

# Cabinet

## 3 June 2020



Working in partnership with **Eastbourne Homes**

Time:

2.00 pm

**PLEASE NOTE:** This will be a 'virtual meeting', held remotely in accordance with section 78 of the Coronavirus Act 2020 and section 13 of the related regulations.

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Instructions for members of the Cabinet, officers and other participants to join the meeting have been circulated separately.

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### Membership:

Councillor David Tutt (Chair); Councillors Alan Shuttleworth (Deputy-Chair) Margaret Bannister, Jonathan Dow, Stephen Holt, Colin Swansborough and Rebecca Whippy

Quorum: 3

*Published: Tuesday, 26 May 2020*

## Agenda

- 1 **Minutes of the meeting held on 16 March 2020** (Pages 5 - 10)
- 2 **Apologies for absence**
- 3 **Declaration of members' interests** (Please see note at end of agenda)
- 4 **Questions by members of the public**

On matters not already included on the agenda and for which prior notice has been given (total time allowed 15 minutes).

- 5 **Urgent items of business**

The Chairman to notify the Cabinet of any items of urgent business to be added to the agenda.

## **6 Right to address the meeting/order of business**

The Chairman to report any requests received to address the Cabinet from a member of the public or from a Councillor in respect of an item listed below and to invite the Cabinet to consider taking such items at the commencement of the meeting.

## **7 Council's response to Covid-19 (Pages 11 - 24)**

Report of Deputy Chief Executive and Director of Regeneration and Planning  
Lead Cabinet member: Councillor David Tutt

## **8 Initial financial assessment of Covid-19 (Pages 25 - 52)**

Report of Chief Finance Officer  
Lead Cabinet member: Councillor Stephen Holt

# **Information for the public**

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**Public participation:** Please contact Democratic Services (see end of agenda) for the relevant deadlines for registering to speak on a matter which is listed on the agenda if applicable.

# **Information for councillors**

**Disclosure of interests:** Members should declare their interest in a matter at the beginning of the meeting.

In the case of a disclosable pecuniary interest (DPI), if the interest is not registered (nor the subject of a pending notification) details of the nature of the interest must be reported to the meeting by the member and subsequently notified in writing to the Monitoring Officer within 28 days.

If a member has a DPI or other prejudicial interest he/she must leave the room when the matter is being considered (unless he/she has obtained a dispensation).

**Councillor right of address:** Councillors wishing to address the meeting who are not members of the committee must notify the Chairman and Democratic Services by 12 noon on the day of the meeting.

## Democratic Services

For any further queries regarding this agenda or notification of apologies please contact Democratic Services.

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## Cabinet

**Minutes of meeting held in Court Room at Eastbourne Town Hall, Grove Road, BN21 4UG on 16 March 2020 at 6.00 pm**

### **Present:**

Councillor David Tutt (Chair)

Councillors Alan Shuttleworth (Deputy-Chair), Margaret Bannister, Jonathan Dow, Stephen Holt and Colin Swansborough

### **Officers in attendance:**

Robert Cottrill (Chief Executive), Homira Javadi (Chief Finance Officer), Philip Evans (Director of Tourism & Enterprise), Ian Fitzpatrick (Deputy Chief Executive and Director of Regeneration and Planning), Catherine Knight (Assistant Director of Legal and Democratic Services), Tim Whelan (Director of Service Delivery), Peter Finnis (Assistant Director for Corporate Governance), Gary Hall (Head of Homes First) and Simon Russell (Committee and Civic Services Manager)

## **54 Coronavirus update**

Prior to the order of business listed on the agenda, the Leader of the Council commented on the coronavirus outbreak and its impact on the Council and its residents. He advised that he had written to the Chancellor of the Exchequer, requesting temporary financial relief for those in the hospitality industry given its importance to the local economy and national exchequer. The Leader of the Council also advised that he would be writing to the Home Secretary, seeking an extension for those EU Nationals that need to apply for settled status during this period.

Further updates were received from the Chief Executive, Deputy Chief Executive and Director of Regeneration and Planning and Director of Service Delivery on the latest guidance from central government, the council's preparation for the period ahead, ongoing work with partner agencies and business continuity planning.

## **55 Minutes of the meeting held on 5 February 2020**

The minutes of the meeting held on 5 February 2020 were submitted and approved and the Chair was authorised to sign them as a correct record.

## **56 Apologies for absence**

An apology for absence was reported from Councillor Whippy.

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**57 Declaration of members' interests**

None were declared.

**58 Eastbourne and Lewes Community Safety Partnership – Annual Report (Eastbourne)**

The Cabinet considered the report of the Deputy Chief Executive and Director of Regeneration and Planning considering the 2019/20 performance of the Eastbourne and Lewes Community Safety Partnership.

Thanks were conveyed to officers for their work in bringing the various community groups together.

**Resolved (Non-key decision):**

That the Cabinet note the achievements and activities of the Eastbourne and Lewes Community Safety Partnership in 2019/20.

**Reason for decision:**

For Cabinet to consider progress on delivery of the current Community Safety Plan.

**59 Eastbourne Housing Strategy 2020 – 2024**

The Cabinet considered the report of the Deputy Chief Executive and Director of Regeneration and Planning seeking their approval for the proposed Eastbourne Housing Strategy 2020-2024.

Thanks were conveyed to Oliver Jones, Strategy and Partnership Lead (Housing and Community) for their work in producing the strategy and to those organisations who contributed during the consultation.

**Resolved (Key decision):**

(1) To consider the final draft of the EBC Housing Strategy 2020 – 2024 set out at Appendix 1 to the report.

(2) Subject to there being no requirement for significant amendments, to authorise the Deputy Chief Executive and Director of Regeneration and Planning to adopt the strategy and produce a formatted version for public release.

**Reason for decisions:**

(1) The current EBC Housing Strategy, Eastbourne at Home, runs from 2013 to 2020. A new housing strategy is required.

(2) There have been significant changes to the wider operating context and local housing market in recent years and the associated challenges facing the housing sector. These need to be addressed.

(3) This new strategy provides a strategic overview, setting out clear outcomes, targets and plans to be delivered over the next five years. This will enable the Council to address the key challenges faced within the local housing market and to deliver our vision effectively.

## **60 Bandstand and Promenade Improvements**

The Cabinet considered the report of the Deputy Chief Executive and Director of Regeneration and Planning asking them to note initial repairs and maintenance costs for works to the Bandstand and adjacent promenade. The report sought to agree that £3 million be earmarked from the capital programme to support priority improvement works.

The Deputy Chief Executive and Director of Regeneration and Planning advised that the implications of coronavirus on any decisions made at this meeting would be fully assessed and the Council would look to mitigate any risks.

### **Resolved (Key decision):**

(1) To agree that £3 million be earmarked from the Council's capital programme in order to support priority improvement works on the Bandstand and the adjacent promenade.

(2) To give approval to the commencement of the procurement processes to deliver the priority improvement works on the Bandstand and the adjacent promenade and delegation of the development and management of the procurement processes to be followed and authority to appoint the necessary contractors be given to the Director of Regeneration and Planning, such delegation to include approval to allowing exceptions to the council's contract procedure rules should that become necessary.

### **Reason for decisions:**

Priority improvement works are required on the Bandstand and adjacent promenade.

## **61 Seafront Lighting Reinstatement**

The Cabinet considered the report of the Deputy Chief Executive and the Director of Regeneration and Planning asking them to note costs for the reinstatement of the seafront lighting and to agree that funds up to the level already earmarked for the project within the Council's capital programme be released to support reinstatement works.

**Resolved (Key decision):**

(1) To agree that funds up to the level already earmarked for the project within the Council's capital programme be released to support seafront lighting reinstatement works

(2) To agree a waiver of the Council's Contract Procedure Rules for necessary works in connection with reinstatement of the lighting and award the contract for works to the Council's term electrical contractor, GM Monk;

(3) To approve the Accountable Officer to sign a waiver of the Council's Contract Procedure Rules to GM Monk in connection with these works.

**Reason for decisions:**

Works are required in order to restore the seafront lighting and reduce future maintenance costs.

**62 Completion of the Winter Garden redevelopment**

The Cabinet considered the report of the Director of Tourism and Enterprise that sought agreement on proposals for the completion of the Winter Garden redevelopment to support the conferencing, entertainment and private hire functions of the premises.

Visiting member, Councillor Robert Smart addressed the Cabinet on this item.

The Cabinet unanimously agreed to a revision for officer recommendation (1) and this was detailed below.

**Recommended to Full Council (Budget and policy framework):**

(1) To support Option 2 of the two proposals for completion that are offered and recommend to Full Council that Option 2 be agreed. The business plan commissioned by David Clarke Associates (DCA) 2015 identified that for the full income potential to be realised for Devonshire Park, all of the complex needed to be transformed to the same standard. The Winter Garden remains outstanding. We are seeking authority to agree a programme of works for the Winter Garden

**Resolved (Key decision):**

(2) To delegate responsibility for all contractual land procurement related decisions to the Director of Tourism & Enterprise (up to £3m in total spend)

**Reason for decisions:**

An opportunity to increase additional income and to meet financial targets has been identified by DCA.

**63 Housing Revenue Account Capital Budget Allocation - Bedfordwell Road**

The Cabinet considered the report of the Deputy Chief Executive and Director of Regeneration and Planning setting out the budget for the residential, commercial and community development of Bedfordwell Road. The report also requested additional land which could be developed for housing is appropriated to the housing revenue account (HRA) to enable delivery.

Visiting member, Councillor Robert Smart addressed the Cabinet on this item.

**Resolved (Key decision):**

(1) To delegate authority to the Director of Regeneration & Planning in consultation with the Portfolio holder for Housing and the Chief Finance Officer to make an allocation in the Housing Revenue Account (HRA) for £29m for the construction programme at Bedfordwell Road.

(2) To note the financial and legal advice provided within this report.

(3) To agree to delegate authority to the Director of Regeneration and Planning in consultation with the Portfolio Holder for Housing to:

(a) appropriate all or part of the land at Bedfordwell Road, in accordance with further financial and legal advice to be taken, from the General Fund to the HRA

(b) appropriate all or part of land at further sites as identified in paragraph 6.3 of the report, in accordance with further financial and legal advice to be taken, from the General Fund to the HRA.

**Reason for decisions:**

To finalise the budget available for the delivery of Bedfordwell Road within the Housing Revenue Account Business Plan and also enable the pipeline of delivery of new homes through appropriation of land from the General Fund to HRA.

**64 Exclusion of the public****Resolved:**

That the public be excluded from the remainder of the meeting as otherwise there was a likelihood of disclosure to them of exempt information as defined in schedule 12A of the Local Government Act 1972. The relevant paragraph of schedule 12A and a description of the exempt information was shown below. (The requisite notice having been given under regulation 5 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.)

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**65     Housing Revenue Account Capital Budget Allocation - Bedfordwell Road - Exempt Appendix 1**

The Cabinet considered the exempt appendix in relation to agenda item 12 (Housing Revenue Account Capital Budget Allocation – Bedfordwell Road).

**Resolved (Non-key decision):**

That the exempt appendix be noted.

**Reason for decision:**

As detailed in minute 63.

**66     Hampden Retail Park - Development Proposal**

The Cabinet considered the exempt report of the Deputy Chief Executive and Director of Regeneration and Planning considering revised proposals for improvements to the Hampden Retail Park site.

**Resolved (Key decision):**

To agree a revised allocation from the Council's capital programme for a reduced development scheme at Hampden Retail Park as set out in the exempt report and to approve the associated development agent appointment and legal works.

**Reason for decisions:**

To enable development of Hampden Retail Park to commence.

