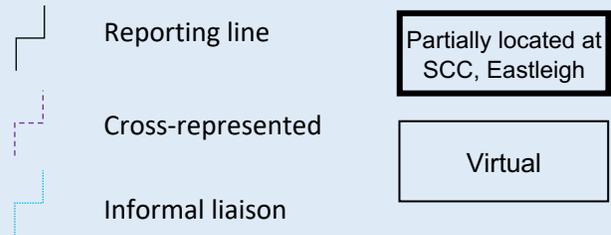


HIOW COVID-19 Response Structure



Government

Strategic Coordinating Group (SCG)

Chair –
5 x Supporting Strategic Leads (1 per Strategic Objective)

Protect the most vulnerable	Public Confidence and Order	Prevent Spread of Infection	Maintain Critical Services	Restore and Recover
-----------------------------	-----------------------------	-----------------------------	----------------------------	---------------------

Multi-Agency Information Cell (MAIC)

Modelling Cell (MOC)

Recovery Coordinating Group (RCG)

Media Cell

Hampshire Tactical Coordinating Group (HTCG)
George White, Hampshire Police

Isle of Wight Tactical Coordinating Group (ITCG)

Port Health (PorH)

Logistics Cell (LOG)

Excess Deaths Advisory Group (EDAG)

Welfare Group (WG)C

Voluntary Sector Group (VOL)

Health & Social Care (HSC)

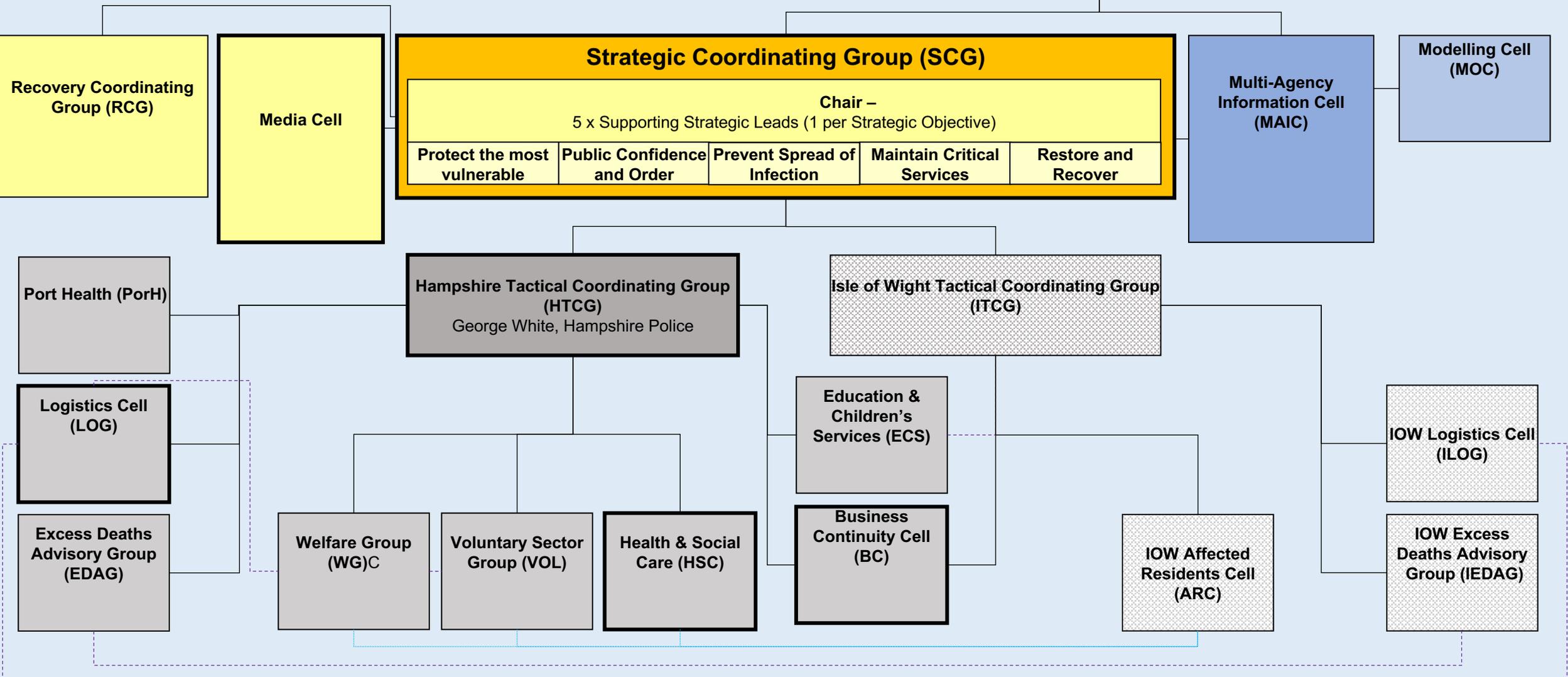
Education & Children's Services (ECS)

Business Continuity Cell (BC)

IOW Affected Residents Cell (ARC)

IOW Logistics Cell (ILOG)

IOW Excess Deaths Advisory Group (IEDAG)





Havant
BOROUGH COUNCIL

BUSINESS CONTINUITY PLAN 2019

Version	Date	Description	Name
V1.0	16 th March 2017	Rewritten	S Pinkney
V1.1	21 st march 2017	Reviewed	N Payne
V1.2	14 th June 2017	Reviewed	S Pinkney
V1.3	1 st September 2018	Reviewed	E Chisholm
V2.0	31 st May 2019	Reviewed	E Chisholm

**IN THE CASE OF AN INCIDENT GO DIRECTLY TO:
INCIDENT RESPONSE - PAGE 5
BUSINESS CONTINUITY RESPONSE – PAGE 18**

Changes to Havant Borough Councils operations are highlighted in blue the Corporate Business Continuity Plan will have to be reviewed in 3 months to include any specific changes that have been put in place.

There is a need to work with partners and contractors to ensure all BC Plan are linked and key staff are identified during the change over.

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There is a need to work with partners and contractors to ensure all BC Plan are linked and key staff are identified.

1. INTRODUCTION

The Civil Contingencies Act 2004 requires councils to maintain plans to ensure that the organisation can continue to perform its functions in the event of a Business Continuity (BC) incident. This duty extends to all services.

A situation that might be, or could lead to, business disruption, loss of services, incident or crisis involving either Havant Borough Council or East Hampshire District Council.

The aim of this Business Continuity plan is to ensure that disruption to the public and service users are kept to a minimum in the loss of the Plaza building.

The BC plan strives to:-

- Minimise the effect of an incident
- Maintain the ability to carry out the councils statutory duties and functions
- Achieve a planned and controlled response to an incident
- Reduce the risk, to staff, public and property

The Council's plans are based on the fact that most of our services are provided from the Public Service Plaza. Due to increased partnership working with East Hampshire District Council (EHDC), Norse SE (NSE), Capita, Vinci, Arcadis, Hampshire County Council (HCC) and others means that council services are more resilient and flexible. The Plaza BC plans for the possibility that the Public Service Plaza, staff or critical information and services may become unavailable.

1.1 How to use the Plaza BC plan

The following document is the Plaza BC plans for Havant Borough Council and partners who maybe involved in BCP incident. It describes the requirements of the guidelines for recovering from an incident. It is designed to be conceptual rather than prescriptive; specific activities of recovery will be the responsibility of the Incident Management Team (IMT), Business Continuity Management Team (BCMT) and other staff as required.

The IMT considers different issues to the BCMT and it is important to understand the differences, so no unnecessary duplication takes place. The IMT will be responsible primarily for the Plaza, which means they will be required to manage the site and services during the incident.

The responsibility of the BCMT is to consider the use of alterative sites and recovery of critical services and to manage all business operations following the incident.

Table 1 below summarises the areas of responsibility.

Table 1 Incident Management Team roles

Incident Management Team (IMT) (GOLD)	Business Continuity Management Team (BCMT)(Silver)
Strategic consideration	Invocation
Communication to staff, Councillors, public, media, website	Crisis response (on site)
Human resource (HR) issues	Recovery of critical Information and lost documentation
Insurance / Finance	Small scale incidents (as above re Capita)
Working with other building users and partners (in relocating)	Contractors and other building users in recovery of systems i.e. IT
Planning for recovery	Recovery of council services
Site recovery	Specific site contractors

The plan provides a framework for responding to a range of disruptions within the Plaza. It identifies strategies, decisions, possible outcomes and information needed in order to make decisions. The plan is a flexible tool and may be adapted to fit the circumstances.

1.2 Who should use this plan?

The plan identifies teams who may be required to work with IMT on business continuity and recovery in the event of an incident. The individuals in each team should use this plan to assist them in their operation.

Individual team members contact details are available on Kahootz and in the Emergency Contact Directory.

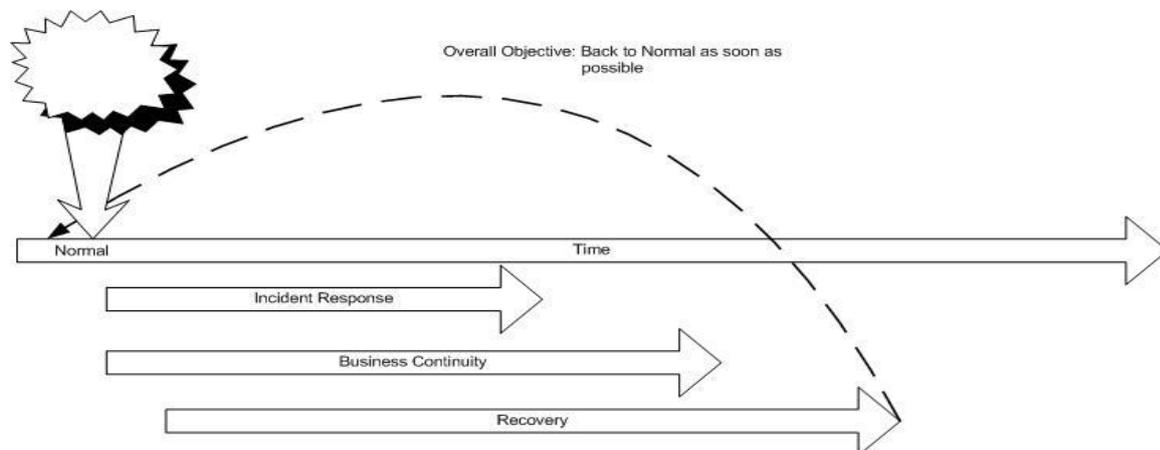
1.3 Plans and timescales

The Plaza BC Plan is for use during and after an emergency. There are also a number of individual service BC plans in place that may be used in conjunction with the Plaza BC Plan.

Each section of the Plaza BC plan covers a phase of the incident and a timeline is below. It is important to remember however, that each phase is likely to overlap.

The incident response phase is split into three sub categories which are not shown in the diagram but are described in the checklists for the IMT, Initial Actions, Establishing Control, and Incident Recovery.

Figure 1 Recovery Timeline



1.4 Safety and security

The Plaza BC plan is designed as an all purpose plan and does not replace any existing safety and security procedures, e.g. fire evacuation all of which must be considered as part of BC Planning.

2.0 BUSINESS CONTINUITY RESPONSE PROCESS

2.1 The councils response structure

Guidelines must be set out prior to an incident to avoid confusion if something goes wrong. Figure 3 shows the command and control structures that have been set up within the Council to manage an incident.

Figure 2 Command and Control



Both the IMT and BCMT may not be activated during an incident. It will depend on the size and nature of the incident. The Plaza BC plans gives a detailed remit of the teams and indicates the circumstances they should be established. The teams may be invoked or stood down at any point.

2.2 Business Continuity Management Team scope (BCMT)

The BCMT covers different topics to the IMT and it is important to understand the differences to ensure no unnecessary duplication. The BCMT will be responsible primarily for off site activities and any on site incident where IMT action is not required.

2.3 Objectives

The objectives of the BCMT are as follows:

- To initiate, control and co-ordinate the recovery operations
- To ensure business continuity
- To prioritise recovery of service functions so as to minimise the impact to the community
- To assemble and verify information for the IMT, who will control its release to the media via the Communication Team

2.4 Incident management team scope

IMT will be responsible for managing the Plaza / site during the incident. The BCMT will manage all operations during and following the incident. BCMT will be required to consider use of the alternative sites and how to get critical services recovered.

Table 2 Call out list for IMT

Role	Primary	Secondary
Incident Management Team Director	Chief Executive (1)	Executive Director (2)
Communications	Head of Head of Communications and Community	Or Nominated Officer
Finance	Head of Finance	Or Nominated Officer

The BCMT is likely to become the Recovery Team (RT) and they may need to change their priorities and identify additional resources and to manage the return to normality.

2.5 Incident definition

“A situation that might or could lead to business disruption, loss of services, incident or crisis involving “the Council”

2.6 Activation procedure

2.6.1 Notification

If there is a potential threat of damage to life, destruction of or major damage to property then the alarm should be sounded and the emergency services notified immediately.

If the BC Plan is invoked the BCMT Director must notify the IMT Director of the incident and its nature. Should the primary IMT Director not be available the BCMT Director should try the team in order. Once the BCMT Director has made contact with one member of the team this notification is complete.

The IMT member should establish whether the IMT Director has been contacted. If not, it is for them to lead initially until a senior officer one can be nominated.

The BCMT could be notified of an incident from a variety of sources including: Emergency Services, Plaza staff, Facilities Team, IT provider or a Utilities company.

When the first BCMT member has been contacted they are responsible for calling out the other team members and establishing whether a BCMT lead has been appointed.

An incident log must be started as soon as you receive notification of an incident

The contact details for all team members can be found on the service specific BC plans, the Borough Emergency Plan Contact Directory or the Director Duty rota.

2.6.2 Invocation

There are a number of options to be considered when notification of a business continuity incident is received. The Plaza BC Plan must be invoked immediately based on the criteria below.

- An incident should be declared when it is likely to cause a significant loss of service.
- That there is a greater than 50% probability that a service or function is likely to be incapacitated for 24 hours or more.
- That there is a greater than 50% probability that the capability of Plaza will be incapacitated for 12 hours or more.

If there is a real or potential threat of losing access to the site or building, losing a critical services, loss of a significant number of staff, computing equipment, power or loss of communications you should suitable actions i.e.

- Put staff on alert - pending further information or where it is likely that any of the above conditions will be confirmed as soon as possible

The Council’s IMT and BCMT should be invoked by the IMT Director as appropriate. In their absence, however, the following people can use their professional judgement and discretion to activate the Plaza BC plans:

- Any member of Management Team (MT)
- BCMT team member
- Effective Working Manager (Facilities) (Vinci from 1/10/ 2017)

- Head of Programmes, Redesign and Quality (IT Manager).
- Head of Finance
- Safety and Emergency Planning Officer

If the Chief Executive is not available to become the IMT Director he/she should be notified of the Plaza BC plan activation at the earliest opportunity.

2.6.3 Escalation

Once the BC plan has been invoked it must be reported to the Chief Executive, who will retain all responsibility for ensuring that a senior manager and the IMT, if invoked, are kept up to date at all times.

2.7 Incident Management Team (IMT)

2.7.1 Objectives

The objectives of the IMT are as follows:

- To manage the perceptions of the incident – this includes all communications to staff, members, partners and the public
- To assemble and verify information to be released to the media
- To deal with issues surrounding insurance and salvage
- To supervise and co-ordinate all works pertaining to the Plaza
- To address all HR related problems – this includes staff welfare, next of kin notifications, counselling etc.
- To authorise and deal with any finance requested by the BCMT or the IMT itself
- To ensure Council services operate and be maintained during an incident

2.7.2 Members of Incident Management Team

The following roles are required for the IMT:

Table 3 IMT members

Role Title	First Choice	Successor
IMT Director	Chief Executive	Director
Human Resources	Head of Services Organisational Development (Human Resources)	HR Officer
Communications	Head of Communications and Community	Communications Manager
Finance	Head of Finance	Accountant (Capita from 1/10/2017)
Legal	Head of Legal	Principal Solicitor
Site Recovery Manager	Building Surveyor	Estates Team Leader (Arcadis from 1/10/2017)
IT	Head of Programmes, Redesign and Quality	IT Partnership Manager
Business Continuity Adviser	Safety and Emergency Planning Officer	Health and Safety Advisor
Building Contractors Capita, HCC(IT)	Contractors Managers	Deputy Managers
Other Building Managers and users	As required	
Depending on Specific issues	Additional Officers as Required	

Support to IMT (as required)

Administrative/ Record Keeping / Loggist

2.7.3 Business Continuity Management Team (BCMT):

Suggest team members for the BCMT

Role Title	First Choice	Deputy
BCMT Director	Executive Director	Executive Director
Facilities Recovery	Effective Working Manager (Facilities)	Facilities Team Manager
Site Recovery Manager	To be identified	
IT Recovery	IT Partnership Manager	IT Services Manager (Client for 5C's)
Business Continuity Adviser	Safety Emergency Planning Officer	Health and Safety Advisor
Support to BCMT (as required)		
Administrative/ Record Keeping – Corporate Support team		
Further staff to be identified dependant on the incident		

2.7.4 Roles and responsibilities

This section provides an overview of the roles and responsibilities for individuals and teams involved in incident response.

