

06 July 2020

Dear Members of the Distribution List

**Cabinet – 9 July 2020**

I am now able to enclose, for consideration, supplementary information that was requested by the Policy and Performance Advisory Committee at its meeting on 29 June 2020 in relation to the report below.

**Portfolio Progress and Performance Report 2019/20- Quarter 4 (1 January-31 March 2020 (Pages 3 - 6)**

Yours sincerely

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## Supplementary Information

At the LDC Policy and Performance Advisory Committee held on 29 June 2020, as part of the Q4 2019/20 Corporate Performance report, additional information was requested. This is provided below:

### **1. Leader & Lead officer (Deputy Chief Executive)**

#### **Projects & Programmes**

##### **a) Seaford Health hub update**

Q1 update will be provided for the next Corporate Performance Report as per our reporting deadlines

#### **Key Performance Indicators**

##### **b) Numbers on revenue collection-**

There was an inadvertent error on the report, and the correct commentary should be:

*“Despite Covid-19 challenges of the final month of this quarter, collections were maintained as it is only slightly down by 0.36% on the 2018/19 collection rate of 97.70.”*

##### **c) Ethical collection team**

In response to Covid-19, we stopped all debt collection for council tax and business rate debt and in addition there are no courts available until August at the earliest. Therefore we cannot carry out a statutory debt collection that would normally end with liability orders and the use of enforcement agencies.

We are also very aware of the impact that Covid-19 has had on a number of residents and business, and also the impact of a reduced collection rate on our and other preceptors' service provision, so it was imperative we designed a new solution.

For ethical debt collection, we are able to upload our data to our software provider, who use algorithms on open source data and credit bureau checks and returns three groups, based on their individual circumstances;

- Those with a propensity to pay.
- Those paying non-priority debts rather than priority.
- Those most vulnerable.

This allows us to target our response to the different circumstances, with different letters for each group. We have set up an income maximisation team consisting one

team leader and five Case and Customers advisors with the best negotiating and debt skills to deal with the contact.

They help people understand we know they should be paying as they are able, or the difference in priority and non-priority debt and help them negotiate with the companies they are paying non priority debt to, so we are able to receive payment.

Crucially it identifies those who are most vulnerable to debt issues so we can signpost them to help, both with our award schemes and with other partner agencies. We would also not refer this group to enforcement agents in the future.

## **2. Regeneration and Prosperity portfolio holder & lead officer (Deputy Chief Executive):**

### **Projects & Programmes**

#### **a) Newhaven costs spent on viability studies for Health and Wellbeing Hub**

Total costs amount to £42,053 for viability studies

#### **b) Newhaven milestones**

Newhaven Town Centre key milestone: Surveys for short term use to be undertaken

Railway Quay key milestone: Awaiting decisions from Government Future High Street Fund

## **3. Recycling, Waste and Open Spaces portfolio holder & lead officer (Director for Service Delivery)**

### **Key Performance Indicators**

#### **a) Recycling & residual waste info b/c C-19**

Members asked about the estimated impact of Covid-19 on the recycling rate against domestic refuse tonnages for the period March, April, May and June 2020. This goes into quarter 1 of 2020/21 and as such details will be provided in our corporate performance report for that period as our provisional data needs to be verified.

**March 2020 data:** The total tonnage for recycling, food waste and garden waste for March, when Covid-19 started, saw an overall decrease of 15.7% compared to March 2019.

The total domestic refuse tonnage for March, when Covid-19 started, to June 2020 compared to the same period for 2019 saw an overall increase of 15.2% compared to March 2019.

#### **4. Housing portfolio holder & lead officer (Director of Service Delivery)**

##### **How many rough sleepers have been accommodated & future costs?**

Between 1st Jan and 31st March, a total of 8 verified RS were accommodated in Lewes, mostly under the COVID guidelines.

The Rough Sleepers initiative (RSI) has been awarded funding by central government until April 2021, to include work across all 5 districts & boroughs in East Sussex. There has also been additional funding to secure further mental Health and criminal justice posts within the **MDT\*** for the financial year.

Part of the role of the RSI governance board, and the project coordinator is to work on longer term sustainment of the model and its funding through various sources.

\*Multi-Disciplinary Team – they are a group of specialists in the RSI comprised of

- social worker
- mental health worker
- nurse
- substance misuse worker
- criminal justice worker
- housing officer

#### **Key Performance Indicators**

##### **b) Numbers of Disabled Facilities Grants (DFG) applications**

There were 19 new applications in this period and the referrals stopped on the 23 March because of lockdown. Open cases are a good indicator of the team's workload and on 31 Jan 2020 there were 102 open cases.

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