*Notes: (1) The report remained exempt. (2) Exempt information reason 3 – information relating to the financial or business affairs of any particular person (including the authority holding that information) and reason 5 - information in respect of which a claim to legal professional privilege could be maintained in legal proceedings. (3) All officer recommendations contained in the exempt report were unanimously approved.*

The meeting ended at 6.48 pm

Councillor David Tutt (Chair)

<b>Report to:</b>	<b>Cabinet</b>
<b>Date:</b>	<b>3 June 2020</b>
<b>Title:</b>	<b>Council response to Covid 19 - the establishment of a Community Hub and wider business impacts on service delivery</b>
<b>Report of:</b>	<b>Ian Fitzpatrick, Deputy Chief Executive and Director of Regeneration and Planning</b>
<b>Cabinet member:</b>	<b>Councillor David Tutt, Leader of the Council</b>
<b>Ward(s):</b>	<b>All</b>
<b>Purpose of report:</b>	<b>To update Cabinet on the establishment and operation of a Community Hub and other changes in business operation to respond to community needs as a result of the Covid 19 pandemic.</b>
<b>Decision type:</b>	<b>Non-key</b>
<b>Officer recommendation(s):</b>	<b>Cabinet is recommended to note the report</b>
<b>Reasons for recommendations:</b>	<b>The Community Hub has been an important part of the council's response to the Covid 19 pandemic locally and this report updates the Cabinet on progress, performance and next steps in this work. The report also provides a summary of the impact of the pandemic across the council's business, focusing on the support provided to staff and on those areas most affected by current circumstances.</b>
<b>Contact Officer(s):</b>	<b>Name: Jo Harper Post title: Head of Business Planning and Performance E-mail: jo.harper@lewes-eastbourne.gov.uk Telephone number: 01273 085049</b>

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## **1 Summary**

- 1.1** The reach of the Covid-19 crisis and the pace at which it changed everyday life as we know it has been unprecedented. In a matter of days, the council had to completely refocus operations to meet the multiple and complex challenges posed by the pandemic. It has been without doubt the most demanding chapter in the history of local government in living memory.

- 1.2 The council moved quickly to activate contingency plans, ensuring the frontline services that residents rely on are maintained and enabling both authorities to fully respond to the challenges of the coronavirus crisis. Members and officers have worked in collaboration with key local partners including East Sussex County Council, other Boroughs and Districts, Sussex Resilience Forum and participated in national networks such as the Local Government Association, District Councils Network, liaising with relevant central Government departments and briefing local MPs.
- 1.3 A key strand of our response was preparing for staff redeployments across business critical areas. We undertook assessments of skills and experience and were overwhelmed with the flexibility staff have shown in their agreement to change roles. 110 council staff were identified who could be redeployed from their normal day-to-day duties to other roles.
- 1.4 While the intensity of the emergency has abated to some degree at the time of writing this report, the need for the council to remain in a state of high alert and preparedness has not changed. Supporting residents, especially the most vulnerable, and our business community through the crisis is being achieved alongside the maintenance of day-to-day services, albeit with adaptations in some areas.

## **2 Background**

- 2.1 In late March the Government announced that it would be setting up a centralised system of help for those it categorised as 'extremely vulnerable' and who would need to self-isolate for 12 weeks. This help would include provision of food, delivery of medicines and other social support. Alongside that central provision for the most vulnerable, local authorities were asked to establish 'Community Hubs' which would complement this, focusing on others in the community who might also be vulnerable, isolated, without support networks or suffering financial hardship.
- 2.2 The 'extremely vulnerable' category has now come to be known as the 'shielded group'. In Eastbourne, at the time of writing we have 2,164 people who have registered for help in this category. However, we are aware that there are many more people in the district who are experiencing hardship or who are isolated and without local friends, relatives or neighbours who are able to help.
- 2.3 In response to this need, the local Community Hub was established and has been operating since 30 March 2020.

## **3 The Community Hub**

- 3.1 The Hub is for people who are vulnerable, isolated and without friends, family or neighbours near by to support them, and for those experiencing financial hardship at this time. The purpose of the hub is to connect these people to local voluntary and community organisations who can provide the basic help they might need. This could include doing shopping for them, collecting medicines, just keeping in touch so they do not feel alone, or providing food parcels where money is a problem.

### 3.2 Setting up the Hub

The council has redeployed and trained a team of staff who can deal with requests coming in through our website via an online form, or via our dedicated phone line. This team is made up of people who were previously working in the council's contact centre, along with other staff redeployed from teams such as tourism.

3.3 They have had to familiarise themselves with a huge amount of new information about voluntary sector services very quickly, as well as navigating their way around the complex landscape of needs assessment and eligibility. As well as receiving calls they also pick up requests submitted by e-form and call these people back to discuss their needs further. The volume and complexity of the calls together with the sometimes difficult and harrowing circumstances of the customers have put considerable pressures on this team. To ensure their wellbeing, a range of support measures have been put in place including free phone counselling for any staff needing it.

3.4 The on-line form and other technology needed (including a new dedicated phone line) was very quickly put in place in late March so that the hub could be operational with the short timescale required. The Service Design team worked extremely quickly at the outset to put IT systems in place enable the hub to start its operation. With this technical backup, the front line Customer First team have then been able to take calls from those requesting help and find out what they need.

3.5 A script for staff prompts them to ask key questions of callers, to make sure they have a real need of support and to check that they are not part of the Shielded (Extremely Vulnerable) group (whom they redirect to ESCC services). Call handlers then use a directory of community contacts to choose the best local service for the caller to be in touch with, and give them details about when that group operates and how to get in touch. The caller is then able to contact their local group to get the assistance they need.

### 3.6 The role of the Community and Voluntary Sector

Staff from the Business Planning and Performance team worked quickly at the outset to build up a directory of around 85 different voluntary and community groups across Eastbourne and the Lewes District who have agreed to help with this work. Some of these groups have been established for many years, and others have formed recently, specifically to help people in need through this crisis. Putting the directory together required some considerable effort and investigation, as many groups were just a Facebook presence or a local phone number or email address. By making personal contact and using local networks (including Councillor knowledge) a pretty comprehensive support network was unearthed. Some groups just cover an individual neighbourhood whilst others work across wider areas. Most are run entirely with volunteers, although a few of the larger groups have some paid staff as well. In all cases, their enthusiasm and commitment have been extraordinary.

3.7 The council is working in a close and strong partnership with 3VA, a local voluntary sector 'umbrella' organisation, whom the council already funds on an annual basis. 3VA put out a call for new volunteers and have had over 200 sign up to help. Three council staff from the Business Planning and Partnerships team have been seconded to 3VA at this busy time and are making contact with all those volunteers to make sure they can be matched up with appropriate voluntary work. Council and 3VA staff are also talking regularly to the 85 community and voluntary organisations to make sure they have all the help, advice, guidance and volunteers they need to keep delivering local help. In the initial stages this also involved ensuring all groups were aware of safeguarding and safe food handling advice, and were following safe practices, both for themselves and the people they were helping.

### 3.8 Provision of Food

There was real concern at the outset that people might run short of food during this difficult time. The shielded group are able to request a regular delivery of food from the government but we were aware that others may also be struggling financially, or for other reasons have an urgent need for food. We have worked closely with the network of local Food Banks who have been helping to provide food for these people.

3.9 In response to the initial 'emergency' phase of the response, to ensure the Food Banks had enough supplies, the council's Tourism and Enterprise team used its existing supply chains to source food to provide a local resource. Within a couple of days they had a fully set up food parcel assembly line at the new Welcome Building in Eastbourne and have, since then, amassed a central store of over 2,500 food parcels.

3.10 The council now keeps in regular contact with local Food Banks to check on their stocks. Where these are depleted, then the council's Neighbourhood First team make regular deliveries of batches of food parcels to them, for local distribution as needed. In addition, when the Food Banks are closed the Neighbourhood First team have undertaken direct deliveries to people in urgent need of food. For the first three weeks of the Community Hub operation, the Neighbourhood First team also provided all the deliveries for Eastbourne Food Bank, until other volunteers and vehicles could be found.

3.11 In addition to the core food parcel provision, the council has also sourced household cleaning and personal hygiene items for distributions by some Food Banks, where this has been needed.

3.12 As other councils came to hear about the food parcel operation in Eastbourne they also approached us to prepare parcels for them, which we have been able to do and sell to them at cost. 800 parcels have so far been prepared for other councils in East Sussex.

3.13 It was noted early on in the Community Hub's operation that a large proportion of calls were from people needing food but unable to access delivery slots at

supermarkets. Having noted that a number of local food shops and other businesses were offering delivery options, the council has developed a directory for local people to search to find suitable services. Initially this was hosted on the councils 'Visit Lewes' tourism website, but now a separate 'Eat Local' website has been set up [www.eatlocal.info](http://www.eatlocal.info).

- 3.14 We have also monitored the changing offers being made by supermarkets and have provided up-to-date information through our helpline, where possible, about priority delivery slots, basic boxes and other new shopping options. In addition we are participating in an innovative DEFRA pilot scheme which enables the Community Hub to directly allocate a limited number of supermarket priority delivery slots to those who are vulnerable and isolated, without support networks.

3.15 Communication

We have promoted the Community Hub through our website, through press releases and through social media. ESCC produced a leaflet for all the Community Hubs in East Sussex which we have distributed widely. People have been encouraged to make use of the on-line form in preference to the phone line where possible, although over time the phone line has had heavier usage.

## **4 Hub Performance**

- 4.1 The Community Hub, at the time of writing, had received over 2,700 calls and on-line requests for help since it started its operation on 30 March 2020. Over time the types of requests have varied, but in general the greatest demand has been for food (up to 90% of calls on some days). This has either because someone needs assistance with shopping, or for financial reasons, they need a food parcel delivered. The second most frequent request has been for help with collecting medicines from pharmacies. Over time we are also starting to see an increase in requests for social contact and befriending.
- 4.2 Data on Community Hub usage is collected and reported both to management and ESCC on a daily basis. Trends are being analysed and discussed with community and voluntary sector partners to ensure that local provision is still able to meet changing needs. So far providers are proving able to keep up with demand but support is also being given to community organisations to help them source grants and other funding to help support their work.

## **5 Next steps**

- 5.1 It is intended that the Community Hubs will continue to operate for the duration of 'lock-down'. However, as it is not known how long this will be, or how the exit will be facilitated or phased, future planning is difficult. Partners meet on a regular basis to discuss next steps and to check that the system is still able to operate and to be sustained.

5.2 When considering our exit strategy, the council needs to be mindful of not doing this too quickly, or without careful consideration of the potential impact on both vulnerable people and the voluntary and community groups with whom we have been working.

5.3 The Community Hub operation will continue to be closely monitored and its performance reported as part of wider covid-related performance management information reports which are currently under development.

## **6 Impacts on Service Delivery**

6.1 The impact of the Covid-19 pandemic on the council has been much wider than setting up the Community Hub response. Services across the council have been impacted and have responded fast and effectively. Such responses have included in the customer contact centre, housing benefit, Homes First and Environment First. A summary of these areas is set out below.

### **6.2 Customer First**

Since the Covid-19 crisis began we have seen a significant increase in contact with the public on the telephones and online via email and webchats. This is at the same time as dealing with staff self-isolating; staff shortages have been mitigated by redeployments of council officers from others service areas to Customer First. As a snapshot, between 20 and 23 April, 2,500 contacts were received with 98% of those calls answered within 27 seconds.

6.3 Our external communications have consistently encouraged a greater use of online contact. Increasing interactions through email and webchats clearly show an encouraging channel shift from the main telephone line, which has enabled us to deal with a larger volume of enquiries despite the staffing pressures.

