

## Cabinet

Tuesday 16 June 2020

4.00 pm

Online/Virtual. Members of the public are welcome to attend the meeting.  
Please contact [constitutional.team@southwark.gov.uk](mailto:constitutional.team@southwark.gov.uk) for a link to the  
online meeting

## Supplemental Agenda No. 1

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11.	<b>Former Walworth Town Hall</b>	
	Additional recommendation 7 for Leader of the Council as follows:	-
	7. To delegate authority to the Cabinet Member for Growth Development and Planning, in consultation with the relevant chief officer, to make any final decision necessary in relation to the establishment of the management board, in terms of its format and composition.	

### Contact

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Date: 15 June 2020

<b>Item No.</b> 8a.	<b>Classification:</b> Open	<b>Date:</b> 16 June 2020	<b>Meeting Name:</b> Cabinet
<b>Report title:</b>		#SouthwarkTogether: Council response to COVID-19 pandemic (June 2020 update)	
<b>Ward(s) or groups affected:</b>		All	
<b>From:</b>		Councillor Peter John, Leader of the Council	

### **FOREWORD FROM COUNCILLOR PETER JOHN OBE, LEADER OF THE COUNCIL**

This progress report on the borough's response to COVID-19 follows on from that we received six weeks ago. At that time our communities were anxious, concerned about loved ones, and uncertain about the future. We were each having to adapt to and tolerate strange new rules in going about a new kind of daily life. I want to again say a huge thank you to everyone who has done their bit by following the rules, and in doing so helped us protect the NHS and each other.

Six weeks on I want to also thank those who are working tirelessly to bring our borough safely back to business. There so many important strands to our work together in renewing and reopening our borough in this COVID-19 world – from the Community Hub, to our schools, to our new and existing housing, our public health, our cultural assets, to our finances and our ambitions to create work and employment opportunities.

The spirit of our community, demonstrated throughout this crisis, will remain so important as we move towards the next stage, united in the values that bring us together. The incredible work of our community in supporting those in greatest need is truly inspirational, and together I know we will build on this positive and collaborative spirit in the weeks, months and years ahead.

We know too however, that although we are one borough, we have not all been equally affected by COVID-19. The pandemic has shone a light on wider inequalities in our society as a whole. The disproportionate impact of the virus on our BAME residents requires further detailed examination, particularly to understand the links with poverty, housing or health inequalities. We will be forensic in our approach. We have never accepted things as they are, and our ambition always has been and remains to improve the life chances of everyone who lives in our borough.

Further, the death of George Floyd and the proper revulsion which has been felt around the world shows us all how far we still need to go before we live in a world that values every life equally, and treats every person with the same respect, love and compassion. I have asked Councillor Johnson Situ to lead on co-ordinating Southwark's response to the inequalities exposed by COVID-19 and articulated by the Black Lives Matter protests. This will require us all to listen, to learn and most of all to act. As a community we need together to identify, and implement, the solutions to address entrenched racism and injustice and take positive action to ensure equality of opportunity.

We stand united as one council, one community against inequality, racism and injustice, even more so in these challenging times. Not all our challenges are the same, but we share a commitment to tackling them together. Thank you, Southwark.

## RECOMMENDATIONS

That cabinet:

1. Notes the update on the council's overall response to COVID-19 pandemic, following the report to Cabinet on 5 May, working together with all our communities as part of our #SouthwarkTogether response (see Appendix 1 for departmental summaries)
2. Expresses further condolence to all those who have lost loved ones at this time and welcomes the work underway with partners and the community to support the humanitarian aspect of this pandemic as set out in paragraphs 43 to 46
3. Notes the risk of COVID-19 related death according to national data among Black ethnic groups is almost twice than among those of white ethnicity and agrees that COVID-19 has exposed some of the most entrenched inequalities in our society
4. Agrees that racism, injustice, and inequality have no place in Southwark, and commits all in the council to work with our communities to challenge ourselves and others to be better at every opportunity
5. Agrees to take forward a programme of work to respond to the inequalities exposed by COVID-19 and other recent events, and articulated by the Black Lives Matter protests, reporting back to Cabinet in September 2020.
6. Thanks residents, staff, partners, volunteers, providers, suppliers and all in our community who continue to patiently observe guidance during lockdown and for their ongoing dedication in supporting our residents through this crisis safely
7. Thanks schools, and parents, carers and guardians, for their work to support those children who have returned safely to classroom settings in recent weeks whilst also continuing to support learning at home for the vast majority of children.
8. Thanks local business for their continuing support to local communities at this time, welcoming back to our town centres and high streets those establishments that are able to safely re-open; and continues to encourage those in greatest need and not eligible for other government support to apply for a share of the additional £3.4m discretionary funding made available by the council for business hardship
9. Supports the effort of all those involved in the community hub in assisting vulnerable residents during the worst impact of the pandemic and instructs officers to bring forward a report on learning and the longer term approach to Cabinet in September 2020
10. Supports the establishment of a member led COVID-19 Oversight Board as a sub-board of the Health and Wellbeing Board to monitor the delivery of the Southwark COVID-19 Outbreak Control Plan, as part of our Test and Trace arrangements..
11. Agrees, as set out at Appendix 2, to the thirty-four recommendations from Overview and Scrutiny Committee on 7 May and thanks the committee for their findings.

## BACKGROUND INFORMATION

12. COVID-19 continues to hit our residents, public institutions, businesses and voluntary and community organisations hard. Several months have now passed since the first cases were reported in the UK and although the number of cases in London has

thankfully reduced, we are still a long way from returning to normal. The pandemic has required all in our borough to make difficult sacrifices, often against instinct and with significant personal impact.

13. As noted in the report to Cabinet on 5 May, the #SouthwarkTogether response has been phenomenal. We have mobilised the resources, skills and good faith of many across the borough to ensure all, especially the most vulnerable, are safe, well and protected. In the weeks since the 5 May, that spirit, quality and determination of the community response has remained resolute.
14. The purpose of this report is to continue to tell the story of our community-wide response and the strategic issues emerging from this ongoing crisis. It builds on the progress update report of 5 May, takes account of the urgent issues raised in addressing the inequalities exposed by COVID-19 and the council's initial response. It also updates on matters raised through the response of the Overview and Scrutiny Committee on 7 May and signposts to work underway and planned.
15. Looking more broadly to the months and year ahead, the country, and so we as a borough, must be prepared for a potential return to tighter lockdown measures should the virus become more virulent again in our local communities. The system of test, and trace which was launched nationally at the end of May is still at an early stage of development. It remains difficult to predict the extent to which this in itself will mitigate wider risks and allow the borough to proceed into a new kind of 'normal'.
16. The next stage of our response both as a country and borough is therefore likely to be complex and highly localised. It will require an ability to prepare, plan, respond and adapt at pace to continue to protect those most vulnerable in our community, ensure those at greater risk are supported to the best of our ability; all whilst continuing to deliver day to day services safely and to the best of our combined ability.
17. Further separate reports on individual aspects of the COVID-19 response, and learning to inform the borough's approach to recovery and renewal will be brought to future Cabinet meetings. In noting this, it's important to note that the borough and country still remain in the midst of the worst pandemic has faced in modern times, one which continues to test personal, professional and financial resilience in ways not thought possible just a few months ago.

### **An update on Southwark's response**

18. On 5 May the Cabinet received a brief snapshot of our combined response working together as a borough. We are extremely grateful to the 28 voluntary & community sector organisations who have played an essential role in the borough's response to supporting vulnerable residents. An update on last month's snapshot shows that to date:
  - 10,500 vulnerable people called to check they have the support they need and over 3,500 inward referrals. Support offered includes food, and referrals to local services.
  - 10,799 shielded individuals in total identified in Southwark as of 11 June with support and assistance being put in place
  - £298,000 has been distributed in community support grant to 106 voluntary or charitable organisations in the first tranche of special hardship funding, a further £223,000 to 81 organisations have started receiving payments from the second tranche.

- 4,110 applications for a total of £1.1m of emergency support have been approved to enable food and fuel support for people experiencing particular hardship
- 4,042 businesses have been awarded financial support equating to £59.3 million in grants
- 16,000 council tax payers have received additional hardship support for Council Tax in total £2.4m.
- 130+ parks and open spaces kept fully open throughout lockdown.

### **Understanding the impact of COVID-19 on Southwark's residents**

19. Since the start of the pandemic what we know from the national and local picture is:
- As at 14 May there were 151,179 confirmed cases of COVID-19 across England. There have been 26,900 confirmed cases in London.
  - There have been 1,265 confirmed cases of COVID-19 in Southwark, with the pattern of infection broadly comparable to neighbouring Lambeth.
  - Daily figures show a fall in the number of new diagnoses in Southwark since the end of March, leading to a levelling off in our cumulative cases.
  - The first COVID-19 deaths in Southwark were registered in late March, with 216 registered cases by 8 May. Almost three quarters of COVID-19 deaths have occurred in hospitals, with around 20% occurring in care homes.
  - Over half of all COVID-19 related deaths have occurred in those aged 80+. Mortality rates among men are more than double their female counterparts. Underlying health conditions have been observed in 91% of all COVID-19 related deaths, with the average case having three pre-existing conditions.
  - When taking account of a range of social and economic factors, the risk of COVID-19 related death according to national data among Black ethnic groups is almost twice than among those of white ethnicity.
  - Excess deaths measure the additional deaths within the population compared to what we would normally expect. It is generally considered the best indication of the pandemic impact on mortality. Between the start of 2020 and 8 May, there have been 228 more deaths in Southwark than we might normally expect.

### **KEY ISSUES FOR CONSIDERATION**

#### **Southwark Together and Black Lives Matter**

20. Southwark's response to COVID-19 has already demonstrated a bold new approach to delivering services, with organisations and volunteers working together to meet the complex and multifaceted challenges our communities face together. The incredible spirit of our community in supporting the sick or vulnerable has been inspirational, and the council is committed to working with our whole community to ensure Southwark builds on this positive and collaborative spirit in the weeks, months and years ahead.
21. We know too however, that although we are one borough, we have not all been equally affected by COVID-19. As the impact of the virus has become better understood, as set out in a recent report by Public Health England<sup>1</sup>, it is evident that COVID-19 has shone a light on wider inequalities in our society as a whole. The disproportionate impact of the virus on those from a BAME background requires further detailed examination, particularly to understand the links between poverty, housing or health inequalities. The council will examine all the available learning and ensure it influences our future policies in a meaningful and positive way.

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<sup>1</sup> "Disparities in the risk and outcomes of COVID-19", Public Health England, June 2020

22. Further, the death of George Floyd in the US and the proper revulsion which has been felt around the world has once again reminded us all of the need to constantly challenge ourselves to tackle racism, injustice and inequality, and stand together with our BAME communities to deliver positive change.
23. The council is therefore launching, with leadership from the Cabinet Member for Growth, Development and Planning, a new programme of work to respond to the inequalities exposed by COVID-19 and other recent events, and articulated by the Black Lives Matter protests. This will include work with our staff, external partners, businesses and organisations across the borough to ensure that we listen to the lived experiences of our BAME communities and follow this with action to continue to tackle racism and build a better, more equal Southwark.

### **Better understanding need through data sharing and analysis**

24. As a result of COVID-19, the council and its partners have access to a range of new data which helps us better understand our residents, their needs, and challenges including financial insecurity, food poverty and health inequality. This information will be extremely powerful in helping to target services and resources in the future, and shape the council's priorities through its refreshed council plan. To inform and complement this work we are launching a short resident survey into the impact of COVID-19 on 19 June, which will be followed up with more detailed research over the summer.
25. This section sets out some of the initial data, which will be analysed in the coming weeks and months alongside the consultation data and information, to help us form a picture of the impact of COVID-19 and how to respond through our ongoing response, and our recovery and renewal work.