Business Continuity Management Team (BCMT):

- Identify the members of staff available to fulfil the role and contact them
- Appoint deputies as necessary
- Notify the IMT Director of the problem and request the IMT be established (if necessary)
- Convene the BCMT and brief appointees on the incident
- Decide whether an incident should be declared
- Set the BCMT objectives
- Review and modify the BCMT Action Plan to reflect the chosen strategy
- Provide recovery status updates to senior management
- Review progress of the operation
- Ensure that at the beginning of the incident a frequency of reports to the BCMT and Directors is decided upon and then adhered to

Incident Management Director:

- Identify the members of staff available to fulfil the roles and contact them
- Appoint deputies as necessary
- Convene the IMT and brief appointees on the incident
- Review and adopt the IMT objectives
- Review and modify the IMT Action Plan to reflect the chosen strategy
- Provide status updates to senior management and Councillors
- Ensure that at the beginning of the incident a frequency of reports to the BCMT is decided upon and then adhered to.
- Work with the council partners and contractors to ensure safety of critical information and services can be continued
- Planning for recovery should take place as soon as possible during any event

Human Resources:

- Update staff on incident in association with communications
- Supply advice and information to staff

- Ensure staff welfare
- Liaise with the Council's counselling service provider regarding counselling facilities
- Contact next of kin as appropriate
- Ensure that any staff affected are in regularly contact
- Deal with staff communications relating to the incident
- Maintain appropriate staff records

Communication:

- Issue press releases to media
- Work with other partners and emergency service to ensure a single message is supplied to the public and press
- Co-ordinate media visits as appropriate
- Monitor the news and other media outlets as to what messages are being issued
- Liaise with HR on staff communications where required

Finance:

- Liaise with Insurance Provider
- Authorise spending as appropriate
- Keep expenditure log
- Consider the possibility of a Belwin claim (the Government financial claim process)

Legal:

- Advise on specific legal issues such as loss of documentation
- Assist with the development of new contracts to cover emergency works

Site Recovery Manager (SRM):

- Isolate main supplies – gas, water and electricity if relevant
- Contact and liaise with all relevant parties including loss adjustors, specialist cleaners, contractors, builders, site security, police and other agencies
- Record all activities on site, including equipment / documentation being removed and returned
- Retrieve critical information
- Identify and protect any evidence of deliberate damage, take photographs
- Protect areas that are not damaged or contaminated
- Ensure building security with external contractors
- Work with the council partners and contractors to ensure safety of critical information and services can be continued

Business Continuity Adviser (SEPO)

- Act as liaison between the BCMT and IMT
- Advise on specific issues of business continuity

Administrative/ Record Keeper:

- Ensure that all decisions are recorded and finance expenditure logged
- Ensure that minutes of the meetings are made available to the BCMT and Service Recovery Groups
- Receive and log information as it enters the IMT
- Prioritise requests for assistance and forward to the correct member of the team

Information Technology (IT):

- Ensure that sufficient hardware and software is available for critical services
- Ensure that all critical applications are available to meet recovery time objectives
- Specific activities as included in the IT Disaster Recovery Plan this will change with the introduction of HBC IT Partners
- Staff can work off site either at home or other locations with the same IT access
- There are limited laptops available to WFH.

2.7.5 Incident Control Centre

If the incident has not affected the structural integrity of the building the IMT / BCMT will meet in the Management Team or B120 area in the Plaza.

If access to the Plaza is not possible the IMT / BCMT may meet at Penns Place, dependant on the nature of the incident.

The BCMT Director will select the location and inform the other team members.

2.7.6 Critical information

The critical information is now held in Kahootz and on the "J" drive and not stored in physical battle boxes in the depot.

Site plans including utility shut off points, access points, critical data locations and records, forms and copies of contact lists and relevant recording pads are stored in Kahootz.

Utility contacts and Contacts for key FM suppliers are located in Annex two and additional information is stored in Kahootz and can be found at:

<https://havantandeasthants.kahootz.com/connect.ti/BusinessContinuityPlanning/view?objectId=3764400>

J:\HBC\Other\Shared\Shared\BCP plans

Copies of documentation to manage an incident are stored on Kahootz

Contacts for employees, including next of kin details are held by HR. Information is held on SAP which is an independent web site accessible by HR colleagues either on-site or remotely.

For the whole of 2.7.6 key staff may not have access to Kahootz once transferred to Capita, Vinci or Arcadis

3. CRITICAL ACTIVITIES

The Business Impact Analysis assessment for the authority showed that the following functions are considered top priority in the event of an incident. The importance of these functions may and will change depending on the type of incident. We also need to consider the involvement of other organisations and services in any event.

The list below identifies critical activities that are managed by staff at within the Plaza. Other shared business users and other building user also need to be considered.

Table 4 HBC BCP Critical Activities

Function	Recovery Time Objective	Owners
Environmental Health – Disease outbreak / Animal Welfare / Pollution	Within 1 day	HBC / EHDC / Joint
Building Control – Dangerous Structures	Within 1 day	HBC/ EHDC / Joint
Housing	Within 1 day	HBC / EHDC / Joint
Media	Within 1 day	HBC / EHDC / Joint
Human Resources	Within 1 day	HBC / EHDC / Capita
Business Improvement – IT Transition July to November	Within 1 days	HBC / EHDC / HCC / Capita / Joint
Revenues & Benefits	Within 2 days	Capita
Customer Service Centre Transition July to November	Within 1 day	EHDC / HBC, Capita
Finance/Procurement	Within 2 days	Capita
Facilities Management	Within 1 day	HBC / Vinci / Arcadis
Vehicle Workshops	Within 2 days	NSE
Waste & Resources	Within 1 day	NSE
Cemetery Service	Within 1 day	NSE
Emergency Planning / BC Planning	Within 1 day	HBC / EHDC / HCC

The above functions have all been identified as needing to be up and running within either 24 hours or 48 hours of an incident. Specific details of the arrangements for recovering these functions and the resources required can be found in their relevant service / contractor BC Plans.

In addition to the key functions further assistance may be needed by some of the support services to deliver the minimum levels of service required. These are outlined in table 5 below.

Table 5 Support Services for Critical Activities

Support Functions
Facilities Management
IT
Human Resources

3.1 Activities with variable criticality

A number of activities have been highlighted as being critical during certain peak periods however outside these periods their criticality is vastly reduced. There may be other variable critical items that have not been identified which may become critical on occasion.

Table 6 Variable Critical Service

Dependant on time of year and other services may be come critical		
Elections		Within 2 days
Financial Reporting		Within 2 days

3.2 Recovery of critical activities

The recovery of all critical functions for the Council is the responsibility of the BCMT and falls outside this section.

4. PERSONNEL CONSIDERATIONS

4.1 Expected reactions

People are the core of our operations, knowledge and functions, which mean that the core services of the Council can be impacted and potentially destabilised by critical incidents.

Frequently after a major incident victims tend to distance themselves from the scene to some extent, either mentally, physically or both. Often there is a subconscious need to move, either to a new type or new place of work.

Although trauma and stress counselling can be very helpful for some individuals, it is the response of colleagues and managers, coupled with support from friends and family, that proves to be of most assistance. Perceived lack of support or thoughtless responses is remembered for a long time.

HR will arrange support to assist staff with the feelings of loss of control and with trauma response. Giving people some control over planning their recovery can make a real difference.

The HR representative on the IMT is expected to help manage the following issues.

- Record details of staff involved
- Arrange transportation
- Assist with financial support
- Actively publish the details of the counselling service
- Assist managers to manage and risk assess vulnerable individuals
- Have information available for family support and information
- Create a supportive 'recovery environment'
- If appropriate set up a staff support group to talk about the incident
- Ensure that staff can enter their property
- Liaise with family members, if appropriate
- Promote flexible working arrangements

4.2 Information to staff

See "Communication with Staff", section 7.2

4.3 Counselling arrangements

Emotional support and counselling is available, free of charge to all staff. The telephone helpline is staffed by specially trained advisors, who can be contacted 24 hours a day, 365 days a year. Callers to the helpline are given unlimited support, advice and information to deal with their difficulties.

5. INSURANCE & FINANCE ISSUES

5.1 Insurance / Salvage

The majority of assets owned by the Council are insured but are not covered for the full replacement value. Where possible, salvage should always be considered an option.

Our Insurance provider should be informed of any incident which results in a potential claim as quickly as possible, so a loss adjustor can be appointed. The Insurer should be contacted through the Insurance & Treasury Officer.

5.2 Corporate finance

See annex 2 for a list of council staff who have access to corporate credit cards

Staff must record all incident expenditure

6. SITE MANAGEMENT

6.1 Salvage

A Site Recovery Manager (SRM) will be appointed by the IMT to control all reclamation operations at the Plaza if required.

Initial responsibilities will include:

- Liaison with emergency services
- Ensuring that all utilities have been shut off to ensure site safety
- Identifying critical information and equipment that should be protected
- Liaison with suppliers
- Reporting to IMT Director

Further responsibilities will include:

- Surveying site to establish damage including taking photographs
- Working with relevant contractors to undertake works
- Liaison with finance representative regarding insurance/ loss adjuster/ salvage operators
- Ensuring site security
- Arranging for temporary storage of damaged and undamaged records
- Ensure site Health & Safety
- Work with other council contractors and partners

No contractors have been pre-selected due to tender restrictions, however in an emergency this service can be accessed through our insurance company.

6.1.1 Record keeping

Recording of any work undertaken is critical. There must be full detailed records of the equipment, data and documents removed from site by salvage specialists.

Nominate temporary storage locations for damaged and undamaged equipment and records i.e. Southmoor Depot file store should be available for some additional limited storage and at an additional cost (NSE).

6.2 Security

Ensuring the security of the site and the contents inside is the responsibility of the Site Recovery Manager. The details of our security contractors are outlined below.

HBC Facilities Team	
In hours	02392 446222
Out of Hours	
EHDC Facilities Team	
ADP Security, Petersfield	01730 261510
In hours	01730 234075
Out of hours	07850 358156

6.3 Document retrieval

Loose documents can be restored but recovery can be a slow and expensive process. Items earmarked for recovery should not be moved by staff members unless they are at threat from further damage.

6.4 Actions to be taken in specific circumstances

****Do not let anyone enter the site until we have clear objectives and they are clearly understood****

The following general precautions should always be taken:

- Only authorised personnel are allowed in to affected areas
- All personnel visiting an affected area must wear the correct PPE
- All personnel must work in teams (minimum number of two)
- All staff must be logged in and out
- All affected areas must be risk assessed to ensure safety of personnel .e.g. from loose materials, dusts, (seek professional advice if required).
- Record details of any items removed and where they are sent to.

6.4.1 Fire

- Ventilate building as soon as possible to remove smoke and other airborne contaminants
- In rooms containing computer equipment remove surface dust / debris / soot with a brush or vacuum cleaner

6.4.2 Flood

- Ensure that all power to the building is off, including UPS and battery back ups
- Consult a salvage engineer from the start – take phone advice if necessary
- Gently tilt equipment so that water runs off rather than sitting on circuit boards
- Cover equipment with plastic sheeting to protect from falling water
- Protect dehumidifiers
- Do Not under any circumstances switch on the equipment to see whether it works

7.0 COMMUNICATIONS STRATEGY

Public relations and ‘the media’ can be difficult to handle. Mistakes in releasing information about an incident can very quickly damage the Council’s reputation. A well managed incident will provide a fast, accurate and regular flow of co-ordinated information. All of this section is the responsibility of Communications Team, unless otherwise stated. All messages should be approved by the IMT before being issued.

The council press officer must work with the emergency services and agree any statement relating to any incident with the emergency services.

7.1 Initial holding statements

A holding statement should be available as soon as possible for those fielding the first calls. This will be prepared and authorised by the IMT. It is crucial that as much of the following information is included in a factual summary of the incident; exact location, time, emergency phone numbers, level of emergency response and the site of any media liaison point.

7.2 Communication with staff

All staff should be kept informed of the incident by the Council rather than through the media, and therefore a proactive approach to information dissemination should be via the council’s web sites.

Decisions regarding the invocation of alternative working locations and methods will be made by the BCMT based on individual teams BC plans. Staff should be provided with details of the incident but should not be asked to go home or to the alternative site until confirmation has been provided by the BCMT Director.

The HR team should liaise with Communications Team on the handling of staff messages (this will be Capita from October 2017).

The Council has a subscription to two websites www.hbcemergency.co.uk & www.ehdcemergency.co.uk. These can be used to give information to staff as the incident progresses. The communication team can then use information gathered on these websites to inform the wider public or Councillors.

7.2.1 During office hours

If email is still operational then all employees will be notified of any incident by an all staff email. Skoop front page should also be updated to provide current information (partners may not be able to access Skoop unless they have HBC email address moving forward).

Should the computer systems or email be unavailable it will be the responsibility of team leaders to communicate any changes in circumstance to their staff. Heads of Service will be briefed by the IMT and they will then activate their communication cascades as set out in their service BC plans.

7.2.2 Out of normal office hours

Should an incident occur outside normal working hours Heads of Service will be notified by the IMT Director or the SEPO / Business Continuity Adviser? They will then inform all staff, using contact details in their service specific BC plans. When further information becomes available employees will be informed. Staff should be reminded that any enquiries about the incident from the media must be referred to the Communication Team.

At any time during an incident, information and instructions for staff will be available on the website www.hbcemergency.co.uk or www.ehdcemergency.co.uk. The Communication Team will be responsible for ensuring the accuracy and regularity of information.

7.3 Communication with the media

All media statements will be cleared by the IMT before being issued to the press. The Communications Team have responsibility for handling all communications; any other requests for information should be referred to the IMT. Employees must not give interviews to the press on the incident unless with prior agreement from IMT.

Monitoring of the outgoing message from the media will be carried out by the Communications Team. The Communication Manager or nominated representative will be responsible for making recommendations to the IMT. In cases where there is a multi-agency response the Communications Team will also ensure that the media message being delivered is the same from all parties.

7.3.1 Media representation

It is very important that the right person is chosen to represent the Council in front of the media and appear to be controlling the situation. They will need to adhere to the prepared statement and impart a positive message to what may be a difficult

audience. The media spokesperson will be selected by the IMT and is likely to be a Councillor or a Senior Manager / Director within the Council.

In all media representations the following are recommended:

- Do indicate that you are concerned
- Be positive about what has been achieved and is being done
- Staff and public welfare is **always** your priority
- Mention that you have well tested plans for such a situation and have invoked them
- Don't get distracted
- Don't allow speculation
- Keep to, and repeat if necessary, the prepared statement

No Council officer is to provide information regarding numbers of casualties, injuries or deaths following an incident.

The council must agree with the emergency services press officers as to what information can be provided relating to any casualties and we must ensure that the families of those affected have been contacted prior to the release of any information.

7.3.2 Media liaison points

If a large incident occurs affecting the whole site it is recommended that all media be briefed away from the incident site to ensure safety at all times. It is the responsibility of the Communications Team to nominate an appropriate building and co-ordinate the press activities.

7.3.3 Media visits

The Communication Team Manager will make arrangements for members of the press to visit the incident site if the IMT deem it appropriate. This should be done in consultation with the Site Recovery Manager and Health & Safety representatives.

7.3.4 HBC websites

The HBC and EHDC websites are hosted externally and they would continue to operate if the council's buildings or IT systems were damaged.

7.4 Communication with key contractors

Responsibility for informing key contractors of business continuity issues lies with the Heads of Service. Contact details for all key suppliers are detailed in the BC Plan of each service and it is the responsibility of each Heads of Service to keep these up to date.

7.5 Communication with Councillors

It is the responsibility of the IMT to ensure that Democratic Services Team are provided with a statement to be given to all councillors. This should be sent electronically if systems are available or by telephone if not.