- 9,498 emails received between March 23rd and May 8th – around a 70% increase since January.
- 5,065 webchats carried out between March 23rd and May 8th – over 150% increase since January.

### **6.4 Housing Benefit**

Significant increases of new housing benefit claims and change in circumstances enquiries continue to be received, however, existing staff supported by colleagues redeployed from other services with relatable experience are managing the increased caseload effectively. Again, as a snapshot, between 20 March and 8 May, 754 new benefit applications were received in Eastbourne borough along with a huge number of claimants reporting a change in circumstances needing to be processed. Despite this significant workload, new benefit claims are being dealt with in an average of 11 days and changes in circumstances eight days.

## 6.5 Business Grants

The Business Grants Portal went live on April 9. The automated system put in place ensures payments are made between three to four working days from registration. It automatically checks submitted information with the Council's and Government's databases to assess eligibility, thereby reducing the need for time consuming manual verification.

At 20 May, 1,387 businesses in Eastbourne had taken advantage of the small business grants scheme, equating to £17.4m in grants. All business which applied at the time of writing have been paid, some 82% of the overall caseload. Council officers have written, emailed and telephoned qualifying businesses to encourage them to register. There are a further 610 businesses yet to claim. A dedicated team of eight officers have been making calls to this outstanding cohort of businesses. This work has also been supported by the local Chambers of Commerce and 3VA who have also made follow up calls using the contact details they hold. Having worked with our business Partner Ascendant Solution Ltd to develop an innovative portal and automated validation process, significant progress has been made in a very short period of time to ensure that high volumes of applications can be validated and processed for payment the day after the application is received.

## 6.6 Homes First

There have been two particular focus areas in Homes First. One being our response to the national directive relating to the housing of the street homeless (through the Rough Sleepers Initiative), and the second being consideration for our older and more vulnerable tenants.

## 6.7 *Support for Tenants*

Daily welfare calls are being made to tenants in sheltered accommodation and calls to all tenants over the age of 69. Regular newsletters with help and guidance for tenants have also been distributed. Additional cleaning of sheltered accommodation has continued over the last six weeks. Cleaning staff who previously cleaned public toilets (now shut), have been redeployed to support our higher frequency cleaning regime. Our contractor is continuing to carry out essential repairs in our properties, ensuing appropriate social distancing arrangements are in place and health and safety compliance testing and servicing is continuing, including Landlord Gas Safety Regulations, lifts and communal water tanks.

There has been an increase in the already high numbers of anti-social behaviour and domestic violence, including a 30% increase in domestic violence caseload. The team are currently dealing with 77 cases in Eastbourne (63 of which related to ASB and 14 domestic violence), plus a further 14 safe guarding cases.

## 6.8 *Rough Sleeper Initiative (RSI)*

In early March the government announced that under Covid-19 all rough sleepers must be found accommodation. Since the 18 March we have made 56

placements in Eastbourne. The RSI team continues to work closely with statutory delivery partners to support the needs of complex placements. An additional focus has been given to collaborative work with the voluntary sector so that support packages, shopping deliveries and meals can be delivered to those we have placed. We are working hard to ensure that those who were previously rough sleeping are offered any additional support required, to enable them to follow social isolation guidance.

## 6.9 Environment First

Our teams have received very positive feedback from residents as collections have continued as normal. Recycling and garden waste collections have continued uninterrupted. Only bulky waste isn't being collected at this time and this is under constant review.

- 6.10 We have taken every step possible to keep every member of Environment First staff safe at this time by introducing a range of heightened safety and hygiene measures. Vehicle cabs and door handles are being regularly wiped down and alcohol wipes and sanitising gels have been given to staff, in addition to their normal health and safety and protective equipment. We continue to keep up-to-date with all government advice and liaise on daily basis with our health and safety advisers.

## 7 **Looking after our staff**

- 7.1 The safety and wellbeing of staff has been paramount throughout this period. Particular focus on staff communications has been central to this, given the high proportion of staff that are now working from home. We have been sending communications to staff and managers regarding Covid 19 since early March and initially, given the evolving situation, these were daily. By the time of the government announcement regarding restrictions on 23 March we had:

- Individually contacted all staff aged over 60 or known to have what might be considered a high risk health condition to ensure that we were supporting them and signposting to relevant advice and information
- Ensured the offices were stocked with increased supplies of hand sanitiser, soap and wipes. The cleaning at all offices was also enhanced so that desks and phones were cleaned every night and door handles twice a day.
- Displayed the Public Health advisory posters in all of our offices and updated staff daily regarding information we were receiving from them.

- 7.2 Following the government announcement on 23 March we have:

- Published information to staff about; support available for their mental health and wellbeing during this time, working from home. resources for those who are home schooling as well as working from home with children.

- Eased the terms of our agile working policy (which states that working from home is not a replacement for childcare) and said that staff can work from home with their children if appropriate and also eased the terms of our flexi time policy so that staff can work between 7 and 10 pm (instead of between 7 am & 7 pm) which hopefully gives them greater flexibility around their working hours.
- Adjusted our working environment in the office to ensure that only every other desk is being used (every other not being used) so that we are complying with social distancing. Wherever possible we have enabled customer service advisors to work from home with phones acquired so that work can be done from home.
- Encouraged the public to use web chat redeployed staff from other areas to help with the increased numbers of these. We have a rota whereby we can manage with just 10 customer service advisors in the office and their office space has been increased to ensure they are socially distanced.
- Ensured that our managers have regular contact with their staff and HR so that we know daily which of their staff are well and working and which may be isolating either as they have symptoms themselves or a member of their household does.
- Reminded our staff of the employee assistance programme which provides confidential counselling 24 hours a day and 7 days a week. We have also reminded staff of the details of our mental health first aiders, we now have about 20 of these (all trained) in the workplace)
- Added to our On line learning platform some specific course on how to work successfully from home; managing teams remotely; personal resilience; Mental Health awareness; stress awareness and fun things like 5k project
- Sent a regular weekly message from the Chief Executive thanking them, acknowledging the challenging environment and the exceptional work they are doing as well as reminding staff how valuable their contributions are and how much they are valued
- Communicated with staff regarding the government's changes to annual leave for keyworkers.
- Regularly asked staff for feedback of their experience of work during this time and about our communications and anything else they might consider would be helpful.

### 7.3 Redeployments

We have been asking all managers to identify those of their staff who are not business critical for either some or all of their hours to support our effective delivery of the Covid 19 response. We undertook assessments of skills and

experience and have been overwhelmed with the flexibility staff have shown in their agreement to change roles.

- 7.4 We have about 120 that we can consider redeploying, based on their skills and experience to business critical matters as needed. Part of this redeployment means that staff may be working at another location, including at their own home and doing a different kind of work to what they would normally – but it is all essential to the current crisis. This information is updated by managers daily and all requests for additional help are responded to within hours.
- 7.5 We also have some staff that have volunteered to work outside of their normal hours to help our response and support our communities, again these are recorded for when an appropriate request may be received.
- 7.6 This is being managed centrally and has enabled us to provide help to the voluntary sector as well as internally moving staff as needed. To date some of the examples of redeployment have included Theatres Staff working on the production of food packages for our vulnerable residents, Tourist Information centre staff helping customer services to deal with increased calls and web chat as well as answering calls to our Community Hub, Democratic Services staff making phone calls to our local businesses regarding the grants available and a Fraud Investigator going to the Crematorium to assist the team working there.

7.7 Covid related sickness

We have been recording information about our workforce daily since Mid-March in a number of ways for example (but not exhaustive) – those that are off sick with Covid symptoms those self-isolating with symptoms and those self-isolating as someone in their household has symptoms. At its 'peak' this figure was 85 staff but has now reduced to 9 whilst we accept this may continue to fluctuate daily.

- 7.8 Fortunately a large number of our staff are able to work from home. For some this is neither appropriate nor possible, so we are continuing to redeploy staff and they are able to continue to work from the office as long the social distancing guidance is adhered to alongside the hygiene requirements. Some teams are working on a rota basis, allowing some minimal staff numbers in the office once or twice a week. Managers and HR speak to each member of staff before they return to work (after a period of absence or self-isolation) to ensure they have followed the NHS guidance on this.

**8 Financial appraisal**

- 8.1 The Community Hub has been an important part of the Council's response to the Covid 19 and the financial costs regarding core food parcel provision are being set out in the other report to be presented for consideration at this meeting. Any other direct cost and financial implications that arise as part of the establishment and operation of the Hub will be contained within future reports to Cabinet.
- 8.2 Staff time and other immediate indirect costs arising from the Community Hub establishment and operation will be met from existing revenue budgets within

the Regeneration and Planning.

## **9 Legal implications**

9.1 In carrying out the activities detailed in this report, the Council has had due regard to the 'Coronavirus (Covid-19): guidance for local government' issued by the Ministry of Housing, Communities and Local Government.

9.2 For data privacy reasons, the sharing of residents' personal data with the voluntary sector must comply with the General Data Protection Regulation (GDPR). The grounds under which sharing of this data is considered lawful under the GDPR are as follows.

(i) Sharing of confidential patient information for purposes relating to the Covid-19 Community Hub is a legal requirement under the Secretary of State's 'Covid-19 – Notice under Regulation 3(4) of the Health Service Control of Patient Information Regulations 2002' issued on 20 March 2020.

(ii) For the less sensitive data (names, addresses, contact details and non-medical needs), sharing with the voluntary sector is necessary in pursuit of a legitimate interest (i.e. the customer's best interests) and, in the context of the Covid-19 pandemic, doing so would be a reasonable expectation of those customers who qualify for Community Hub support. The Council's use of this personal data is proportionate to the benefits likely to stem from that support.

*Lawyer consulted 29.04.20*

*Legal ref: 009159-LDC-OD*

## **10 Risk management implications**

10.1 The following risks have been identified and are being managed/mitigated in relation to the Community Hub. The Strategic Risk register has been updated and risks within other service areas are being closely managed as service demands change over time;

- a. That those most in need will not be aware of the Community Hub – this is being mitigated by wide promotion of the Hub through a range of media both electronic and paper based.
- b. That insufficient food will be available to meet local needs – this in part has been mitigated, in the short term, by establishing a council stock from which Food Banks can be replenished but in the longer term this may still be a risk.
- c. That the Community Hub helpline will not be able to respond to the level of need in the community – this has not been the case. All requests for help have been responded to, and the wait times have continued to be very short on the phones.
- d. The voluntary and community sector would not be able to meet the level of demand – this has not been the case. Three council staff seconded to 3VA have kept in regular contact with local organisations who have confirmed that they continue to be able to respond to local needs.

## **11 Equality analysis**

- 11.1 A full E&FA of the Community Hub will be undertaken shortly. However it should be noted that in setting up the Community Hub operation consideration was given to ensuring it was accessible to all by providing both telephone and on-line options. The promotional leaflet produced by ESCC about the Community Hubs across East Sussex has been translated into multiple languages and this is available on our website. Hub performance data is monitored on a daily basis.

## **12 Environmental sustainability implications**

- 12.1 This report contains no direct environmental sustainability implications although it is worthy of note that current ways of working, with most staff working remotely, has a positive impact in terms of the council's carbon emissions with significantly reduced car usage.

## **13 Appendices**

Appendix A – summary of service delivery across Lewes District and Eastbourne Borough Councils

## **14 Background papers**

None

# Demand for our services during the Coronavirus (Covid-19) crisis

**CUSTOMER FIRST**

Lewes and Eastbourne Councils  
working together for you

Since the Covid-19 crisis began, we have seen a significant increase in demand for many of our services, in particular responding to customers getting in touch.

