

HIGH PEAK BOROUGH COUNCIL

Economy and Growth Select Committee

29 July 2020

TITLE:	COVID-19 Pandemic – Economic Recovery
EXECUTIVE COUNCILLOR:	Councillor Damien Greenhalgh - Deputy Leader & Executive Councillor for Regeneration, Tourism and Leisure
CONTACT OFFICER:	Claire Hazeldene, Sarah Porru - Acting Executive Director (Finance and Customer Services), Head of Regeneration
WARDS INVOLVED:	(All Wards)

Appendices Attached:

Appendix 1 – COVID-19 Impact on Services and Associated Recovery Action

Appendix 2 - Summary of measures requested by Town and Parish Councils, voluntary organisations and community partners

1. Reason for the Report

- 1.1 The purpose of this report is to identify the impact of COVID-19 on service delivery and note the plans that are being put in place for recovery.

2. Recommendations

- 2.1 It is recommended that the Economy & Growth Committee:

- Note the details of the Council's recovery to the COVID-19 pandemic as outlined in the report
- Support the proposed recovery plans outlined in the report
- Identify any areas of activity which require further consideration

3. Executive Summary

- 3.1 Whilst some elements of the COVID-19 response continue to be ongoing, a recovery response was initiated so services would be ready as lockdown restrictions began to be eased. Work therefore commenced in the planning of the Council's recovery in late April.

3.2 The proposed response has been categorised into five work streams. These work streams are:

- Reinstating services;
- Economic recovery;
- Community recovery;
- Financial recovery; and
- Taking advantage of the positive legacy.

3.3 The purpose of this report is to consider the recovery process as it has been developing so far for the following work streams relative to this committee's area of activity:

- Economic recovery

3.4 The report sets out the recovery work that has been undertaken to date and the planned work going forward. The Committee is encouraged to highlight any areas that require further consideration.

4. How this Report Links to Corporate Priorities

4.1 The successful delivery of all corporate priorities is dependant upon effective delivery of services in line with the targets established in the Council's performance framework.

4.2 Concerning the impact of COVID-19 on performance indicators, in a small number of cases, the effect has been positive, e.g. carbon emissions, social media activity. The overall position, however, can be summarised as follows:

- Negative impact – 63%
- No Impact – 28%
- Positive impact – 9%

4.3 There will also be disruption to the individual actions committed in each of the service plans to deliver the priority actions set out in the Corporate Plan. A review of the plan is currently underway and proposals will be presented for consideration.

4.4 It has been agreed to bring forward the annual review of the Council's Medium Term Financial Plan to begin in July. The impact on service plan performance and priority actions will need to be understood in more detail alongside this to ensure that this review is effective.

5. Options and Analysis

5.1 There are no options to consider at this stage.

6. Implications

6.1 Community Safety - (Crime and Disorder Act 1998)

The Council has been and will continue to support agencies in ensuring compliance with social distancing regulations including the monitoring of parks and open spaces and housing complexes.

6.2 Workforce

The COVID-19 pandemic has impacted significantly on the working arrangements for the Council's employees.

The response to the pandemic has seen the following changes in working practices:

- Where possible staff are working from home;
- Frontline staff are working safely with the appropriate PPE;
- Staff have been redeployed from time to time in order to support the additional demand created by several new service functions, e.g. small business and discretionary grant processing; providing support for vulnerable people etc.

The Council has maintained and continues to maintain a good dialogue with staff representatives and trade unions and they have and continue to be supportive of the Council's approach.

The Council must now establish a recovery plan that ensures the safety of staff as we look to reinstate services.

6.3 Equality and Diversity/Equality Impact Assessment

This report has been prepared in accordance with the Council's Equality and Diversity policies.

It is particularly important during the current crisis to ensure the safeguarding of our most vulnerable residents. It is also noted that the scope of vulnerabilities has widened from the usual cohort of individuals to include financial health/clinical and the impact of isolation, especially for those with care and support needs. The Council cannot deliver such a comprehensive and flexible support package on its own.

A risk based approach has therefore been developed to balance the need to bolster the community and neighbourhood efforts and managing any risks to the individuals most at risk of their vulnerabilities being exploited. This approach is aligned to and supported by the County Council and the NHS response.

An Equalities Impact Assessment (EIA) will need to be developed to identify specific implications for protected groups moving forward.

6.4 Financial Considerations

The crisis is having a significant financial impact on the Council's General Fund and Housing Revenue Account. The financial impact is arising from additional expenditure in dealing with the crisis both externally and

organisationally, lost income and savings targets that will not be met within the same timeframe due to resources being diverted elsewhere.

Costs and reductions in income are being monitored and updated on an ongoing basis in line with a full financial risk assessment. Details of the potential impact have been presented in a separate report.

The financial impact on the Council's General Fund in 2020/21 is currently predicted to be up to £2.8m and for the Housing Revenue Account (HRA) is up to £0.3m – this will be continually reviewed via the quarterly reporting process. This impact will be partially offset by emergency government funding of approximately £960,000. With this government support, it is anticipated that the financial effect on the current financial year will be able to be managed with the use of the Authority's contingency reserves. The longer term impact will be reviewed via an early update of the medium Term Financial Plan.

6.5 Legal

There are no specific legal issues relevant to the recommendations.

16.6 Climate Change

The COVID-19 response has resulted in some positive benefits in respect of carbon reduction, including:

- Reduced employee travel during lockdown;
- Reduced energy consumption in public buildings due to building closures and reduced use; and
- Improved air quality due to general reductions in travel.

It is important that these areas are reviewed to identify potential new ways of working as part of the recovery process that will have a positive legacy on the climate change challenge.

Although there is a positive environmental impact on the borough due to reduced emissions, there has been an increase in environmental crime which the Council is continuing to monitor and enforce if necessary.