Councillors should be advised that if they are contacted by the media they should only give information included in the incident statement. If further details or interviews are required media representatives should be referred to the IMT via the Communications Team / Democratic Services Team.

7.6 Other building users

It is the responsibility of the IMT to ensure that all other building users are informed and are provided with relevant information about an incident. This should be sent electronically if systems are available or by telephone if not.

8. RECOVERY

The BCMT must start planning for recovery at the earliest stage of an incident. There may be a requirement to set up a Recovery Team as soon as possible after the incident. The IMT must review the situation regularly and assess the likelihood of being able to re-occupy the site. If it looks like this will not be possible it should be passed to the Management Team for a decision on the recovery strategy.

Suggestions for strategies are:

Use of Penns Place Offices, limited use of Southmoor Offices, short term lease of a local building, hire of Port a Cabin type office and some staff working at other location i.e. work from home. All requests for equipment or temporary accommodation must be passed through to our Insurance provider for approval.

A plan should be devised to outline the strategy, with actions and timescales allocated to individuals.

SUGGESTED ACTION LIST

Please note: this is not a definitive list of actions that should be undertaken during incidents.

IMT Action	Sign Off
<ul style="list-style-type: none"> • Raise the alarm • Convene IMT • Identify strategic decisions • Select Incident Control Centre • Decide whether it is necessary to establish physical site management control or whether the incident can be controlled by conference calls • Allocate roles and ensure there is adequate staff and support to manage the incident • Open log to record all activities/ decisions • Liaise with Councillors • Invoke recovery • Prepare media holding statement • Initial brief to staff • Work with Council partners and contractors • Brief BCMT Director • Declare a major incident, if appropriate • Use off site web sites to assist with co-ordination • Consider the long term implication to council services and operation 	
BCMT Actions	Sign Off
<ul style="list-style-type: none"> • Raise the alarm • Liaison with Emergency Services • Initiate damage assessment • Analyse damage assessment • Plan action and develop detailed action plans • Maintain incident log • Start to record expenditure 	

<ul style="list-style-type: none"> • Supply information to IMT and Service Heads • Liaise with Council contractors and other building users • Organise transportation of personnel if relevant • Incident details 	
HR Issues – see section 4	Sign Off
<ul style="list-style-type: none"> • Counselling for staff • Plan hospital visits if relevant • Flexible working arrangements 	
Finance	Sign Off
<ul style="list-style-type: none"> • Work with Partners and other to ensure recovery can take place as soon as possible • Compensation or assistance • Record financial dealings 	
Media	Sign Off
<ul style="list-style-type: none"> • Establish message to go out to staff • Instruct all staff not to speak to media • Ensure www.hbcemergency.co.uk or www.ehdemergency.co.uk incident details are kept up to date • Arrange for full statement • Nominate media liaison point • Arrange site visits as appropriate • IMT Director to give interviews if required 	
Legal issues	Sign Off
<ul style="list-style-type: none"> • Consider legal issues • Loss of records • Contract arrangements • Consider data protection 	

Establishing control

Liaison with Emergency Services	
Evaluate nature of incident	
Review contents of the plan to ensure correct actions have been covered	
Liaise with the Leader and other members	
Liaise with Council partners and contractors if relevant	
Liaison with critical suppliers if relevant	
Plan Media response	
Ensure minutes of IMT meetings available to BCMT	
Brief BCMT Director frequently	
Contact insurance company if relevant	
Ensure staff kept up to date	
Ensure that HBC website and social media is kept updated with information for public	

Incident Recovery

<ul style="list-style-type: none"> • Consider the long term implication to council services and operation • Plan recovery • Record action • Record expenditure • Monitor and review plans and actions 	
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Decision Timeline – Identifying potentially vulnerable residents

Discussion/Action identified	Action taken	Notes	Progress/Completed
GK/SJ/TW initial brainstorm to establish how we could identify those most vulnerable in communities – agreed TW to speak to PS	TW liaised with PS and established we could target older persons if required 23/3/20, ongoing discussions with GK SJ LFM - is this too limiting? Agreed we should send newsletter to all residents - see discussions on 30/3	Email exchanges with PS	PS identified addresses know to us as for older people
<p>Ensure all rough sleepers are accommodated and supported</p> <p>Hampshire Welfare meeting 25/03/20 – made clear that LAs must not act outside partnership – HCC the lead and we must wait for HCC Helpline no on going delays from County</p>	<p>Letter from MHCLG Homelessness and Rough Sleeping 26/3</p> <p>email attached from HCC CEO advising that the County would be taking the lead on this - Director of Adults'Health and care received 26/3. HCC helpline finally up and running 01 April 2020 and we were able to publish number</p>	<p>Blocked booked B&B to ensure we had vacancies.Both Councils worked with Two Saints to ensure contact with all know R/S to ensure they had accommodation</p> <p>Residents newsletter could not be finalised until we had the Helpline no</p>	<p>completed and ongoing</p> <p>Communications ready to go – social media etc 1st and 2nd April 2020</p> <p>Newsletter sent to print</p> <p>Newsletter sent 14 -20th April 2020</p>

<p>25/03/20 Setting up LRC – it became clear that although Community First had indicated it would run all LRCs for their LAs, it would be best if they concentrated on Volunteers and Support groups and EH and HBC would run one LRC for both councils with CF being the back up resource for the L:RC</p>	<p>LRC to be resourced and managed – ready to receive calls from 01 April 2020</p>	<p>Operational 9-5 7 days a week</p>	<p>Lianne Richards appointed as LRC supported by Pete S and Nicky Thompson 30 March 2020 Continuous requirement to ensure we have sufficient staff to manage call centre MOU signed 5/4/20</p>
<p>Discussions began about Local Food Hubs to be set up and Resourced 25/03/20 Foodbanks' requirements??</p>	<p>Identify a manager/officers Establish regular contact with foodbanks</p>		<p>Food delivered from HCC 31/03/20 – delivered next day to food banks at both councils Roles and responsibilities worked up with HR Risk assessments Role deployment</p>

Identify a supermarket to work with

Negotiate with supermarkets –
Asda/Sainsburys/Tescos

LPCC set up as Food Hub
KF appointed as Manager
CEOs risk assessed and
ready as emergency
responders

All foodbanks are
contacted regularly to
establish support if any
required – focus definitely
in HBC

Tescos in Havant –
supplier since week
beginning 30/03/20

Regular deliveries

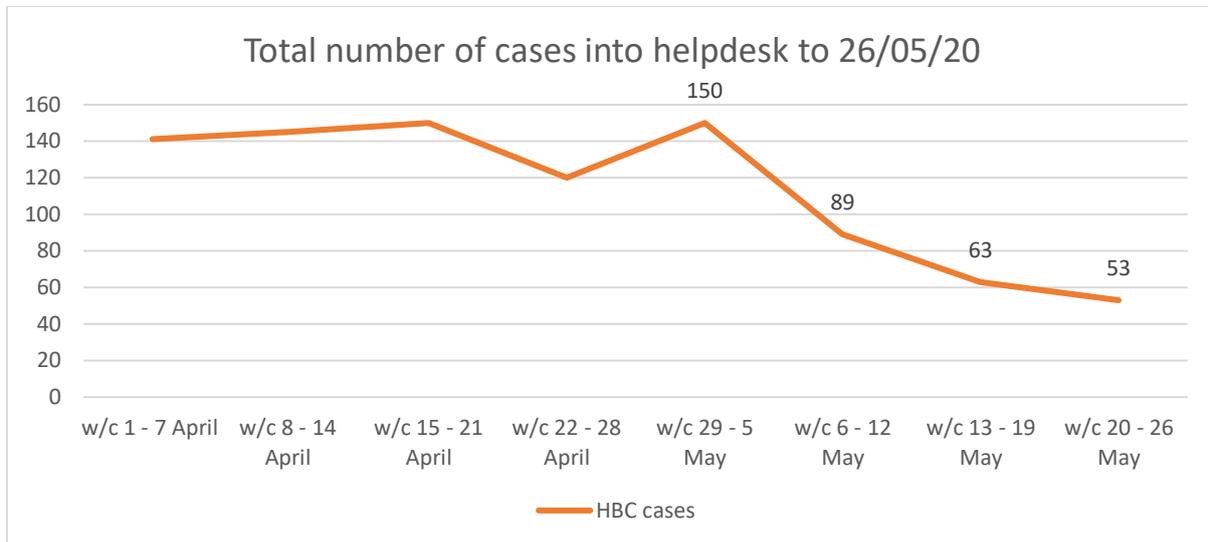
<p>Discussions continued 30/03/20 around identifying the most vulnerable and it was agreed that rather than focus on certain groups all residents would receive a letter</p>	<p>TW discussed with Communication teams SF was to source costs and timeframe for this for both councils</p>	<p>Delivery costs agreed/Newsletter to include other relevant information from the Leader and CEO</p>	<p>Delivery began 10 April 2020 and completed April 2020 Further communications through FB and Council websites</p>
<p>Discussion at EB 14/04/20 on contacting those who maybe falling through the net</p>	<p>TW emailed CM/BW for access to data held by LAs on revs/bens/assisted bins and electoral register</p>	<p>21/04/20 TW emailed BW requesting data on assisted bins and Revs and Bens Emailed Capita 23/4/20 Data protection and GDPR emails between DB and CL and TW – given go ahead Data received 28th and 29th – needed to then be cross referenced</p>	<p>Those on DFG list all called at both councils 22/04/20 Ongoing discussions on data collection/GDPR etc – Electoral roll – over 70s established out of the 13500 residents only 45 gave tel nos at HBC HBC decided to be the priority – EHDC has over 120 groups and they are confident they know where their vulnerable are – JE will raise at CCOG meeting 29/4 Data all cross referenced and ready to use 30/04/20</p>

EHDC identifying those who may have fallend through the net	JE to work with MF and DH		
MHCLG guidance on other potential groups	Brief GK on key issues Recommended calling/identifying other potential vulnerable groups		Push back on extended opening times of LRC G&T – NM leading on this TW set up a sub group comprising SI HS and TP 16/4/20
Redeployment of staff to make outbound calls once data received. Appoint a manager Advised CF CF to email all support groups	TW worked with DH and MW. All scripts/guidance and safeguarding documents complete by Capturing data – process to do this agreed Team Talk item		95 staff members identified DH appointed as Manager 27/4/20 TW emailed CF 28/04/20 CF emailed local groups 3/5/20 Skype training session 30/04/20
Letter from CEO HCC to MPs copied to LAs around not sharing data 29/04/20	Response drafted but as data now being shared is this required		NC advised 06/05/20 that County will now share the data for those receiving food parcels on shielded list
Outbound calls began 30/04/20	To get to this point DH and TW liaised throughout the days preceding		By 3pm Friday 1 st May 20 over 1000 calls made By COP Thursday 21/05/20 5248 calls made

<p>Looking towards Phase 2 – texting/recalling those we have been unable to contact</p>	<p>TW to meet with DH in coming week 26/05</p>		
<p>Email exchange with Tricia Hughes 06/05/20 CEO Hart – shared presentation – TH confirmed that Hart DC and no other LAs in Hampshire are making outbound calls on same scale we are if at all. EBC only calling assisted bins list</p>			<p>Shared HBC presentation with PH</p>
<p>Advised on County Welfare stream call 06/05/20 that the County needed all LAs to carry out welfare visits to those on shielded list where there had been no contact – aim to be completed by end of week</p>	<p>TW – sourced a team of officers</p> <p>Risk Assessment to be completed by RM</p> <p>Secure email provided to receive data</p> <p>Data protection and GDPR – ran past CL – agreed</p> <p>PPE delivered 06/05/20</p>		<p>Data received late afternoon – 1 HBC and 17 EHDC 06/05/20</p> <p>TP on standby in morning once RA completed</p> <p>Script and guidance shared with TP</p> <p>this will be an ongoing task subject to requests from HCC</p>

Covid 19 helpdesk weekly report ending 26/05/20

Number of cases per week



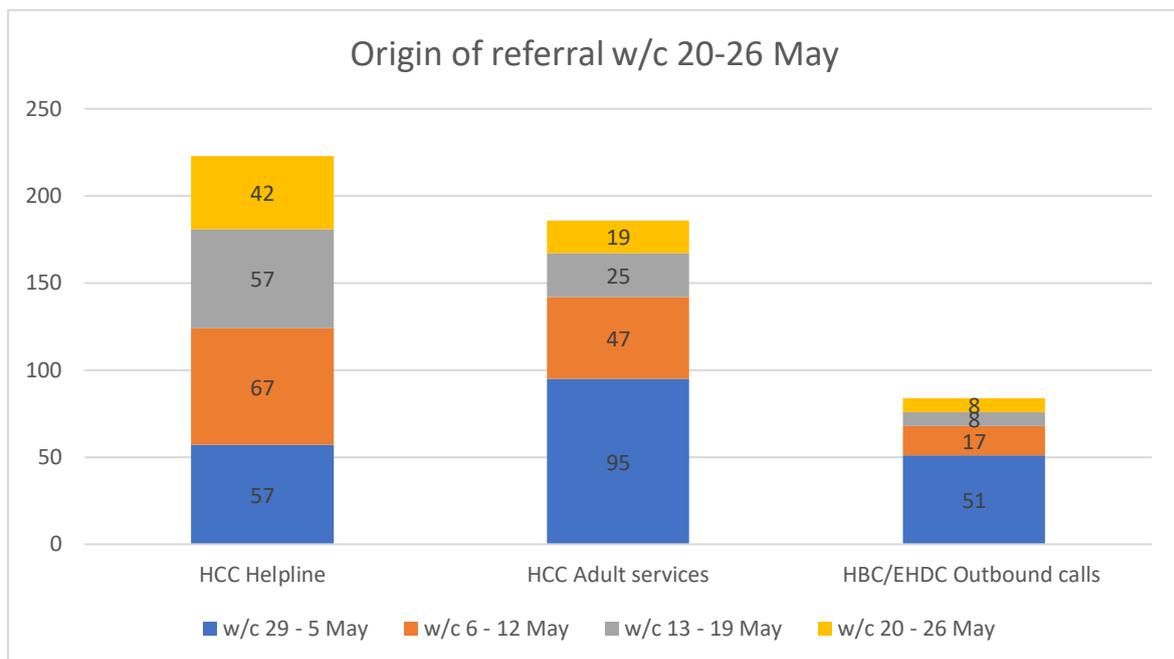
The number of cases has fallen for a third consecutive week by every measure. This suggests that a large section of the residents who need support are sourcing this from somewhere, and that those still in need are reducing in number. Again, the number of reopened cases remains low, indicating that once a resident is entered into the system, they usually receive ongoing support where needed.

Date	HBC cases
w/c 1 - 7 April	141
w/c 8 - 14 April	145
w/c 15 - 21 April	150
w/c 22 - 28 April	120
w/c 29 - 5 May	150
w/c 6 - 12 May	89
w/c 13 - 19 May	63
w/c 20 - 26 May	53

We have had 7 cases that we have re-opened this week (i.e. cases that we resolved and closed but then residents needed our help again).

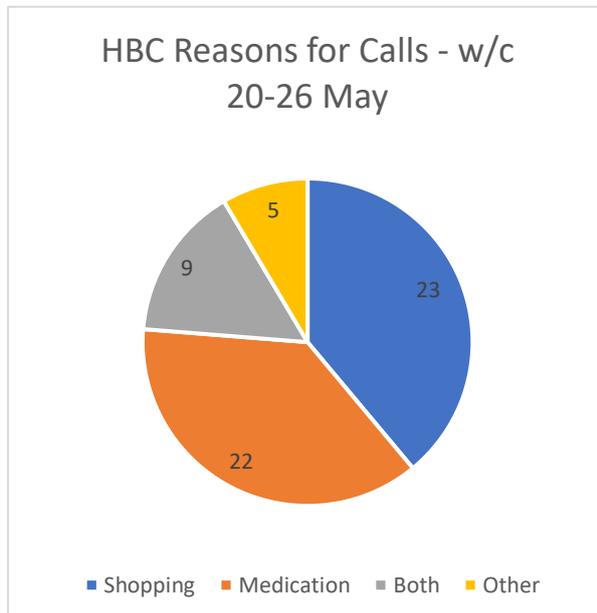
TOTAL number of cases up to close of play on 26/05/20 is 911

Origin of referrals



Continuing the trend shown in the previous two weeks, there have been minimal cases raised via outbound calls (8 calls in total), compared to adult services (19) and the HCC helpline number (42). The HCC helpline continues to be the way that most of our referrals are made.