The information below illustrates the scale of this increase in a few key service areas. We are proud to say that we have maintained our performance in the face of this increase, despite a reduction in staff due to the need to self-isolate.

We would encourage residents with access to the internet to contact us via our website, live chat and social media where possible. This will help free up our phone lines for the most vulnerable in the community.

## Online Webchat Service

Lewes and Eastbourne Councils

(Figures show four-week periods)

24 Feb - 20 Mar  
**254 Chats**

27 Jan - 21 Feb  
**221 Chats**

## Emails received by Customer First

(Figures show four-week periods)



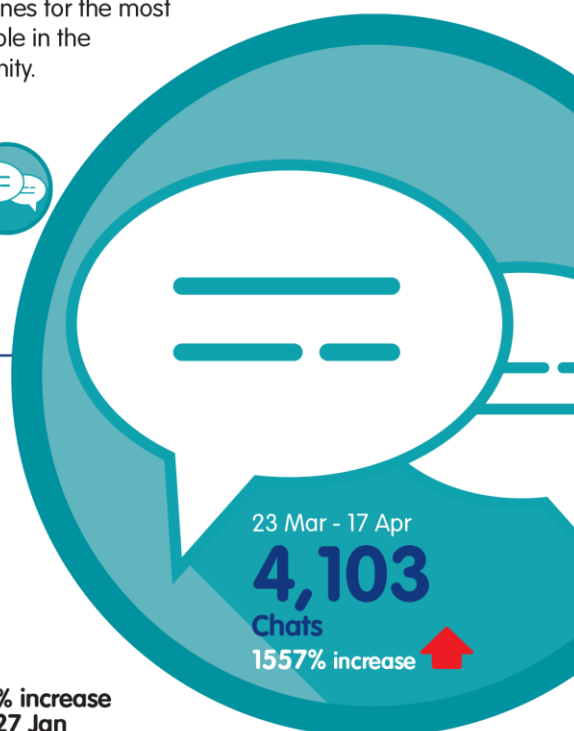
27 Jan - 23 Feb  
**3,905**



24 Feb - 22 Mar  
**4,520**



23 Mar - 19 Apr  
**6,663** ↑ 70.63% increase since 27 Jan



## 'Request Support for Vulnerable Adults' form completions



Total number of completed 'Request Support for Vulnerable Adults' forms (27 Mar - 22 Apr)

**514**

## Customers making homeless approach: new presentations



Households that are either homeless or at risk of homelessness (1 April - 22 April)

## Telephone calls to our Coronavirus Community Hub Helpline



Total calls since 30 March (Helpline launch date) to 19 April

**1,362** Calls

## Business enquiry forms

Since 24 Mar (first form received)

**250**

MP emails (since 3 April)

**200**

## Business Grant Portal

Since going live on 9 April:

**2,336** Completed applications received in first six days

**1,230** Emails asking for assistance, of which **1,100** have so far been responded to

## Garden waste permits processed

Since 6 January 2020

**9,131** Renewals

**1,422** New requests



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<b>Report to:</b>	<b>Cabinet</b>
<b>Date:</b>	<b>3 June 2020</b>
<b>Title:</b>	<b>Initial financial assessment of Covid-19</b>
<b>Report of:</b>	<b>Chief Finance Officer</b>
<b>Cabinet member:</b>	<b>Councillor Stephen Holt, Cabinet member for finance</b>
<b>Ward(s):</b>	<b>All</b>
<b>Purpose of report:</b>	<b>To update on the initial financial impact of Covid-19 and associated budgetary implications</b>
<b>Decision type:</b>	<b>Non-key</b>
<b>Officer recommendation(s):</b>	<b>1) Cabinet notes the initial financial impact of Covid-19 and associated vulnerability of the authority's budget</b>  <b>2) Cabinet notes the assumptions being made about the ongoing financial impact of Covid-19</b>  <b>3) Cabinet authorises the Chief Executive, in consultation with the Leader of Council, Cabinet member for Finance and the Chief Finance Officer, to make use of monies held in the Council's Reserves as he believes most appropriate in order to continue essential service delivery and/or to mitigate the impact of the Covid-19 emergency on residents and/or service users</b>
<b>Reasons for recommendations:</b>	<b>The Council's response to Covid-19 has been and continues to be fast paced. Budgetary assumptions are liable to change and are only given as an indication. This report provides a position statement at this time to keep Cabinet informed.</b>
<b>Contact Officer(s):</b>	<b>Name: Homira Javadi</b> <b>Post title: Chief Finance officer</b> <b>Email: <a href="mailto:Homira.Javadi@lewes-eastbourne.gov.uk">Homira.Javadi@lewes-eastbourne.gov.uk</a></b>

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## **1 Background**

- 1.1 The budget for 2020/21 was approved by Full Council in February 2020. As the Council no longer receives any Revenue Support Grant, the cost of its services are met from locally generated sources of income such as commercial operation, fee earning services, council tax and business rate retention. In recent years, there has been a significant increase in demand for some key services namely, addressing homelessness and housing need including provision of temporary and emergency accommodation. These have resulted in additional revenue and capital funding being allocated to these services. In meeting these increased costs, the budget also includes some challenging and robust savings and income targets.

- 1.2 In response to the COVID-19 outbreak, The Ministry of Housing Communities and Local Government was clear that any council who made an immediate response to the COVID19 outbreak would be financially supported in their decision making by the government. In addition over the last 6 weeks the government has been making a series of ongoing policy announcements, initially at Budget 2020, and then over the last few weeks. This has meant that local authorities have had to respond quickly to new announcements and understand the financial implications arising.
- 1.3 A complex picture of initiatives has emerged, some of which have been supported by additional funding; some that will lead to reductions in both council tax and business rates receipts; some that require administration by local authorities of grants to businesses; and then a range of measures with wider financial implications for local authorities.
- 1.4 The table below shows a summary of the announcements to date and their implications for local government funding. Each announcement is then covered in greater detail below.

	Payment received EBC Share	Additional Funding/ to Offset reductions to other sources/ Ring- fenced Funding
£1.6bn Emergency Response Funding 1	£64.3k	Additional Funding
£0.5bn Hardship Fund	£918k	Additional Funding- ring-fenced for those in receipt of Council Tax Relief Scheme £150 per household.
100% Business Rates Relief 2020/21	TBC £2,216k	Offset
Small Business Grant Funding and Retail, Hospitality and Leisure Grant Fund	£22,544k	To Fund Grant Payment with ring-fenced and specified nationally set criteria
*A further £1.6bn Emergency Response Funding 2	£1.03m	Additional Funding

Table 1

## 2 Emergency Response

- 2.1 On 16 March, Local Government Secretary of State Robert Jenrick announced that the government stands ready to do whatever is necessary to support councils in their response to coronavirus. He reaffirmed the government's commitment to supporting councils to focus their efforts on the priority area of social care, providing vital support for vulnerable people and supporting their local economy.

As reported elsewhere on the agenda, immediately following the outbreak of Covid-19 and the announcement of a national lock-down, the Council diverted resources to assist and support the most vulnerable in the borough working in partnership with voluntary sector partners. As is detailed in a separate report on this agenda, the Council has, at the request

of government, established a Community Hub helpline and related services which have been operating since 30 March 2020.

- 2.2 It is intended that the Community Hub provision continues until the end of the lock-down period and possibly beyond, although at the time of writing it is unclear when and how lock down measures will be lifted. Therefore it is very difficult to estimate the time-period over which this additional service (and related costs) will need to be provided.
- 2.3 On 19 March, the government allocated £1.6 billion to councils to assist with Covid-19 related support. The split between county and district authorities was 98:2. Eastbourne Borough Council received £64,321 from this allocation.
- 2.4 The second round of emergency funding was announced on 28 April. This increased the allocation by another £1.6bn. The split between county and district authorities was 65:35. The Council's share of this allocation was £1.03m.

The following table shows the funding allocations across East Sussex authorities:

Local Authority	First Tranche of Covid-19 Fundin	Second Tranche of Covid-19 Fundin	Total Covid-19 Additional Funding
East Sussex	£16,297,243	£9,810,215	£26,107,458
East Sussex Fire	£136,730	£633,138	£769,868
Eastbourne	£64,321	£1,026,186	£1,090,507
Hastings	£67,268	£918,693	£985,961
Lewes	£39,501	£1,026,785	£1,066,286
Rother	£41,835	£961,373	£1,003,208
Wealden	£52,005	£1,604,988	£1,656,993
<b>Total East Sussex</b>	<b>£16,698,903</b>	<b>£15,981,378</b>	<b>£32,680,281</b>

### 3 Financial impact on Council's resources

- 3.1 The above grants are intended to provide funding for additional emergency response costs as well as enabling councils to provide additional hardship support via their Council Tax Reduction Schemes. However, a fundamental issue for the council is that, its services are now largely reliant on locally generated income and taxation rather than government funding which after continuous reductions since 2010, finally diminished in 2019.
- 3.2 In 2020/21, the main sources of funding for the Council's General Fund services are as follows (the RAG status provides an overview of the projected risks in relation to COVID-19):

2020-21 Summary	£'000	RAG
Revenue Support Grant	Nil	
Retained business rates	4,346	A
Council Tax	8,712	A
New Homes bonus	332	G
Other government grants	132	G
<b>Total Financing</b>	<b>13,522</b>	

- a) Retained business rates – as a result of a likely reduction in the number of businesses in the Borough, as some are not able to recover following the lock-down period and subsequent likely economic downturn.
- b) Business rates (Newhaven EZ)
- c) Council tax payments - as residents experiencing financial hardship may find it difficult to pay their bills or may seek council tax support as a result in changed financial circumstances; increased bad debt, reduced collection rate etc.

## 4 Other Income

4.1 In addition, in line with revised government economic growth figures, and the forecasted economic downturn, we are assuming a reduction in the following sources of income:

- d) Rental income from our commercial estate – where our tenants may vacate, due to businesses winding up, may be unable to pay their rent
- e) Events and other income generating activities
- f) Car park, planning and other fees & charges

4.2 Following table provides an extract from the MHCLG submission providing an estimated position on Covid-19 impact on income :

Income source	April 2020 £m	May 2020 £m	Full financial year 2020-21 £m	EBC Element
Business Rates cash receipt losses	2.200	2.200	26.700	1.000
Council Tax receipt losses - LCTS	0.150	0.150	1.600	0.192
Council Tax receipt losses - payment failure	0.050	0.050	0.600	0.072
Council Tax receipt losses - other				
Council Tax receipt losses total	0.200	0.200	2.200	0.264
Collection fund losses total	2.400	2.400	28.900	1.264
Highways and Transport Sales Fees & Charges (SFC) losses	0.030	0.030	0.300	
Cultural & Related SFC losses	0.700	0.700	2.400	
Planning & Development SFC losses	0.010	0.010	0.100	
Other SFC income losses	0.060	0.060	0.400	
Sales, Fees & Charges (SFC) income losses total	0.800	0.800	3.200	
Commercial Income losses	0.150	0.150	2.300	
Other income losses	0.100	0.100	1.200	
Non collection fund losses total	1.050	1.050	6.700	6.700
<b>TOTAL INCOME LOSS</b>	<b>3.450</b>	<b>3.450</b>	<b>35.600</b>	<b>7.964</b>
HRA – residential rent arrears	0.060	0.060	0.800	0.800
HRA – commercial rent arrears				
HRA – losses from voids	0.010	0.010	0.400	0.400
HRA – other				
HRA – total reduction in income	0.070	0.070	1.200	1.200

4.3 Set against this, demands on our services have increased and are predicted to remain higher than forecast for the rest of the financial year. Table 5 sets out the additional costs to service areas for April alone, above what was originally forecast for the 2020/21 budget. These headline figures reflect likely increases in demand, in particular in relation to;

- a) Homelessness – both increases in those experiencing homelessness and the council's current additional duties in relation to providing temporary accommodation to ensure there is no rough sleeping.
- b) Benefits – a significant increase in benefits applications has already been seen and is likely to continue through the lock-down period and beyond.