### The health impact

26. As at 26 May there have been 151,179 confirmed cases of COVID-19 in England. The rate of growth has been slowing in recent weeks, nationally and locally. There have been 26,900 confirmed cases in London, with 1,265 in Southwark.
27. The pattern of infection is broadly comparable to neighbouring Lambeth. Daily figures show a fall in the number of new diagnoses in Southwark since early April, leading to a levelling off in our cumulative cases.
28. It is not possible to provide statistically significant analysis of the impact of COVID-19 on different demographics on a borough or ward basis. However we do know nationally, and there is no reason to suppose that the picture would be different in Southwark, that the virus has impacted different groups in different ways.
29. In terms of age and gender nationally:
  - Older age and being male are both associated with significantly higher levels of COVID-19 mortality.
  - Over two-thirds of all COVID-19 related deaths have been in those aged 80+. Survival analysis for those with confirmed COVID-19 indicates those aged 80 and over are seventy times more likely to die than those aged under 40.
  - Mortality rates among working age men are more than double their female counterparts. It is not clear what is driving the difference between sexes, whether this is related to exposure, access to care or underlying biological differences.

30. The Office for National Statistics has undertaken analysis of COVID-19 deaths across England & Wales by broad ethnic group:
- Their results show differences in risk between ethnic groups that are not currently explained by age, deprivation, housing composition, education, region, rural / urban setting, or health status at the time of the 2011 Census.
  - When taking account of these factors, the risk of COVID-19 related death among Black ethnic groups is almost twice than among those of white ethnicity.

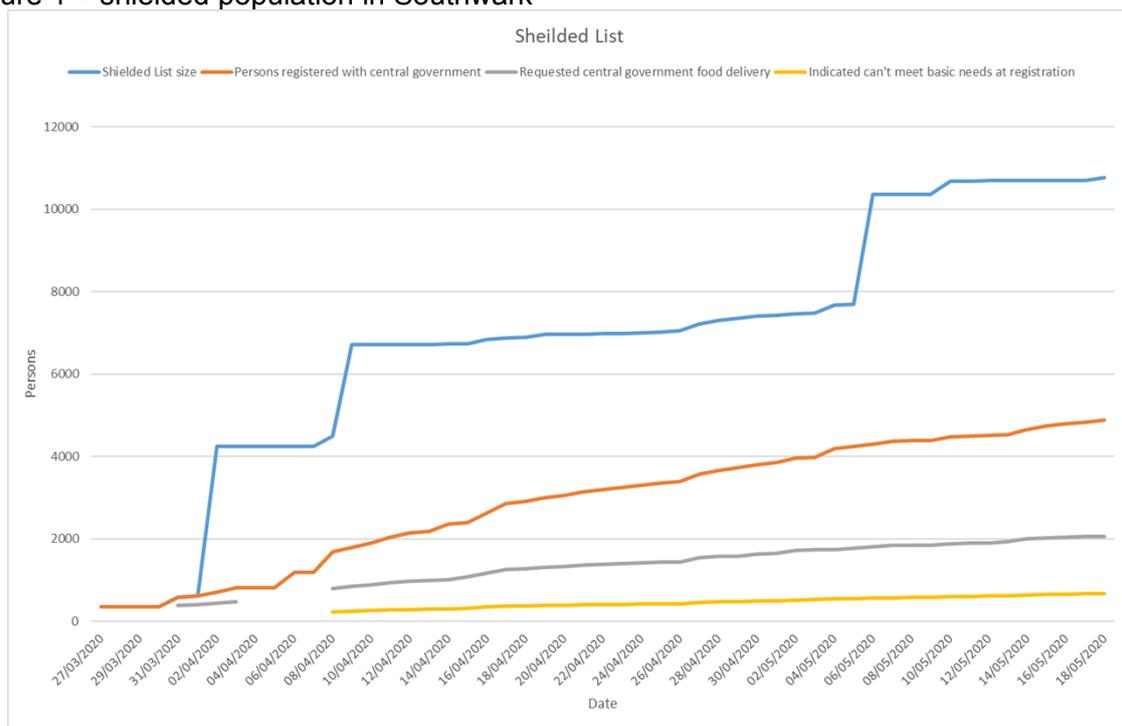
### Deprivation

31. A number of studies have shown an association between area-based deprivation and both COVID-19 incidence and mortality:
- Trends in diagnosed cases of COVID-19 show that cases in the least deprived quintile peaked earlier and at a lower level than those in other groups.
  - Between 1 March and 17 April 2020 the deprived areas in England had more than double the mortality rate from COVID-19 than the least deprived areas.
  - PHE analysis suggests that inequalities in COVID-19 deaths are greater than those in all-cause mortality.

### The Shielded Population

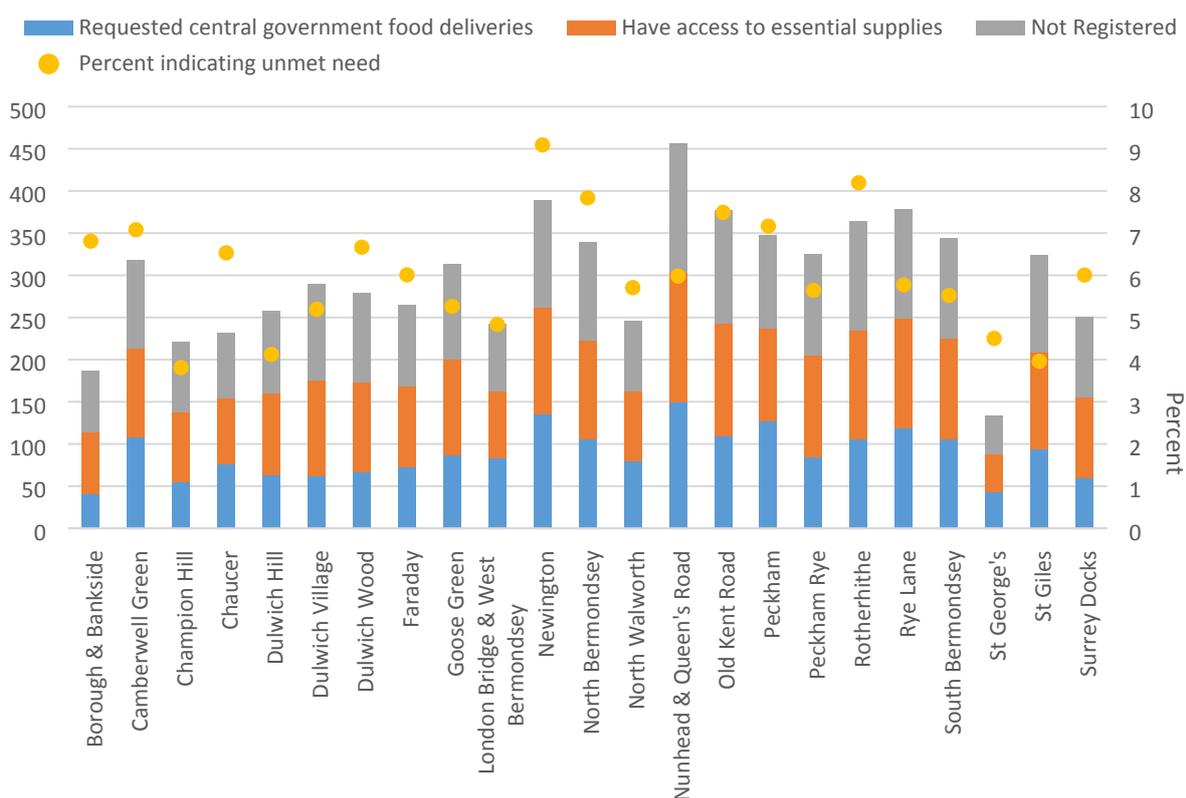
32. The Shielded List has grown in size since data was first provided to us on 27 March (Figure 1). As of 18 May, 10,765 Southwark residents, or around 3 percent of the Southwark population, have been identified as being extremely clinically vulnerable to COVID-19 over the course of the epidemic.
33. Two-fifths of Southwark's shielded population are currently registered with the UK government, with 2,060 (46%) of these receiving a UK government food delivery. Persons registering with the UK Government are asked whether they can meet their basic needs (yes/no response only) and 666 residents (15% of registered shielders) have indicated they were unable to meet their basic needs.

Figure 1 – shielded population in Southwark



34. Over half (53%) of people on the shielded list are aged 50-79 years. Registration rates were highest in shielders aged 40-79 years and older shielders were less likely to have requested food deliveries from central government.
35. Three-quarters (73%) of shielders are in the most deprived 40% of the population. Registration rates are lowest in those who are from the most deprived areas, however, amongst those who have registered a higher proportion from the most deprived areas have requested food deliveries from central government and indicated they are unable to meet their basic needs.
36. There is variation in list size, need for UK government food deliveries and unmet basic need by ward (Figure 2), although when age and deprivation are accounted for most of the difference is removed. The wards with the largest shielding populations are Nunhead and Queen's Road (886), Newington (616), Old Kent Road and Peckham (both 614).

Figure 2: Number of people in the shielded population, have registered with UK government and requested food deliveries from UK government by ward quintile and percent of shielded population who have indicated they are unable to meet their basic needs.



37. We have been proactively calling people on the Shielded List since the 17 April, and, as of 18 May, Southwark Council had attempted to make contact with 6,665 people. To date, the outbound call centre has been unable to contact 243 people, and these residents will receive a welfare check. When contacted by Southwark, shielding persons are currently offered help with: food delivery, medications/prescription, loneliness support, access to the internet, other support needs, details of local food hubs or other specified needs.

38. As of 18 May, 400 referrals, for 320 people (3% of the shielded population), were recorded to one of these services. The majority (52%) of people needing a referral were only referred to one service, but 59 people required referral to two or more services. The majority of referrals (67%) are for food deliveries. Half (53%) of referrals were for people aged 40-69 years, 27% in people age 70 years and older, and 21% in people under 40 years. Old Kent Road, Peckham and Nunhead and Queen's Road have had the most referrals (36, 33 and 28 respectively).

#### Other vulnerable residents

39. There were 1,394 online referrals between 1 April and 17 May 2020, of which:
- 59% (820 referrals) were for individuals, 34% (n=476) referred members of their families. Other referrals (7%, or 98) corresponded to self-referrals and organisations and/or neighbours referring elderly couples or friends.
  - 80%(1,108 referrals) of those that made a referral knew that the person and/or family member was in self isolation.
  - 75% (1,049 referrals) of those that made a referral were not aware of any member of the family who could provide for these people.
  - Around 43% (1,319) of the referrals were for food, followed by gas & electricity 9% (277), free meals 8% (271) and 9% (270) medicine & prescriptions.
  - Camberwell Green, Old Kent Road, Rye Lane and Newington (101, 92, 87 and 84 referrals in that order) have been the wards with the largest number residents supported. North Bermondsey, South Bermondsey, Faraday and Nunhead have roughly the same number of referrals (80, 79, 76 and 76 in that order).
  - 66% (137 out of 207) and 58% (140 out of 242) of the referrals have been for food, gas & electricity and free meals to support Old Kent Road and Camberwell Green respectively.
40. In April, there were almost 3,000 calls received relating to the COVID-19 outbreak. The majority of calls are relating to food requests (26%), shopping needs (20%) or medical or isolation advice (17%).
41. As of 18 May, there were 614 referrals for 489 non-shielded residents, over three-quarters (78%) of which were for food deliveries. Age was not available for 287 people, but where available, 55% were aged 40-69 years, 31% were in person 70 years and over and 14% in people under 40 years. Nunhead and Queens Road, Newington and Old Kent Road have had the most referrals (62, 46 and 40 respectively).

