Findings of group being reported in “Reshaping Paper” to Leadership Team	
	Development of an Interim Asset and Energy Management Strategy (from the Corporate PDP)	Corporate Asset Manager	Officers have determined maintenance priorities for key corporate assets and will be prioritising work to be undertaken for 21/22 and beyond. Asset Strategy to be developed during 21/22.	
Organisational and Financial	Service Reviews and Environmental Services Business Case (from the Corporate PDP)	Head of Governance & Corporate Services and Head of Finance	Service reviews have been rescheduled and work will now commence in 2021/22 as part of the Financial Plan process	

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 • increase in contaminated and rejected loads 	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. Awareness sticker campaign on all recycled bins to be undertaken Mid-August 2020	 

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress Indicator
Leadership Team	To commence procurement process for waste collection	Head of Environment & 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.	
Leadership Team	Reshape Housing contracts in line with impact COVID-19	Head of Housing & Partnerships	<p>A timetable has been developed to complete procurement of an array. of contracts during period Q3-2020/21 to Q4 2021-22. Key contracts to complete by Q4 20/21 include:</p> <ul style="list-style-type: none"> • External Envelope (Contract start January 2021) • Communal Block Fire Risk Assessments (Contract Start – December 2020); • Refurbishing/Replacement of Sheltered Scheme Lifts (Contract Start – March 2021) 	

ORGANISATIONAL RECOVERY ACTION PLAN
CUSTOMERS

Customers
Outcomes Required: <ul style="list-style-type: none"> • Customers can access Council services through a variety of means • Improved accessibility to services via greater use of technology
COVID-19 Impacts: <ul style="list-style-type: none"> • No access to services via Reception/face to face • Increased use of website to access services?

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress Indicator
Phase 1 – Response				
	Closure of Reception and move to on-line and telephone service	Customer & Support Services Manager		
Phase 2 – Restore				
	Plan for the re-opening of key Receptions for appointments only initially – plan to include tenants usage (including Citizens Advice)	Customer & Support Services Manager Plan to be in place for September/ October 20	Risk assessment completed and Covid secure arrangements are in place. Plans for opening for appointments are currently on hold due to 3rd national lockdown	
	Review of operation of telephony system and processes	Customer & Support Services Manager and ICT	Work has not yet started on this	
Phase 3 – Reshape				
	Review of Customer Engagement Strategy (from the Corporate PDP)	Customer & Support Services Manager	Work has not yet started on this	

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress Indicator
	Procurement of Replacement CRM system (from the Corporate PDP)	Head of Governance & Corporate Services and Head of Technology	Work has commenced on establishing the requirements for a replacement system. This project is being done jointly with Stafford Borough Council	
Leadership Team	Review of Contact Centre Operating Model (to include potential withdrawal of support for Housing calls)	Head of Governance & Corporate Services	Sub Group set up and several meetings held. Housing are currently considering potential changes for the Housing Repairs calls	
	Review and enhancement of website information	Policy & Communications Manager	Work ongoing	

ORGANISATIONAL RECOVERY ACTION PLAN
EMPLOYEES

Employees
Outcomes Required: Ensure that employees are safe, feel supported, engaged and productive
COVID-19 Impacts: <ul style="list-style-type: none"> • increase in homeworking • reduction in productivity for some services/employees • challenges of managing employees remotely

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress Indicator
Phase 1 – Response				
	The majority of employees were moved to homeworking	Leadership Team	At the outset of lockdown	✓
	All employees who are shielding or clinically vulnerable were advised to stay at home and to work remotely if possible	Leadership Team		✓
	Revised opening hours put in place for Civic Centre and Depot	Customer & Support Services Manager		✓
	Additional day time cleaning put in place at the Civic Centre	Customer & Support Services Manager		✓
	Suspension of some T&Cs and HR processes eg flexi-time	Leadership Team		✓
Phase 2 – Restore				
Organisational	Complete risk assessment for all operational sites and implement Covid Safe Working Practices and changes to Council	Corporate Asset Manager	Completed for Civic Centre, Hawks Green Depot (office buildings), Markets.	✓
Organisational	Issue guidance to employees re new COVID secure arrangements	Chief Internal Auditor & Risk Manager		✓