6.7 External Consultation

The implementation of the Council's recovery plans will need to include extensive engagement with residents and communities.

The Council has consulted with and have agreed the Risk Assessments for staff returning to work with union representatives.

6.8 Risk Assessment

The pandemic has resulted in an number of risks that need to be assessed and managed these include:

- Inability to deliver critical services due to loss of staff,
- Inability to maintain the financial stability of the Council,
- Failure to deliver health and safety responsibilities,

- Safeguarding issues arise through the enhanced level of community support,
- Staff are at increased risk of the disease in certain services,
- Increased risk of fraud and cyber security,
- Lack of PPE for key workers,
- Increase in community safety issues which are difficult to respond to due to capacity,
- The economy is deflated post-recovery leading to ongoing economic problems in town centres and the broader economy,
- Increased demand on certain services e.g. Benefits and economic support.

Risk assessments have been completed for all services and mitigation measures have been built into the Council's recovery plans.

Neil Rodgers
Executive Director (Place)

**Web Links and
Background Papers**

Location

Contact details

<https://www.ons.gov.uk/economy/grossdomesticproductgdp/articles/coronavirusandtheimpactonoutputintheukeconomy/april2020>

Sarah Porru
sarah.porru@highpeak.gov.uk

<https://www.progressive-policy.net/publications/which-local-authorities-face-biggest-immediate-economic-hit>

7. Detail - National Economic Impact

- 7.1 UK monthly gross domestic product (GDP) fell by 20.4% in April 2020 (the largest fall since the series began in 1997) This decline is three times greater than the fall experienced during the 2008 to 2009 economic downturn. (ONS)
- 7.2 Looking beyond the second quarter, the UK is predicted to see a decline in gross domestic product of up to 14% during 2020, with the financial loss to Derbyshire estimated to be at least £0.9 billion during the course of the year . Percentage-wise food, drink and accommodation is likely to see the greatest decline in economic output at more than 18%, whilst the greatest monetary decline is predicted to be in manufacturing (at least £280 million) and construction and retail/wholesale (both at least £125 million). Longer term there is consensus that the UK economy will return to growth in 2021, although there is uncertainty over the pace and the scale of this.
- 7.3 The impact on our High Streets is also significant.COVID-19 has led to a substantial reduction in consumption, the largest component of the UK

economy. Retail sales were 23% lower in April than in February. Social consumption (e.g. spending on restaurants, travel and entertainment), typically worth around a fifth of total consumption, had fallen by around 80% at its lowest point. The Grimsey Report Review 2020 suggests that 47% of retailers are at significant risk of failure with 59% of pub and club operators at significant risk of failure. Between 2014 and 2018, the UK had already seen a 42% drop in retail property investment and at the outbreak of the COVID19 crisis 52% (71,163) of retail and hospitality businesses were at serious risk of failure

- 7.4 The Corona virus pandemic is likely to accelerate this decline. The Grimsey Report Review predicts that, notwithstanding business failures, there will be a massive cull of outlets. Retail experts at KPMG previously expected high street retail space to shrink by 25 per cent by 2025, but now see that happening by 2022-23. Online retailing, they believe, could reach 50 per cent of the UK total by 2025 — five years earlier than previously anticipated.
- 7.5 The hospitality sector is amongst the highest employing sector in the UK, with over 2.4 million workers in hospitality, accommodation and attractions, equivalent to 8% of the entire UK workforce. They have also been among the hardest hit by the pandemic and necessary restrictions. Whilst restaurants and food and drink establishments began to re-open on 4th July, The restaurant guide, Harden's predicts that no more than 70% of hospitality sites will go back into operation following COVID19.
- 7.6 The housing market has been severely affected by the pandemic, with activity and construction both slowing sharply. Estimates suggest that UK residential transactions in May 2020 were nearly 50% lower than in May 2019. According to Nationwide, UK house prices fell in the year to June 2020 for the first time in almost 8 years. The construction industry experienced a strong decline in output of 40.1% during April 2020. This is the largest fall since monthly records began in January 2010. The coronavirus (COVID-19) pandemic had a significant and broad-based negative impact on construction output during April 2020. (ONS)
- 7.7 The services industries were most heavily impacted by social distancing, for example, travel and tour operators, accommodation and food and beverage services. Of the 50 services industries sectors, (growth fell by) 40 fell by 10% or more, 27 by more than 20% and 8 more than 50%. (ONS)
- 7.8 As lockdown is eased, the focus for the government's economic and fiscal strategy is now on ensuring that it continues to support workers and businesses as the UK recovers from the COVID-19 pandemic. The range of measures outlined in the Government's Summer Economic update (8th July 2020) now aim to support to support employment through the recovery period and initiatives such as the kickstart scheme, 'Eat out to help out' and infrastructure investment packages will help support the recovery of public services, businesses, and workers.