#### Voluntary and community sector support

42. Our COVID-19 emergency funding programme for the voluntary and community sector has helped to fund, through 220 grants, a range of organisations providing support to the Southwark population. Those who have supported groups with protected characteristics are noted below:

<b>Protected characteristic</b>	<b>% of total grants - 220</b>
Age	33%
Age – children/ younger people	25%
Age – older people	9%
Disability	12%
Gender	7%
Pregnancy & maternity	1%

Protected characteristic	% of total grants - 220
Race	25%
Sexual orientation	4%

### Humanitarian response

43. The Strategic Director for Children and Adults in the statutory role of Director of Adult Social Services (DASS) has been appointed Humanitarian Assistance Lead Officer (HALO). The HALO brings together partners including the NHS, the police, and voluntary and faith sectors to oversee the Humanitarian Assistance effort. They form the Humanitarian Assistance Steering Group (HASG).
44. Humanitarian Assistance is defined as ‘those activities aimed at addressing the needs of people affected by emergencies; the provision of psychological and social aftercare and support in the short, medium and long term.’ The needs of people affected by major emergencies are individual and varied, and change significantly over time. The road to recovery is both personal and individual, but also collective and shared by communities. This profound emergency has been international. The work of the HASG is to be cognisant of that context and to focus on Southwark.
45. The purpose of the HASG is to determine the direction of the Humanitarian Assistance response, and to ensure coordination of the activities of the responders involved. The HASG keeps an overview of the needs of people affected, and takes action to ensure there is appropriate support. Officers attending HASG are senior and make resourcing decisions on behalf of their organisations. As needs are identified, options are proposed for providing support and then acted on.
46. The arrangements under which the HASG operates in Southwark over the next year, and beyond, are set out in the major incident procedures for London, in the London Strategic Coordination Protocol.

### Update on the council’s overall emergency response and renewal

47. The report to cabinet on 5 May provided detail on how the council, with partners and those in the community, mobilised emergency planning arrangements to ensure the borough was in the strongest possible position to respond to the crisis, mitigate risk and support residents as the pandemic took hold across the borough. Since that time, emerging response arrangements have remained in place and been modified to reflect the changing set of circumstances arising from the easing of lockdown measures as set out in the government’s ‘Plan to Rebuild’ recovery strategy, published on 11 May, and following the Prime Minister’s statement to the nation on the evening of 10 May.
48. Allied to the review of the Council Plan, work has commenced on planning for renewal to ensure the council achieves a consistent, safe and secure approach to the adaptation, continuation and return and renewal of services across the borough. This includes supporting staff in their own wellbeing, whether working on the frontline, working from home or other workplace settings, as we continue to adapt to a different way of operating and collaborating in a COVID-19 world. The financial uncertainty across the public sector, arising from the cost associated with mitigating the impact of COVID-19 on society, will also be a key factor in influencing how the council approaches recovery and renewal. A further report on the financial remit in particular will be presented to Cabinet in July 2020.
49. Overall and for the majority of council operations, the position remains similar to that reported on 5 May. However, the continuing implementation of the government’s ‘Plan

to Rebuild' does have differential impacts across council services (e.g. opening of some outdoor sports, opening of schools and open marketplaces on 1 June and non-essential retail on 15 June, all as long as it is safe to do so in line with nationally published COVID-19 secure guidance). Where appropriate these differential impacts are captured in the updates across council departments set out later in Appendix 1.

### **Policy implications**

50. The Council Plan 2018-22 sets out the overall policy framework. This plan describes the commitments, measures and milestones to achieve the Council vision of a fairer future for all. It was adopted by Council Assembly in November 2018 and provides a council wide plan for delivery across all services to 2022. At its meeting on 5 May the cabinet agreed to instruct officers to review the Council Plan and medium term resources strategy in the light of the pandemic's impact on the borough and bring forward, where necessary, updated proposals to Cabinet by September 2020. The issues raised in this report will be factored into the review and refresh of the Council Plan taking account of the broader policy and financial landscape as local and national recovery and renewal planning.

### **Resource implications**

51. Since the last report on 5 May, the council has had to continue to respond quickly at unprecedented speed to the impact of COVID-19 on our borough and its communities. Additional announcements from government on new funding made since the last report will require further analysis. Further detail will be set out in both the revenue and capital outturn report to Cabinet in June and the budget remit report in July. As previously reported, officers will also need to consider the impact on the capital programme, both in terms of what has been lost and delayed and what continues to be affordable in the short and longer term.

### **Community impact statement**

52. COVID-19 continues to impact residents, partners and businesses across the borough. This report continues the progress report from that reported to cabinet on 5 May. As the issues raised above demonstrate, the full impact of COVID-19 on the borough cannot yet be known. This will become clearer in the months ahead. Some impacts may not be clear for some years.
53. The report does however note that the risk of COVID-19 related death according to national data among Black ethnic groups is almost twice than among those of white ethnicity and agrees that COVID-19. Cabinet is recommended to take forward a programme of work to respond to the inequalities exposed by COVID-19 and other recent events, and articulated by the Black Lives Matter protests, reporting back to Cabinet in September 2020.
54. As a more detailed picture emerges, including through the outcomes of the emerging work to respond to the inequalities exposed by COVID-19, it will inform the ongoing review of the Council Plan and the broader medium term resources strategy. This review will need to anticipate, in as far as possible, the wider community impacts on our residents and the borough as a whole.
55. The wider social, environmental and economic impact on residents and the borough will likely be significant. In considering, planning ahead for and mitigating the impact of COVID-19 on our borough the council, working with partners, will undertake the necessary work to more fully understand any specific implications on a particular group or groups of individuals in our community. The Public Sector Equality Duty will be

taken into account as we deliver services and respond to the continuing impact of COVID-19 on our borough as well as plan any changes to policy arising from that impact. This will include identification of any vulnerable groups and individuals who may be in particular need of targeted support.

## **SUPPLEMENTARY ADVICE FROM OTHER OFFICERS**

### **Director of Law and Democracy**

56. The Director of Law and Democracy note the 11 recommendations; under part 3 of the council's constitution, these are decisions that Cabinet are empowered to take.
57. The council has the power to do anything that an individual may do (Localism Act 2011). Further, the council may incur expenditure where this is calculated to facilitate, or is conducive or incidental to the exercise of its functions.
58. The Director of Law and Democracy notes that the council has had additional duties placed on it by way of the regulations in response to COVID-19 pandemic
59. The Director of Law and Democracy notes the Cabinet's support for the establishment of a sub-board of the Health and Wellbeing Board which that Board is empowered to do in accordance with the Local Government Act 1972 and part 3 of the council's constitution.
60. The Director of Law and Democracy notes the comments in paragraphs 52-55 in particular on the impact of COVID-19 and the disproportionate effect on certain groups. There are more details about this throughout the report and the Director of Law and Democracy reminds Cabinet that the council is subject to the public sector equality duty in section 149 Equality Act 2010. This requires the council, in the exercise of all its functions, to have due regard to the need to:
  - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
  - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
  - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

This duty is a continuing one and it is noted that this will continue to be at the forefront of the council's consideration in the ongoing response to the pandemic.

### **Strategic Director of Finance and Governance**

61. The Strategic Director of Finance and Governance notes that the council has had to respond at unprecedented speed to the impact of COVID-19 and the significant implications for the Council's services and the considerable financial implications arising.
62. As set out in the report, the financial implications of COVID-19 and announcements from government on new funding will require substantial further analysis. More detail will be set out in both the revenue and capital outturn report to Cabinet in June and the budget remit report in July.
63. It is acknowledged that the costs of the pandemic, in terms of additional burdens, lost income and budget savings that will no longer be achieved, will greatly exceed the

resources the government has so far announced. We will need to continue to make the case to the Government that ministers keep their promise and not place the financial burden of responding to this crisis on local authorities and their residents.

64. The strategic director of finance and governance also notes the importance of good governance and accountability to facilitate control of COVID-19 spending during this crisis, and that the finance team will continue to monitor and track COVID-19 related spend.

#### REASONS FOR LATENESS

65. The report is late so officers can take account of the most up to date information pertaining to the national, London wide and local response to the COVID-19 pandemic as well as implementation of the national recovery strategy as set out in the 'Plan to Rebuild' published by government.

#### REASONS FOR URGENCY

66. The report is urgent so Cabinet can agree and put in place any further, necessary next steps on policy and resource direction for the Council with regards the ongoing response to, and planning for renewal from, the COVID-19 pandemic and its impact on the borough.

#### APPENDICES

No.	Title
1	June update on response to COVID-19 from across all departments, including the Community Hub
2	Recommendations from Overview and Scrutiny Committee (OSC), 7 May and Cabinet response
3	COVID-19 Business Grants Awarded (March – May 2020)
4	Council Tax Reduction Scheme – All Claims by ward
5	Council Tax Reduction Claims, split by ward and working age / pension age
6	Additional discount applied to council tax for lowest income, working age households in May 2020 by ward.
7	Southwark Emergency Support Scheme applications and award by ward

#### BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
None		

## AUDIT TRAIL

<b>Lead Officers</b>	Eleanor Kelly, Chief Executive Caroline Bruce, Council Gold for COVID -19	
<b>Report Authors</b>	Stephen Gaskell, Director of Response and Renewal Louise Neilan, Head of External Affairs	
<b>Version</b>	Final	
<b>Dated</b>	15 June 2020	
<b>Key Decision?</b>	No	
<b>CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER</b>		
<b>Officer Title</b>	<b>Comments Sought</b>	<b>Comments Included</b>
Director of Law and Democracy	Yes	Yes
Strategic Director of Finance and Governance	Yes	Yes
<b>Cabinet Member</b>	Yes	Yes
<b>Date final report sent to Constitutional Team</b>		15 June 2020

## APPENDIX 1

### **June update on response to COVID-19 from across all departments, including the Community Hub**

Coronavirus knows no boundaries. All residents and businesses have been affected, whether directly through illness or loss of loved ones, or more indirectly through changes and disruption in daily lives. Council departments have continued to react and plan ahead in different ways, with consequential resource demands. This continues to be brought together under the council's emergency scheme arrangements to ensure a 'one council' approach to both the ongoing response and the initial steps towards short to medium term renewal.

### **Update on Southwark's Community Hub**

1. The Community Hub is a joint initiative between the council, voluntary sector organisations and the health service in Southwark and work continues on the secure operation of the hub for the coming months and beyond. It has been established to support the approximately 20,000 people who are vulnerable or should be shielded from the coronavirus. Since the last report to Cabinet on 5 May work from the Community Hub highlights:

- 10,500 vulnerable people called to check they have the support they need and over 3,500 inward referrals. Support offered includes food, and referrals to local services.
- 10,799 shielded individuals in total identified in Southwark as of 11 June with support and assistance being put in place, including welfare and other support and door knocking where no contact can be made. The number varies daily as individuals are added on or removed for a range of reasons including newly diagnosed conditions or no longer requiring to shield.
- 11,118 food packages in total delivered boroughwide; these include direct to door deliveries and bulk deliveries to VCS partners.
- 150 queries handled per day that are coming in via phone, web or email
- Bulk deliveries to Tenant and Resident Associations, Tenant Management Organisations, faith organisations, food banks and others to distribute to vulnerable residents alongside delivery to extra care facilities and hostels

2. Work is underway to secure the operation of the hub until 30 September, covering budget, personnel including a dedicated interim hub manager and support for voluntary and community sector partners. A quick review of the operation is also underway looking at the local food offer alongside resources.

3. Securing the future of the hub in the immediate to short term gives an opportunity to explore with stakeholders the direction of travel for the hub in the medium term, for as long as COVID-19 restrictions continue. This will include discussion and agreement on the principles that should underpin any future model, learning from best practice. The intention will be to explore:

- a. Who is the service for?
- b. What should be the level of service provided?
- c. Which sector or organisation is best placed to lead the hub?
- d. What is a reasonable level of resources drawn from which sources of funding?
- e. How is data best and appropriately owned and shared?
- f. What is the most appropriate financial and governance model?

These conversations will draw on membership of the existing steering group and will be augmented by a member led planning group. A wider advisory group will also be asked to

contribute ideas. A further report on progress and next steps will be presented to Cabinet in September 2020.