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress Indicator
Organisational	Phased return to normal building opening hours for the Civic Centre – for employees only (Caretaking & Cleaning Service)	Customer & Support Services Manager	The building continues to remain open but for slightly shorter hours due to the low number of employees on site and the need to maintain COVID secure arrangements for cleaning	
Organisational	Issue guidance to managers on planning for and supporting the return of essential employees to the workplace	Chief Internal Auditor & Risk Manager	This work has been done but plans have been put on hold due to ongoing restrictions and lockdowns.	
Organisational	Assess any DSE/H&S issues arising from move to homeworking	Chief Internal Auditor & Risk Manager		
	Review of T&C's suspended with a view to restoring them	HR Manager By end of August 20	Flexi reinstated as of 7 September	
	Review of support provided to and communication with employees	HR Manager	Results of surveys has been used to develop tools to support managers and employees in the coming months. Further survey to be undertaken in February	
Phase 3 – Reshape				
	Employee Health & Wellbeing Strategy (from the Corporate PDP)	HR Manager	Work on this has been deferred and included in the new Corporate Plan. Content will need to reflect potential longer terms changes in the working environment	
	Work force Development (from the Corporate PDP)	HR Manager	Work on this has been deferred and included in the new Corporate Plan. Content will need to reflect potential longer terms changes in the working environment	

ORGANISATIONAL RECOVERY ACTION PLAN
MEMBERS & DEMOCRACY

Members and Democracy
<p>Outcomes Required: Transparency and accountability for actions and decisions</p>
<p>COVID-19 Impacts: Council meetings now have to be held virtually – this has:</p> <ul style="list-style-type: none"> • Created challenges for those Members with limited ICT skills; • Resulted in a small increase in public engagement with the public viewing meetings; and • Increased the officer time spent in setting up and administer some meetings. • Cancellation of some meetings

Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress Indicator
Phase 1 – Response				
	Suspension of normal Council meetings	Managing Director		✓
	Urgent decision making protocol put in place	Deputy Managing Director		✓
	Weekly telephone calls with MD and all Group Leaders	Managing Director		✓
	Use of Zoom for virtual meetings established to allow key Council meetings to take place (eg Planning Committee, Cabinet Meetings)	Democratic & Resilience Services Manager		✓
Phase 2 – Restore				
	Council Meetings - plan for return to normal meeting cycle	Democratic & Resilience Services Manager		✓
	Review of operation of virtual meetings, preparation of guidance and protocols. Delivery of training to support virtual meetings in the short term	Democratic & Resilience Services Manager and Head of Technology	Joint working group set up with SBC	●
Phase 3 – Reshape				
	To review role of virtual meetings in the longer term and implications re equipment, staffing of meetings etc.	Democratic & Resilience Services Manager and Head of Technology	Joint working group set up with SBC	●

ORGANISATIONAL RECOVERY ACTION PLAN
ORGANISATIONAL

Organisational				
Outcomes Required:				
<ul style="list-style-type: none"> • Co-ordinated response to the pandemic • Resilience of critical services 				
COVID-19 Impacts:				
<ul style="list-style-type: none"> • Decision making had to be quick to respond to Government guidance 				
Recovery Work Stream	Action	Lead Officer and Timescale	Comments	Progress Indicator
Phase 1 - Response				
Leadership Team	Team created to lead the response to the pandemic, initially meeting 3 times a week	Leadership Team	Team currently meeting weekly	✓
Leadership Team	Participation in County wide, Regional and National meetings	Managing Director		✓
Phase 2 - Restore				
Leadership Team	Review of priorities and re-aligning resources to support work on response and recovery, key projects and operational service delivery	Leadership Team	PDPs for 2020/21 reviewed and a number of projects rescheduled to 2021/22. Reported to July Cabinet. Review of Corporate Priorities completed and new Corporate Plan prepared for 2021-24	✓
Leadership Team	Incident debrief, Lessons Learnt and Review of Incident Management Plans and BCP	CCU Liaison Officer	Completed 28 September	✓
Leadership Team	Develop plan to support local or national lockdowns, taking on board lessons learnt from the initial lockdown	Leadership Team	Lockdown response plan completed. Plan reviewed to reflect changes in Government restrictions as appropriate	✓
Phase 3 – Reshape				
	Management Restructure	Managing Director	Work in progress	●