8. Local Economic Impact

- 8.1 The Office for Budget Responsibility predicts that certain sectors are predicted to see a loss of income of more than 50% from April to June, including accommodation and food services, construction and manufacturing – sectors that are extremely significant to High Peak’s economy.
- 8.2 This impact is reflected in a comparison of UK districts where High Peak is identified in the top 50 local authorities across the country likely to see the biggest reduction in economic output in quarter two. High Peak is ranked 48th on the list and is estimated to see a 42% decline in quarter two.
- 8.3 Recent analysis by East Midlands Chamber shows that around 80% of firms in the region feel that they won’t have returned to their previous levels of activity by the end of the year, with around 40% of these saying that they will be reducing their permanent staff levels in some way.
- 8.4 In Derbyshire, it is already clear that coronavirus is leading to redundancies in some workplaces, reduced hours, a hold on recruitment and apprenticeship places, as well as the closure of some businesses. Already 12 Derbyshire firms have identified that they will be making redundancies in the coming months, with the sectors mainly affected being manufacturing and hospitality/leisure.
- 8.5 Workers in the sectors most affected, including hospitality and retail, are more likely to be low paid, younger and female. Younger households are also likely to be disproportionately hit in the longer term, as evidence suggests that, following recessions, lost future earnings potential is greater for young people. This has been recognised in the recently announced national Kickstart Scheme aimed at those aged 16-24 who are on Universal Credit and are deemed to be at risk of long-term unemployment as well as the pledge to provide high quality traineeships for young people and provide further payments for employers who hire new apprentices.
- 8.6 In April, claimant unemployment figures rose by more than 10,000 in the county with the overall unemployment rate rising from 2.3% to 4.2%. Youth unemployment has also risen sharply and now stands at 5.6% compared with the national average of 5.3%.
- 8.7 Over 80% of firms in Derbyshire’s visitor economy have said that the pandemic had has a major negative impact on their business. The impact is especially dramatic in rural communities and market towns in and around the Peak District but is being experienced county-wide.
- 8.8 Research shows that people’s willingness to return to town centres and tourist destinations is tempered with concern about the ability to manage crowds and nervousness about a second wave of infection. The percentage of adults in Great Britain worried about the effect of the coronavirus (COVID-19) on their life was 64% between 18 and 21 June 2020 (ONS). This is acknowledged by businesses who want more guidance of what is safe and what do they need to do.

9. High Peak Emergency Response

- 9.1 Strong partnership working will be essential to successful recovery and there is obvious potential to build on the existing delivery networks that are in place to ensure joint working continues and duplication of effort is avoided. Officers meet regularly with Derbyshire Districts Recovery Cell to share information, develop regional recovery plans and understand the impact of COVID19 across all sectors.
- 9.2 The initial focus of the recovery team has been to implement emergency or short term measures to support businesses, town centre retailers and market traders, and to manage movement in our town centres. HPBC have also been working with DCC to support new, innovative ways of working - permitting take away delivery or the use of public space for trading.
- 9.3 As part of the emergency response, Town and Parish Councils, along with local community organisations, were asked to identify any areas of concern within their town centres. These were then shared with DCC and actioned as appropriate. Any medium or long term measures have been included in the Regeneration Recovery Strategy. A full list of the suggested town centre recovery actions is contained at Appendix 2.
- 9.4 Short term temporary measures have included the following actions:
- Work with County Councils to implement and promote any relaxation of planning restrictions that limit where food and drink can be served/consumed
 - Work with transport providers and highway authorities to provide appropriate signage and floor markings at bus stops
 - Reopen car parks and toilets allowing for social distancing and additional cleaning regimes.
 - Work with partners to deliver temporary town centre measures outlined at Appendix 2
 - Consider changes to layout of markets and additional signage to maintain social distancing -sharing NABMA guidance
 - Provide a range of online guidance and advice on safe working practices for businesses

10. Regeneration Recovery Strategy

- 10.1 Economic recovery will take place over an extended period of time and will require agreed programmes of work for long term renewal, supported by partners and stakeholders. The Regeneration Recovery Strategy considers measures to ensure long term regeneration, routes for delivery and funding opportunities across the following areas:
- Housing Delivery
 - Employment& Business Growth
 - Tourism
 - Town Centres
 - Markets
 - Climate Change

11. **Housing Delivery – Key actions**

- Develop ongoing dialogue with land owners, developers and registered providers to understand sector confidence and activity at a local level.
- Continue to work closely with Homes England to feed back local knowledge and the impact on local programmes
- Work with Homes England to identify opportunities for investment from emerging programmes
- Undertake a marketing exercise for Granby Road B (as per Homes England request) to gain information regarding site value
- Continue to meet regularly with developers of the Buxton HIF sites to understand constraints and provide support where necessary.
- Promote and utilise the RTB Receipt's to encourage and promote the continued provision of affordable housing in High Peak
- Ongoing support for the development of Neighbourhood Plans

11.1 Homes England have adopted a 'business as usual' approach with the majority of their current funding schemes (including Housing Infrastructure Fund and Local Authority Accelerated Construction projects) progressing as planned and we continue to work towards project milestones as far as possible and feedback local housing sector information to help shape Government support.

11.2 While the immediate feeling across the housing market might be one of uncertainty, there was a huge amount of investment in the sector prior to the outbreak. The imbalance between the supply and demand in the UK's housing stock remains and, in the longer term, housing, construction and infrastructure development remain high on the political agenda with recent announcements including support for new affordable Homes and a short-term home building fund extension to support small- and medium-sized housebuilders that are unable to access private finance. In addition, the government will introduce new legislation in summer 2020 to make it easier to convert buildings for different uses, including housing, without the need for planning permission.

11.3 There is an opportunity for the Council to benefit from the above schemes and build on our positive relationships with developers and Registered Providers in our areas to maximise investment in the districts on both Council owned and private development sites. The increase in people being able to work from home may also lead to rural areas becoming more desirable places to live. Demand for homes in areas that promote health and wellbeing could increase the popularity High Peak towns even further offering green, sustainable, walkable places with local shops and amenities.

12. **Employment & Business Growth -Key actions**

- Work to ensure grant funding support to all eligible HP businesses
- Encourage regular dialogue with key employers and businesses.