- 4.4 Following table provides an extract from the MHCLG submission providing an estimated position on Covid-19 impact on additional costs :

Service area	April 2020 £m	May 2020 £m	Full Financial Year 2020-21 £m
Highways and Transport			
Public Health			
Housing - homelessness services	0.100	0.100	1.000
Housing - rough sleeping - accommodating and supporting those			
Housing - other excluding HRA	0.100	0.100	1.000
<i>Housing total excluding HRA</i>	<i>0.200</i>	<i>0.200</i>	<i>2.000</i>
Cultural & related - Sports, leisure and community facilities			
Cultural & related - other			
<i>Cultural &amp; related total</i>	<i>0.000</i>	<i>0.000</i>	<i>0.000</i>
Environment & regulatory - cremation, cemetery and mortuary services/Excess deaths			
Environment & regulatory - waste management			
Environment & regulatory - other			
<i>Environment &amp; regulatory - total</i>	<i>0.000</i>	<i>0.000</i>	<i>0.000</i>
Planning & development			
Police, Fire & Rescue			
Finance & corporate - ICT & remote working	0.100	0.050	0.150
Finance & corporate - Revenue & benefits expansion			
Finance & corporate - other	0.010	0.010	0.100
<i>Finance &amp; corporate - total</i>	<i>0.110</i>	<i>0.060</i>	<i>0.250</i>
Other - Shielding			
Other - PPE (non-Adult Social Care and HRA)	0.010	0.010	0.150
Other - unachieved savings/delayed projects	0.500	0.500	5.400
Other - excluding service areas listed above			0.400
<i>Other total (includes Shielding)</i>	<i>0.510</i>	<i>0.510</i>	<i>5.950</i>
<b>TOTAL SPENDING PRESSURE (General fund)</b>	<b>0.820</b>	<b>0.770</b>	<b>8.200</b>

## 5 Capital Investment

- 5.1 The Council's capital programme is currently under review. A further update and impact assessment will be provided on this area once this review is about to complete and make recommendations as appropriate.

## 6 Cashflow

- 6.1 The Council's treasury management team have modelled a number of scenarios for cashflow over the next 6 months. This is heavily influenced by the timing of government support, in particular the timing of the Section 31 grant to replace the loss of business rates, as well as the flow of income from local taxation.
- 6.2 On 16 April the government announced it will defer Business Rates payments to government. Section 31 grants to cover the loss of retail relief will also commence in May. The impact of these measures will be to improve cashflow position over the next 5 months which will help offset the reduced cashflow arising from income losses. With these revised government measures in place, the council should avoid the need to borrow to support cashflow until the end of August at the earliest.
- 6.3 It is important to recognise that these measures provide us with temporary cashflow assistance and not a much needed financial support.

## 7 Reserves

- 7.1 The 2020/21 budget included the Council's Chief Finance Officer Report (Section 25 Report). It included the following analysis of the reserves held by the Council. The reserves were estimated to be £6,367m at 31<sup>st</sup> March 2021 and at the time, adequate to meet the commitments and forecast expenditure facing the Council, as well as providing a degree of resilience against changes in Business Rates income forecasts and the impact of a continuing economic downturn.

EBC	01-Apr-20 £000's	Transfers In / (Out) £000's	31-Mar-21 £000's
<b>General Fund Balance</b>	<b>3,642</b>	<b>-1,277</b>	<b>2,365</b>
<b>Earmarked Reserves</b>			
General Earmarked Reserve	506		506
ICE Investment Reserve	2,000		2,000
Strategic Change Reserve	199		199
Capital Programme Reserve	345		345
Revenue Grants Reserve	952		952
<b>Total Earmarked Reserves</b>	<b>4,002</b>	<b>0</b>	<b>4,002</b>
<b>Total Reserves</b>	<b>7,644</b>	<b>-1,277</b>	<b>6,367</b>

- 7.2 It is clear that without adequate government financial support, Eastbourne like many other councils will find it impossible to manage the medium and long-term financial impact of Covid-19 relying solely on its own scares and limited resources.

There is current uncertainty over the projected collection rate of council tax and business rates. Officers are seeking ways to mitigate this. For Eastbourne, with its unique tourism and cultural offer, the loss of anticipated income from large-scale discretionary spend, for example on tourism, theatres, events, is a particular concern.

Officers will bring regular update reports to Cabinet. It is at least possible that urgent use may need to be made of monies in Reserves so as to continue essential service delivery and /or to mitigate the worst impacts of the Covid-19 emergency on residents and service users. For this reason, it is recommended that the Chief Executive be authorised, in consultation with the Leader of Council and the Chief Finance Officer, to use these monies where this is necessary.

## 8 Summary of overall position

- 8.1 This demonstrates that the Council's finances are very vulnerable in the current situation. Council Tax revenues could be impacted if taxpayers' financial circumstances are impacted and more people claim Council Tax Reduction discounts (CTR). Similarly, Business Rate revenues, excluding government support for expanded reliefs, could be impacted by the effect on the local economy and the visitor-driven economy both in the short and medium term depending on recovery.
- 8.2 Most concerning are fees and other commercial income as these are now a very large source of funding for council services. The pandemic will see many income streams being severely impacted by closures, or reduced business and tourism activity, and/or the general impact on the economy (e.g. commercial rents and planning fees).

- 8.3 In setting its budget and meeting the cost of its key services, the Council committed to a range of efficiency savings and additional income targets much of which are now unlikely to be delivered.

The Ministry of Housing, Communities & Local Government (MHCLG) recently collected financial data from local authorities on 15 April to begin to understand the costs and income pressures facing local authorities. At this early stage these are difficult to estimate accurately, however, the assumptions included in our submission are under constant review and will be updated regularly.

Based on our current experience, the Council estimates that the additional costs in the arising from the pandemic so far, including delayed savings programmes, could be of approximately £300k per week. This is an approximate impact and worse-case scenario which takes into account significant loss of income, additional costs including increased demand in homelessness and housing need. There will be some offset to these costs from reduced purchases of non-essential supplies and services, however, this is not anticipated to be significant. These costs may be mitigated more substantially by, for example, increased economic activity, income and employment levels associated with the easing of lockdown restrictions. Conversely, if businesses and households continue to experience lower incomes then lower Council Tax, Business Rates and other income to the Council will remain below those anticipated in the Budget. These longer term risks emphasise the importance of additional government financial support to local authorities as a consequence of the pandemic and the extra vital work we are carrying out in supporting vulnerable households and local businesses. These matters will be monitored closely and modelled with regular updates to members.

It is also of considerable concern that the financial impacts on taxation, business rates and fees incomes could take a considerable amount of time to recover, giving rise to a significantly greater medium and longer term financial impact.

The impact of Covid-19 on the council's finances will be significant. Detailed figures are still being calculated, but it can be assumed;

- a) That income levels will be reduced from the levels projected when the budget was set
- b) That there will be additional pressures on expenditure
- c) That there may be challenges in achieving the efficiency savings that formed part of the adopted budget as service pressures on the organisation require higher staffing levels to be maintained.

## **Outlook**

The above are our projected budgetary pressures. We will continue to closely monitor the impact Covid-19 is having on our budget and revert to Cabinet in a timely manner. We are also continuing to lobby for additional funds to offset the budgetary costs of Covid-19.

The government (MHCLG) have already set up 3 different monitoring processes via their DELTA on-line portal. These capture Business Rate Reliefs, Business Grants and general financial implications. The information to be captured by the latter will be collected monthly and the first submission was provided on 15 April 2020. It captures all spend against the emergency funds, estimated losses or income and taxation, expected cash flow requirements and provides 'free text' fields for local authorities to raise other matters if required. The other returns are weekly and the first data returns were made on Friday 3 April.

Locally, financial updates will be provided to the Cabinet and Members on an ongoing basis.

## **9 Corporate plan and council policies**

- 9.1 Eastbourne borough council's Corporate Plan was adopted in February 2020. The service and support provided during the first month of Covid-19 to residents, businesses, voluntary organisations and others in the borough is in line with the corporate plan's priority to getting our services right for you.

## **10 Financial appraisal**

- 10.1 The financial implications are set out in the body of the report. The key point to note is that it is not possible to currently quantify all of the costs, losses and exceptional expenses that the authority will incur due to Covid-19. It is also not currently possible to say whether or not the government emergency funding streams, including any future announcements, will off-set these financial impacts. Should these funds be insufficient, Cabinet is advised that the council will need to call on its reserves.

## **11.0 Legal implications**

- 11.1 There are none arising directly from this report.

## **12 Risk management implications**

- 12.1 The council is acutely aware that the focus is currently on responding to the crisis and is mobilising its staff and resources to support this effort. However, it is also fully aware that after the crisis has subsided there are likely to be a wide range of long term impacts on individuals, the business and local economy, the third sector and public sector agencies. The council is working to assess the impact and develop its policy and approach to managing recovery and sustainability once the logistics of the immediate crisis have been put in place and are operating effectively. In the meantime, the Leader and Chief Executive are ensuring the Council's own financial position is represented at various local government and government forums.

## **13 Equality analysis**

- 13.1 There are no direct equalities implications arising from this report. The COVID-19 outbreak affects all areas of society. Government are making specific provisions to 'shield' those expected to be most affected. The council will monitor impacts on protected characteristic equality groups as the crisis continues.

## **14 Environmental sustainability implications**

- 14.1 This report contains no direct environmental sustainability implications although it is worthy of note that current ways of working, with most staff working remotely, has a positive impact in terms of the council's carbon emissions with significantly reduced car usage.

## **15 Appendices**

- Appendix 1 – MHCLG submission

## 16 Background papers

The background papers used in compiling this report were as follows:

- Budget report
- COVID-19 related links  
<https://www.lewes-eastbourne.gov.uk/resources/assets/inline/full/0/286143.pdf>

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## COVID-19 local authority financial management information

### COVID-19 local authority financial management information

#### You are reporting on behalf of:

Eastbourne Borough Council

#### Billing or precepting authority:

Billing authority

This is Round 2 of a data collection designed to help departments across central government understand the impact of the COVID-19 pandemic on local authority finances. This collection is for planning purposes; to help us identify where the greatest pressures are likely to be going forward and to inform our ongoing assessment of likely future costs. The information you provide will not be used for monitoring or auditing purposes. We will also share a summary of the findings with you in due course.

As outlined in Round 1, we recognise that the situation your authority faces is continually changing and we will continue to repeat and refine this collection on a rolling monthly basis. For Round 2, you are asked to restate your April 2020 estimates based on actual/outturn data where available, alongside projected estimates for May 2020 and the full 2020-21 financial year.

**Where full financial year estimates are requested, please estimate these assuming current restrictions remain in place until the end of July 2020, and thereafter the situation reverts entirely back to a position you anticipated prior to COVID-19. Note that this assumption is intended for accounting purposes only and solely to improve consistency in the returns provided and should in no way be interpreted as government policy.**

We appreciate that you might not have precise figures, but your estimates are extremely useful in the absence of robust data. However please ensure to exercise accurate, professional judgement when submitting your estimates. All submissions should be agreed by your authority's S151 Officer but do not require official certification.

Whilst the majority of this form is broadly similar in structure to Round 1, there are some additional sections and questions, and more detailed data required in places. As such, you may need to liaise with relevant colleagues in your authority in order to complete the form.