### **Children's and Adults Services**

4. Children's and Adults Services support some of the most vulnerable residents across the borough, from the very young to older adults at risk and with particular needs, ensuring they remain safe and well throughout the year and especially during these difficult times. This remains the very frontline of delivery in response to the pandemic.
5. In Education, the majority of our schools have remained open throughout the crisis so that children of key workers and / or those in receipt of social care support have continued access to quality teaching and learning. The priority focus for the department in recent weeks has been working with head teachers, school staff, parents and carers and all those involved in supporting children in reception, years 1 and 6 to safely return to classroom settings across the borough.
6. In the period since 5 May, the key updates from across Children's and Adult Services include:

#### Education and schools

- Supporting most schools in Southwark already open to children of key-workers and vulnerable children, and all schools working hard to support home learning.
- Supporting local schools to access the enhanced Southwark Free School Meals offer for children and families.
- Supporting schools as they risk assessed and prepared for phased return of pupils from June 2020.
- Cabinet Lead Member surveyed parents on the phased return of pupils to schools.
- Cabinet Lead Member wrote to the Secretary of State on safe return of pupils to schools.
- The Leader, the Cabinet Lead Member for Children, Schools and Adult Care and the Director of Education met with Head Teachers of Southwark schools. The closure of schools by the Government has had a profound impact on children and families in our borough. The council will continue to collaborate with all schools in Southwark, and with families, as children and teachers safely return to school over time.

#### Adult Social Care

- Supporting care homes with additional funding, Personal Protective Equipment (PPE), access to enhanced infection control training and support.
- Supporting home care provides with additional funding, PPE, and support to keep residents and staff safe and well.
- Supporting access to testing for vulnerable adults and social care staff, working closely with the council's Public Health team and NHS colleagues.
- Supporting residents with learning disabilities, physical disabilities and mental health needs, and their families, to navigate this very challenging time.
- Working closely with NHS colleagues to ensure a resilient whole-care-system.
- Hosting the PPE arrangements for Southeast London, ensuring a reliable and sustainable supply of PPE locally and supporting neighbouring boroughs.
- Cabinet Lead Member wrote to the Secretary of State on the situation faced in care homes and requested the Government take action to appropriately safeguard and protect those in our care homes to ensure they are treated with the dignity and respect duly deserved.
- Chief Executive and Strategic Director, in statutory Director of Adult Social Services (DASS) role, jointly wrote to the Minister for Care regarding the support provided to care homes by the council and the NHS.

### Children and Families

- Safeguarding children and sustaining effective child protection arrangements.
- Supporting and strengthening families in need through the crisis.
- Supporting our children and care leavers across the country and ensuring their needs are met and they are safe.
- Enhanced support for foster carers.
- Enhanced support services via the Regional Adoption Agency that we host for South London
- Working with colleagues and partners to tackle domestic violence and to support victims to be safe.
- Working with partners and neighbouring borough to tackle youth violence and to support young people and families to be safe.

### Commissioning

- All of the above activities across Children and Adults (C&A) has been supported by our Commissioning Division who have been the bridge between C&A divisions and providers and partners. Often unseen, their work has been critical in our response and is deeply valued by colleagues across C&A.
- Leading partnership commissioning and our joint work with the NHS in responding to the crisis.
- Representing the department via key fora and systemising our response in support of a 'one council' approach.
- Leading on PPE, testing, financial support, response to government and key cross-divisional work to support residents and staff.

7. All of the key services across C&A have been operational throughout this crisis as they are critical services. Some aspects of operating model have been different due to lockdown and to protect residents and staff, but all services been operational. Looking ahead is more about how we embed what has worked well during this period and how we work with our residents as we emerge and move forward. We will continue to work with schools and parents to ensure all children have a quality school offer in anticipation of the autumn term from September. The safety of residents and staff is paramount in our minds and so great care and attention will be taken, including risk assessments that appropriately assess and mitigate risks, including the higher risks for BAME residents and staff.

### **Chief Executive's – local economy, regeneration and planning**

8. The Chief Executive's department includes responsibility for the council's overall approach to emergency planning and leadership of our communications strategy and response, which are set out above. The department also includes the local economy team, and regeneration and planning services.
9. Supporting businesses and inclusive growth has been at the centre of the council's plans over the last decade. The council remains committed to creating the conditions for inclusive, and importantly sustainable growth that supports residents to gain skills and take up work, and local business to thrive in a way that has positive impact on our climate change ambition.
10. COVID-19 has hit our business community hard and the likely detrimental economic impact will continue for some time. Uncertainty arising from the necessary but complex management of the easing of lockdown, combined with the still unknown but very real impact on London and Southwark of the UK's exit from the European Union only adds further challenge. This will have significant implications on our ability to plan, support and deliver local growth. It will not, however, shift the direction of travel in how together

with residents, businesses and the wider community, the council drives forward with economic recovery and renewal.

11. The principal focus of the Local Economy Team in the ongoing pandemic is the continued focus on supporting Southwark's business community and addressing business hardship. The provision of advice and guidance to businesses is ongoing and to date the Council has responded to 1308 unique business enquiries through the Southwark Business Desk.
12. Financial support has been critical to our small and micro businesses. Our £2m Southwark Business Hardship Fund, created as part of our initial response to the pandemic, has now awarded almost £1.25m in grants to 233 micro businesses who have found themselves in a position of being ineligible for other forms of support such as the government's small business grant. Southwark was one of only two London boroughs to make such provision. Demand for the fund has been exceptionally high with 549 applications received within a week of opening, and awards through the fund are continuing to be made.
13. On 8 June the Council launched a £3.4m discretionary fund aimed at small businesses that were not eligible for the Small Business Grant Fund or the Retail, Leisure and Hospitality Fund. The fund will provide support to Southwark businesses adversely affected by COVID-19.
14. Southwark has a large and ambitious regeneration programme, much of which as reported to Cabinet on 5 May was suspended or reduced as a result of the pandemic. In the weeks since 5 May there have been a shift in activity as the country and London move into the next stage of the response and restrictions on economic activity, such as construction, are eased.
15. The regeneration team have begun to re-programme and consider forward plans for capital projects such as the Southwark Heritage Centre and development of Walworth Library, particularly in the light of updated government guidance. Pragmatic discussions will continue with commercial tenants about rent payment, with support for ongoing hardship given in exceptional cases. The team will also closely monitor rent collection rates through the coming weeks to understand ongoing impact and respond accordingly. There will be a focus on rent collection and income / arrears management, which will include resumption of rent reviews, lease renewals and re-commencing lettings process to generate income
16. In the coming weeks the regeneration team will prioritise review of projects in the capital programme to test viability in light of general market conditions. Work will be undertaken with partners to review implications for long term regeneration projects such as those at Elephant and Castle and Canada Water. The team will review the council's acquisitions and disposals programme and corporate requirements for capital receipts. All new construction contracts are being tested for 'COVID' readiness in terms of safe site operations.
17. Throughout the pandemic the planning team, alongside supporting other COVID-19 demand led services, have been reviewing resources and demands in the light of reduced numbers of planning applications. There is potential for some change in focus to main income earning activities (major pre-application) and council priorities (e.g. housing delivery) which will impact on service plans. The team have also been increasingly focused on the impact on the planning system of increased economic activity and enquiries, that was previously suspended due to COVID19, from the development community. At a service delivery level and looking further into the summer,

the planning team will consider introduction of more fast track and self-help services for householders making better use of the opportunities afforded from technology.

### Looking ahead

18. Looking forward, development of the council's economic recovery and renewal plan is gaining pace. Working with business and across the council, the plan will set out short, medium and long term priorities for the renewal of Southwark's local economy, with likely themes to include a focus on
- employment and skills – supporting residents to gain employment in what will be a challenging labour market
  - businesses – ongoing support for business hardship and supporting business growth in the longer term
  - town centres and high streets – supporting reopening in the short term and defining our longer term vision for our key town centres and high streets
  - the wellbeing of Southwark residents – including personal, financial and mental wellbeing with strong links to public health
19. To support the development of the plan, discussions have already commenced with key external stakeholders including the Southwark Business Forum and the Southwark Skills Partnership. Weekly meetings have also been taking place with Southwark's five Business Improvement Districts.
20. Allied to the economic recovery and renewal plan and looking through and beyond the summer, a key priority focus for regeneration working with colleagues council wide will include consideration of the viability of land use planning policy for delivery of homes and employment opportunities. Major regeneration projects and programmes will be re-oriented to deliver greater social outcomes, including establishing a framework for monitoring performance and delivery. A new corporate asset management plan will be prepared to take account of the changing economic circumstances in which the borough will operate. This will include ensuring a sustainable economic recovery that responds positively to addressing the impact of climate change, captures emerging investment themes, responds to corporate accommodation requirements and any wider change in project viability for the commercial estate.
21. Further details and future reports on the wider local economic recovery and renewal plan will be presented to Cabinet in line with the development of a revised Council Plan to 2022.

### **Environment and Leisure including Public Health**

22. The Environment and Leisure department, responsible for many of the council's 'universal services' for residents, has taken a leading role in many elements of the council's response. The next section sets out the main areas of focus for the department since the last update on 5 May and looks forward into activities and planning for the summer.

#### Our Public Health response

23. The Public Health team has remained fundamental in supporting the whole council in its response to COVID-19. Priority in recent weeks is the development and implementation of an 'Outbreak Control Plan' and associated governance structure which includes the development and delivery of the local government aspect of the NHS test and trace service – Test and Trace Southwark.
24. Under the Director of Public Health and working with colleagues in environmental health and other relevant service leads, the Outbreak Control Plan will bring together work on

prevention, rapid identification of cases and contacts, and management of outbreaks in settings and communities. It will require robust community engagement. A member led board will provide oversight of the plan's delivery and enable public facing engagement and communication for responding to outbreaks. It is recommended therefore that a COVID-19 Oversight Board as a sub-board of the Health and Wellbeing Board is established.

25. Public health will also take responsibility for oversight of local care home testing, in line with the pan-London approach put in place. This involves working closely with Adult Social Care and South East London CCG to deliver a comprehensive support offer. Information and offers of support have been made to all Southwark Care Homes including 1-1 support on accessing testing. Public Health are also attending care home providers meetings to talk through and answer any questions on the testing pathway. The package of support includes infection, prevention and control training for Care Homes jointly delivered with the CCG as well as support on accessing testing.
26. Public health teams have also continued to provide significant advice and guidance on the overall COVID-19 ongoing response including on the use of PPE in various settings and public advice and support to school settings as they prepare for re-opening.
27. More broadly the public health team have been leading on projects to reduce food poverty, aligning with the work of the Community Hub. This includes planning for summer holiday meal provision which is now recruiting clubs/hubs (50 across Lambeth and Southwark) to support 7000 children over the summer. There will be activities to support learning, creative play and physical activity.

#### Environment and Leisure services

28. The cemeteries and crematorium team have continued to deal with a large number of extra funerals and with restrictions in place relating to numbers of mourners at funerals. Staff have worked with great fortitude and resilience during an exceptionally challenging period. The council continues with works to create new burial space in Camberwell Old Cemetery as part of our agreed plan, which are due to commence soon.

Access to quality parks and open spaces has remained a lifeline for many residents as the lockdown continued, ensuring positive health and wellbeing especially for those who don't have access to their own gardens or green spaces. In response to new guidance, facilities such as tennis courts, angling areas, cricket nets and basketball hoops in our parks have been re-opened, and we have issued permits for ice cream vans. Feedback from residents shows that the opening of facilities has been well received.