- Agree process of signposting, referral and feedback with partner organisations promoting the recently announced Kickstart and apprenticeship schemes.
- Support the work of the emerging D2 Economic Recovery cell to develop a D2 Economic recovery strategy
- Work closely with partners to ensure effective communications to business and share local intelligence with partner agencies.
- Lobby for improved digital infrastructure to support business
- Help inform the review of the HP local plan in terms of office space demand and business growth requirements

- 12.1 Over recent months the Government has developed a number of schemes to provide funding support to employers and the self-employed in the form of loans, tax relief and cash grants. The Council supported 2,078 High Peak businesses through the small business and retail grant scheme, totalling £23,635,000. It is estimated that 90% of eligible High Peak businesses received a grant through this scheme. In addition, the Council managed the delivery of the High Peak discretionary grant scheme. This closed on 30th June with 221 applications received. To date £1.1 million has been paid to applicants and a second round application process completes on 27th July 2020.
- 12.2 A large number of businesses have also benefitted from the Self-Employment Income Support Scheme (SEISS) and, from 17 August until 19 October, eligible applicants whose businesses have been adversely affected by COVID-19 on or after 14 July will be able to claim a second and final taxable grant worth 70% of their average monthly trading profits, paid in another single instalment covering three months' worth of profits, capped at £6,570
- 12.3 High Peak has a large number of manufacturing businesses, many of whom are key employers in the district. Thankfully, recent liaison with our key employers shows that the majority of manufacturers in HP continued to operate during the crisis (albeit at a reduced capacity).
- 12.4 Rising unemployment is a major concern for our key businesses. D2N2 Growth Hubs and Chambers of Commerce are considering how to respond to this. Partners anticipate a focus shift from support for long term unemployed to assisting with getting skilled unemployed back to work. Local authorities have been asked to assist with signposting to local and national provision.
- 12.5 Nationally, the job retention bonus will introduce a one-off payment of £1,000 to UK employers for every furloughed employee who remains continuously employed through to the end of January 2021. The government will also provide investment to drive forward delivery of local infrastructure projects, creating local growth and jobs. This could include the development and regeneration of key regeneration sites in High Peak and investment to improve transport and digital connectivity.
- 12.6 It is yet to be seen what the impact of increased home working will have on the demand for office space in High Peak. For some businesses, social distancing measures may lead to an increased requirement, whilst others may continue

adopt more flexible work patterns, encouraging work from home arrangements, leading to existing provision becoming redundant.

- 12.7 It will be important to understand the revised growth plans of our key employers and reinforce the 'open for business' message. This intelligence on long term growth can then be used to help inform the review of the High Peak Local Plan ensuring we are ready to meet future demand.

13. Tourism – Key Actions

- Encourage take up of discretionary grant to eligible tourism businesses
 - Promotion of DMO marketing campaigns to tourism business and residents to support 'holiday at home' message.
 - Promote take up of 'stay safe' charter mark amongst HP businesses.
 - Work to implement and promote any relaxation of planning restrictions that limit the season under which some organisations to operate
 - Identify HP businesses with limited season permissions.
 - Promotion of cycling and local transport networks to reduce car use.
- 13.1 Visit England and Visit Britain are working with a number of industry bodies to develop a 'stay safe' charter mark for businesses to build consumer confidence. Visit Britain/Visit England data suggests few people cancelling overseas holidays currently intend to replace them with a British one, so they need to be persuaded to consider a domestic trip. Visit Britain /Visit England are currently developing domestic campaigns in partnership with DMO's. Again, initial campaigns are likely to promote outdoor visits and Visit Peak District is planning a Peak District promotion to complement this. High Peak is well positioned to take advantage of both of these markets and need to work with DMO's to promote local attractions to visitors and residents.

14. Town Centres – Key actions

- Consider development of trader networks - bespoke 'totally locally'/'love where you live' projects for each town
 - Training – digital/resilience
 - Delivery of Future High Street Fund project to kick start recovery
 - Reconsider delivery of HAZ project as part of long term funding package
 - Work with community partners and stakeholders to design and deliver local town centre recovery programmes
- 14.1 Small towns are expected to recover faster than large cities and towns with a greater number of independent traders are likely to be more resilient. This is good news for towns in High Peak, many of which have a high number of independent traders. Recovery will depend on building more local capacity for action, making the most of increased support for local suppliers and businesses, and developing effective mechanisms for coordinating this.
- 14.2 Delivery of Buxton's Future High Street Fund initiatives offer additional critical support for those areas in greatest need, helping to transform the town centre by diversifying the high street offer. Whilst delivery of some of the Heritage

Action Zone projects may be delayed, elements such as the Community Engagement Programme and the Cultural Heritage Programme may help build local capacity and encourage people to return to the town centre in the short to medium term.

- 14.3 It is recognised that engagement with local partners and stakeholders will be key to delivery of the town centre recovery programmes. Many community and voluntary organisations are already delivering local support packages and have worked closely with the Council to implement temporary measures to allow town centres to open safely. An early draft of the Regeneration Recovery Strategy has also been shared with Buxton Civic Association, Vision Buxton, Buxton Town Team and Glossop Creative Trust for comment and input.

15. Markets

- Support Market Traders through the sharing of good practice, information and advice through NABMA and NMTF communication channels
- Support traders to implement delivery services, click and collect and to implementing social distancing measures
- Consider investment options for Glossop Market Hall
- Review marketing and events programmes for Glossop Market
- Review Market Trader training programme proposals

- 15.1 Indoor and Outdoor markets in High Peak The Council suspended the collection of rent during the close down. Buxton Market resumed trading on 1st June with Glossop Outdoor Market re-opening on 13th June. The majority of the indoor traders at Glossop are in receipt of grant funding and many have returned to trade at the outdoor market.

- 15.2 A recent NABMA survey suggests traders immediate asks are for marketing and promotion (including the use of social media) along with start up business advice and training for existing traders to present a modern market environment, complementing the town centre offer. Whilst large footfall generating events will be one of the last things to come back on stream, we need to develop marketing and event plans for market to give confidence and encouragement to customers to return. Planned investment in Glossop Market Hall will help reassure traders and customers that markets remain a priority for delivery and investment.