**Please submit your response through DELTA by 11pm on Friday 15 May 2020.** We cannot accept returns after the closing deadline. You must hit submit on completing the form otherwise your return will not be counted.

For enquiries, please use the contact details below:

For DELTA registration and collection access enquiries: DELTAadmin@communities.gov.uk

For general enquiries relating to the collection: lgfcoviddata@communities.gov.uk

### Section A: Allocation of £3.2bn grant funding by service area

On 19 March 2020, £1.6bn emergency funding was announced to help local authorities respond to the COVID-19 pandemic. On 18 April 2020, a further £1.6bn funding for local authorities was announced. This section relates specifically to your combined allocation from this £3.2bn funding and not any other additional funding which your authority might be receiving to respond to COVID-19.

#### Of this £3.2bn funding, your authority has received:

£ 1,090,507

### Question A1: What proportion of your grant funding have you allocated to the following service areas?

We recognise that some COVID-19-related activities may be cross-cutting, and that you may not have formally allocated the additional funding separately across service areas. However, please estimate as best you can. This should be done using notional allocations to reflect your priority areas of spending pressure if you do not yet have more reliable data/ formal allocation plans available. We do not expect most authorities to use the 'Not yet allocated' category; you should only populate this field if you are certain that your authority does not have plans to use this funding.

Please ensure the following areas of funding are recorded under 'Other' instead of specific service lines: Forgone savings and delayed or stopped projects, all Personal Protective Equipment (PPE) excluding that which falls under Adult Social Care (ASC), and Shielding.

Please provide percentage figures for each service area ensuring that they sum to 100%. If your authority does not provide a service or has not allocated any of this grant funding to a particular service area, you must enter 0%

You may wish to refer to your Round 1 April submission on the use of your initial £1.6bn funding allocation. If completed on DELTA, your Round 1 submission can be found in the DELTA data store. However, please note that the categories used below are more detailed than those used in Round 1 and are therefore not entirely comparable.

For additional information, where available, please click the information (i) button.

The summary RAG rating asks for your overall assessment of the confidence you have in the accuracy of the figures provided. This uses a standard RAG rating system where red reflects estimates based on limited evidence/weak assumptions, and green reflects strong evidence and clearer assumptions.

Service Area	Estimated proportion of grant funding likely to be deployed in this area, (%)
1 - Adult Social Care – additional demand	<input type="text" value="0 %"/>
2 - Adult Social Care - supporting the market	<input type="text" value="0 %"/>
3 - Adult Social Care - workforce pressures	<input type="text" value="0 %"/>
4 - Adult Social Care - PPE	<input type="text" value="0 %"/>
5 - Adult Social Care - other	<input type="text" value="0 %"/>
<b>Adult Social Care - sub total</b>	<input type="text" value="0%"/>
6 - Children's Social Care – workforce pressures	<input type="text" value="0 %"/>
7 - Children's Social Care – residential care	<input type="text" value="0 %"/>
8 - Children's Social Care – care leavers	<input type="text" value="0 %"/>
9 - Children Social Care - other	<input type="text" value="0 %"/>
<b>Children's Social Care - sub total</b>	<input type="text" value="0%"/>
10 - Education - SEND	<input type="text" value="0 %"/>
11 - Education - home to school transport	<input type="text" value="0 %"/>
12 - Education - other	<input type="text" value="0 %"/>
	<input type="text" value="0%"/>

**Education - sub total**

13 - Highways and  
Transport

0 %

14 - Public  
Health

0 %

15 - Housing - homelessness  
services

0 %

16 - Housing - rough  
sleeping

0 %

17 - Housing - other

0 %

**Housing - sub total**

0%

18 - Cultural & related - Sports, leisure and community facilities

0 %

19 - Cultural & related - other

0 %

**Cultural & related - sub total**

0%

20 - Environment & regulatory - cremation, cemetery and mortuary services

0 %

21 - Environment & regulatory - waste management

0 %

22 - Environment & regulatory - other

0 %

**Environment & regulatory - sub total**

0%

23 - Planning & development

0 %

24 - Police, fire and rescue services

0 %

25 - Finance & corporate - ICT & remote working

0 %

26 - Finance & corporate - revenue & benefits

5 %

27 - Finance &amp; corporate - other

0 %

**Finance & corporate - sub total**

5%

28 - Other - shielding

0 %

29 - Other - PPE (non-Adult Social Care)

0 %

30 - Other - unachieved savings/delayed projects

90 %

31 - Other - excluding service areas listed above

5 %

**Other - sub total**

95%

32 - Not yet allocated

0 %

**Total Percentage Check**

100%

Confidence in accuracy of allocation estimates (RAG rating)

AMBER

**Question A2: If you have allocated any funding to 'Other services', excluding the subcategories listed (i.e. shielding, PPE, forgone savings/delayed projects), please specify.**

Costs include food parcels, agency staffing and funding for food parcels.

## Section B: Additional spending pressures due to COVID-19

**Question B1: Compared to what you had budgeted prior to the COVID-19 pandemic, please estimate how much additional money you have spent, and plan to spend, on the following service areas due to pressures caused by COVID-19.**

**We are looking for gross additional spending so please do not deduct any grant funding for Covid costs or other payments you have received when providing estimates.**

As in Section A, we recognise that COVID-19 activities may be cross-cutting across service areas, and it may not be possible to apportion additional spend due to COVID-19 with complete accuracy. However, please estimate as best you can.

Please ensure the following areas of expenditure are recorded under 'Other' instead of specific service lines: Forgone savings and delayed or stopped projects, all Personal Protective Equipment (PPE) related spend excluding spend that falls under Adult Social Care (ASC), and Shielding.

You should report your additional spend estimates in millions, though you can provide figures to the nearest thousand pounds (up to 3 decimal places) if you are able to do so. If your authority does not provide a service or you have not spent any more as a result of COVID-19, you must enter 0 (zero).

If submitted, you may wish to view your Round 1 April form which can be found in the DELTA data store. However, please note that the categories used below ask for more detailed data than in Round 1 and are therefore not entirely consistent. For Round 2, please use actual expenditure/outturn-based estimates where possible for April.

Where full financial year estimates are requested, please estimate these **assuming current restrictions remain in place until the end of July 2020, and thereafter reverts entirely back to a situation you anticipated prior to COVID-19. Note that this assumption is intended for accounting purposes only and solely to improve consistency in the returns provided and should in no way be interpreted as government policy.**

For additional information, where available, please click the information (i) button.

Estimated additional spending pressure due to Covid-19			
Service Area	April 2020 (£m)	May 2020 (£m)	Full financial year 2020-21 (£m)
<b>1 - Adult Social Care – additional demand</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>
<b>2 - Adult Social Care - supporting the market</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>
<b>3 - Adult Social Care - workforce pressures</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>
<b>4 - Adult Social Care - PPE</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>
<b>5 - Adult Social Care - other</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>
<b>ASC sub total</b>	<b>April 2020</b>	<b>May 2020</b>	<b>Full year 2020-21</b>
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>
<b>6 - Children's Social Care – workforce pressures</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>
<b>7 - Children's Social Care – residential care</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>
<b>8 - Children's Social Care – care leavers</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>
<b>9 - Children Social Care - other</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>
<b>CSC sub total</b>	<b>April 2020</b>	<b>May 2020</b>	<b>Full year 2020-21</b>
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>
<b>10 - Education - SEND</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>

<b>11 - Education - Home to school transport</b>	April 2020	May 2020	Full year 2020-21
	£ 0.000 m	£ 0.000 m	£ 0.000 m
<b>12 - Education - other</b>	April 2020	May 2020	Full year 2020-21
	£ 0.000 m	£ 0.000 m	£ 0.000 m
<b>Education sub total</b>	<b>April 2020</b>	<b>May 2020</b>	<b>Full year 2020-21</b>
	£ 0.000 m	£ 0.000 m	£ 0.000 m
<b>13 - Highways and Transport</b>	April 2020	May 2020	Full year 2020-21
	£ 0.000 m	£ 0.000 m	£ 0.000 m
<b>14 - Public Health</b>	April 2020	May 2020	Full year 2020-21
	£ 0.000 m	£ 0.000 m	£ 0.000 m
<b>15 - Housing - homelessness services</b>	April 2020	May 2020	Full year 2020-21
	£ 0.100 m	£ 0.100 m	£ 1.000 m
<b>16 - Housing - rough sleeping</b>	April 2020	May 2020	Full year 2020-21
	£ 0.000 m	£ 0.000 m	£ 0.000 m
<b>17 - Housing - other (excluding HRA)</b>	April 2020	May 2020	Full year 2020-21
	£ 0.100 m	£ 0.100 m	£ 1.000 m
<b>Housing sub total (excluding HRA)</b>	<b>April 2020</b>	<b>May 2020</b>	<b>Full year 2020-21</b>
	£ 0.200 m	£ 0.200 m	£ 2.000 m
<b>18 - Cultural &amp; related - Sports, leisure and community facilities</b>	April 2020	May 2020	Full year 2020-21
	£ 0.000 m	£ 0.000 m	£ 0.000 m
<b>19 - Cultural &amp; related - other</b>	April 2020	May 2020	Full year 2020-21
	£ 0.000 m	£ 0.000 m	£ 0.000 m
<b>Cultural &amp; related sub total</b>	<b>April 2020</b>	<b>May 2020</b>	<b>Full year 2020-21</b>
	£ 0.000 m	£ 0.000 m	£ 0.000 m
<b>20 - Environment &amp; regulatory - cremation, cemetery and mortuary services</b>	April 2020	May 2020	Full year 2020-21
	£ 0.000 m	£ 0.000 m	£ 0.000 m
<b>21 - Environment &amp; regulatory - waste management</b>	April 2020	May 2020	Full year 2020-21
	£ 0.000 m	£ 0.000 m	£ 0.000 m
<b>22 - Environment &amp; regulatory - other</b>	April 2020	May 2020	Full year 2020-21
	£ 0.000 m	£ 0.000 m	£ 0.000 m
<b>Environment &amp; regulatory sub total</b>	<b>April 2020</b>	<b>May 2020</b>	<b>Full year 2020-21</b>
	£ 0.000 m	£ 0.000 m	£ 0.000 m
	April 2020	May 2020	Full year 2020-21
	£ 0.000 m	£ 0.000 m	£ 0.000 m

**23 - Planning & development****24 - Police, fire and rescue services**

April 2020

May 2020

Full year 2020-21

£ 0.000 m

£ 0.000 m

£ 0.000 m

**25 - Finance & corporate - ICT & remote working**

April 2020

May 2020

Full year 2020-21

£ 0.100 m

£ 0.050 m

£ 0.150 m

**26 - Finance & corporate - revenue & benefits**

April 2020

May 2020

Full year 2020-21

£ 0.000 m

£ 0.000 m

£ 0.000 m

**27 - Finance & corporate - other**

April 2020

May 2020

Full year 2020-21

£ 0.010 m

£ 0.010 m

£ 0.100 m

**Finance & corporate sub total****April 2020****May 2020****Full year 2020-21**

£ 0.110 m

£ 0.060 m

£ 0.250 m

**28 - Other - shielding**

April 2020

May 2020

Full year 2020-21

£ 0.000 m

£ 0.000 m

£ 0.000 m

**29 - Other - PPE (non-Adult Social Care)**

April 2020

May 2020

Full year 2020-21

£ 0.010 m

£ 0.010 m

£ 0.150 m

**30 - Other - unachieved savings/delayed projects**

April 2020

May 2020

Full year 2020-21

£ 0.500 m

£ 0.500 m

£ 5.400 m

**31 - Other - excluding service areas listed above**

April 2020

May 2020

Full year 2020-21

£ 0.000 m

£ 0.000 m

£ 0.400 m

**Other sub total****April 2020****May 2020****Full year 2020-21**

£ 0.510 m

£ 0.510 m

£ 5.950 m

**TOTAL ESTIMATED SPENDING PRESSURE (General Fund)****April 2020****May 2020****Full year 2020-21**

£ 0.820 m

£ 0.770 m

£ 8.200 m

**Additional Housing Revenue Account (HRA) Pressures:****32 - HRA - workforce pressures**

April 2020

May 2020

Full year 2020-21

£ 0.000 m

£ 0.000 m

£ 0.000 m

**33 - HRA - supplies and materials including PPE**

April 2020

May 2020

Full year 2020-21

£ 0.000 m

£ 0.000 m

£ 0.000 m

**34 - HRA - other**

April 2020

May 2020

Full year 2020-21

£ 0.000 m

£ 0.000 m

£ 0.000 m

<b>HRA total</b>	<b>April 2020</b>	<b>May 2020</b>	<b>Full year 2020-21</b>
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>

**Question B2: For the selected service lines and total service pressures below, you are asked to express your additional spending as a percentage of your original budgeted expenditure for April, May and 2020-21 prior to the COVID-19 pandemic.**

You should calculate the additional spending pressure due to COVID-19, as reported in Question B1, divided by budgeted spend in this area prior to COVID-19. For example: (additional April ASC spending pressure/original April ASC budget pre-COVID-19)\*100.