29. On 14<sup>th</sup> May the household waste recycling site was safely re-opened. This followed the development of a free online resident permit scheme, which enables residents to book a visit in a specified one-hour slot. The permit scheme is operating well and will only remain in place for the shortest period necessary to manage traffic flows to the site.
30. Our enforcement work continues apace in the light of the need to continue to observe social distancing and ensure lockdown restrictions remain in place. Officers within the Metropolitan Police (closures) and Southwark Council continue to work with local business on compliance with the COVID-19 regulations. Engagement, warnings and enforcement have been taken as appropriate. Social distancing operations within the workplace remains the responsibility of the respective business. To support businesses and employees in this, information on our website has been reviewed and where requested, additional guidance and support have been offered. A multi-disciplinary team continues to provide inspections based on known 'hotspots' where there is heightened potential of people gathering together in larger groups and intelligence received regarding issues raised across the Council's whole estate, particularly in open spaces,

retail areas and on estates. Highways work has been completed in suspending parking bays, widening footpaths and providing additional markings to support safe movement and queueing.

31. The council continues to support key and critical workers with parking exemptions. Over 5500 exemptions remain in operation. In line with London Councils advice and other councils across the capital, parking enforcement has commenced in resident parking zones, pay and display bays and car parks with warnings from 26 May. Penalty charge notices will begin to be re-issued from 2 June 2020.

#### Looking ahead

32. As reported in May we will need to consider which services we can continue to deliver in the face of lost income, and how to adapt and streamline our offer to reflect an anticipated smaller budget. Specifically, our plans in the immediate coming weeks and months include:

- Reopening of park facilities, subject to appropriate risk assessments, such as park cafes (serving takeaway only), , barbecue areas, children’s play areas and sports facilities in parks with the potential for some of these being open, subject to being COVID-19 safe and secure, from July
- Reopening of some sports facilities across the borough – managed by the council and by partners.
- A re-opening plan for our youth and adventure play services
- Implementation of a plan for reopening of public toilets
- Working on our Libraries re-opening plan with a view to the potential for some facilities being open when appropriate and in line with any updated national guidance
- The Public Health Team are reviewing the effects of COVID-19 locally, to gain a better understanding of what the wider economic, social and health impacts of Covid-19 might be on vulnerable populations. The team will use this information to work with council colleagues, VCS and health colleagues to develop actions to mitigate the impact of this pandemic on Southwark’s vulnerable populations and BAME communities.
- The production of the Local Outbreak Control Plan on prevention, rapid identification of cases and contacts, and management of outbreaks in settings and communities. Completion of the initial engagement phase of the youth services review, with a report to Cabinet in the Autumn. Ahead of then an immediate priority will be co-ordination of the summer offer for young people working with colleagues from across the council
- Taking forward some capital projects within the Leisure portfolio such as the Walworth Library and Southwark Heritage project.
- Developing an accelerated programme for a number of traffic and highway improvements. A number of the proposals have already been widely consulted as part of larger schemes across the Borough, such as Our Healthy Streets Dulwich and Walworth Road Low Emission Neighbourhood and works are already on site for some of these projects.
- Presentation of ‘A Southwark Streetspace Plan’ to Cabinet in July. The council’s website has been developed explaining our transport response to COVID-19 and inviting comments and suggestions on works to improve areas such as pinch points for social distancing or promotion of cycling and walking. The GIS based system (Commonplace) for adding comments has been in place since 15th May.
- Highways and Transport Planning Officers working with Transport for London in a bid to identify areas of concern and possibilities within the borough for supporting modal shift and increasing street space for cycling and walking.

33. A key short to medium term issue facing Southwark and other councils across the country is ensuring an appropriate and quality leisure offer for the long term. Across the UK and in London the leisure industry has been badly affected by COVID-19 and it will take some time for it to recover, behaviours will have changed during the lockdown period and it's currently unknown how social distancing measures will impact on the ability to deliver traditional forms of leisure centre provision. The council will continue to work with residents to encourage healthy lifestyles and look at innovative ways to help all residents to stay active and safe in a COVID-19 world. With this in mind, we are working closely with other boroughs and with advice and support from Parks for London as to how to further open up our green spaces to encourage activity, play and recreation.

#### Responding to the climate emergency

34. COVID-19 has had profound and lasting change on how we behave, live and work; the impact of which is still emerging across places in different ways and to different effect. Understanding and anticipating these changes as we move forward as a borough will be critical, no more so than in how we continue to respond to the climate emergency which remains a top priority for the council.

35. In the wake of the COVID-19 crisis, there is a real opportunity for the council, the borough and the country to recover in a way that prioritises sustainability and low carbon solutions. A climate strategy will be presented to Cabinet in July. This will be followed by a period of public engagement, delivered in a way that adapts to the ongoing impact of COVID-19 on the borough, to develop a boroughwide action plan and an all borough response to the emergency.

36. The council remains committed to our engagement on climate change being wide reaching and inclusive, ensuring that we hear a full range of voices from across the different communities of our borough. In the immediate weeks ahead, there will be some online engagement. A full engagement plan will be set out in the July report to Cabinet.

#### **Finance and Governance**

37. Alongside continued maintenance of the financial management and governance process, including closing of accounts and other financial accounting services to support all services, the more detailed focus of the department's response to Covid-19 has been across democratic functions and exchequer services.

#### Law and Democracy

38. The first series of Council meetings including Cabinet, overview and scrutiny committee and planning meetings took place via MS Teams in May with the support in the delivery of virtual meetings continuing in the months to come. This includes the first Council Assembly meeting to be held virtually in July and the annual general meeting planned for October 2020. Consideration is currently being given to split meetings across MS Teams and Zoom, working with IT colleagues.

#### Exchequer services

39. Exchequer services manage all processes related to council tax, business rates, housing benefit, the Southwark Emergency Support and management of payroll. The team have and continue to be a pivotal element of the Council's overall response supporting businesses and residents facing hardship.

#### Supporting local business

40. As the full extent of the economic impacts of the COVID-19 crisis started to become apparent from March this year, the government announced a series of measures to support local businesses – including grants for those businesses in the retail and

hospitality sector which were expected to be hardest hit by a combination of COVID-19 and the lockdown measures. All such businesses would be eligible for a grant of either £10k or £25k depending on its rateable value and would receive a separate grant for each of the premises it occupied in the borough.

41. Southwark was among the first local authorities in the country to pay grants, with first payments reaching businesses even before the end of March. Full details of the number of eligible businesses and the aggregate value of grants awarded at that time were included in a report to Cabinet in May. Updated numbers and a breakdown of the allocation of grants for businesses for each Southwark ward are set out in Appendix 3. These show that businesses in every part of the borough have benefited from grants allocated and that within less than two months of the grant support schemes being fully formed, the vast majority of local eligible businesses have already received grants due – a larger percentage than the average reported by all English local authorities.
42. In addition, MHCLG grant funding has been received to support BID operations that will equate to approximately 5% of each BID's levy for 2019/20. This grant will be administered via the exchequer services team.

#### Local welfare

43. The Council's commitment to its local welfare schemes has remained firm since these were first introduced alongside wider government welfare reform from 2013. The level of support available to our most economically insecure and vulnerable residents was already greater than that available in most LA areas even before the onset of the COVID-19 crisis. As the COVID-19 crisis has continued, households and families in greatest need of support have turned in increasing numbers to the financial support available through the Council's local welfare schemes.
44. The Council has seen a significant increase in the numbers of working age claimants seeking help through the biggest of our local welfare schemes – Council Tax Reduction (CTR) – since March. We expect to see those numbers continue to increase as the economic impacts of the COVID-19 crisis, measured in jobs and income lost, continue to unfold. In recent years, prior to onset of the crisis, we had seen our overall CTR caseload fall as the numbers of CTR claims ending exceeded the number of new claims being made across all age groups. Over the period between March and May this year that trend continued for pension age claimants but has been reversed for those of working age with large increases in the numbers making new claims.
45. The numbers of working age residents applying for CTR from the Council mirrors the large increase in numbers claiming Universal Credit (UC) locally and nationally. The vast majority of applications we have received for CTR are linked to new claims for UC. The Council has implemented a new policy from April this year under which council tax payers claiming UC are "auto-enrolled" for CTR thereby helping those losing jobs and incomes and having to claim UC as a result, to get the help they need with their council tax bill.
46. Appendix 4 highlights the details by ward of the increasing number of those seeking help. The figures do not capture the full extent of the increase in new applications for CTR as many of those applications are still being processed. The data shows that no part of our community has been left untouched by the devastating impacts of the COVID-19 crisis. The Council will continue to provide help for all those needing it through its CTR scheme.
47. COVID-19 has had considerable impact on our most economically insecure residents and the Council has introduced new forms of support to provide assistance for these residents to pay their council tax during the period of crisis – helped by extra

Government funding. An additional discount to an average value of £139 was applied on their council tax bill this year. This extra help, equating to a total value of all awards of £2.2m, will bring support for working age households more closely into line with that which is already available for our pension age residents. These discounts were applied to the accounts of 16,000 of our lowest income, working age households in May and Appendix 6 highlight this by ward. The number and values of awards are both expected to increase further over the year in anticipation of more residents facing financial challenge and applying for CTR. A further £200,000 has been applied to new the accounts of new Council Tax Reduction claimants with effect from mid-June bringing the total amount of awards to £2.4m.

#### Southwark Emergency Support Scheme (SESS)

48. SESS provides extra help for our most vulnerable households facing an emergency or crisis. The scheme was introduced in 2013 and is accessed by residents often for reasons linked to the impact of Government welfare reform. An increase in budget for SESS had already been agreed for 2020-21, mainly to deal with the impacts of features of Universal Credit for our lowest income residents. Given the continuing impact of COVID-19 on the financial wellbeing of some of our economically most vulnerable residents the Council has further increased the SESS budget to £2.1m, in effect more than tripling the planned annual budget. In parallel, SESS policy has been amended to extend eligibility for help to those most financially affected by the economic impacts of COVID-19.
49. Local foodbanks were reporting issues in obtaining supplies or in coping with an unprecedented surge in demand. The Trussell Trust report that demand for foodbanks in all parts of the country rose by 81% in the second half of March compared with same period in 2019 – and by 122% for families with children. Within days of the amended SESS budget and policy being agreed, vouchers to pay for food, fuel and hygiene products were being provided for families, mostly with children and often facing desperate situations.
50. In total since 23 March to the end of May, the Local Support team which runs SESS has taken more than 10,000 calls. As demand for SESS rose rapidly, staff were transferred from other parts of the finance and governance department to assist, ensuring queries could be responded to quickly recognising the emergency situation many residents found themselves in as a result of the impact of COVID-19.
51. Appendix 7 shows the total value of SESS applications and awards by ward. The number of applications and awards for SESS was greatest in wards identified in the 2019 JSNA as those that include our most deprived neighbourhoods. Assistance required was greatest among lone parent households and those living in rented, social housing. The value of awards vary depending on things such as the nature or duration of the need and the numbers of children in the household. A small number of awards were made to Southwark households who were homeless and living in temporary accommodation outside the borough.
52. Typical reasons stated by applicants requesting SESS were that they had been furloughed by their employer but were awaiting first payment; they were self-employed and without income; they had experienced problems accessing free school meals. The most common reason stated was that they had claimed Universal Credit (UC) and were awaiting a first payment, hence the need for hardship support as a bridge before receiving UC.

#### Community grant support

53. The Council already has a long and proud tradition of support for and working with the voluntary and community sector and as the COVID-19 crisis developed the Council provided additional emergency support for those organisations – including new

grassroots groups - who were responding to increased needs or whose ability to do so may have been affected by cash-flow problems linked to the crisis itself. Table 1 below provides an initial picture of the additional financial support of some £315,123 that was provided in the first round of community grants in April split by organisation type. A second round of grants were awarded in May.