16. Climate Change – Key actions

- Promote Green Infrastructure delivery to support safe walking and cycling for short journeys
- Develop Green Infrastructure delivery proposals that support people's journey to work on foot or by bicycle
- Work with developers to bring forward schemes that facilitate access to green spaces and the surrounding countryside
- Consider opportunities for enhancing open spaces as part of town centre recovery programmes

- Work with partners to support the development of a public electric vehicle charging network

16.1 The pandemic has prompted a wave of critical reflection with issues of sustainability and longer term consumer behaviour being considered in greater depth. The issue of clean growth is likely to return to prominence and there are likely to be more demands for our high streets, town and city centres to be better places – safer to walk, with better air to breath, with more community uses and local businesses and more opportunities for local employment.

APPENDIX 1 - COVID-19 Impact on Services and Associated Recovery Action

Service	Function	Service Impact	Additional Functions	Recovery Action
OD & Transformation	HR	<ul style="list-style-type: none"> Recruitment suspended Training suspended Staff Appraisals / PEPs postponed 	<ul style="list-style-type: none"> Set up and co-ordinate staff testing for C19 Assess all workforce for vulnerability to C19 and make provisions for ongoing safety of all staff Liaison and agreement with Unions for all changes to working practices Postpone/rearrange all planned training Co-ordinate the Council participation with the LRF 	<ul style="list-style-type: none"> Working with Recovery Group to ensure safe return Advertisement of vacancies internally recommenced
	ICT	<ul style="list-style-type: none"> ICT projects delayed Mobile phone upgrades postponed 	<ul style="list-style-type: none"> Set up and roll out homeworking provision for all staff Set up and roll out provisions for contact centre to operate remotely Investigation and implementation of virtual meeting capability 	<ul style="list-style-type: none"> Re-commenced office 365 and windows 10 project
	Communications	<ul style="list-style-type: none"> Significantly Increased communication activity 	<ul style="list-style-type: none"> Participation in LRF work streams 	<ul style="list-style-type: none"> A communications plan has been developed as part of the recovery phase.
	Performance	<ul style="list-style-type: none"> C19 Impact on performance 	<ul style="list-style-type: none"> Monitor and report the impact on performance 	<ul style="list-style-type: none"> Process to revisit targets and project delivery has commenced
Audit		<ul style="list-style-type: none"> 2020/21 Audit Plan delayed Recommendations follow-up suspended Annual Governance Statement delayed 	<ul style="list-style-type: none"> Business grants monitoring/checking 	<ul style="list-style-type: none"> Revised plan to be agreed Follow up of recommendations has now commenced
Direct Services	Housing Repairs	<ul style="list-style-type: none"> Planned housing maintenance, work postponed Service focussed on priority and emergency repairs along with a limited amount of void work 	<ul style="list-style-type: none"> Focus has been on prioritising emergency work and ensuring that both staff and residents remain safe and can respond where necessary 	<ul style="list-style-type: none"> Risk assessments updated and awaiting the final sign off by unions and insurance company. PPE sourced and levels of protection agreed commensurate with role and duties required Toolbox talks developed, implemented and rolled out to all key staff Individual risk assessments in progress for our clinical and vulnerable staff Expected to be fully operations again on routine repairs by the end of July
Communities	Community Safety	<ul style="list-style-type: none"> CCTV cameras upgrade and monitoring station upgrade delayed 		<ul style="list-style-type: none"> Risk assessments in progress and awaiting the final sign off by unions and insurance

Service	Function	Service Impact	Additional Functions	Recovery Action
		<ul style="list-style-type: none"> • Anti social behaviour response • Partnerships and planned projects delayed • Environmental enforcement and investigations limited 		<p>company.</p> <ul style="list-style-type: none"> • PPE sourced and levels of protection agreed commensurate with role and duties required • Individual risk assessments in progress for our clinical and vulnerable staff • Expected to be fully operations again on routine Enforcement Duties by the end of July
	Democratic Services	<ul style="list-style-type: none"> • Member meetings postponed 	<ul style="list-style-type: none"> • Investigation and implementation of virtual meeting capability • Support Councillors to access and use TEAMS for virtual meetings 	<ul style="list-style-type: none"> • Virtual meetings implemented
	Community Support		<ul style="list-style-type: none"> • Support to vulnerable people 	<ul style="list-style-type: none"> • Continue to support the communities
Legal	Elections	<ul style="list-style-type: none"> • Elections postponed 	<ul style="list-style-type: none"> • Virtual meeting capability • Support given to other service areas (benefits) 	<ul style="list-style-type: none"> • Canvas to commence
Environmental Health	Food Safety Pollution Housing disrepair	<ul style="list-style-type: none"> • Restrictions on compliance visits • Suspension of inspections/monitoring 	<ul style="list-style-type: none"> • New requirements under the emergency legislation in particular around enforced closures. • Increased Multi-agency working 	<ul style="list-style-type: none"> • Risk assessments updated and awaiting the final sign off by unions and insurance company. • PPE sourced and levels of protection agreed commensurate with role and duties required • Individual risk assessments in progress for our clinical and vulnerable staff • Expected to be fully operations for routine inspections and enforcement by Mid July
	Licensing	<ul style="list-style-type: none"> • Full suspension of enforcement visits and multi agency visits 	<ul style="list-style-type: none"> • Pavement Licences 	<ul style="list-style-type: none"> • Risk assessments updated and awaiting the final sign off by unions and insurance company. • PPE sourced and levels of protection agreed commensurate with role and duties required • Individual risk assessments in progress for our clinical and vulnerable staff • Expected to be fully operations for routine enforcement by Mid July
	Land Charges	<ul style="list-style-type: none"> • Dramatic reduction in local searches received 	<ul style="list-style-type: none"> • Additional Planning updates and data cleansing 	<ul style="list-style-type: none"> • The Service is operational however service demands have reduced considerably due to the property market issues, however we are now seeing the market recover slowly. • Personal Searches will resume once the Reception Points reopen – End July/Aug
Service Commissioning	Leisure	<ul style="list-style-type: none"> • Leisure centres and the Pavilion Gardens facility were closed in late March. • Financial support provided to leisure centre 		<ul style="list-style-type: none"> • All leisure centres remain closed as Gov't has not yet permitted their reopening. Reopening plans have been produced by Parkwood but