Reasons for calls

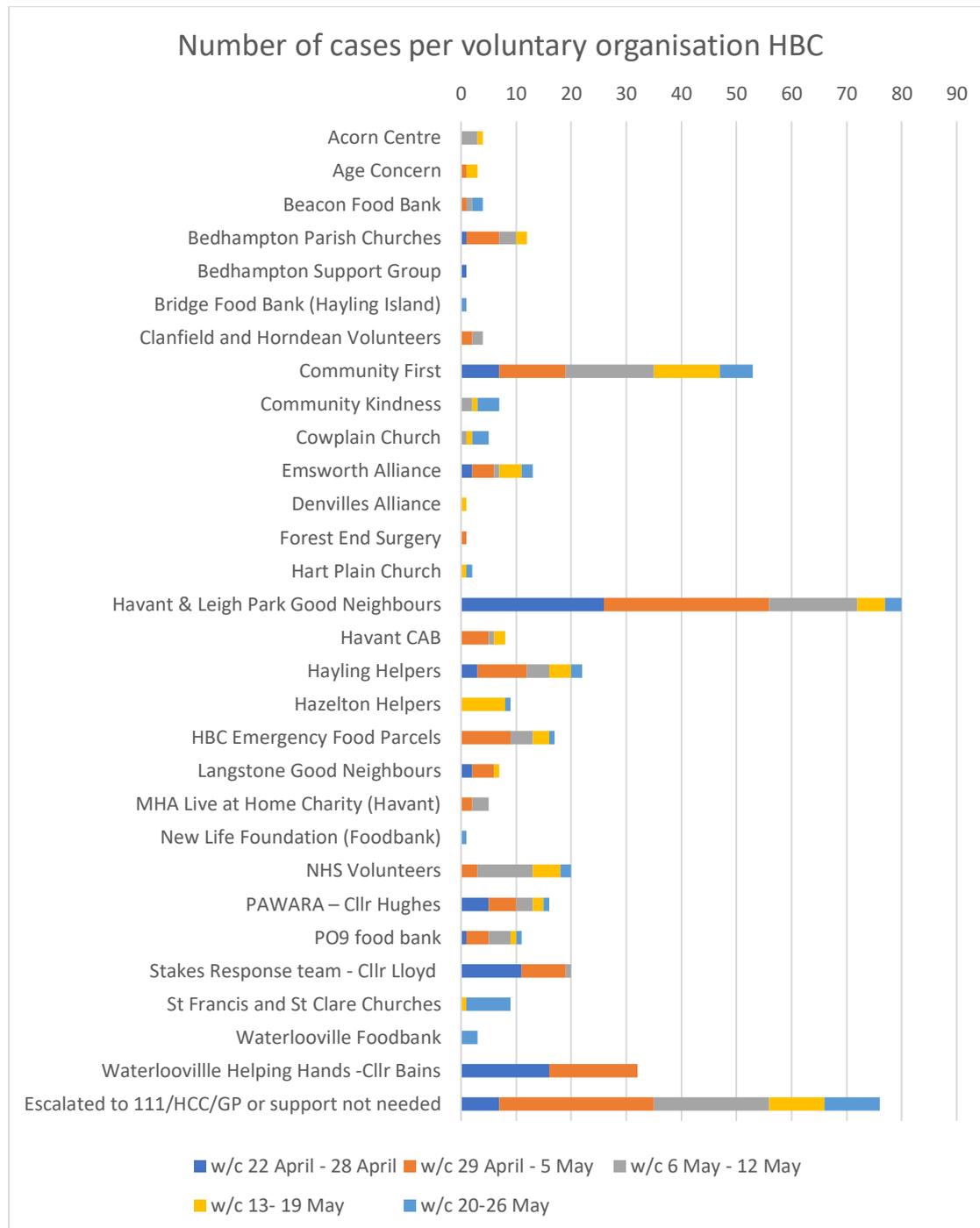


The split between the reasons for referrals have remained largely unchanged from previous weeks – the key areas where support is needed is shopping and medication, with only small numbers of referrals requiring support in other areas.

Map of weeks cases in HBC



Breakdown of number of cases per voluntary organisation week ending 26/05/20





Ministry of Housing,
Communities &
Local Government

Luke Hall MP

*Minister for Local Government and
Homelessness*

**Ministry of Housing, Communities
& Local Government**

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Fry Building
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26 March 2020

Dear Chief Executives,

Thank you for your continuing work in response to the COVID-19 crisis. This scale of the challenge we all face is unprecedented. I know this is a particularly challenging time and that you and your staff are going above and beyond to help support your communities at this time.

Last week, the Government asked Dame Louise Casey to lead the Government's response to COVID-19 and rough sleeping to help make sure that we bring everyone in. It is our joint responsibility to safeguard as many homeless people as we can from COVID-19. Our strategy must be to bring in those on the streets to protect their health and stop wider transmission, particularly in hot spot areas, and those in assessment centres and shelters that are unable to comply with social distancing advice.

This approach aims to reduce the impact of COVID-19 on people facing homelessness and ultimately on preventing deaths during this public health emergency. Given the nature of the emergency, the priority is to ensure that the NHS and medical services are able to cope and we have built this strategy based on NHS medical guidance and support.

The basic principles are to:

- focus on people who are, or are at risk of, sleeping rough, and those who are in accommodation where it is difficult to self-isolate, such as shelters and assessment centres
- make sure that these people have access to the facilities that enable them to adhere to public health guidance on hygiene or isolation, ideally single room facilities
- utilise alternative powers and funding to assist those with no recourse to public funds who require shelter and other forms of support due to the COVID-19 pandemic
- mitigate their own risk of infection, and transmission to others, by ensuring they are able to self-isolate as appropriate in line with public health guidance

This should be done by taking the following programme of actions:

1. Convening a local coordination cell to plan and manage your response to COVID and rough sleeping involving the local authority (housing, social care and public health) and local NHS partners together. This would then report in to wider local COVID structures.

2. Seeking to stop homeless people from congregating in facilities such as day centres and street encampments where there is a higher risk of transmission
3. Urgently procuring accommodation for people on the streets if you have not already done so – MHCLG will support you to do so if you are struggling to procure sufficient units
4. Triaging people where possible into three cohorts driven by medical advice:
 - those with symptoms of COVID19;
 - those with pre-existing conditions but without symptoms; and
 - those without any of the above.

Attached to this letter is additional guidance on the approach that agencies should be taking to triaging agreed with NHS England and Public Health England.

5. Getting the social care basics such as food, and clinician care to people who need it in the self-contained accommodation. It is likely that you will need to utilise your commissioned homeless services to provide support to people in this accommodation and we urge you to work with the commissioned and non-commissioned sector to make sure there are adequate levels of support provided.
6. If possible, separating people who have significant drug and alcohol needs from those who do not.

In the longer term it will of course be necessary to identifying step-down arrangements for the future, including the re-opening of shelter-type accommodation.

Given the Prime Minister's announcement on Monday night that the public should be staying in their homes wherever possible, it is now imperative that rough sleepers and other vulnerable homeless are supported into appropriate accommodation by the end of the week. Dame Louise is spearheading all of our efforts to get everyone in. As she has said 'it won't be perfect but all of us together will do our best'.

We know that this requires funding. Last week, the Government announced £1.6bn for local authorities to respond to other COVID-19 pressures including for services helping the most vulnerable, including homeless people. This grant will cover all costs incurred in the first phase of the response, but we will keep future funding need under review. To support our understanding of what authorities or additional funding is likely to be required we will be working with local authorities to develop an ongoing assessment of costs.

Thank you very much for everything you are doing to save lives and provide care for some of the most vulnerable in our society.



Luke Hall MP



HM Government

COVID-19 homeless response checklist

This checklist provides important information to people and groups helping those sleeping on the streets, in night shelters and hostels to access accommodation and to keep them and others safe. It can also be used to assist this same group needing to leave hospital or being released from prison.

1. A simple approach to triaging, assessing and accommodating people is essential. There are three groups to consider:
 1. **The symptomatic** group would include people anyone (i.e. regardless of risk group) with a new persistent dry cough and fever/temperature over 37.8°C. This group should be placed in **COVID-CARE** sites.
 2. **The asymptomatic high clinical risk group** would include people who are eligible for the flu vaccination, and those who are extremely vulnerable. This group should be placed in **COVID-PROTECT** sites.
 3. **The asymptomatic and low risk** group would include people not included in either of the groups above. This group should continue to use current service provisions or be placed in accommodation to meet current guidance on self-isolation.

Existing risk management protocols for accommodation for specific client groups (for example people with substance dependency, mental ill health, a history of violent behaviour, and women) should be applied. More guidance on this will be available in due course.

This protocol should be implemented by local staff (e.g. outreach workers, hostel staff) following guidance and, where needed to identify clinical risk, instruction from NHS professionals either in-person or remotely (i.e. over the phone).

2. All partners need to be involved in a coordinated and planned way including:
 - **Local Authority** – for leading on securing and funding accommodation, Local Authority public health including commissioned drug and alcohol treatment services, social care and support
 - **NHS** –for commissioning and provision of primary care, community services, urgent and emergency care, hospital discharge and mental health
 - **Voluntary Sector** – providing shelters, hostels, outreach support and food banks.
3. The multi-agency response should be organised and coordinated through local emergency response arrangements, specifically with:
 - Local Resilience Forums to support those in our communities who are at the highest risk of severe illness

- **NHS** priority - leadership for people in COVID-Care (symptomatic) and COVID-Protect (asymptomatic, high clinical risk) using the COVID-19 emergency response structures
 - **Local Government** priority - leadership for people in the asymptomatic and low risk group.
4. If accommodation is provided it must be suitable for successful self-isolation, and should include:
- **Single ensuite rooms with catering** facilities, or alternative food provision
 - **Accessible** accommodation for people with disabilities
 - **Protocols** to respond appropriately to **on site alcohol** and **potential drug use**. Further guidance will follow but protocols will need to balance the risk of ongoing transmission of COVID-19.
5. Working together with local drug and alcohol treatment providers, local protocols should be agreed for prescribing, needle exchange and the provision of naloxone. Further substance misuse guidance will be provided.
6. Local COVID response teams need to agree a coordinated plan for effective distribution of appropriate Personal Protective Equipment (PPE). This will include identifying where staff should collect PPE, and staff training in the use of PPE. The following is proposed:
1. **Hospital-based** pathways teams to pick up from their **Trust**
 2. **GPs** and **primary care** staff to pick up from their **practice**
 3. Sites taking symptomatic people (COVID-Care) and clinically vulnerable (COVID-Protect) to pick up appropriate PPE from the nearest **Trust**.

Outreach staff do not routinely need PPE **unless** they are in close contact with symptomatic or confirmed cases of Covid-19 disease, in which case surgical masks, gloves and aprons and goggles/visors are recommended ([PHE guidance](#)).

7. Outreach and support staff should practise social distancing whenever possible as well as good hand and respiratory hygiene, such as regular handwashing for more than 20 seconds (<https://www.gov.uk/government/news/public-information-campaign-focuses-on-handwashing>).

Additional advice, guidance and protocols will be shared as the situation develops.

Horizon Leisure Centre's Conversion to a Field Hospital

Late in March Havant Borough Council (HBC) was asked to assist with the NHS's contingency planning for their consideration to use the Horizon Leisure Centre as a community field hospital.

The Council was involved from the week beginning the 16 March 2020 with initial property enquires. HBC coordinated their resources and supported the NHS/Clinical Commissioning Group (CCG) with their contingency planning until 23 April 2020, when, modelling was indicating to the CCG that a community hospital at the Horizon Leisure Centre was not likely to be needed. However, work on the Licence to Occupy continued between the legal departments of both to enable the legalities to be quickly progressed in the future, should they become necessary.

The workstreams provided by HBC to support the project's development are described in brief below, supported by two Appendices:

Project Management Support	<p>Representing the council and its interests at the Daily Progress Meetings with the NHS and CCG.</p> <p>Tracking our actions, following up on those actions and reporting progress back to the management teams within both HBC and the NHS.</p> <p>Managing our documentation and the flow of information between organisations.</p> <p>Standing by for any coordinated comms in-line with the NHS managed messages.</p> <p>Outlining and clarifying the relationships between the different parties, and the most appropriate lines of communication if the proposals were to be implemented.</p>
Legal Services and Estates	<p>Preparing the necessary documentation to suspend the lease agreement with Horizon Leisure Trust and putting them on Notice of the Council's intention to do so.</p> <p>Drafting the new Licence to Occupy for the CCG, and liaison the CCG's legal representatives for mutual agreement to the licence.</p> <p>Advising the Council and the NHS trusts on the implication for the council of the emergency regulations as they were enacted during the time of change for emergency response and planning permitting.</p> <p>Informing our Insurers of the intended change of use to the premises to instigate the continuation of the insurance cover required.</p>
Property Services	<p>Advice and information provided to the NHS on the building itself, including building plans.</p> <p>Undertake a Pre-Occupation Survey of the building to record any material concerns prior to occupation by the NHS as a field hospital.</p> <p>Investigate the feasibility for internal alterations on the structural stability of the building.</p>
Geomatics Team	<p>Providing layout drawings for the external areas of the site.</p> <p>Carry out a drawing check survey against the current as built drawings to validate their accuracy focusing on door widths, access to the building and threshold levels for bed movements.</p> <p>Image capture for Pre-Occupation survey.</p>
Building Regulations	<p>Supporting the proposed change of use and seeking the preliminary advice from Hampshire Fire and Recue to the architect's plans.</p>



Action Number	Task	Actions/Issues	Priority	Lead	Critical Support	Target Deadline	Progress	Comments
1.0 Inception								
1.1	Building is also emergency Rest Centre - confirm any actions to ensure a rest centre is still able to be provided.	Move red box to Plaza until we have agreed another rest centre location (RM 02/04/20 11:04)	Medium	Rebecca Mundy		30-Apr-20	Y	assume move in is 10/04/20 - Rebecca discussing alternative buildings for rest centre
1.2	HCC Coroner approval of plans		High	Rebecca Mundy			Hold	
1.3	Pete Gammage to have access to HBC IT systems	Pete is working from won laptop. On the list for deployment of ITC equipment. Urgent Call to ICT raised by Lyall.	High	Pete Gammage			G	Proposed ASAP, Copy information to Pete until systems are available.
1.4	Investigate use of other buildings as rest centre to compensate for loss of Leisure centre	HCC EP will be involved	High	Rebecca Mundy		30-Apr-20	Y	Rebecca discussing alternative buildings for rest centre HCC in the Emergency Planning team, are exploring alternative locations in close proximity, but until we have a definite they would like the red box left at HLC. Just in case we need to use the location at any point in time for evacuation of residents, before a another location can be found.
1.5	Extent of building occupation	Required so that it is understood what other sections of the building might not need to be used and / or might be available for other uses	Medium	Pete Gammage		07-Apr-20	G	Internal and external plans received
1.6	Legal	To formalise any legal arrangements/requirements: •Paper drafted to Chief Exec for approval under delegated powers for use of the building •Have now Served notice on CE of HLT to say we will be exercising to suspend lease and allow NHS occupation •Awaiting 'go ahead' – then will serve notice of the when •Draft 'license to occupy' sent to NHS (Bernadette) – awaiting response	High	Martyn Fenwick		10-Apr-20	Y	•HBC served notice on HLT last week forewarning that the lease will be suspended at short notice if NHS proceed with need for the building. •The next step is for NHS to confirm required date of occupation •The CEO will then send follow up notice – the tenancy with HLT is suspended having regard to clause 4.1 of the lease. •The NHS can then take occupation IMMEDIATELY under the proposed licence to occupy vested between HBC and NHS Trust
1.7	HBC Project Managers to be added to the daily call on TEAMS	Kirsty Klepacz, James Spragg, Pete Gammage and Steve Mountain	High	Andy Greenhalgh		03-Feb-20	G	
1.8	Update contact list for HBC	Contact list to be shared and updated.	Medium	HBC		06-Apr-20	G	
1.9	Print Large Plots of Base maps and Layouts to use in the Conference Centre room.	Drawing of the site to be in the room of the HLC to facilitate the meetings	Low	Steve Mountain		03-Apr-20	G	Plans taken to Leisure Centre on 03/04/2020
1.10	Confirm free parking for NHS Staff using the Car Parks	Check that parking team Aare willing to provide parking facilities to the staff at the site once operational	Low	James Spragg		08-Apr-20	G	Car Parking Enforcement are satisfied they can enable this easily. Registration Numbers will be required later down the line. They also have resources to help.
1.11	Possible Laser Scan the building to generate visuals	Advise that processing and drafting of visuals are unlikely to be ready before the building is occupied.	Low	CLOSED			G	Not Taken Forward
1.12	Consider where the External Caterers will need external refrigeration.	Check for most suitable location proposed and impacts on the kitchen area. Links to Planning Support.	Medium	Steve Mountain			G	this will be taken up by Planning and Building Control
1.13	Ensure insurance is in place for change of use	•Insurance notified of confidential proposed occupation – response awaited. (will address key building risks such as building burning down etc.) •Assistance from NHS will be needed on the details of changes for insurance purposes	Medium	Martyn Fenwick		10-Apr-20	Hold	Details of questions from insurers sent to Andy Greenhalgh and Lisa Medway 8/04/2020.
1.14	Prepare a Risk Register for Havant and Horizon Leisure	Risk to consider in the completion of the project. Liaison with Legal and Insurance is necessary	Medium	Kirsty Klepacz			G	
1.15	Set up system for recording of time and costs HBC carrying out the actions to support the priority project	Ensure everyone is aware of need to register hours. Set up a system to enable time to be recorded against this project for all HBC Staff	Medium	James Spragg		08-Apr-20	G	Christine has created a timesheet and a "slimline" green sheet for the project
1.16	Responsibilities and impacts timeline chart showing all parties. To be put to Estates and shared with HLT.	Set up a timeline diagram to visualise the contract timescale and relationships. Try and draw details in Martyn's email into a Gantt chart timeline showing key point of change with the impact on the parties	High	Kirsty Klepacz	Lyall	09-Apr-20	G	
1.17	Conversation about HLT having sight of the Licencing Agreement to be held between Martyn Fenwick (HBC) and Howard Board (HLT)	Email request to Martyn for sight of the licence to occupy. Verbal request at daily meeting of the 8/04/2020	High	Martyn Fenwick		09-Apr-20	G	Martyn has held conversations and email correspondence with HLT CEO