**Table 1. COVID-19 Community Grants - Round one (April) awards**

Type of organisation	Approved	Value
<b>Business</b>	9	£ 24,000.00
<b>Registered charity</b>	60	£ 209,123.00
<b>Grassroots group</b>	8	£ 4,000.00
<b>TRAs/TMOs</b>	13	£ 39,500.00
<b>Constituted voluntary group</b>	17	£ 38,500.00
<b>Grand Total</b>	<b>107</b>	<b>£ 315,123.00</b>

**54. Table 2. COVID-19 Community Grants - Round two (May/June) awards**

Type of organisation	Approved	Value
<b>Business</b>	9	£ 35,000.00
<b>Registered charity</b>	39	£ 127,000.00
<b>Grassroots group</b>	7	£ 5,000.00
<b>TRAs/TMOs</b>	11	£ 26,500.00
<b>Constituted voluntary group</b>	15	£ 29,600.00
<b>Grand Total</b>	<b>81</b>	<b>£ 223,100.00</b>

## Housing and Modernisation

### Housing

55. The safety of our residents and staff continues to be our number one priority. Services have continued to be provided across the department throughout the lockdown where this would otherwise put our residents at risk, such as work around fire safety and urgent repairs. Our priority areas are set out in the following sections.

#### Supporting and contacting vulnerable residents

56. The Contact Centre manages the main telephone line for the Community Hub, operating seven days a week responding to calls from residents with issues including; food worries, shopping, medical needs, isolation advice and lack of money. In addition we are also making outbound welfare calls to all Southwark residents on the shielded list and regular outbound calls to other vulnerable clients. The centre is taking over 200 calls a day, delivering 750 weekly food and household essentials packages to the most vulnerable and additional ad hoc packages to people who need assistance intermittently. Working in partnership with Hitachi and Microsoft, we also rapidly implemented the new Shielded Persons Customer Relationship Management (CRM) software to support the Community Hub.

57. Our resident services team have contacted the 7,500 people known to be vulnerable including all tenants aged over 70 and those with longstanding mental health needs or disabilities. Those who may need help with food and medicine supplies have been offered support and where necessary have been signposted to the Community Hub where they received further support. Remote contact has been used wherever possible;

where needed, we have risk assessed and carried out safe door-knocking. The team also are continuing daily contacts to our residents who live in sheltered and extra care homes, including regular food deliveries where needed.

#### Homelessness

58. The number of rough sleepers in the borough significantly increased during lockdown, believed in part to be due to the loss of casual work, and the team in housing solutions service has worked at pace to get people into accommodation. As at 22 May 2020 Southwark Council had no people sleeping rough and 151 former rough sleepers were living in first stage temporary accommodation. The number of former rough sleepers living in first stage temporary accommodation continues to reduce each week due to the provision of tenancies and moves to supported hostel accommodation. The target is to provide all eligible UK nationals with tenancies or supported hostel accommodation by the 1 July 2020. The council received government funding to fund legal advice from the Southwark Law Centre to attempt to secure the status of all No Recourse to Public Funds former rough sleepers in the country.
59. On average 138 people approach Southwark Council each day seeking housing solutions due to the impact of COVID-19 with approximately 9,000 new Universal Credit applications in Southwark since the start of the pandemic. Taken together, this level of demand will put significant pressure on the Discretionary Housing payment budget which is used to prevent homelessness. The Council will continue to press government to provide financial support to assist in the continued reduction and elimination of homelessness.
60. The council have worked to reduce the number of households living in temporary accommodation with shared kitchens and bathrooms; responded to substantial increases in housing advice to prevent homelessness adjusted our working practices during lockdown to offer a full homeless service remotely using video calls; and continued to prioritise the needs of those experiencing domestic abuse at home. In addition the Neighbourhoods Fund grants have been repurposed to prioritise COVID-19 crisis support.

#### Domestic abuse

61. There remain real concerns around the impact of lockdown on those experiencing domestic abuse and wider violence against women and girls, along with fraud and online harm. Since the beginning of lockdown, Metropolitan Police Service's recorded incidents of domestic abuse in London saw an increase of +9% on last year as reported at 25 April 2020.
62. In Southwark the number of offences involving violence initially saw a decrease of 25 offences in March 2020 compared to March 2019. In April, the number of offences involving violence has increased, with 85 offences recorded in April 2020 compared to 79 in April 2019; an 8% increase. Proportionally we are seeing a significant increase in the number of high risk referrals (serious risk of harm) requiring advocacy support. Between 1 April 2020 and 20 April 2020, 100 high risk cases were received, compared to 46 for the same period last year. To help ensure we have sufficient resources in place to support those affected, the council has agreed to fund an additional Independent Domestic Violence Advocate for a period of 6 months, and has plans to increase promotion of the service to hard to reach residents. The Council is investing in an outdoor and social media domestic abuse campaign to raise awareness of the services.

#### Increasing the number of services which are available online or delivered remotely

63. Across the housing and modernise services we are:

- a. Reintroducing tenancy checks remotely
- b. Exploring ways to increase resident representation on estate inspections through having separate inspections and with findings discussed remotely
- c. Reducing unnecessary travel through provision of online viewing of properties, and providing assistance with travel for vulnerable households to attend viewings where required, to help avoid the need to use public transport
- d. Exploring options for holding larger scale civic events online
- e. Planning new forms of engagement away from larger scale face to face meetings and shifting to more virtual forms of engagement, such as virtual drop in sessions
- f. Working to support residents who require additional assistance to make best use of new digital engagement methods

#### Reintroducing services where it is safe to do so

64. As reported on 5 May, the impact of COVID-19 required the Council to instigate business continuity arrangements, focusing on priority, critical services. This allowed us to re-deploy key staff from across the department into priority delivery in response to COVID-19. As the council and borough moves forward from the immediate response to the pandemic, we will seek to resume works to increase homebuilding as soon as it is safe to do so, to work towards our target to build 11,000 new council homes. The council is continuing to monitor the availability of materials and are in regular contact with our contractors to ensure supply chains are resilient.
65. We will carefully consider the reopening of some Quality Homes Investment Programme (QHIP) sites in line with Government guidance. Tustin and Cezanne reopened on the 18<sup>th</sup> May 2020. The major works sites are reopening in a phased and appropriate way, including commencing communication with residents.
66. We will continue to prioritise our Fire Risk Assessment (FRA) programme in line with industry guidance. Currently 100% of High Risk Residential Buildings (HRRBs) have a FRA. Gas servicing is continuing and compliancy is currently at 99.7%.
67. We continue to deliver emergency and essential repairs to council homes including aids and adaptations and essential communal works. The council is planning for the reintroduction of routine repairs and to manage the backlog of cases, including making contact with residents on the nature and type of cases and supporting some residents to carry out basic repairs.

#### Modernise

68. The modernise group of services support organisational capacity so that the council can continue to delivery services safely to residents. It includes human resources, organisational transformation, information technology (IT) and corporate facilities management.
69. The work of the IT team has been essential to support staff and services to continue to operate efficiently and remotely during the COVID-19 crisis. Human Resources have been critical in ensuring staff can be effectively deployed to support services, and residents, in highest priority need. A skills audit received 829 responses which has meant individuals can be effectively matched to priority critical service needs. The organisational transformation team have continued to provide important online tools and learning for staff to undertake their duties effectively. Corporate facilities management have continued to ensure those buildings that are currently not in operation are kept clean and safely managed as well as putting in place the infrastructure for staff to

operate safely and securely in the remainder of the council building estate. Key priorities and activities are set out below.

#### Supporting our staff to manage the impacts of COVID-19 pandemic

70. The modernise teams have been supporting managers deal with complex COVID-19 workforce issues, including more vulnerable staff groups, those stranded abroad and bereavement support, and advice on how to support those who feel isolated or anxious. This has included setting up a dedicated section of the intranet including government guidance on Covid19, protocols agreed with Trade Union colleagues on issues like death in service and domestic abuse, and local guidance on issues such as health and wellbeing and performance management.
71. Weekly briefings have taken place between management, human resources and Trade Union colleagues to allow regular discussions on workforce matters, including key priorities such as ensuring staff are operating in safe working environment supported by a robust risk assessment process. This has ensured a clear escalation route on matters of concern and has enabled quick decisions to be taken on Southwark's pandemic response as it affects our staff, including our application of government guidance.

#### Supporting staff to work remotely

72. Over the course of the pandemic some 500 laptops have been provided to staff to allow continued access to systems. The roll out will continue over the coming weeks to improve the ability of staff to work remotely including use of courier/royal mail service to issue lap-tops to prevent staff from travelling on public transport and face-to-face issuing of devices.
73. Since giving all staff access to Microsoft Teams on 16 March, there has been 9,500 Online Meetings held, 408,000 chat messages sent between colleagues and 23,500 Teams Audio Calls made. A Council-wide wellbeing survey has been undertaken to gauge the views of staff and understand how they are feeling during this challenging time. Additional online learning tools have been put in place to better support staff working remotely through this prolonged period. During the period of lockdown, 8,476 members of staff have logged in to My Learning Source to access information and learning materials and nearly 1,000 e-learning courses have been completed.
74. New tools have been put in place to support remote working including: setting up a safe workstation; supporting mental wellbeing; maintaining team communications and cohesion; running effective virtual meetings; and maintaining good information governance practice. A longer term working from home Display Screen Equipment (DSE) assessment has been put in place, specialist equipment continues to be delivered to staff requiring reasonable adjustments.
75. Our staff are our greatest asset and have worked tirelessly through a difficult and challenging period for them and their loved ones. The council recognises the importance of mental wellbeing and through the pandemic has invested in key initiatives such as our Time to Change Pledge in Mental Health Awareness week and the #kindness campaign. Guidance to support staff at risk of or experiencing domestic abuse has been published.

#### Looking ahead

76. Across the housing and modernise group of services we are:

- Planning for an increased demand for services in the context of a more challenging financial situation for ourselves, our partners, and our contractors, and are working

on a specific plan to support rough sleepers once temporary arrangements, such as the provision of hotel accommodation by the GLA, is withdrawn.

- Considering the medium to longer term implications of COVID-19 on the housing market in Southwark; the Council will consult with partners on implications for the Southwark Housing Strategy 2020 and the housing revenue account Business Plan
- Reviewing building usage and occupation capacity and exploring the opportunity to review the property portfolio to align with altered service priorities and needs.

## APPENDIX 2

### Recommendations from Overview and Scrutiny Committee (OSC), 7 May and Cabinet response

Recommendation from OSC	Cabinet Response
1. That the decisions of cabinet in respect of the council response to Covid-19 pandemic be note and supported.	Noted
2. That the council provide overall coordination to ensure that aid duplication is avoided between the NHS, Southwark Council Community Hub operations, charities, religious institutions and mutual aid groups as well as formally recognising the role of the thousands of volunteers supporting the effort in these unprecedented times. Until now there is no one visibly taking the lead across all bodies. Many charities, religious groups and residents are still looking to the Council to be that body.	Agreed; A report will be presented to Cabinet in September 2020 that takes forward the work of the Community Hub
3. That the council ensure that it is using all resources available to best use during a crisis or in the event that business continuity procedures are invoked. Councillors hold a great deal of knowledge about their wards and the council must ensure this is leveraged to avoid duplication of knowledge. The role of councillor must be clearly defined as part of the Council Business Continuity Plans.	Agreed; The Council regularly reviews business continuity arrangements taking account of learning from incidents including role of councillors. The Council's Generic Emergency Plan will be presented to Cabinet in July 2020. The role of councillors is set out in the package of supporting documents for the Council's Emergency Plan, including what to do in an incident and their role as advocates and in community reassurance. Guidance on the role of councillors is also set out in London wide planning documents, as part of the London Resilience Framework and approach to consistent standards in emergency planning across the city. This guidance was shared earlier in the year and will be recirculated with appropriate briefings as a follow up action.
4. That as part of new councillor induction, all Councillors should receive a briefing on the Council's Business Continuity plan and training on the role of Councillors during an event which invokes the Business Continuity response, especially a crisis.	Agreed; Alongside induction, officers provide regular briefings to members on business continuity and emergency planning in line with pan-London 'standardisation' work. This work will be refreshed in the light of the recommendation set out.
5. That a cross party working group be established as soon as possible to help plan for the borough post the lifting of the Covid-19 lockdown.	Agreed; Cabinet have agreed to review and refresh the Council Plan to put in place plans for the short to medium