Service	Function	Service Impact	Additional Functions	Recovery Action
		provider Parkwood <ul style="list-style-type: none"> • Playgrounds closed, 		until Gov't announce a reopening date these can't be enacted. The financial support currently being provided to Parkwood is insufficient to cover a reopening of all the SM sites. A report is being produced for members to enable the plans/options to be considered. <ul style="list-style-type: none"> • Effective of 18th June, Parkwood reopened takeaway services from the ice cream parlour at pavilion gardens. Further reopening plans of the kiosk and train are being considered currently. It is unlikely that the tea rooms and events spaces will reopen until late 20/21. • Playgrounds, outdoor gyms and outdoor sports facilities will all reopen on the 4th July, following the installation of signage, and a full safety inspection of each site and equipment. • Installation of a new play facility at Whitfield is due to start in mid July (and will take 2 weeks to complete), this project was due to be delivered at Easter but delayed due to C19.
	Waste collection, Street Cleansing & Grounds Maintenance	<ul style="list-style-type: none"> • Capacity reduced on street cleansing and grounds maintenance to support waste collection 	<ul style="list-style-type: none"> • Increase in fly-tipping 	<ul style="list-style-type: none"> • Increase in fly tipping • Waste and recycling services are all operating normally. Staff from other services are no longer being used to supplement crews. We are continuing to see higher than normal tonnages of recyclables presented for collection – averaging +26% higher than normal at this time of year. • Street cleansing – we are still seeing higher than normal volumes fly tipping despite the reopening of HWRC's. Litter levels is problematic in our parks and open spaces and higher than normal. • Grounds maintenance functions are all operating normally.
	Cemeteries			<ul style="list-style-type: none"> • Services are operating as normal. We have seen no increases in demand.
Regeneration	Business Support	<ul style="list-style-type: none"> • Additional support required by local businesses 	<ul style="list-style-type: none"> • Implementation of Local Discretionary Business Grant scheme which will involve distributing a further £1.2m of financial support to eligible 	

Service	Function	Service Impact	Additional Functions	Recovery Action
			businesses. • Work with partners to re open the town centres	
	Markets	• Indoor and outdoor markets in Glossop have remained closed during the lockdown period.		• Safe re-opening of Glossop outdoor market – signage, cleaning materials, information to traders. Relocation of indoor traders to outdoor market
Assets	Public Conveniences	• Public toilets across the borough closed	• Additional requirements for cleaning • Additional alteration works may be required	• Phased reintroduction from 15th June
	Commercial Properties	• The Council has been engaging with its commercial tenants on a one to one basis to provide support based on the individual circumstances of the businesses.		• Payment plans will be agreed with tenants for any arrears that have built up to support tenants.
	Car Parks	• The arrangements in the Council's car parks have been maintained strictly in line with the British Parking Association guidance..	• The Council has recognised the national permit scheme for health and care workers and have also extended it locally	• Enforcement is ongoing. • Parking machines are being routinely sanitised and signage erected.
	Housing Property	• The Council's annual gas safety checks are still being undertaken to the statutory timescales, although are subject to workarounds and changes to working practice as needed by the circumstances of individual tenants • Compliance related activities are being undertaken where possible. Some delays at sheltered schemes due to risk to residents.		• Kitchen Programme is being undertaken at a rate of 4-5 properties a week (much slower than pre-covid due to need to re-profile and survey). Commenced on 1 st June. • Bathroom, Aids and Adaptations, Roofing and Roofline all we approved at Exec last week. Call-in ends today, so work will now begin in mobilising those contracts. • Windows and Doors is due to start on 20th July. • Work to Queens Court roof has recommenced. • Structural works project is almost complete.
	Capital Works	• Capital projects postponed	• Works brought forward where buildings have been closed.	• Capital programme being re-prioritised due to risks and opportunities.
	Facilities / Public Buildings	• Public Buildings closed to public, open to staff.	• Additional cleaning undertaken by caretaking staff. • Reactive repair and maintenance works have been undertaken at buildings whilst "closed".	• Additional cleaning routing and resource will be required if more staff are to return to the buildings. • One way systems agreed • Hand sanitiser stations erected • Work space, meeting room, facilities to be restricted to comply with social distancing. • Receptions re-configured.
Development Services	Planning Applications	• Restrictions on site visits • Processing issues due to postponement of committee decision making processes.		• Virtual meetings now implemented • Implement new legislation