2.0. Design and Planning								
2.1	Photographic record and schedule of condition	Martyn to speak to Howard HLT to facilitate, Pete to undertake	High	Pete Gammage		07-Apr-20	G	Scheduled for 07/04/2020
2.2	Impact on car park	EHDC parking service will need to be advised of any changes to use of car parks and likely duration	Low	Sean McKay		09-Apr-20	Hold	
2.3	ESCP support property with Video, Photographic Services during the survey	Support with a member of staff to join Steve Richardson when he carries out his survey.	Medium	James Spragg	Simon Stapleton	07-Apr-20	G	Jon to support Steve Robertson
2.4	Conduct Check Survey of Leisure centre drawings	Check that the drawing and details are current for the layout. Specific focus on the Door widths for bed access, plinths, steps limitations on movements or placing of equipment/stations. Andy to supply areas to focus on.	High	Andy Pearce	Dan Barnes	07-Apr-20	G	Andy Pearce has instructed his team to arrange for this survey on Monday as Rough and Ready, Tuesday with more detail if needed
2.5	Supply External Survey of the site to Andy Greenhalgh	Supply survey of the external site, DWG file if possible	Medium	Steve Mountain		03-Apr-20	G	
2.6	Check layout and operation plans with Environmental Health Team	Feed through to Catherine.Rayner@easthants.gov.uk and Sam.Ings@easthants.gov.uk	High	David Fitzgerald			Hold	David Fitzgerald now considering the plans.
2.7	Check External Layout with Planning Team	Check the external plan with planning, may be able to advise on good choices to avoid later conflicts with the neighbours and locational impact. Liaise with Steve Weaver.	Medium	Steve Mountain			Hold	Steve Weave providing comments 07/04/2020
2.8	Connect up Chris James (NHS) with Pete Gammage for infrastructure delivery	Chris is managing the infrastructure plan, Generators, utilities, etc. To be linked up with Pete Gammage to offer support as necessary. Care over whether feasible for a breaker / non return valve not to contaminate water supply.	Medium	Pete Gammage		06-Apr-20	G	
2.9	Building Control to be consulted on the Fire evacuation and Fire Risk Assessments. Ensure that final internal and external layout are compliant with the Assessment Requirements. Fire Service to have involvement through Building control.	Specialised knowledge of fire regulations for temporary changes, and emergency works required from Building Control Team. Responsibility for Fire Assessment is unlikely to rest with Horizon following occupation by the NHS.	High	Colin Adams			Hold	Fire Service will want to conduct a site visit. Initial consideration have been provided by the Fire Service and passed to the NHS' Architect.
2.10	Check that where stud walls have been installed these are OK to be removed –	i.e. where an old double has been trimmed down to a single, OK to redouble it to get beds through. This is the wall between the current Dance Studio and the office. It will provide access to Palliative care.	High	Pete Gammage			G	Steve Robinson has provided this information.
2.11	Identify and clarify any need for building Regulations Approvals	This is where there is now an Office but used to be part of a larger area where the old gym was located... Howard (HLT) has the more recent local plan for this change which should help demonstrate it's a simple studwork wall and not structural, Facilitate removal to enable access without the need for us to instruct a structural engineer to assess if possible.	High	Colin Adams			Hold	
2.12	Request that the Architects flag any critical area for the survey's either the pre-occupation survey, or the dimension check survey.	Pete to check / advise if appropriate changes to the building fabric or recommend more suitable alternatives. Need to understand any impacts on the building and run past Pete. Any impacts / changes on Services and supplies e.g. water / electrical need to be understood and discussed with Pete. Care over whether feasible for a breaker / non return valve not to contaminate water supply.	Medium	Pete Gammage		05-Apr-20	G	
2.13	Understand what ICT the NHS is providing and the interface with HBC buildings.	Support from ICT PM in the NHS which will join the Daily Calls.	Medium	Steve Mountain	Pete Gammage		Hold	Jane to be a bridge between ITC and NHS. More about impact of networks on building and any alterations.
2.14	Provide Cost Estimates to NHS ahead of their business case	Provide the NHS with costs, categorise the costs against the Key Phases that are set out in the receptibilities timeline and distribute to the NHS	High	James Spragg		15-Apr-20	Y	Prepared and ready to send after review
3. Mobilisation, Implementation and construction								
3.1	Comms - Connect HBC Comms Lydia Forbes-Manson with NHS Comms.	Assumed NHS will lead but HBC councillors will need to be informed, We believe the NHS Comms could be Sara Tiller or Lisa Medway	Medium	Assume NHS		07-Apr-20	Hold	Lidia in now in touch with NHS Comms and happy to co-operate
3.2	Support the NHS to determine their Insurance need	Prompt the NHS to consider the Insurance provision for building, their use and operation and public indemnity.	Medium	Martyn Fenwick			Hold	
3.3	Consider the need for a Pre-occupation Survey	Given the further timescale due to the requirements modelling prompt legal for them to consider a need for further work necessary to arrive at a adequate pre schedule of condition before NHS Occupations. Outputs to consider is a report and photo survey.	Medium	Steve Mountain			Hold	
3.4								
4. Operating								

4.1								
5. Closure								
5.1	Project Closure: Cost Schedule for HBC incurred cost and time to the project	Provide summary of incurred cost and time for the project	Medium	James Spragg	Lucy Taylor		A	Waiting on Solicitor's time to be provided to complete the records.

From: On Behalf Of Coughlan, John
Sent: 24 March 2020 09:34
To:
Subject: SUPPORTING AND SHIELDING VULNERABLE RESIDENTS

Dear Colleagues

Supporting and Shielding Vulnerable Residents

In response to the unprecedented actions we are all being required to take, I wanted to communicate about the response currently being implemented around supporting and shielding our most vulnerable residents. As you will be aware, letters are going out to some 1.5m people across the UK from the NHS identifying them as being at high clinical risk and of the need to shield themselves for an extended period. We await the data confirming these residents to HCC's Adults' Health and Care as the contact point from NHSE, DHSC and MHCLG.

Graham Allen, Director of Adults' Health and Care is leading this work across Hampshire County and has also been asked to lead it strategically for the HIOW LRF under Objective 1; 'protect our most vulnerable residents'. He will work closely with his equivalent colleagues in the unitary social care authorities. There is a national consensus that this new strand of work must be tied closely to adult social care departments for a range of reasons, especially the likely overlaps between this group and the client base and systems for the existing services.

We also need to ensure we have a network and infrastructure of both countywide and local support, through Hubs which in Hampshire are likely to be district based, to provide practical assistance as well as information and advice to those people who do not have other support available to them.

The workstreams that Graham is establishing include a full range of actions around supply chain and logistics as well as communications and volunteer recruitment and tasking. It is intended to have the necessary elements stood up in the next few days in order to pick up requests, including those from the NHS clinically high risk cohort of people (alongside immediate requests which will be met by national resources through this week). Additionally, the workstream will require leadership at a district/borough level with NHS and other partners around rough sleepers and others. This will be confirmed as soon as possible.

We are well aware that our district colleagues are understandably keen to press on with this work. We think it is vitally important, both to avoid wasted efforts but especially to avoid potentially dangerous confusion, that colleagues await Graham's lead.

Work has been established across the county with district and borough lead representation from Patricia Hughes and Karen Edwards – they will ensure that you are kept informed of the work that is being developed with VCS, HCC, NHS and other partners under Graham's leadership. I will also ensure, through Graham, that

the various workstreams and the leadership of them are confirmed to you in the next 24 hours.

Regards

John Coughlan
Chief Executive
Hampshire County Council
The Castle
Winchester SO23 8UJ

Covid19 Response – IT Requests Dashboard 21/05/20

APPENDIX 8

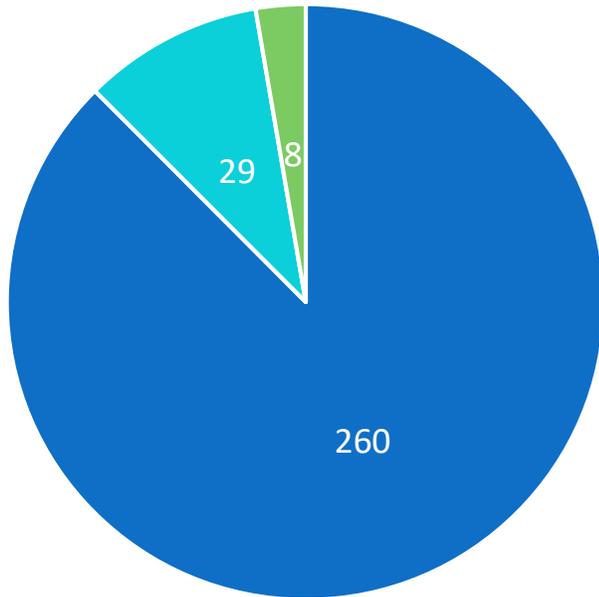
 **297** Requests for IT equipment & Mobile Phones received

258 Items issued

222 P1 staff & **70** P2 staff have been identified as 'Critical' by Heads of Service

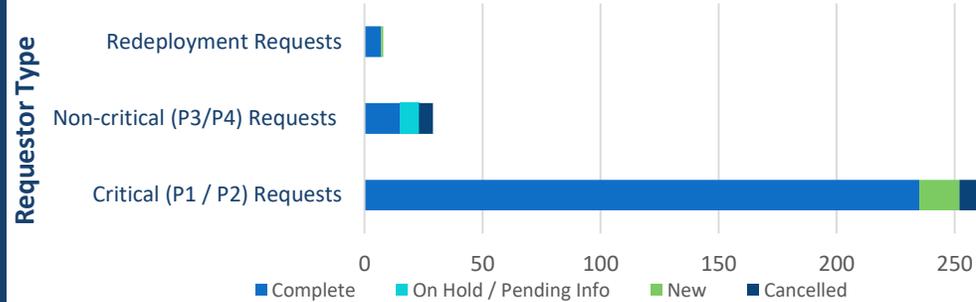
50
Laptops issued

All Requests by 'Requestor Type'



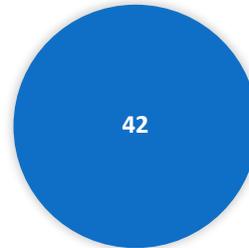
'Status' of All Requests by 'Requestor Type'

(Includes: Laptops, Desktop PCs, Wi-Fi dongles, Mobile phones, monitors, keyboards, mice & cables. Some staff have requested multiple items – these have been processed as one request)

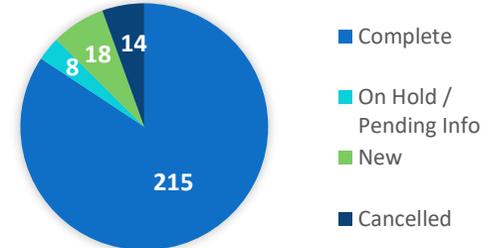


168
Desktop PCs issued

MOBILE PHONE REQUESTS BY STATUS



IT EQUIPMENT REQUESTS BY STATUS



40
Mobile Phones issued

■ Critical (P1 / P2) Requests ■ Non-critical (P3/P4) Requests
■ Redeployment Requests

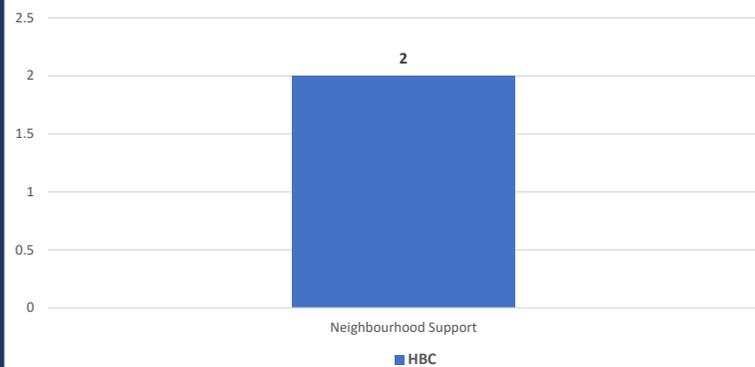
Next Steps:

- Work ongoing to support teams to further reduce numbers of staff in buildings
- Nearing limit of existing on-site kit
- Direction required on any triggering COVID-19 Secure office presence to inform IT sourcing strategy
- A key dependency is the CVW to CMW project- ensuring any IT kit is flexible for the future

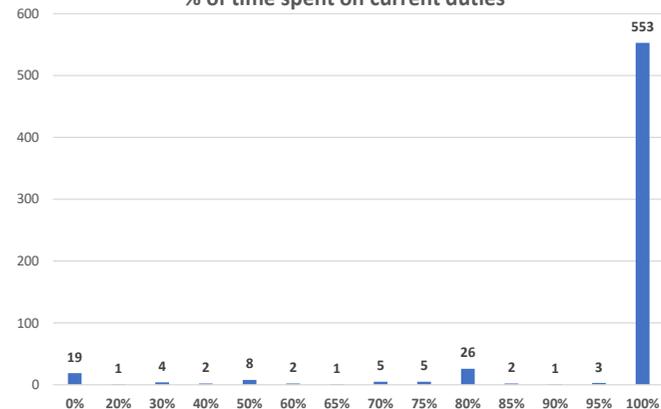
Plus Monitors, Keyboards, Cables, Mice & Wifi Dongles have also been issued

Covid19 - Staffing Data

Can be redeployed by service



% of time spent on current duties



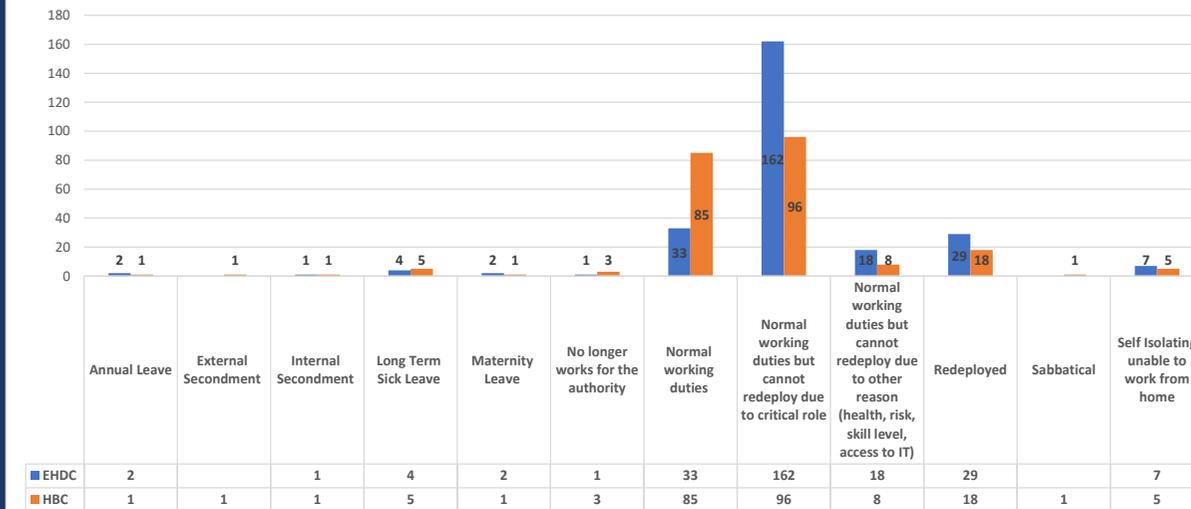
Headlines

Increase in those working 100% on normal duties.