Recommendation from OSC	Cabinet Response
	terms, including wider engagement with all party groups.
6. That cabinet ensure that it is clearly outlined over the coming two months what the transition plan is around mutual aid groups providing adult care services. This is to give assurance that there is a smooth process in place for the council to find out which adult services of care mutual aids are carrying out and how the council plans to take this on when volunteers return to work/no longer have the capacity to provide the same level of care.	Agreed; The legacy support to vulnerable residents supported by local mutual aid groups will be incorporated into the future planning for the Community Hub. A report on future approach to the Hub will be brought in September 2020.
7. That cabinet take proactive steps to co-ordinate weekly testing of all care staff and residents in Southwark care homes as a matter of urgency, in order to ascertain the level of Covid-19 infection.	Agreed; The borough support plan for care homes incorporates testing for all care home residents and staff. There is a work programme led by the Director of Public Health and Director of Commissioning providing support to care homes for testing.
8. That cabinet liaise with each Southwark care home provider to ensure that the relevant PPE and levels of PPE are being used in each local care home, to protect care staff as much as possible.	Agreed; The relevant PPE (as per Public Health England guidance at each stage) and levels of PPE have been sustained for care homes across the borough to protect residents and staff as much as possible.
9. That cabinet monitor the pay of care staff at this time, to ensure that none of these low paid workers are being disadvantaged at this time, especially if they have to self-isolate themselves or shield themselves due to their medical conditions, as there is some evidence in the care industry, that some care workers are receiving less than their usual OSP during this crisis.	Agreed; Funding is being provided to ensure that care home staff are paid their full salary if they are off ill or self-isolating due to Covid-19.
10. That cabinet remind all care providers to adhere to the key principles of the Ethical Care Charter that exists across the borough, especially at this difficult time.	Agreed; The Southwark Ethical Care Charter applies to all council commissioned home care provision across the borough and is being fully implemented.
11. That in respect of some key figures which will ultimately need to be acted upon, cabinet be recommended to establish the number of vulnerable and shielded individuals that the council has not been able to make contact with via any of its departments [and adapt the council's outreach strategy to get this figure to as near to zero as practical].	Agreed; A report will be presented to Cabinet in September 2020 that takes forward the work of the Community Hub
12. That in respect of some key figures which will ultimately need to be acted upon, cabinet be recommended to confirm the Council's own	Agreed; The council has supported schools and has encouraged vulnerable children to attend school. Laptops

Recommendation from OSC	Cabinet Response
estimates of the number of vulnerable children not physically attending schools that need assistance (e.g. equipment, internet) to effectively access education	(and in some cases internet access too) are being provided to vulnerable children.
13. That once the Government has allowed schools to reopen under safe circumstances, the council look at what support it can offer in terms of afterschool, weekend and holiday clubs to assist children to catch up on missed schooling. This support could be funding for schools, providing space in council buildings or helping to coordinate DBS checked volunteers to offer appropriate provision	Agreed; The council will work with parents and schools to help children catch-up on their learning and development due to the disruption caused by the pandemic and the Government decision to close schools for most children.
14. That the council monitor the number of nurseries and daycare centres for liquidity, capacity and ability to function post lock down. If there is a shortfall the council should rapidly agree a plan and put the appropriate provisions in place. Additionally, it should monitor the demand for number of paid 2, 3 and 4 year old places and see if additional provision is required/can be supported.	Agreed; The council is directly working with the five nursery schools and the 16 children and family centres in the borough to ensure their sustainability. Wider sufficiency will be kept under review and supported as much as possible noting the limited role for, and funding available to, the council in regard to private provision.
15. That cabinet consider what the council might be able to do to mitigate any negative impact of COVID 19 on childcare provision.	Agreed; See response to (14) above.
16. That the council examine how it can review its procurement procedures to promote and prioritise local businesses (particularly SMEs) for example using local contractors to bring empty homes back into use.	Agreed; Plans for economic recovery and renewal will take account of procurement and prioritising support to SMEs. A review of the Fairer Future Procurement Framework will take place.
17. That the cabinet ensure the continued prioritisation of mental health & wellbeing and partnership working with the NHS and SLAM.	Agreed; Ongoing work through the Mental Health and Wellbeing Partnership will continue to enhance local responses to reducing the Covid impacts on mental health. The Nest (the council funded new service for young people) has launched and is supporting their emotional health and wellbeing.
18. Overview and scrutiny committee welcomes the measures put in place to support social distancing through maximising pedestrian space and calls on cabinet to continue identifying measures that can be taken to make streets safer for keyworkers, essential journeys and physical exercise during lockdown and in the longer term to support increased cycling and walking.	Agreed; Commonplace (an online reporting tool) is being used to source feedback from the public as to where they would like to see improvements to walking and cycling infrastructure and traffic reduction to support social distancing.  Work is continuing through a multi-disciplinary team to

Recommendation from OSC	Cabinet Response
	<p>identify pinch points and the solutions to aid public realm social distancing. This includes parking suspensions, traffic management and footway widening. A Southwark Streetspace Plan will be presented to Cabinet in July 2020.</p>
<p>19. That the Southwark Climate Strategy team actively consider how to embrace the environmental opportunities the lockdown has provided before people return to the way things were.</p>	<p>Agreed; The Council will be working with community stakeholders through its Partnership Steering Group to consider this as part of the work developing the strategy which is due to be presented to Cabinet in July.</p>
<p>20. That the Council (with Transport for London) take steps to prioritise pedestrians, runners and cyclists to keep two metres apart on most roads. This is an opportunity to trial the priority of these groups on roads, by, for example, ensuring non-major roads are prioritised for pedestrians (and cyclists) and introducing temporary traffic calming/access measures on residential streets. Ward councillors should be consulted on how to do this sympathetically. We also support the recommendations from Southwark Cyclists in response to COVID-19.</p>	<p>Agreed; A significant programme to deliver projects to support modal shift and prioritise non-motorised movements is underway. This includes the cycleway expansions, closures to reduce traffic on residential streets and school streets and traffic management to aid cycle and pedestrian movements.</p> <p>Work is also ongoing for the further development of walking and cycling networks through the acceleration in delivery of Low Emission Neighbourhood, cycle parking facilities, road closures and traffic reduction schemes.</p> <p>Officers are working with TfL to provide temporary cycle routes to extend the strategic cycle network, with Southwark's main roads repurposed for temporary cycle lanes and wider footways.</p> <p>Identification of possible projects and development work is underway in conjunction with stakeholder groups such as Southwark Cyclists.</p>
<p>21. That the cabinet investigate extending the council tax reduction scheme of 100% of council tax to all *low income households (*as currently defined by the council) during the financial year 2020/21.</p>	<p>Agreed; Despite reductions in funding Southwark has continued to maintain one of the most supportive Council Tax Reduction schemes in London with up to 85% in relief for those in most need. An additional hardship discount to an average value of £139 was applied on the council tax bills of the lowest income, working age households this year. This extra help, equated to a total value of all awards of £2.2m. These discounts were applied to 16,000 accounts in May and will mean many CTRS recipients won't pay any Council Tax</p>

Recommendation from OSC	Cabinet Response
	in 2020/21; many will see their bills greatly reduced. In addition, the Council is going further than required by government and offering the additional discount to new claimants as well as existing CTRS claimants.
22. That cabinet investigate offering all Southwark council tenants who request it, a 'holiday' from paying rent in the current financial year with the arrears incurred to be paid off slowly over a mutually agreed time frame (e.g. 2-3 years). This payment holiday would exclude any part of the rent which is paid for by Housing Benefit or Universal Credit.	Agreed; At the outset of the pandemic, the Council paused all recovery and enforcement activity. All tenants were written to encouraging them to contact officers to discuss alternative payment arrangements and where appropriate advice on claiming welfare benefits or hardship support has been provided. Officers will continue to contact tenants and offer advice and support including deferral of rent if appropriate.
23. That the council write to housing associations and registered social landlords (including the Corporation of London) in Southwark to request a similar payment holiday and repayment plan to be offered to tenants in housing association properties.	Agreed; action underway in line with recommendation.
24. That the council bolster the support available from the council for tenants who are renting privately, and should publicly call on private landlords to offer their tenants payment holidays similar to the schemes outlined above.	Agreed; The Council will be providing support to private tenants to establish renters union and the Cabinet Member for Housing Management and Modernisation will write to private landlords in line with the recommendation opposite.
25. That the council write to all residents to inform them of these new arrangements and any other financial support which is available to support them in this difficult time. The Council should ensure this information is localised (where appropriate) and produced in a range of accessible formats and languages.	Agreed; The Council will use all existing communication channels to inform and update on offers of support to residents.
26. That cabinet provide an update to overview and scrutiny committee as soon as information is received from the government on what the council plans are regarding homeless people that have no recourse to public funds.	Agreed; Discussion are underway with officers and MHCLG on the government's future plans with further updates to be provided, once available.
27. That the council commit to ensuring that all those being temporarily housed during the pandemic are not forced to return to the streets after the pandemic. We believe this could provide an opportunity to explore a rapid expansion of the 'Housing First' policy.	Agreed; The Council is committed to do all it can to ensure rough sleepers and those made homeless are not returned to street. This will include consideration of 'Housing First'. To note that the Council may legally be prevented in providing assistance to some people who may be designated as no

Recommendation from OSC	Cabinet Response
	recourse to public funds. Also, 'Housing First will require a significant increase in revenue support from the government and discussions are underway with MHCLG (see 26).
28. That it be noted that there was a promise to provide more information to overview and scrutiny committee on the outcome of domestic abuse cases for example whether perpetrators have left or whether the survivors have had to move.	Agreed and further information to follow when available.
29. That a report is presented to the September Cabinet meeting outlining the resulting benefits from remote and flexible working during the Covid-19 pandemic, particularly in utilising technological innovation and reviewing the use and potential savings from the Council's office estate.	Agreed; a further report will be presented to Cabinet in September 2020.
30. That a report be presented to the July Cabinet meeting outlining the impact of the Covid-19 pandemic on the Council Plan 2018-22 in terms of changed targets and timescales, and specifically any changes relating to the Council's Emergency Plan.	Agreed; Cabinet have agreed to review and refresh the Council Plan, bringing a report back to September 2020. The Council's Generic Emergency Plan will be presented to Cabinet in July 2020.
31. Overview and scrutiny committee welcomes the establishment of a review by Public Health England into disparities in the risk and outcomes of COVID-19 on BAME groups and calls on cabinet to assess how to carry out the council's own review in Southwark of the impact of both Covid-19 and the council's response on people from black and minority ethnic groups.	Agreed; Subject to agreement of this report, the council will take forward a programme of work to respond to the inequalities exposed by COVID-19 and other recent events, and articulated by the Black Lives Matter protests, reporting back to Cabinet in September 2020.
32. That overview and scrutiny committee calls on cabinet to investigate how the council can collect borough-level disaggregated data on the impact of Covid on different groups including women, children, the elderly and people from minority ethnic groups.	Agreed; A series of surveys, (virtual) listening and workshop sessions and in-depth interviews will be conducted over the coming months.
33. That cabinet assess whether Council communications are adequately reaching all residents, for example those for whom English is a second language.	Agreed; The council regularly reviews its COVID-19 communication strategy to ensure it is reaching its target audiences with the right messaging. We will continue to do this as we move towards renewal, to ensure all our residents are able to access key information from the council.
34. That in respect of cabinet decision 11 of the report in respect of the council continuing to work with voluntary and community sector	Agreed; A further report will be presented to Cabinet, as part of the report on the future approach to the Community Hub,

Recommendation from OSC	Cabinet Response
partners to explore ways in which to take forward the work that has been delivered in partnership during this crisis. Cabinet is requested to bring forward initial recommendations to cabinet by September.	in September 2020.