Service	Function	Service Impact	Additional Functions	Recovery Action
Finance	Procurement	<ul style="list-style-type: none"> Some procurement activity placed on hold as consequence of suspended services / inability to deliver projects during lockdown. 	<ul style="list-style-type: none"> Payment of the Small Business and Retail, Hospitality and Leisure Grant Schemes 	<ul style="list-style-type: none"> Planned procurement activity recommenced Additional procurement activity/support in relation to the COVID-19 recovery process
	Finance	<ul style="list-style-type: none"> Closedown of accounts delayed. 	<ul style="list-style-type: none"> Additional financial planning workload Completion of Government financial returns Support with business grants process 	<ul style="list-style-type: none"> Early update of the MTFP report to identify potential longer-term financial issues Close budget monitoring of 2020/21 position Statement of Accounts draft produced July, external audit aiming to complete end of September
Revenues & Benefits	Revenues	<ul style="list-style-type: none"> Flexible payment plans for council tax Flexible payment plans for business rates Recovery action temporarily suspended Increased Council Tax and Business Rates arrears 	<ul style="list-style-type: none"> Rebilling of business rates due to additional reliefs Coordinating the business grants process Assessing Council tax hardship applications 	<ul style="list-style-type: none"> Post-event assurance in respect of grant payments Recommence recovery action Assess collection rates impact
	Benefits	<ul style="list-style-type: none"> Rebilling of eligible LCTRS claimants Increase in the number of council tax support and housing benefit cases 	<ul style="list-style-type: none"> Rebilling of LCTRS due to additional £150 award 	<ul style="list-style-type: none"> Monitor impact of a recession on benefit workload
Housing		<ul style="list-style-type: none"> Temporary accommodation made available to prevent/relieve homelessness as per MHCLG guidance Rent recovery action temporarily suspended All tenancy management visits suspended 	<ul style="list-style-type: none"> The Carelink service has implemented welfare calls "Everyone In" response in respect of homelessness – of 63 placements 9 remain as at 29.6.20 Housing Allocations recommenced 12.5.20 	<ul style="list-style-type: none"> Support remaining homeless placements homelessness with permanent housing options / reduce use of temporary accommodation Recommence rent recovery action with additional steps to ensure vulnerability due to Covid captured Recommence FRA visits to communal blocks
Customer Services		<ul style="list-style-type: none"> Closure of Council offices in Buxton, Gamesley Appointments by telephone have been offered if required. Call centre staff enable to handle calls from home Service access diverted to the on-line and telephone access channels. Increase in the number of service requests that are being accessed through the Council's website. Post and Print – reduced volumes as service areas communicate electronically 	<ul style="list-style-type: none"> Separate dedicated call numbers were set up to deal with the new functions such as supporting businesses and vulnerable people. Additional webforms created to enable customers to self serve Central post and print function handling incoming and external mail and printing – scanning docs to service areas 	<ul style="list-style-type: none"> Re-open receptions, but consider changes to the provision of these facilities Expecting increase in volumes of enquiries , change in circumstances , tenancy enquiries/repairs /business' Continue with current post/print arrangements –removal of office equipment

Appendix 2 - Summary of Town Centre Actions (including measures requested by Town and Parish Councils, Voluntary Organisations and Community Partners)

Buxton	Partners/Delivery Lead	Progress
Buxton - Barriers on one side of High St to widen pavement has resulted in vehicles parking 1/2 on pavement on opposite side of rd – unsafe	DCC Highways - Steve Alcock	Regular liaison with DCC. Barriers being reviewed in light of issues raised.
Creation of a 'loop', a cycling and walking route linking the green spaces with safe, attractive paths utilising re-purposed roads like Dukes Drive.	Buxton Town Team Travel Group BCA DCC	To be progressed with partners
A safe alternative cycle route from Fairfield into town and up to Waterswallows avoiding or safely integrating with the A6 Fairfield Road.	Buxton Town Team Travel Group BCA DCC	To be progressed with partners
Secure cycle shelters near the town centre to encourage people to ride into town	Buxton Town Team Travel Group DCC	To be progressed with partners
Work to with County Councils to implement and promote any relaxation of planning restrictions that limit where food and drink can be served/consumed	DCC HPBC licensing Police	Awaiting announcement on changes to licensing legislation (expected 21 st July).
Work with transport providers and highway authorities to provide appropriate signage and floor markings at bus stops	DCC	Complete
Reopen car parks and toilets allowing for social distancing and additional cleaning regimes.	HPBC Assets	Complete
Provide a range of online guidance and advice on safe working practices for businesses	HPBC Regeneration	Complete
Consider development of trader networks - bespoke 'totally locally'/'love where you live' projects for each town	Buxton Traders BTT/VB/BCA/Buxton Kickstart	In discussion with Totally Locally High Streets on-line - proposal for High Peak towns to act as pilot project sponsored by Visa http://www.totallylocally.shop/
Training packages to include digital trading options and resilience planning	D2N2 Growth Hub	Promotion of current training

	East Midlands Chamber of Commerce	packages offered by partners. Working with partners to agree future provision based on local need.
Submission and delivery of Future High Street Fund project to kick start recovery	HPBC/DCC/VPD&D/BLC/UoD/BCT/BTT/VB/BCA/D2N2/NHS/High Peak Access	Bid submitted June 2020
Reconsider delivery of HAZ project as part of long term funding package	HPBC/DCC/VPD&D/BLC/UoD/BCT/BTT/VB/BCA/D2N2/NHS/High Peak Access	HAZ funding agreement in place. Revised programme submitted August 2020. Condition survey in progress.
New Mills		
New Mills – pavement widening measures at Market Street New Mills	DCC Highways – Simon Tranter Bounceback New Mills New Mills TC	Regular liaison with DCC. Barriers removed in light of issues raised.
Reduce speed limits, one way system, permanent pavement widening	DCC Highways	To be progressed with partners
More 'cycle friendly' roads.	DCC Highways	To be progressed with partners
Parking restrictions outside Primary School.	DCC Highways	To be progressed with partners
Use of permeable surfaces & slowing of river flow	DCC Highways Canals and Rivers Trust	To be progressed with partners
Work to with County Councils to implement and promote any relaxation of planning restrictions that limit where food and drink can be served/consumed	DCC HPBC licensing Police	Awaiting announcement on changes to licensing legislation (expected 21 st July). One enquiry received to date.
Work with transport providers and highway authorities to provide appropriate signage and floor markings at bus stops	DCC	Complete
Reopen car parks and toilets allowing for social distancing and additional cleaning regimes.	HPBC Assets	Complete
Provide a range of online guidance and advice on safe working practices for businesses	HPBC Regeneration	Complete