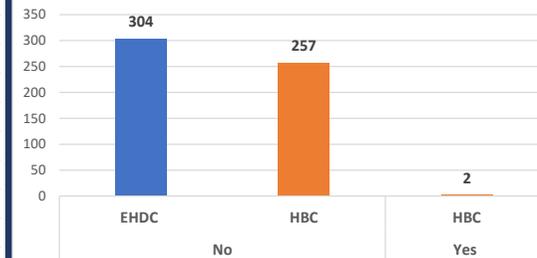
Majority of those working 0% normal duties are self isolating or caring for a relative.

Work will continue on staffing picture to ensure HOS weekly updates are captured and reflected in staffing data dashboards.

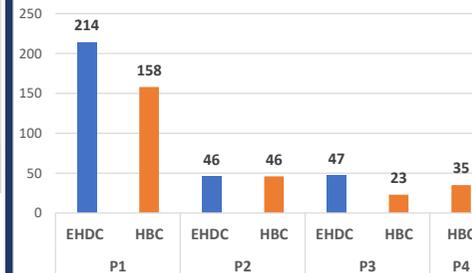
Staffing current working situation



Can be redeployed by Council

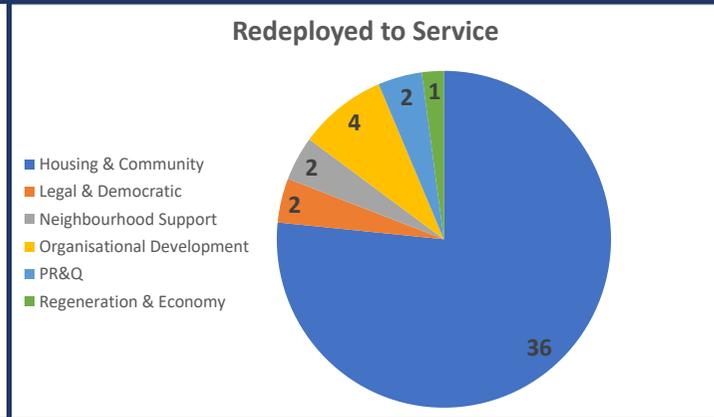
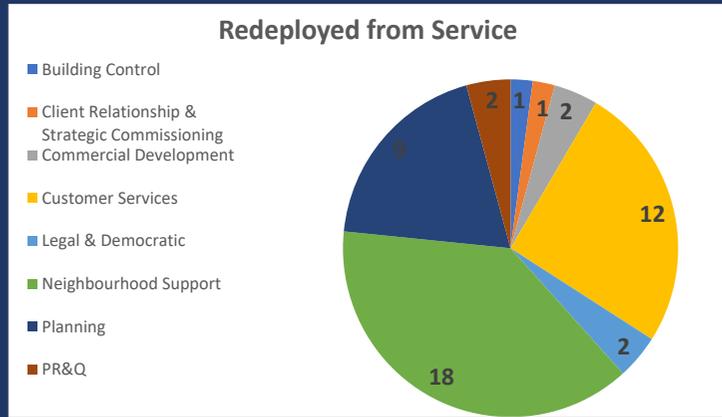


Critical roles by Council



Covid19 - Redeployment Planning

Total volunteers 0	Total internal redeployments 47	Total external redeployments 0	Total redeployed staff 47
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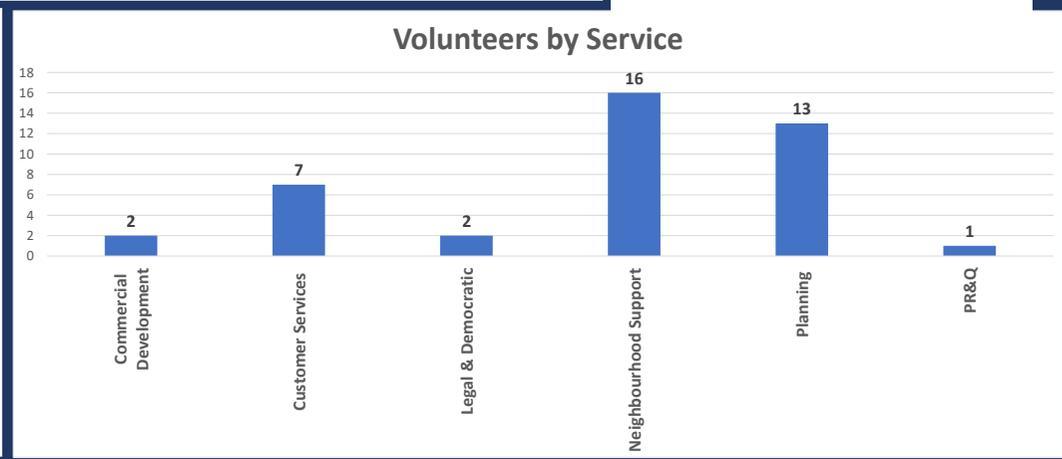
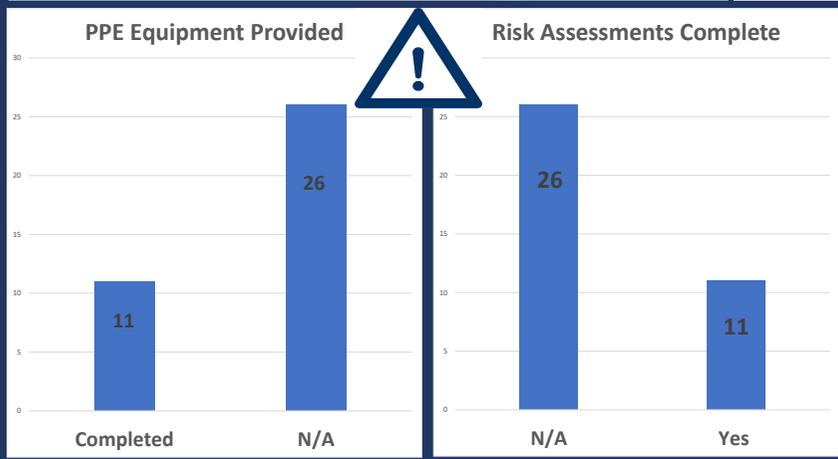
Headlines

All resources who can be redeployed have now been redeployed into temporary roles.

All risk assessments and PPE assessments are up to date for all redeployed staff members

Of the 53 members of staff redeployed, 26% are working on the food deliveries and hub project.

Data cleanse exercise taking place to ensure no gaps exist in data and all redeployments across all services are captured and recorded. Work will continue to ensure all redeployment arrangements are captured.



Coronavirus communications strategy: April 2020

Context:

The communications team's primary focus for the coming weeks will be to ensure that four target groups are adequately informed and updated about council services and support available to them during the coronavirus crisis.

The communications team is in daily contact with directors to monitor and respond to this rapidly changing situation so that messages can be delivered effectively and efficiently to target audiences.

Business as usual work will be delivered where possible.

Overall objectives:

This table sets out the four target audiences we are trying to reach with our communications, what we are trying to achieve, how we will do it and how we will evaluate it.

Target audience	Objectives	Channels	Monitoring and evaluation
1. Residents	a) Inform residents about changes/impacts to services	Website Social media Printed flyer distributed to all homes in HBC and EHDC	No of website hits Engagement on social media Informal feedback
	b) Update residents about actions they need to take and promote central government messages e.g. social distancing	HBC: Serving Us online EHDC residents' updates Press releases	Numbers receiving e-newsletters Numbers signing up to receive updates Coverage in media
	c) Promote volunteer scheme to vulnerable residents who may need it and try to attract volunteers	Social media Website Leaflets	Engagement via social media Website hits Take-up of scheme

		Press releases	Coverage in media
	d) Promote council decisions taken during coronavirus which need publicising	HBC: Serving Us online EHDC residents' updates Press releases	Engagement via social media/webiste Coverage in media
2. Businesses	a) Inform businesses about the support available to them with clear signposting	Websites Business e-newsletters Business East Hants LinkedIn	No of website hits Numbers receiving e-newsletters Numbers signing up to receive updates Engagement rate of updates Numbers filling out forms online to receive grants
3. Staff (majority working from home)	a) Keep staff informed, engaged and motivated during the coronavirus crisis	Kneller's News – weekly Or – Kneller's News Live	Numbers logging into Kneller's News Live sentiment and tone from the briefing (e.g. comments) Engagement rate of Kneller's News
	b) Weekly email (shared for EHDC and HBC)	Develop shared weekly email which goes to all EHDC and HBC staff	Engagement rate of weekly emails
	c) General staff communications e.g. HR-focused/working from home advice/ideas/	General staff communications Develop and take the lead for updating content on mini intranet	Engagement rate of staff updates Numbers/engagements on mini intranet
	d) Mental health and wellbeing	Focus on health and wellbeing and the support available through	Engagement rate of staff updates

		general staff communications and dedicated channels	Numbers/engagements
4. Councillors (and parish councillors and MPs)	a) Keep councillors informed about council services during coronavirus crisis	Councillors' newsletters (weekly to start with)	Engagement rate of councillors' newsletters
	b) Enable councillors to feel empowered to help spread messages and to be community leaders	Leader briefing with councillors via Skype	Numbers logging into Leader briefings/sentiment and tone from the briefing (e.g. comments)
	c) Keep parish councillors informed about council service updates	Councillors' newsletters are being shared with town and parish councillors	Engagement rate of councillors' newsletters
	d) MPs – briefings on key changes/updates (brief MPs on key local issues)	MP briefings with Chief Exec and directors	Informal feedback from MPs

The wider context and collaboration:

We are also working with our communications colleagues in the Local Resilience Forum (LRF) to ensure we are working in a co-ordinated and collaborative fashion.

ends

NON EXEMPT**HAVANT BOROUGH COUNCIL**

Decision by Leader**LOCAL AUTHORITY DISCRETIONARY GRANT SCHEME****Report by: Director of Corporate Services****Key Decision: Yes**

1.0 Purpose of Report

This report is submitted to the Leader for policy decision in relation to the administration of the new Local Authority Discretionary Grants Fund

2.0 Decision

To approve the process and criteria as set out within the attached appendices for the administration and granting of funds through the Local Authority Discretionary Grant Scheme in line with Central Government Guidance issued by the Department for Business, Energy & Industrial Strategy (BEIS).

To agree that a panel of three members, as appointed by the Leader, be delegated the authority by Cabinet to agree the grants to businesses in line with the guidance for businesses at Appendix 1.

3.0 Issue

In response to the Coronavirus, Covid-19, Central Government has announced several funding schemes to support businesses. On the 1st May 2020 the Minister for BEIS announced a Local Authority Discretionary Grant Scheme aimed at supporting those small and micro businesses which had not been eligible for the financial assistance offered through the various grants and loan schemes launched to date.

The costs of the local scheme will be met in one of two ways:

- Where a local authority have or are expected to spend all of the grants allocated through the Small Business Grants Fund and Retail, Hospitality and Leisure Grants Fund, they will receive an additional payment of 5% of their original funding allocation (under a s31 of the Local Government Act 2003).
- Where the local authority has taken all reasonable steps to provide grants to eligible business for the Small Business Grants Fund and Retail, Hospitality and Leisure Grants Fund, still have unspent initial grant funds

they will be able to use up to 5% of their original funding allocation but cannot allocate grants above this 5 % threshold.

The funding allocation has been confirmed in writing to each authority, for Havant this is £860,250.

It has been confirmed that there will be no additional grant awarded to local authorities once the 5% top up has been allocated and therefore this sum is capped at £860,250.

It is expected that the current scheme will be significantly over-subscribed.

The BEIS guidance to local authorities provides several criteria that must be met for businesses to be eligible for the new discretionary grant and these have been summarised in the attached Havant Borough Council guidance for local businesses at Appendix 1.

If funding is available to support those businesses within the Borough that are outside of the central government pool, these will be allocated on an agreed scoring matrix and evaluation criteria that has been agreed by Cabinet Members and by the s151 officer.

The Leader will appoint 2 Members of Cabinet and the Chair of Governance, Audit and Finance to agree the evaluation criteria and the grant applications.

An application form for businesses is also attached at Appendix 2.

The authority will be subject to mandatory reporting through the Delta data collection process on a weekly basis.

BEIS are expecting that authorities will be in a position to begin the payment of discretionary grants early in June.

Havant Borough Council will be opening the grant application process for a fixed two-week period. The aim is to be able to pay grants in week commencing the 22nd June and no later than the 30th June.

All applicants will be informed of the outcome of their application by the 30th June.

Local authorities have also been provided with access to the government's digital assurance tool through the Grants Management Function and Anti-Fraud Function to help with pre-payment and post-payment assurance.

4.0 Implications

4.1 Resources:

There is no direct financial implication to the authority as the funding will be found from underspends within the original allocation or through additional s31 grant.

The resources to deliver the new grants will be managed by the Director of Corporate Resources.

4.2 Legal:

Section 1 of the Localism Act 2011 provides all local authorities with the vires to make these payments.

4.3 Strategy

At the HIOW Chief Executives meeting of the 15th May 2020, it was agreed that it would be prudent to seek to adopt where possible a Hampshire wide process that would align eligibility criteria and process to provide a consistent application to business across the area and minimise the risk of challenge where business may have a presence in a number of local areas.

The CFO's were tasked with agreeing a clear and unambiguous application process in consultation with other internal relevant services such as Economic Development and Revenue Services.

4.4 Risks:

The processing of the discretionary grants will be managed internally by the Director of Corporate Resources and will not be processed through the Capital Revenue Service. There is a risk that the scheme will be oversubscribed and therefore it will be important to have a clear communications strategy which manages local businesses and stakeholders' expectations.

The prioritisation of allocation of grants outside of the central government pool will be made through an agreed scoring matrix and evaluation criteria which will be agreed in advance of any panel convening.

5.0 Local Government (Access to Information) Act 1985 – 'confidential' or Exempt' Information Indicator: (please complete as appropriate)

5.1 This delegated decision contains neither confidential nor exempt information

6.0 Is this an Urgent Decision?

Yes – BEIS is expecting all local authorities to have an agreed scheme and application process in place which will enable funding to begin to be distributed to business as early as possible in June, to be able to meet this expectation the authority needs to launch the application process as soon as is practicable.

Agreed.....
Leader, Cllr Wilson

27/5/2020

Agreed
Chair of Governance, Audit and Finance, Cllr Briggs

Date

The decision is subject to the usual 'call-in' process and, if not called in by the Scrutiny Board, will be effective five clear working days after the date of publication, ie 27th May 2010. If an urgent decision, this date will be the same as the date that this decision record was published.

The Chair of GAF has been consulted and has agreed to waive call in for this decision.

Appendices:

Appendix 1 – Guidance for Businesses on Local Government Discretionary Fund
Appendix 2 – Application for Local Government Discretionary Grant

Agreed and signed off by:

Director of Corporate Services: 26.05.2020

Legal Services:

Contact Officer: Lydia Morrison
Job Title: Director of Corporate Services
Telephone: 02392446624
E-Mail: Lydia.Morrison@havant.gov.uk

Local Government Discretionary Grant Fund – Guidance for Businesses

In response to the Coronavirus, COVID-19, the government announced there would be support for small businesses, and businesses in the retail, hospitality and leisure sectors, delivered through the Small Business Grant Fund and the Retail, Leisure and Hospitality Grant Fund. This additional fund is aimed at small businesses who were not eligible for the Small Business Grant Fund or the Retail, Leisure and Hospitality Fund.

This additional fund is aimed at small businesses with ongoing fixed property-related costs. HBC has received £860,250 of funding to support businesses from Central Government. The funding is capped and will be allocated on the priority order 1 - 5 below.