You may be able to use your 2020-21 revenue account (RA) submission to inform your original budget baselines if it does not take account of COVID-19 funding and pressures. For April and May, if you do not have a monthly budget profile, you should use 1/12 of your original annual budget for any given spending line. Please enter 0% if you have no additional pressures or do not provide a particular service.

<b>Estimated additional spending pressure due to Covid-19 as a proportion of budgeted expenditure</b>			
<b>Service Area</b>	<b>April 2020 (%)</b>	<b>May 2020 (%)</b>	<b>Full financial year 2020-21 (%)</b>
<b>1 - Adult Social Care - total</b>	April 2020 <input type="text" value="0 %"/>	May 2020 <input type="text" value="0 %"/>	Full Year 2020-21 <input type="text" value="0 %"/>
<b>2 - Children's Social Care - total</b>	April 2020 <input type="text" value="0 %"/>	May 2020 <input type="text" value="0 %"/>	Full Year 2020-21 <input type="text" value="0 %"/>
<b>3 - Education</b>	April 2020 <input type="text" value="0 %"/>	May 2020 <input type="text" value="0 %"/>	Full Year 2020-21 <input type="text" value="0 %"/>
<b>4 - Highways and Transport</b>	April 2020 <input type="text" value="0 %"/>	May 2020 <input type="text" value="0 %"/>	Full Year 2020-21 <input type="text" value="0 %"/>
<b>5 - Public Health</b>	April 2020 <input type="text" value="0 %"/>	May 2020 <input type="text" value="0 %"/>	Full Year 2020-21 <input type="text" value="0 %"/>
<b>6 - Housing (excluding HRA) - total</b>	April 2020 <input type="text" value="0 %"/>	May 2020 <input type="text" value="0 %"/>	Full Year 2020-21 <input type="text" value="0 %"/>
<b>7 - Cultural &amp; related - total</b>	April 2020 <input type="text" value="0 %"/>	May 2020 <input type="text" value="0 %"/>	Full Year 2020-21 <input type="text" value="0 %"/>
<b>8 - Environment &amp; regulatory - total</b>	April 2020 <input type="text" value="0 %"/>	May 2020 <input type="text" value="0 %"/>	Full Year 2020-21 <input type="text" value="0 %"/>
<b>9 - Planning &amp; development</b>	April 2020 <input type="text" value="0 %"/>	May 2020 <input type="text" value="0 %"/>	Full Year 2020-21 <input type="text" value="0 %"/>
<b>10 - Police, fire and rescue services</b>	April 2020 <input type="text" value="0 %"/>	May 2020 <input type="text" value="0 %"/>	Full Year 2020-21 <input type="text" value="0 %"/>
<b>11 - Finance &amp; corporate - total</b>	April 2020 <input type="text" value="0 %"/>	May 2020 <input type="text" value="0 %"/>	Full Year 2020-21 <input type="text" value="0 %"/>

<b>12 - Other - total (includes shielding)</b>	April 2020	May 2020	Full Year 2020-21
	<input type="text" value="0 %"/>	<input type="text" value="0 %"/>	<input type="text" value="0 %"/>
<b>TOTAL ESTIMATED SPENDING PRESSURE</b>	April 2020	May 2020	Full Year 2020-21
	<input type="text" value="0 %"/>	<input type="text" value="0 %"/>	<input type="text" value="94 %"/>

**Additional Housing Revenue Account (HRA) Pressure:**

<b>13 - HRA - total</b>	April 2020	May 2020	Full Year 2020-21
	<input type="text" value="0 %"/>	<input type="text" value="0 %"/>	<input type="text" value="0 %"/>

**Question B3: If you have allocated spending pressures to 'Other services', excluding the subcategories listed (i.e. shielding, PPE, forgone savings/delayed projects), please specify. Please do not use more than 100 characters.**

Continued spend on food parcels, agency staffing and funding of food banks.

**Question B4: Using the RAG rating below, please assess the confidence you have in the accuracy of the additional expenditure figures provided. This uses a standard RAG rating system where red reflects estimates based on limited evidence/weak assumptions, and green reflects strong evidence and clearer assumptions.**

Confidence in accuracy of spend pressure estimates (RAG rating)

AMBER

## Section C: Income reductions due to COVID-19

**Question C1: Compared to what you budgeted prior to the Covid-19 pandemic, how much have the following sources of income been reduced due to pressures caused by COVID-19?**

As with Spending Pressures, please provide income loss estimates as best you can. You should report your losses in millions, though you can provide figures to the nearest thousand pounds (up to 3 decimal places) if you are able to do so. Please report your loss estimates using positive figures. In all cases, losses should be reported as the difference between the actual/projected amount to be collected post COVID-19 (including the impact of the business rate measures announced at and since Budget 2020) compared to what was originally expected to be collected prior to COVID-19 and prior to Budget 2020.

If your income has not been affected by COVID-19, you must enter 0 (zero). Additionally, if you are a precepting authority (county council in a two-tier area), you must enter 0 (zero) in the Business Rates and Council Tax lines. Billing authorities should show council tax and business rates losses, including those that will be attributable to preceptors.

If submitted, you may wish to view your Round 1 April form which can be found in the DELTA data store. However, please note that the format for this section has changed. For Round 2, please use actual outturn-based income losses where possible for April 2020.

Where full financial year estimates are requested, please estimate these **assuming current restrictions remain in place until the end of July 2020, and thereafter reverts entirely back to a situation you anticipated prior to COVID-19. Note that this assumption is intended for accounting purposes only and solely to improve consistency in the returns provided and should in no way be interpreted as government policy.**

For additional information, where available, please click the information (i) button.

Estimated income losses £m pressure due to Covid-19			
Income source	April 2020 (£m)	May 2020 (£m)	Full financial year 2020-21 (£m)
<b>1 - Business Rates cash receipt losses</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 2.200 m"/>	<input type="text" value="£ 2.200 m"/>	<input type="text" value="£ 26.700 m"/>
<b>2 - Council Tax receipt losses - LCTS</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.150 m"/>	<input type="text" value="£ 0.150 m"/>	<input type="text" value="£ 1.600 m"/>
<b>3 - Council Tax receipt losses - payment failure</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.050 m"/>	<input type="text" value="£ 0.050 m"/>	<input type="text" value="£ 0.600 m"/>
<b>4 - Council Tax receipt losses - other</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>
<b>Council Tax receipt losses total</b>	<b>April 2020</b>	<b>May 2020</b>	<b>Full year 2020-21</b>
	<input type="text" value="£ 0.200 m"/>	<input type="text" value="£ 0.200 m"/>	<input type="text" value="£ 2.200 m"/>
<b>Collection Fund Losses - Total</b>	<b>April 2020</b>	<b>May 2020</b>	<b>Full year 2020-21</b>
	<input type="text" value="£ 2.400 m"/>	<input type="text" value="£ 2.400 m"/>	<input type="text" value="£ 28.900 m"/>
<b>5 - Highways and Transport Sales Fees &amp; Charges (SFC) losses</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.030 m"/>	<input type="text" value="£ 0.030 m"/>	<input type="text" value="£ 0.300 m"/>
<b>6 - Cultural &amp; Related SFC losses</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.700 m"/>	<input type="text" value="£ 0.700 m"/>	<input type="text" value="£ 2.400 m"/>
<b>7 - Planning &amp; Development SFC losses</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.010 m"/>	<input type="text" value="£ 0.010 m"/>	<input type="text" value="£ 0.100 m"/>
<b>8 - Other SFC income losses</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.060 m"/>	<input type="text" value="£ 0.060 m"/>	<input type="text" value="£ 0.400 m"/>
<b>Sales, Fees &amp; Charges income losses total</b>	<b>April 2020</b>	<b>May 2020</b>	<b>Full year 2020-21</b>
	<input type="text" value="£ 0.800 m"/>	<input type="text" value="£ 0.800 m"/>	<input type="text" value="£ 3.200 m"/>
<b>9 - Commercial income losses</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.150 m"/>	<input type="text" value="£ 0.150 m"/>	<input type="text" value="£ 2.300 m"/>
<b>10 - Other income losses</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.100 m"/>	<input type="text" value="£ 0.100 m"/>	<input type="text" value="£ 1.200 m"/>
<b>Non-collection Fund Losses Total</b>	<b>April 2020</b>	<b>May 2020</b>	<b>Full year 2020-21</b>
	<input type="text" value="£ 1.050 m"/>	<input type="text" value="£ 1.050 m"/>	<input type="text" value="£ 6.700 m"/>
<b>TOTAL ESTIMATED INCOME LOSS</b>	<b>April 2020</b>	<b>May 2020</b>	<b>Full year 2020-21</b>
	<input type="text" value="£ 3.450 m"/>	<input type="text" value="£ 3.450 m"/>	<input type="text" value="£ 35.600 m"/>

**Additional Housing Revenue Account (HRA) losses:**

<b>11 - HRA - residential rent arrears</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.060 m"/>	<input type="text" value="£ 0.060 m"/>	<input type="text" value="£ 0.800 m"/>
<b>12 - HRA - commercial rent arrears</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>
<b>13 - HRA - losses from voids</b>	April 2020	April 2020	Full year 2020-21
	<input type="text" value="£ 0.010 m"/>	<input type="text" value="£ 0.010 m"/>	<input type="text" value="£ 0.400 m"/>
<b>14 - HRA - other</b>	April 2020	May 2020	Full year 2020-21
	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>	<input type="text" value="£ 0.000 m"/>
<b>HRA total</b>	<b>April 2020</b>	<b>May 2020</b>	<b>Full year 2020-21</b>
	<input type="text" value="£ 0.070 m"/>	<input type="text" value="£ 0.070 m"/>	<input type="text" value="£ 1.200 m"/>

**Question C2: For the below lines, please express your estimated monthly and full year losses as a proportion of what you had budgeted for that income source in the given period.**

Income losses, as reported in Question C1, should be displayed as a percentage of your budgeted income for each period prior to plans being changed due to the COVID-19 pandemic.

You may be able to use income estimates from your 2020-21 revenue account (RA) submission to inform your income baselines if it does not already take account of COVID-19 funding and pressures. For April and May, if you do not have a monthly budgeted income profile, you should use 1/12 of your original annual projected income for any given line. Please enter 0% if you have no additional pressures or do not provide a particular service.