Recovery Dashboard of Performance Measures

Finance	March 2020	June 2020	September 2020	December 2020
Additional expenditure incurred on Covid-19		£0.420m	£0.121m	
In Month income shortfall arising from Covid-19		£0.285m	£0.350m	
Business Rates Collection Rate	98.2%	20.4%	49.6%	79.0%
Council Tax Collection Rate	97.6%	27.1%	54.5%	85.1%

Economy	March 2020	June 2020	September 2020	December 2020
Number of People 16-64 claiming out-of-work benefits	2.6%	5.7%	5.8%	5.3%
Number of People 18-24 claiming out-of-work benefits	5.0%	10.7%	10.8%	10.4%
Number of employments furloughed on the Coronavirus Job Retention Scheme	Scheme announced 20 th March 2020	16,700	17,600 July 2020 latest figures	3,300 as at 31 st October 2020 5,400 at 30 th November 2020 5,600 at 31 st December 2020 PROVISIONAL FIGURES
Number of claims made for the Self Employment Income Support Scheme	Scheme announced 26 th March 2020	4,100 (first stage scheme)	3,600 (second and final stage scheme)	3,700 (second stage) as at 31 st October 2020 3,100 (third stage) as at 31 st December 2020
Number of Job Vacancies (Unique postings)	2,184 (Feb 2020)	1,491	1,978	2,148
Town Centre Vacancy Rates	Jan 2020		Sept 2020	Jan 2021 not available due to lockdown
<ul style="list-style-type: none"> • Cannock 	16.4%		20.3%	
<ul style="list-style-type: none"> • Hednesford 	6.5%		8.6%	
<ul style="list-style-type: none"> • Rugeley 	2.4%		6.3%	
% of Businesses subject to void rates		5.8%	5.8%	

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Businesses subject to commercial exemption from business rates (value)	£337,000	£180,000	£311,000	
Businesses subject to industrial exemption from business rates (value)	£987,000	£324,000	£555,000	
Businesses subject to exemption due to administration/insolvency	£97,000	£165,000	£221,000	
Business Rate Arrears		£649,685	£1,151,639	

Community	March 2020	June 2020	September 2020	December 2020
Number of Council Tax Payers in Arrears			4,970	
Value of Working Age LCTRS	£2.63 mil	£2.9m	£3.3m (£3.9inc. TopUps)	
Number of people receiving LCTRS			3,863	
Number of Housing Tenants in Arrears (current tenants)	1066	996	980	993
Number of Homelessness Applications	84	44	47	35
Number of Roughsleepers in temporary accommodation	4	15	7	4
Number of Households where Homelessness was Prevented due to casework by CCDC	81	69	90	73
Lifestyle Card Membership (DD) of Chase Leisure Centre and Rugeley Leisure Centre	6,546		5,420	5,731

Organisational	March 2020	June 2020	September 2020	December 2020
Staff absences related to Covid-19	14	22	5	17
Number of Incoming Calls Received	23,067	20,563	25,342	22,047
Number of Payments made by the Automated Telephone Service	23,011 (19-20) Q1 6,346	6,383	6,331	8,270
Number of E-Payments Transactions	27,435 (19-20) Q1 7,233	7,122	7,278	7,574
Number of Self-Service Transactions (E-Forms)	389	587	710	671
% of staff homeworking	75%	75%	75%	75%