Section 1 of the Localism Act 2011 provides all local authorities with the vires to make these payments. It is not anticipated that further grants will be awarded once the funding has been used. These grants will be given on a sliding scale in line with the monthly fixed overheads of the business as follows:

Grants to be awarded under this scheme will be on a scale depending on the monthly fixed overheads*. The allocation of the grant will be as follows:

Fixed Monthly Overheads	Grant
£750 or below	£1,500
£751 to 1,500	£3,000
£1,501 to £2,500	£5,000
£2,501 to £5,000	£7,500
£5,001 or above	£10,000

*Fixed monthly overheads for the purpose of this grant only includes rent, electricity, gas, water and business insurance, business rates and council tax for Bed and Breakfast businesses that do not pay business rates.

Additional information can be included within the application form by businesses who wish these to be considered as fixed overheads. This consideration is at the full discretion of the evaluating panel.

Businesses must complete an application form to apply for the grant available on the council's website for 2 weeks from 27th May 2020 to 11th June 2020 at 6.00pm.

The completion of an application does not guarantee a payment.

All payments will be made via BACS (as soon as practicable) and the business must provide bank details for payment, including a bank statement. An application must be completed, with information required to access the grant fund.

Business must adhere to the following criteria to be applicable for the grant:

- Have less than 50 employees
- Be trading on 11 March 2020
- Be a small or micro business**
- Not in administration, insolvent or a striking-off notice has been made
- Occupy property, or part of a property, with a rateable value or annual rent or annual mortgage payments below £51,000.
- Able to evidence of loss of income due to covid-19 impact (this would be for the financial years 2018/2019, 2019/2020 and 2020/21)
- Able to evidence total monthly fixed property overheads
- Have a business premises which will not include their home unless this is a Bed and Breakfast.
- Not go over state aid limits (see state aid limit below)
- Only one grant per business regardless of properties within the Borough
- Are not a precepting body.
- ***Not be in receipt of or eligible for support from any central government COVID-related scheme such grant schemes include but are not limited to:
 - Small Business Grant Fund
 - Retail, Hospitality and Leisure Grant
 - The Fisheries Response Fund
 - Domestic Seafood Supply Scheme (DSSS).
 - The Zoos Support Fund
 - The Dairy Hardship Fund

***The above does not apply to the Job Retention Scheme Fund or the Self-Employment Income Support Scheme.

***To be a small business, under the Companies Act 2006, a business must satisfy two or more of the following requirements in a year—*

- *Turnover: Not more than £10.2 million*
- *Balance sheet total: Not more than 5.1 million*
- *Number of employees: a headcount of staff of less than 50*

***To be a micro business, under the Companies Act 2006, a business must satisfy two or more of the following requirements—*

- *Turnover: Not more than £632,000*
- *Balance sheet total: Not more than £316,000*
- *Number of employees: a headcount of staff of not more than 10*

Applications will be assessed by the Council as follows:

Applications from the following businesses will be given priority over all other applications:

1. Small businesses in shared offices or other flexible workspaces. Examples could include units in industrial parks, science parks and incubators which do not have their own business rates assessment
2. Regular market traders (must have a permanent structure be registered in the borough and be trading 5 days per week)
3. Small charity properties that would meet the criteria for Small Business Rates Relief or Rural Rate Relief (who have a ratable value of £1 to £14,999 and no other property)
4. Bed and breakfasts that pay council tax rather than business rates (only one grant per business)

Once the businesses in the above category have been assessed for the grant any other applications will be prioritised as follows:

5. Businesses trading within the Borough that meet the criteria as set out above but fall outside of priorities 1 – 4.

All applications will be reviewed on fixed property overheads and checked against information provided. Awards will then be given based on the priority order noted above. All applicants will be contacted to be informed if grant has been awarded or declined with an explanation.

The fund is limited therefore once the fund has been used there will be no additional grants paid. A further round of applications will be offered if, following the first round of applications, the funding has not been fully utilised by application as above on a first come basis, until the funding limit is reached.

Tax

Grant income received by a business is taxable therefore funding paid under the Local Authority Discretionary Grants Fund will be subject to tax. Only businesses which make an overall profit once grant income is included will be subject to tax.

State Aid

The United Kingdom left the EU on 31 January 2020, nonetheless under the Withdrawal Agreement the State aid rules continue to apply during a transition period, subject to regulation by the EU Commission. Havant Borough Council must be satisfied that all State aid requirements have been fully met and complied with when making grant payments, including, where required, compliance with all relevant conditions of the EU State aid De-Minimis Regulation, the EU Commission Temporary Framework for State aid measures to support the economy in the current COVID-19 outbreak, the approved COVID-19 Temporary Framework for UK Authorities, and any relevant reporting requirements to the EU Commission. Havant Borough Council have a discretion to make payments to eligible recipients under either the De Minimis rules or the COVID-19 Temporary Framework for UK Authorities (provided all the relevant conditions are met).

Payments of up to and including £10,000 can be provided under the De Minimis rules, meaning applicants can receive up to €200,000 of aid within a three-year period.

Fraud

The council will not accept deliberate manipulation and fraud - and any business caught falsifying their records to gain additional grant money will face prosecution and any funding issued will be subject to claw back, as may any grants paid in error

All applicants' information will be shared with the Government Grants Management team to enable any fraud to be identified. All businesses will confirm this by ticking the box on the application.

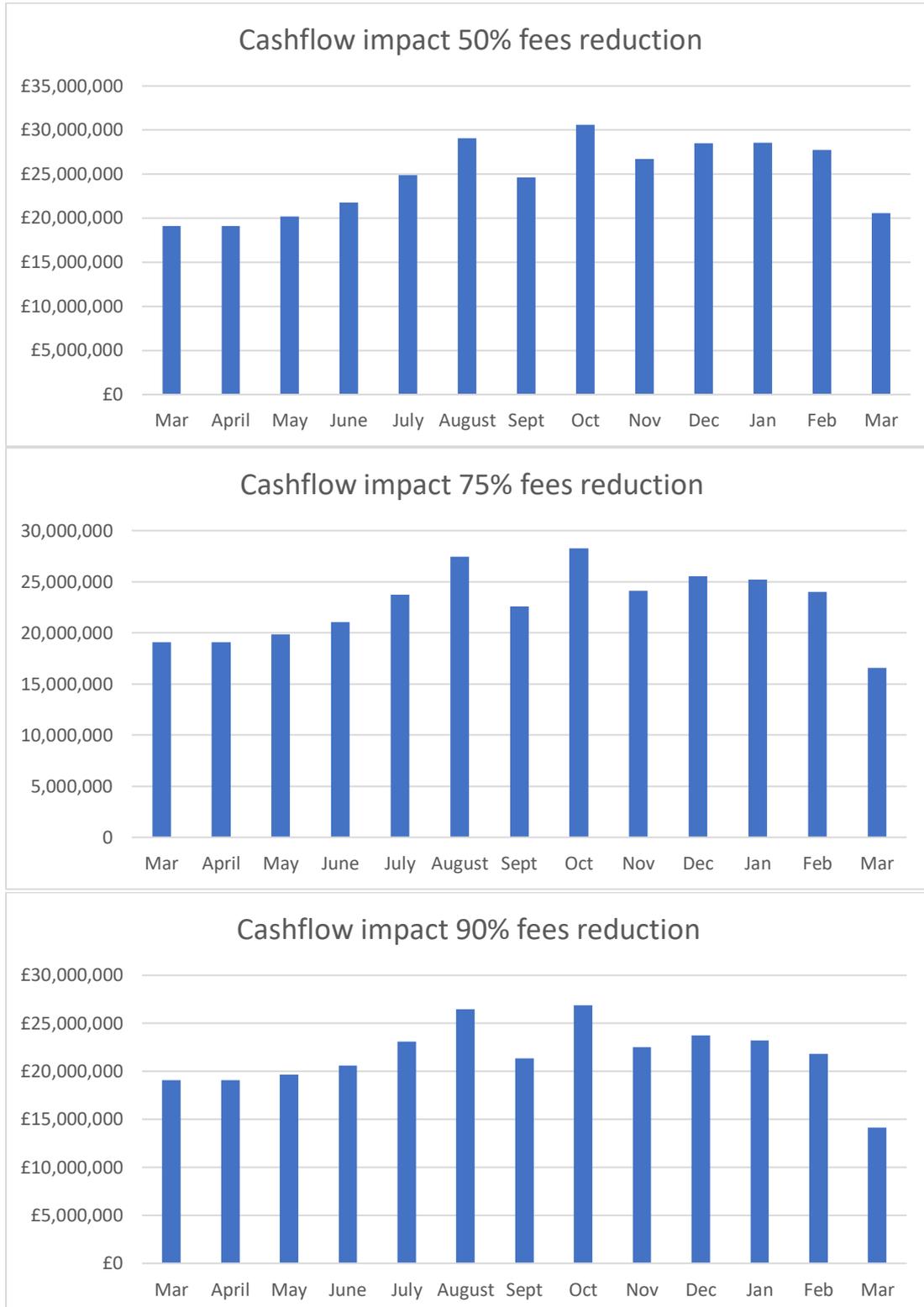
Appeals

There are no further appeals rights for the grant, the Council's decision is final.

Support

If you require support or advice in relation to the Local Authority Discretionary Fund please email: economic_development@havant.gov.uk

The below table illustrates potential impact of 50%, 75% and 90% cash reduction in fees for 2020-21 as modelled at the beginning of the pandemic.



Approach to debt recovery

Debt type	Approach being taken
Council Tax	<ul style="list-style-type: none"> • Normal payments are 10 or 12 monthly interest free instalments • Recovery will commence shortly (it has been suspended up until now), however recovery will only be through letters including offers of support for those struggling through referencing to Universal Credit and Council Tax Support Scheme • No Enforcement action will commence
Business Rates	<ul style="list-style-type: none"> • Recovery will commence shortly (it has been suspended up until now), however recovery will only be through letters • No Enforcement action will commence
Commercial rents	<ul style="list-style-type: none"> • Currently billed quarterly in advance. First Quarter billing completed 25 March 2020 and collection being monitored and chased • Agreed to move to monthly payments for some tenants as opposed to quarterly payments
CIL/section 106 from developers	<ul style="list-style-type: none"> • Payment due at particular stages of development
Penalty Charge Notices	<ul style="list-style-type: none"> • All automated reminders, enforcement and legal obligations have been suspended
Sundry debtors	<ul style="list-style-type: none"> • New debts being raised as usual • No Enforcement action will commence

Fees and Charges were increased as part of the budget setting process. Parking fees have remained in place to encourage social distancing although active enforcement of parking sites is not currently taking place.

Risk ID	Risk Title	Type	Category	Identification of areas where there are significant risks	Date Added	Risk Owner	Original Assessment			Planned Mitigation Actions (include reference as to whether to transfer, tolerate, terminate or treat the risk)	Mitigation Success Factor	Control Assessment		
							5	4	3			5	4	3
C001	Severe impact on local economy/businesses	Financial	Economic	Local businesses cannot operate due to restrictions placed on them/impacts of Covid	24/03/2020	Clare Chester	5	4	20	Dedicated workstream/taskforce has been set up for business support (signposting to government aid available). Rebilling of Business Rates for eligible businesses. Distribution of Government grants scheme	Grants successfully deployed to enable businesses to stay operational. Timely distribution of grants from central government.	4	3	12
C002	Residents unaware of assistance available	Service	Reputation	Isolated/shielded residents not aware of resources available to assist them during Covid period	25/03/2020	Caroline Tickner	4	5	20	Communications workstream established with frequent social media/website updates to ensure residents are kept informed. Leaflet/brochure sent out to all residents.	Those residents that need it are aware of help available.	4	3	12
C003	Loss of income from services not being allowed/able to operate	Financial	Economic	All non-essential businesses have been ordered to close by government. Services also may not be able to operate effectively due to staffing or supply chain issues caused by Covid-19. The associated loss of income could significantly affect our cashflow.	24/03/2020	Lydia Morrison	5	4	20	Estimates of lost income from service provision are being tracked on a dedicated spreadsheet (Covid-19 expenditure log). Cashflow scenarios being modelled for impacts. Ensuring timely government returns and using information to lobby central government for funding if necessary. Identifying discretionary spending which could be used to offset lost income if necessary. Considering furloughing staff (EH Commercial Services staff now furloughed).	Income losses don't have detrimental effect on services/Council	4	4	16
C004	Loss of income from commercial investment property	Financial	Economic	Tenants may no longer be able to pay rent due to restrictions on non-essential business operations. This could significantly impact our cashflow in particular.	24/03/2020	Lydia Morrison	4	5	20	Daily review/monitoring of tenant payments. Agreed to monthly rent payments (as opposed to quarterly) in order for some tenants to manage cash better Likely impact on MTFS	Income losses don't have detrimental effect on services/Council	4	3	12
C005	Critical/statutory services not able to function properly due to IT provision or supply chain issues	Service	Technological	Services may not be able to operate effectively due to inadequate IT provision or supply chain issues caused by Covid-19. IT provision is a key issue with many frontline staff being unable to work from home and therefore at further risk of infection.	24/03/2020	Gill Kneller	5	5	25	Priority services identified with key staff required to run these services - IT prioritised for P1 staff. P3 and P4 impact assessment - define service areas in consultation with HoS. Information collected on staff (and skillsets) for potential redeployment purposes. Also considering succession planning. Websites updated regularly to inform residents/businesses which services are currently operating (managing expectations).	Priority services/critical services continue to be provided	4	3	12
C006	Finances and resources not managed appropriately during response	Governance	Organisational	In a major incident, decision making and spending may not be carried out according to the usual processes and may not be signed off or recorded properly. Political issues could arise if democratic process is not followed.	24/03/2020	David Brown / Lydia Morrison	3	4	12	Governance structure set up for Covid-19 response with four dedicated workstreams (staffing, communications, vulnerable people and business support). Regular calls with HoS to ensure that correct procedures are being followed. Documentation put in place to monitor response: risk register, actions log, expenditure log, list of IT equipment deployed. Information collected on staff (and skillsets) for potential redeployment purposes. Also considering succession planning (need to avoid single points of failure). Separate Covid-19 cost centre set up to monitor spending. Delegated decision making powers agreed with Leaders and recorded. EB has an important role in making sure this is followed. Democratic Services liaising with councillors and identifying options for holding meetings digitally.	Council continues to operate during Covid operations	3	3	9
C007	Vulnerable residents at increased risk of ill health and isolation	Service	Social	Residents may suffer either as a direct result of Covid-19 infection or as a secondary result due to reduced ability to access food and medical supplies and social/community activities. Isolation is a particular concern, as is the ability of the homeless to self-isolate if needed. Potential for serious reputational damage if vulnerable residents are not protected.	24/03/2020	Tracey Wood	5	5	25	Dedicated workstream/taskforce has been set up for protecting vulnerable people. Hubs have been established to distribute food and medicines and call centre established for vulnerable in liaison with HCC. community groups (HBC) to co-ordinate volunteers. Websites regularly updated with relevant information. Housing team working with hotels/B&Bs to identify space to house rough sleepers to ensure all rough sleepers accommodated Monitoring impact of noise and smoke nuisance on residents staying at home. Recovery group governance structure being set up as a priority.	Vulnerable people are cared for	3	3	9
C008	Widespread illness among staff due to Covid-19	Service	Organisational	Spread of Covid-19 symptoms may result in a high percentage of staff having to self-isolate during which time they may not be able to work, leading to pressures on services. Potential for death in service to increase.	24/03/2020	Caroline Tickner	4	4	16	Majority of staff working from home to minimise spread of virus in the offices and buildings now closed to public. Hand sanitiser provided in communal spaces and 2m distancing required for staff still working in offices. Considering impact of full closure of buildings. Signing in system to be implemented to manage numbers of people in the buildings. Dedicated workstream for staff welfare and redeployment set up. Daily log kept of confirmed cases of Covid-19 and numbers of staff self-isolating. Staff sent daily briefings with information on keeping safe and working from home. Deployment of devices and digital working (e.g. Skype meetings) to allow staff to be able to work from home if needing to self-isolate. Information collected on staff (and skillsets) for potential redeployment purposes. Also considering succession planning (need to avoid single points of failure). Proactive engagement with Unison (involved in HoS calls and staff welfare workstream).	Illness levels remain low, minimising impact on service provision.	3	3	9
C009	Widespread secondary illness among staff - e.g. stress, anxiety, H&S issues with working from home	Service	Organisational	Pandemics are likely to cause an increase in common mental health problems due to isolation, caring responsibilities, job insecurity, family health issues etc, all of which may affect staff. Increase in staff working from home means potentially more DSE/ergonomics-related issues if self-assessments not carried out properly.	24/03/2020	Caroline Tickner	5	4	20	Dedicated workstream for staff welfare and redeployment set up. Daily log kept of confirmed cases of Covid-19 and numbers of staff self-isolating. Staff sent regular briefings with information on keeping safe, working from home and support available (EAP etc). Signposting to community/charity resources e.g. Mind. Line managers reminded of need to check in with employees regularly and use 1:1s as an opportunity to discuss additional pressures and mental health/wellbeing. DSE self-assessments circulated to all staff for working from home. Information collected on staff (and skillsets) for potential redeployment purposes. Also considering succession planning (need to avoid single points of failure). Proactive monitoring of EAP takeup and use of Mental Health First Aiders. Proactive engagement with Unison (involved in HoS calls and staff welfare workstream).	Illness levels remain low	3	4	12