Please express these figures as positive percentages and enter 0% if you are not reporting any losses.

For additional information, where available, please click the information (i) button.

**Estimated income loss expressed as percentage of budgeted income prior to COVID-19**

<b>Income source</b>	<b>April 2020 (%)</b>	<b>May 2020 (%)</b>	<b>Full financial year 2020-21 (%)</b>
<b>1 - Business Rates cash receipt losses</b>	April 2020	May 2020	Full Year 2020-21
	<input type="text" value="0 %"/>	<input type="text" value="0 %"/>	<input type="text" value="71 %"/>
<b>2 - Council Tax receipt losses - total</b>	April 2020	May 2020	Full Year 2020-21
	<input type="text" value="0 %"/>	<input type="text" value="0 %"/>	<input type="text" value="3 %"/>
<b>3 - Collection fund losses - total</b>	April 2020	May 2020	Full Year 2020-21
	<input type="text" value="0 %"/>	<input type="text" value="0 %"/>	<input type="text" value="27 %"/>
<b>4 - Highways and Transport Sales Fees &amp; Charges (SFC) losses</b>	April 2020	May 2020	Full Year 2020-21
	<input type="text" value="0 %"/>	<input type="text" value="0 %"/>	<input type="text" value="50 %"/>
<b>5 - Cultural &amp; Related SFC losses</b>	April 2020	May 2020	Full Year 2020-21
	<input type="text" value="0 %"/>	<input type="text" value="0 %"/>	<input type="text" value="23 %"/>
<b>6 - Planning &amp; Development SFC losses</b>	April 2020	May 2020	Full Year 2020-21
	<input type="text" value="0 %"/>	<input type="text" value="0 %"/>	<input type="text" value="25 %"/>
<b>7 - Other SFC income losses</b>			

	April 2020	May 2020	Full Year 2020-21
	0 %	0 %	19 %
<b>8 - Sales, Fees &amp; Charges income losses total</b>	April 2020	May 2020	Full Year 2020-21
	0 %	0 %	24 %
<b>9 - Commercial income losses</b>	April 2020	May 2020	Full Year 2020-21
	0 %	0 %	66 %
<b>10 - Other income losses</b>	April 2020	May 2020	Full Year 2020-21
	0 %	0 %	0 %
<b>11 - Non collection fund losses - total</b>	April 2020	May 2020	Full Year 2020-21
	0 %	0 %	40 %
<b>TOTAL ESTIMATED INCOME LOSS</b>	April 2020	May 2020	Full Year 2020-21
	0 %	0 %	28 %
<b>Additional Housing Revenue Account (HRA) losses:</b>			
<b>HRA total</b>	April 2020	May 2020	Full Year 2020-21
	0 %	0 %	8 %

**Question C3: If you have recorded any income reduction under 'Other' please specify the reason.**

**Question C4: Using the RAG rating below, please assess the overall confidence you have in the accuracy of the income reduction figures provided. This uses a standard RAG rating system where red reflects estimates based on limited evidence/weak assumptions, and green reflects strong evidence and clearer assumptions.**

Confidence in accuracy of income reduction estimates (RAG rating)

### Question C5: How much of the Business rate loss you have reported in C1 is attributable to the following?

Please express in £ millions (up to 3 decimal places) and assess the confidence you have in the accuracy of figures.

Reason for Business Rate Loss	April 2020 (£m)	May 2020 (£m)	Full financial year 2020-21 (£m)
COVID-19 reliefs	<div>April 2020</div> <div>£ 2.000 m</div>	<div>May 2020</div> <div>£ 2.000 m</div>	<div>Full year 2020-21</div> <div>£ 24.200 m</div>
Deferrals	<div>April 2020</div> <div>£ 0.000 m</div>	<div>May 2020</div> <div>£ 0.000 m</div>	<div>Full year 2020-21</div> <div>£ 0.000 m</div>
Other	<div>April 2020</div> <div>£ 0.200 m</div>	<div>May 2020</div> <div>£ 0.200 m</div>	<div>Full year 2020-21</div> <div>£ 2.500 m</div>

Confidence in accuracy of business rate loss estimates (RAG rating)

AMBER

The government recognises that there might be a limited number of cases in which it is appropriate for local authorities to furlough workers and claim funding through the Coronavirus Job Retention Scheme (CJRS). This would be in exceptional cases: where staff salaries are largely funded by sales, fees and charges, where there is a significant reduction in these revenue streams which are not already offset by additional grant funding from central government, where these staff cannot be redeployed, and where the alternative would be redundancy.

### Question C6: If you are considering, or have already furloughed staff and made a claim through the CJRS, please include an estimate of the extent to which a reduction in sales, fees and charges are expected to be offset by the CJRS funding you will receive.

You should report your figure in millions, though you can provide figures to the nearest thousand pounds (up to 3 decimal places)

£ 0.000 m

### Question C7: We are interested in understanding income losses which are irrecoverable and you know will impact on your financial position.

Of your non-collection fund income losses (that is, excluding losses from Business Rates and Council Tax), what proportion is already deemed to be irrecoverable in that it will permanently impact on your financial position?

Please express your estimate as a percentage of your total non-collection fund losses.

April 2020 (% of non collection fund loss)	May 2020 (% of non collection fund loss)	Full year 2020-21 (% of non collection fund loss)
53 %	53 %	75 %

Confidence in accuracy of irrecoverable loss estimates (RAG rating)

AMBER

## Section D: Council Tax payment plans and Local Council Tax Support (LCTS)

Please estimate your responses in this section as best you can. However, if for any question in the section you are unable to provide a rough working estimate then leave the box blank and continue to the next question.

**Question D1: How many households – if any – has your authority agreed alternative council tax payment plans with in 2020-21? Please estimate your responses in this section as best you can. However, if for any question in the section you are unable to provide a rough working estimate then leave the box blank and continue to the next question.**

0

**Question D2: If you have agreed alternative arrangements, please also provide further detail on what the alternative payments plans look like. This could include, for example, arrangements to defer payments or to vary the amounts of payments to be taken over different months.**

We are not able to identify alternative payment plans as there is no flag in our system set to flag COVID related arrangements. Any alternative plans will have been set by re-profiling monthly instalments and could have been agreed for reasons other than the [pandemic](#). We have not agreed any alternative payment schemes for customers i.e. payment holidays. As a general rule each case will be assessed on it's individual circumstances and where appropriate mutual agreements will be put in place.

The following questions relate to your Local Council Tax Support (LCTS).

**Question D3: Please estimate the total number of working age LCTS caseload and compare this against the authority's expectations for 2020-21, as set out in pre-COVID -19 budget calculations.**

	April 2020	May 2020	Full financial year 2020-21
Total number of working age LCTS caseload	4,439	4,450	5,000
Total <i>expectation</i> of working age LCTS caseload	4,380	4,280	3,950

Confidence in accuracy of LCTS caseload estimates (RAG rating)

AMBER

**Question D4: How many of your current caseload qualifies for 100% council tax support?**

0

## Section E: Allocation of £500m Covid-19 Council Tax hardship fund

The Government has made Covid-19 Hardship Fund payments totalling £500m to local authorities.

As stated in the hardship fund guidance, published on 24 March 2020, it is expected that billing authorities will use the fund to provide all recipients of working age local council tax support ('LCTS') during the financial year 2020-21 with a further reduction of £150 in their annual council tax bill.

Where a taxpayer's liability for 2020-21 is, following the application of council tax support, less than £150, then their liability would be reduced to nil. Where a taxpayer's liability for 2020-21 is nil, no reduction to the council tax bill will be available.

Having allocated grant to reduce the council tax bill of working age LCTS recipients by a further £150, billing authorities should establish their own local approach to using any remaining grant to assist those in need.

As before, please estimate your responses as best you can. However, if for any question in this section you are unable to provide a rough working estimate then leave the box blank and continue to the next question.

**Question E1: To date, how many hardship discounts have been applied to council tax liabilities of Working Age LCTS claimants?**

4,459

**Question E2: What proportion of your working age Local Council Tax Support caseload does your answer to E1 represent?**

Please express as a percentage.

99 %

**Question E3: To date, how much of your council's allocated hardship fund has been earmarked to current recipients of LCTS?**

Please express in £m, up to 3 decimal places.

£ 0.670 m

**Question E4: What proportion of your allocated hardship fund grant funding does your answer to E3 represent?**

Please express as a percentage.

73 %

**Question E5: What proportion of your grant funding have you allocated towards other council tax reductions or support outside of the council tax system?**

Please express as percentage.

27 %

**Question E6: How many households have received support as set out in E5 in this way to date?**

0

**Question E7: If you would like to provide some additional commentary on your authority's use of the Hardship Fund, please do so here.**

**Section F: Availability of reserves and cashflow difficulties due to Covid-19**

**Reserves**

In order to help us understand the impact of Covid-19 on financial sustainability, and on the basis of the funding provided to date, we would like you to provide us with some information on how you anticipate the shock will affect your authority's reserve levels and wider financial strategy.

Please provide information that is consistent with your input on income and expenditure

**Question F1: How much of your current 'other earmarked reserves' and 'unallocated financial reserves' balances could you deploy to meet COVID-19 pressures throughout 2020-21?**

You should report your estimates in millions, though you can provide figures to the nearest thousand pounds (up to 3 decimal places) if you are able to do so, with a RAG rating for confidence in estimates.

<b>Unallocated financial reserves</b>	£ 0.300 m
<b>Other earmarked reserves</b>	£ 0.750 m
Confidence in accuracy of deployable reserves estimates (RAG rating)	
AMBER	

**Question F2: If, in the event, you are required to deploy reserves to meet Covid-19 pressures in 2020-21, what impact would using *unallocated reserves* have on your wider financial strategy?**

Please select all that apply

- ☒ It would require you to add to reserves in 2021-22
- ☒ It would delay planned savings/improvement plans
- ☒ Other

**Question F3: If you have selected Other, please specify.**

The level of unallocated reserve available (£300k) is the amount above the minimum balance (£2m) as determined by the S151 Officer when the 2020/21 budget was set. This needs to remain in place to cover any other non Covid-19 emergencies in the district, and to cushion the future impact of delayed savings plans which have been severely impacted by the pandemic.

**Question F4: If, in the event, you are required deploy reserves to meet Covid-19 pressures in 2020-21, what impact would using *other earmarked reserves* have on your wider financial strategy?**

Please select all that apply

- ☒ It would require you to add to reserves in 2021-22
- ☒ It would delay planned savings/improvement plans
- ☒ Other

**Question F5: If you have selected Other, please specify.**

Earmarked reserves are held for specific operational / project related purposes and to provide protection against potential commercial investment losses. The available balance of £750k represents almost 20% of the overall balance available. The Council only maintains reserves that are reasonable and for specific purposes. It does not hold excessive balances and by offering this amount will mean some plans will not proceed or will need to be put on hold. Hopefully this demonstrates that the Council is willing to contribute where it can and to work with Government to resolve this financial crisis.

## Cashflow

**Question F6. Do you anticipate any difficulties in meeting cash flow requirements over the next three months as a result of pressures caused by Covid-19?**

We are interested in any difficulties in meeting ongoing costs from your existing resources or through normal treasury management activity such as short-term borrowing. Please use the drop-down list provided.

No

Section G: Additional commentary

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**Question G1. If you would like to provide some additional commentary on how the COVID-19 pandemic is impacting your authority's finances and how you are responding, please do so here.**

Many thanks for completing this form, please remember to click submit when you have finished each section and have S151 officer agreement.

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