**APPENDIX 3****COVID-19 Business Grants Awarded (March – May 2020)**

<b>Ward</b>	<b>£25k grant</b>	<b>£10k grant</b>	<b>Total grants</b>	<b>Total grant value paid</b>	<b>% of eligible businesses with a grant paid</b>
<b>Borough &amp; Bankside</b>	143	221	364	£ 5,785,000	77%
<b>Camberwell Green</b>	60	173	233	£ 3,230,000	80%
<b>Champion Hill</b>	6	18	24	£ 330,000	83%
<b>Chaucer</b>	27	105	132	£ 1,725,000	72%
<b>Dulwich Hill</b>	9	47	56	£ 695,000	85%
<b>Dulwich Village</b>	66	62	128	£ 2,270,000	84%
<b>Dulwich Wood</b>	19	27	46	£ 745,000	90%
<b>Faraday</b>	51	91	142	£ 2,185,000	80%
<b>Goose Green</b>	121	102	223	£ 4,045,000	87%
<b>London Bridge &amp; West Bermondsey</b>	134	178	312	£ 5,130,000	79%
<b>Newington</b>	5	81	86	£ 935,000	72%
<b>North Bermondsey</b>	61	206	267	£ 3,585,000	86%
<b>North Walworth</b>	130	140	270	£ 4,650,000	74%
<b>Nunhead &amp; Queen's Road</b>	19	119	138	£ 1,665,000	77%
<b>Old Kent Road</b>	30	165	195	£ 2,400,000	80%
<b>Peckham</b>	15	60	75	£ 975,000	67%
<b>Peckham Rye</b>	2	23	25	£ 280,000	81%
<b>Rotherhithe</b>	63	86	149	£ 2,435,000	91%
<b>Rye Lane</b>	123	380	503	£ 6,875,000	85%
<b>South Bermondsey</b>	38	114	152	£ 2,090,000	89%
<b>St George's</b>	16	50	66	£ 900,000	71%
<b>St Giles</b>	46	114	160	£ 2,290,000	87%
<b>Surrey Docks</b>	6	12	18	£ 270,000	75%
<b>Total</b>	<b>1190</b>	<b>2574</b>	<b>3764</b>	<b>£ 55,490,000</b>	<b>81%</b>

**APPENDIX 4****Council Tax Reduction Scheme – All Claims by ward**

	<b>Number of existing CTR claims (March)</b>	<b>Number of new CTR claims post-COVID</b>	<b>% increase</b>
<b>Borough &amp; Bankside ward</b>	640	664	3.75
<b>Camberwell Green ward</b>	1,435	1,508	5.09
<b>Champion Hill ward</b>	602	640	6.31
<b>Chaucer ward</b>	1,055	1,106	4.83
<b>Dulwich Hill ward</b>	470	508	8.09
<b>Dulwich Village ward</b>	252	263	4.37
<b>Dulwich Wood ward</b>	568	606	6.69
<b>Faraday ward</b>	1,156	1,212	4.84
<b>Goose Green ward</b>	746	810	8.58
<b>London Bridge &amp; West Bermondsey ward</b>	1,118	1,177	5.28
<b>Newington ward</b>	1,563	1,615	3.33
<b>North Bermondsey ward</b>	1,210	1,250	3.31
<b>North Walworth ward</b>	1,266	1,324	4.58
<b>Nunhead &amp; Queen's Road ward</b>	1,605	1,646	2.55
<b>Old Kent Road ward</b>	1,793	1,869	4.24
<b>Peckham Rye ward</b>	603	624	3.48
<b>Peckham ward</b>	1,540	1,594	3.51
<b>Rotherhithe ward</b>	1,266	1,323	4.50
<b>Rye Lane ward</b>	1,225	1,290	5.31
<b>South Bermondsey ward</b>	1,616	1,684	4.21
<b>St George's ward</b>	636	667	4.87
<b>St Giles ward</b>	1,317	1,366	3.72
<b>Surrey Docks ward</b>	663	704	6.18
<b>Total</b>	<b>24,345</b>	<b>25,450</b>	<b>4.54%</b>

## APPENDIX 5

## Council Tax Reduction Claims, split by ward and working age / pension age

Ward	Number of existing CTR claims (March)	Number of new CTR claims post-COVID	% increase
<b>Borough &amp; Bankside ward</b>	<b>640</b>	<b>664</b>	<b>3.75</b>
Pension Age	220	217	-1.36
Working Age	420	447	6.43
<b>Camberwell Green ward</b>	<b>1435</b>	<b>1508</b>	<b>5.09</b>
Pension Age	532	527	-0.94
Working Age	903	981	8.64
<b>Champion Hill ward</b>	<b>602</b>	<b>640</b>	<b>6.31</b>
Pension Age	188	186	-1.06
Working Age	414	454	9.66
<b>Chaucer ward</b>	<b>1055</b>	<b>1106</b>	<b>4.83</b>
Pension Age	338	332	-1.78
Working Age	717	774	7.95
<b>Dulwich Hill ward</b>	<b>470</b>	<b>508</b>	<b>8.09</b>
Pension Age	171	170	-0.58
Working Age	299	338	13.04
<b>Dulwich Village ward</b>	<b>252</b>	<b>263</b>	<b>4.37</b>
Pension Age	123	120	-2.44
Working Age	129	143	10.85
<b>Dulwich Wood ward</b>	<b>568</b>	<b>606</b>	<b>6.69</b>
Pension Age	185	183	-1.08
Working Age	383	423	10.44
<b>Faraday ward</b>	<b>1156</b>	<b>1212</b>	<b>4.84</b>
Pension Age	365	362	-0.82
Working Age	791	850	7.46
<b>Goose Green ward</b>	<b>746</b>	<b>810</b>	<b>8.58</b>
Pension Age	317	312	-1.58
Working Age	429	498	16.08
<b>London Bridge &amp; West Bermondsey ward</b>	<b>1118</b>	<b>1177</b>	<b>5.28</b>
Pension Age	321	319	-0.62
Working Age	797	858	7.65
<b>Newington ward</b>	<b>1563</b>	<b>1615</b>	<b>3.33</b>
Pension Age	642	630	-1.87
Working Age	921	985	6.95
<b>North Bermondsey ward</b>	<b>1210</b>	<b>1250</b>	<b>3.31</b>
Pension Age	426	421	-1.17
Working Age	784	829	5.74
<b>North Walworth ward</b>	<b>1266</b>	<b>1324</b>	<b>4.58</b>
Pension Age	489	489	0.00

Ward	Number of existing CTR claims (March)	Number of new CTR claims post-COVID	% increase
Working Age	777	835	7.46
<b>Nunhead &amp; Queen's Road ward</b>	<b>1605</b>	<b>1646</b>	<b>2.55</b>
Pension Age	554	531	-4.15
Working Age	1051	1115	6.09
<b>Old Kent Road ward</b>	<b>1793</b>	<b>1869</b>	<b>4.24</b>
Pension Age	649	645	-0.62
Working Age	1144	1224	6.99
<b>Peckham Rye ward</b>	<b>603</b>	<b>624</b>	<b>3.48</b>
Pension Age	200	199	-0.50
Working Age	403	425	5.46
<b>Peckham ward</b>	<b>1540</b>	<b>1594</b>	<b>3.51</b>
Pension Age	527	518	-1.71
Working Age	1013	1076	6.22
<b>Rotherhithe ward</b>	<b>1266</b>	<b>1323</b>	<b>4.50</b>
Pension Age	381	382	0.26
Working Age	885	941	6.33
<b>Rye Lane ward</b>	<b>1225</b>	<b>1290</b>	<b>5.31</b>
Pension Age	522	516	-1.15
Working Age	703	774	10.10
<b>South Bermondsey ward</b>	<b>1616</b>	<b>1684</b>	<b>4.21</b>
Pension Age	487	481	-1.23
Working Age	1129	1203	6.55
<b>St George's ward</b>	<b>636</b>	<b>667</b>	<b>4.87</b>
Pension Age	174	176	1.15
Working Age	462	491	6.28
<b>St Giles ward</b>	<b>1317</b>	<b>1366</b>	<b>3.72</b>
Pension Age	456	452	-0.88
Working Age	861	914	6.16
<b>Surrey Docks ward</b>	<b>663</b>	<b>704</b>	<b>6.18</b>
Pension Age	233	231	-0.86
Working Age	430	473	10.00
<b>Total</b>	<b>24,345</b>	<b>25,450</b>	<b>4.54%</b>

**APPENDIX 6**

**Additional discount applied to council tax for lowest income, working age households in May 2020 by ward.**

	<b>Number of Recipients</b>	<b>Average value</b>	<b>Total value of awards</b>
<b>Borough &amp; Bankside ward</b>	419	£139	£58,138
<b>Camberwell Green ward</b>	934	£138	£129,220
<b>Champion Hill ward</b>	409	£136	£55,577
<b>Chaucer ward</b>	724	£136	£98,238
<b>Dulwich Hill ward</b>	310	£138	£42,819
<b>Dulwich Village ward</b>	124	£143	£17,728
<b>Dulwich Wood ward</b>	386	£138	£53,346
<b>Faraday ward</b>	785	£137	£107,718
<b>Goose Green ward</b>	432	£141	£60,713
<b>London Bridge &amp; West Bermondsey ward</b>	818	£137	£111,974
<b>Newington ward</b>	913	£138	£125,860
<b>North Bermondsey ward</b>	771	£137	£105,359
<b>North Walworth ward</b>	828	£138	£114,609
<b>Nunhead &amp; Queen's Road ward</b>	1,033	£138	£142,630
<b>Old Kent Road ward</b>	1,124	£140	£157,735
<b>Peckham Rye ward</b>	391	£139	£54,529
<b>Peckham ward</b>	990	£140	£138,356
<b>Rotherhithe ward</b>	868	£140	£121,592
<b>Rye Lane ward</b>	699	£139	£97,200
<b>South Bermondsey ward</b>	1,110	£139	£154,457
<b>St George's ward</b>	462	£141	£65,034
<b>St Giles ward</b>	851	£138	£117,605
<b>Surrey Docks ward</b>	432	£148	£64,010
<b>Total</b>	<b>15,813</b>	<b>£139</b>	<b>£2,194,449</b>

**APPENDIX 7****Southwark Emergency Support Scheme applications and award by ward**

	<b>Number of Applications</b>	<b>Number of Awards</b>	<b>Value of Awards</b>
<b>Borough &amp; Bankside</b>	67	43	11,864
<b>Camberwell Green</b>	279	169	48,788
<b>Champion Hill</b>	104	66	18,811
<b>Chaucer</b>	194	129	38,328
<b>Dulwich Hill</b>	38	24	6,250
<b>Dulwich Village</b>	17	10	3,186
<b>Dulwich Wood</b>	90	62	15,897
<b>Faraday</b>	360	218	71,220
<b>Goose Green</b>	63	42	10,223
<b>London Bridge &amp; West Bermondsey</b>	253	180	54,800
<b>Newington</b>	330	189	56,094
<b>North Bermondsey</b>	283	199	66,415
<b>North Walworth</b>	257	162	45,657
<b>Nunhead &amp; Queen's Road</b>	258	156	46,715
<b>Old Kent Road</b>	402	263	84,868
<b>Peckham</b>	310	179	52,887
<b>Peckham Rye</b>	99	59	14,629
<b>Rotherhithe</b>	287	185	57,075
<b>Rye Lane</b>	175	109	32,821
<b>South Bermondsey</b>	433	300	87,809
<b>St George's</b>	95	65	19,103
<b>St Giles</b>	224	156	44,591
<b>Surrey Docks</b>	98	64	19,850
<b>Out Of Borough</b>	179	81	23,860
<b>Total</b>	<b>4895</b>	<b>3110</b>	<b>931,742</b>

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