Risk ID	Risk Title	Type	Category	Identification of areas where there are significant risks	Date Added	Risk Owner	Original Assessment			Planned Mitigation Actions (include reference as to whether to transfer, tolerate, terminate or treat the risk)	Mitigation Success Factor	Control Assessment		
							1	2	3			1	2	3
C010	Increased death rate putting pressure on cemeteries and crematoria	Service	Customer	If the death rate increases due to Covid-19 the cemetery and crematorium facilities in the area may be unable to cope. Number/cost of public health funerals could also increase.	24/03/2020	Natalie Meagher	4	3	12	Identification of alternative/temporary mortuary facilities (liaising with HCC). Review of daily figures to identify any potential peaks in death rates	High death rate managed	4	3	12
C011	Environmental health concerns	Service	Environmental	Potential increase in work relating to Covid-19, e.g. other disease outbreaks, hazardous waste in fly tips, pest infestations, hazardous housing conditions putting more pressure on Environmental Health teams.	24/03/2020	Natalie Meagher	3	3	9	Prioritisation of critical services (e.g. rodents only for Pest Control) - list circulated to staff. Websites regularly updated with service operation status to manage customer expectations. Monitoring noise and smoke nuisance calls from residents. Monitoring County decision on whether to reopen tips to reduce incidents of flytipping.	Environmental health concerns appropriately managed	2	3	6
C012	Further changes in emergency legislation imposing new statutory duties on local authorities	Governance	Legislative	An emergency Coronavirus Bill has come into effect. Further changes may result in new duties needing to be carried out which we may not be appropriately resourced for.	24/03/2020	David Brown	3	3	9	Monitoring new legislation emerging. Information collected on staff (and skillsets) for potential redeployment purposes.	New legislation effectively communicated to services and enacted	2	2	4
C013	Impact on major corporate projects	Financial	Organisational	Major corporate projects may be adversely affected by the pandemic e.g. leisure centre construction, preparation of Local Plan, leading to financial loss and potential reputational risk.	24/03/2020	Sue Parker	5	3	15	Priority projects identified: transformation, Capita contract management. (Staff working on other projects available to be deployed - careful monitoring of BSU resource plan.) Review of strategic project list taking place by Strategic Project Board - information gathered from project managers to understand likely impacts on corporate projects. EHDC: Leisure centre construction being monitored - to be restarted after 6 week hiatus during which new safety measures were put in place. Liaising closely with contractors. Covid-19 response plan maintained (short-term Business Plan) to capture additional work and performance during response.	Focus on priority projects continues	3	3	9
C014	Waste collection service compromised	Service	Environmental	Staffing issues may result in household waste collections being reduced, delayed or unable to be carried out.	24/03/2020	Claire Hughes	3	5	15	Domestic waste collection prioritised. Public conveniences closed to allow staff to be redeployed; no new garden waste customers allowed and bulky waste collections suspended until further notice. Communications to residents through all available channels to inform them of any changes to services. Daily updates received from Norse. Maintaining communications with frontline staff to ensure that relations are not compromised.	Waste collections continue as normal	3	4	12
C015	IT security associated with working from home	Governance	Technological	Rapid changes in working environments (85% of staff now working from home) make cyberattack or data breach more likely. Non-universal access to J drive means many staff may be forced to use OneDrive (single factor authentication).	04/01/2020	Sue Parker	4	4	16	Information circulated to staff about cybersecurity (reminders about Dojo training, using VPN etc). Where possible, staff to use Capita/Council owned encrypted devices rather than own devices. Capita to devise plan to remotely install encryption software. Exit plan being put in place e.g. enforced shredding - documents to be removed from devices once access to J drive returned.	Controls in place to minimise data breaches	4	3	12
C016	Data protection relating to volunteers and vulnerable people	Governance	Legislative	As part of our response to Covid-19 there may be issues around data protection when handling personal information (e.g. using contact details from electoral register to contact the vulnerable).	04/01/2020	Sue Parker	3	4	12	Monitoring ICO guidelines for data protection during major incident response (e.g. https://ico.org.uk/about-the-ico/news-and-events/news-and-blogs/2020/03/data-protection-and-coronavirus/). DPO to be involved with all data processing activities. Privacy notice on websites for Covid-19 activities.	Best practice followed in line with ICO guidelines	3	4	12
C017	Insurance requirements/risk assessments for volunteers	Financial	Legislative	Rapid intake of volunteers/redeployed staff may not be covered by existing insurance policies.	04/01/2020	David Brown	3	4	12	Confirmed that volunteers will be covered under carrying out Council business.	Insurance cover is adequate	1	1	1
C018	Recovery post-Covid	Service	Social	Residents and businesses struggle once restrictions are lifted	04/02/2020	Gill Kneller	4	4	16	New governance structures established to assist residents/local businesses once restrictions start to be lifted, following lead of LRF recovery group. Recovery being considered at an early stage to ensure that it can be facilitated with maximum impact while still using our resources in a sustainable manner. Representatives from Council are involved in different subgroups of LRF recovery structure. EHDC: £43,000 identified from Councillor Community Grants Scheme to support community groups in response and recovery.	No lasting socioeconomic damage to area	3	3	9
C019	Emerging fraud and scam risks	Financial		The need for quick action in a rapidly evolving crisis situation (particularly in activities like distribution of business grants) may result in an increased risk of fraud and staff/residents being more likely to fall victim to scams.	24/4/20	tbc	3	5	15	Defined processes with appropriate checks in place for administering business grants. Staff made aware of potential scams - e.g. text messages purporting to be from government offering financial support. Social media awareness campaign to warn residents and businesses of risks.	Fraud and scams are kept to a minimum	2	4	8
C019	Ability to respond to a non-Covid-19 major incident	Governance	Organisational	While the organisations focus on the Covid-19 response, there is limited resource available should another (non-Covid-related) major incident arise in the area (e.g. fire, flooding, major road accident)	24/4/20	tbc	3	5	15	Monitoring LRF guidance - currently evolving. Will be an important part of recovery phase - building resilience to cope with future incidents.	Ability to respond to another major incident is not compromised	3	3	9

Havant Borough Council's Response to Covid19: Equality Report May 26th 2020

1. Introduction

Using the best available information, both positive and negative impacts have been identified for customers (residents) and staff. This report should be read in conjunction with the Cabinet Report and all of its appendices.

This report is split into five sections:

1. Introduction
2. Impacts on residents
3. Impacts on staff
4. Actions
5. Further equality reports.

Under the Equality Act 2010 there are nine protected characteristics. Of those, four were identified as being potentially most impacted upon as a result of the Council's response to Covid19. These were: Age, Disability, Sex and Race. Another group identified (Although not protected under the Equality Act) was Socio-Economic.

There has been no formal consultation with staff or the wider public about changes made to Council services due to Covid19, as they were forced upon the Council by the Government (Social Distancing and Lockdown).

The Strategic Coordinating Group for COVID19 has five aims. One of which is *to protect the most vulnerable*. HBC Business Continuity Plan states that *staff and public welfare is ALWAYS our priority*.

The local Covid-19 response is currently being co-ordinated by five workstreams. This report focuses on two of the workstreams, firstly the welfare of residents workstream (section 2) and secondly the welfare of staff workstream (section 3).

2. Impacts on Customers: Positive Impacts Identified

Age and Disability: Working age, but especially older (over 70year olds) people with certain underlying health issues and those vulnerable due to other disabilities have so far been positively impacted on. HBC wrote to all residents to inform them of the Hampshire County Council Helpline and presented a continuing online communications campaign regarding it. Not all Borough/District Councils in Hampshire sent newsletters. The County Council compiled a list of customers who were on the "Shielded List" (clinically extremely vulnerable as identified by the NHS) and started contacting them by automated phone calls. Older age groups in particular benefit from phone calls as they are statistically less digitally active.

Any customers in the Borough that could not be contacted were referred to HBC for follow up.

HBC took any early innovative decision to start mapping and tracing all potentially vulnerable residents that were not on the "Shielded List" namely those over 70 years

and disabled people. This was achieved using a variety of in-house data, including “Assisted Bins”, Electoral Role, Revenue and Benefits and Housing. HBC contacted thousands of residents by phone to check in on them, offering assistance where required and letting them know about their options. Staff were redeployed from other Services to conduct these calls. A total of 95 staff have been calling vulnerable residents and as of 21st May, over 5,500 calls from a list of 7,166 with over 50 referrals made to the virtual call centre for assistance. The purpose of the centre is to assist with any support needs such as the delivery of food parcels or medicine to those who have requested them.

Sex: Through Lockdown, there is a higher probability of domestic abuse for women and men. HBC recognised this very early on and ensured this topic was incorporated into the Communications Strategy. Domestic abuse helplines and websites have been continuously communicated to residents.

Race: Gypsies and Irish Travellers are being more positively impacted upon than ever before. HBC recognised the Lockdown coincided with the start of the travelling season. Although the Wickham Horse Fair was cancelled this year in Consultation with the Travelling community, unauthorised encampments were starting to appear across Hampshire and West Sussex during April and May. Temporary stopping places have been identified and more are currently being considered. Usually, such encampments are offered rubbish collections and Welfare checks if they are on Council land. Since Lockdown the Council has been aware that there may be some people within these groups who maybe self-isolating or maybe at risk. Welfare investigations are now being undertaken on all such encampments, regardless of the landowners. Because Leisure Centres are currently closed (the general way these groups use for sanitation purposes) HBC has taken the additional measures of providing water butts and “portaloo” facilities on sites.

Socio-Economic: Housing and the Revenues and Benefits Teams were identified as critical services. Their services have remained open, albeit Housing have been by telephone calls only. (Revenue and Benefits using telephone and email). This has mitigated potential lack of access and ensured help and support is available for those in financial hardship. The Government has provided HBC with funding for those in receipt of the Council’s Council Tax Support Scheme, suggesting an extra £150 off their Council Tax. HBC will be allocating £200 for those in receipt. All Homeless people/households have been contacted and accommodation secured (for those who did not decline to make their own arrangements).

No formal complaints have been received through the Capita Customer Service Centre regarding the closure of the Plaza.

Negative Impacts Identified on Customers

Age and Disability: Whilst most residents welcomed the Call Centres, there has to date been some negative impacts identified with the Hampshire County Council call centre. Some older and disabled residents (Dementia) became worried by receiving automated calls, assuming they were from scammers and some became quite upset by this (source: HCC Facebook Page).

People with hearing impairments will no doubt have been negatively impacted upon as there is no online presence for those digitally active (Call centres only). Lack of face to face due to the Plaza being closed to customers. The Housing Service has only been viable through telephone calls (no Minicom or other such assistance provided for this group).

3. Impacts Identified on Staff:

This section does not separate between positive and negative impacts because at the time of writing this report, relevant information was not available.

Disability, Sex and Working Age: HBC identified early on, that forced home working may not be a positive experience for everyone. Children at home can seriously impact the work that one may carry out. Some concerns have been raised to HR regarding work balance with lack of childcare but no formal complaints as such.

Data from the Employee Assistance Scheme was only available until the end of February 2020, but on speaking with the Client running the Scheme we were informed that no Covid19 related calls had been taken since then.

Data from the usage of the internal Mental Health First Aiders (MHFA) please note however, numbers are combined with EHDC staff. Staff using the MHFA's on a monthly basis have risen dramatically (by 525%, total number 25) in the first month of Lockdown. More women than men are accessing this service. The reasons for more women than men could be either due to men tend not to identify with reaching out, and/or women are being more negatively impacted upon due to working from home and childcare issues. These numbers halved in the second month of Lockdown.

An internal staff survey was being carried out (at the time of writing) and will close June 1st 2020. This survey aims to gauge a "pulse check" on staff welfare in the current crisis.

It was also recognised that some staff could potentially be more vulnerable to domestic abuse as a result of forced homeworking. To help mitigate this domestic abuse helplines and websites are regularly promoted to staff.

Staff suffering mental health issues may find it either easier or harder to work from home depending on the individual.

4. Actions – to be taken forward by the resident's welfare workstream and the staff welfare workstream

Services and Call Centres should consider access for those hard of hearing or deaf.

Continue to monitor complaints both external and internal.

Data from the Employee Assistance Scheme though the period of Lockdown needs to be sought and considered (when available).

Results of the staff survey need to be sought and considered when the survey closes and results have been analysed.

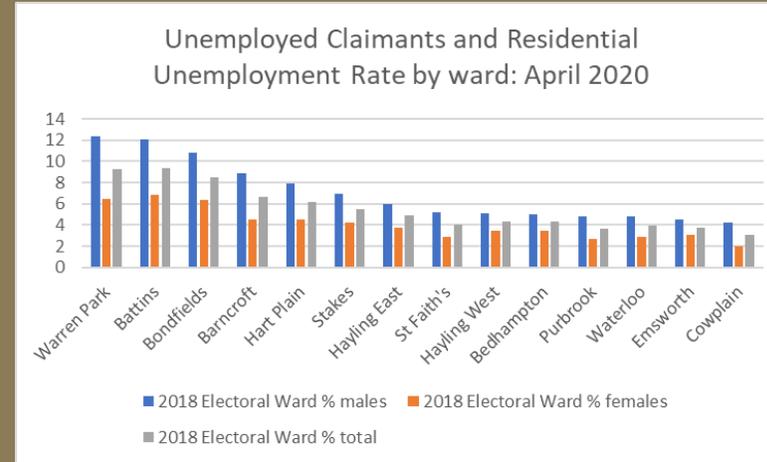
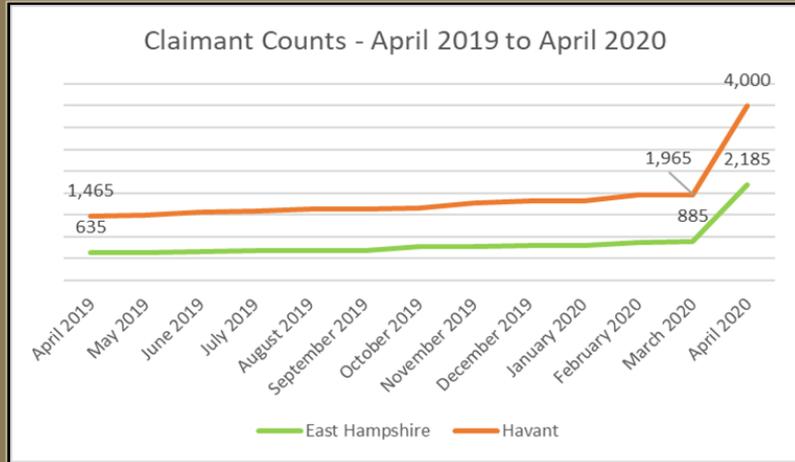
Customer Inclusion Adviser can assist in any of the above actions.

5. Further Equality Reports – more information

A full Equality Report has been carried out for the digitalisation of virtual Committee meetings. Committee and Council meetings must resume in physical presence as soon as is safe to do so (alongside digitalisation).

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EARLY INDICATORS OF COVID-19 IMPACT ON HAVANT



On 17 March Government advises against non-essential contact & travel

Already seeing large rise in April's claimants figures

Leigh Park figures rising to similar levels last seen 2009/10 crash
male claimant rate in Warren Park at 12.4%



Predicted drop in GVA output is 42%

HBC is ranked 44th worst effected LA out of 382
(lower numbers being worst)

* Estimate calculated as an average of the likely impact on different sectors, weighted according to the size of each sector in the national economy. This methodology is then applied to every local authority district in the UK, weighting the average sectoral hit by the distribution of the area's gross value added (GVA) by sector