Consider development of trader networks - bespoke 'totally locally'/'love where you live' projects for each town	NM Trader Networks NM TC HPBC Regeneration	In discussion with Totally Locally High Streets on-line - proposal for High Peak towns to act as pilot project sponsored by Visa http://www.totallylocally.shop/
Continued delivery of Town Centre Recovery Plan actions (BEIS funded programme following Toddbrook Dam incident)	NM Trader Networks NM TC HPBC Regeneration DCC VPD&D Growth Hub/EMC	COVID19 has resulted in a delay to delivery of some items. These are now being progressed.
Training packages to include digital trading options and resilience planning	D2N2 Growth Hub East Midlands Chamber of Commerce	Promotion of current training packages offered by partners. Working with partners to agree future provision based on local need.
Glossop		
Glossop - Promotion of sustainable transport in Simmondley and Glossop Walking & cycling to work initiatives within High Peak	DCC	To be progressed with partners
Work to with County Councils to implement and promote any relaxation of planning restrictions that limit where food and drink can be served/consumed	DCC HPBC licensing Police	Awaiting announcement on changes to licensing legislation (expected 21 st July). One enquiry received
Work with transport providers and highway authorities to provide appropriate signage and floor markings at bus stops	DCC	Complete
Reopen car parks and toilets allowing for social distancing and additional cleaning regimes.	HPBC Assets	Complete
Provide a range of online guidance and advice on safe working practices for businesses	HPBC Regeneration	Complete
Consider development of trader networks - bespoke 'totally locally'/'love where you live' projects for each town	Glossop Creative Trust	In discussion with Totally Locally High Streets on-line - proposal for High Peak towns to act as pilot project sponsored by Visa

		http://www.totallylocally.shop/
Training packages to include digital trading options and resilience planning	D2N2 Growth Hub East Midlands Chamber of Commerce Glossop Creative Trust	Promotion of current training packages offered by partners. Working with partners to agree future provision based on local need. Promotion and support agreed for future programme of local training provision being offered by Glossop Creative Trust – work in progress.
Chapel		
Chapel - A6 Chapel Bypass consider shared use path for safe cycling	Chapel PC DCC	To be progressed with partners
Work to with County Councils to implement and promote any relaxation of planning restrictions that limit where food and drink can be served/consumed	DCC HPBC licensing Police	Awaiting announcement on changes to licensing legislation (expected 21 st July).
Work with transport providers and highway authorities to provide appropriate signage and floor markings at bus stops	DCC	Complete
Reopen car parks and toilets allowing for social distancing and additional cleaning regimes.	HPBC Assets	Complete
Provide a range of online guidance and advice on safe working practices for businesses	HPBC Regeneration	Complete
Consider development of trader networks - bespoke 'totally locally'/'love where you live' projects for each town	Chapel Trader Networks Chapel PC HPBC Regeneration	In discussion with Totally Locally High Streets on-line - proposal for High Peak towns to act as pilot project sponsored by Visa http://www.totallylocally.shop/
Continued delivery of Town Centre Recovery Plan actions (BEIS funded programme following Toddbrook Dam incident)	Chapel Trader Networks Chapel PC HPBC Regeneration DCC VPD&D Growth Hub/EMC	COVID19 has resulted in a delay to delivery of some items. These are now being progressed.

Training packages to include digital trading options and resilience planning	D2N2 Growth Hub East Midlands Chamber of Commerce	Promotion of current training packages offered by partners. Working with partners to agree future provision based on local need.
Whaley Bridge		
Lack of cycle ways, joined up public transport; transport for school children.	DCC	To be progressed with partners
Car Sharing initiatives. A5004 access to W Bridge unsafe for cycling	DCC	To be progressed with partners
Permanently widen pavements.	DCC	To be progressed with partners
Work to with County Councils to implement and promote any relaxation of planning restrictions that limit where food and drink can be served/consumed	DCC HPBC licensing Police	Awaiting announcement on changes to licensing legislation (expected 21 st July).
Work with transport providers and highway authorities to provide appropriate signage and floor markings at bus stops	DCC	Complete
Reopen car parks and toilets allowing for social distancing and additional cleaning regimes.	HPBC Assets	Complete
Provide a range of online guidance and advice on safe working practices for businesses	HPBC Regeneration	Complete
Consider development of trader networks - bespoke 'totally locally'/'love where you live' projects for each town	WB Trader networks WB TC	In discussion with Totally Locally High Streets on-line - proposal for High Peak towns to act as pilot project sponsored by Visa http://www.totallylocally.shop/
Continued delivery of Town Centre Recovery Plan actions (BEIS funded programme following Toddbrook Dam incident)	WB Trader Networks WB TC HPBC Regeneration DCC VPD&D Growth Hub/EMC	COVID19 has resulted in a delay to delivery of some items. These are now being progressed. Lindsays leaflet
Training packages to include digital trading options and resilience planning	D2N2 Growth Hub East Midlands Chamber of Commerce	Promotion of current training packages offered by partners. Working with partners to agree future provision based on local

		need.
Hope Valley		
Walking & Cycling initiatives	HV PC's	To be progressed with partners
Work to with County Councils to implement and promote any relaxation of planning restrictions that limit where food and drink can be served/consumed	DCC HPBC licensing Police	Awaiting announcement on changes to licensing legislation (expected 21 st July).
Work with transport providers and highway authorities to provide appropriate signage and floor markings at bus stops	DCC	Complete
Reopen car parks and toilets allowing for social distancing and additional cleaning regimes.	HPBC Assets	Complete
Provide a range of online guidance and advice on safe working practices for businesses	HPBC Regeneration	Complete
Consider development of trader networks - bespoke 'totally locally'/'love where you live' projects for each town	Hope Valley Traders	In discussion with Totally Locally High Streets on-line - proposal for High Peak towns to act as pilot project sponsored by Visa http://www.totallylocally.shop/
Training packages to include digital trading options and resilience planning	D2N2 Growth Hub East Midlands Chamber of Commerce	Promotion of current training packages offered by partners. Working with partners to agree future provision based on local need.