

**Appendix 2 – Key Priorities, Actions and Metrics**

| Priority   | Key Areas   | Key Actions  | Key Metrics (to 31 May unless otherwise indicated)  |  |
|--|---|--|---|--|
| Protect the staff, members and residents of South Kesteven | Supporting and protecting residents, particularly vulnerable people | Supporting Lincolnshire County Council and other partners in contacting and providing essential support to the Clinically most vulnerable in South Kesteven  | Over 7,000 residents 'shielding' residents in South Kesteven contacted, with over 1,000 opting to access support such as food parcels or medical deliveries   |  |
|  |   | Establishing the SKCommunity Hub as the first point of call for support and advice for residents in the District   | 1,799 calls and emails to the SK Community Hub<br>68 Foodbank vouchers issued<br>15 Members of staff redeployed to support the service  |  |
|  |   | Contacting nearly 18,000 residents identified as potentially vulnerable directly to offer access to practical and socialisation support during the crisis (via the SKCommunity Hub)  | Nearly 18,000 potentially vulnerable people contacted   |  |
|  |   | Working with the Local Resilience Forum (LRF) to identify and mobilise voluntary and volunteers within the District – alongside many more informal voluntary groups  | 55 voluntary groups signed up<br>More than 1,500 volunteers   |  |
|  |   | Roll out of a Befriending Service  | 297 residents signed up to regular befriending calls  |  |
|  |   | Communications messages throughout about the support available, including distribution of 64,000 'COVID-19 special' SKToday magazines to ensure every household in the district had information about the support available  | 64,000 SKToday magazines distributed to residents   |  |
|  | Decision making   | Face to face committee and Council meetings cancelled due to risk of face to face contact but additional authority delegated to the Leader of the Council to make decisions (with appropriate consultation)  | 9 Leader key decisions made and published<br>3 Non-key decisions made and published<br>12 Officer Delegated decisions written and published   |  |
|  |   | Introduced virtual committee meetings from 3 April with Alcohol, Entertainment and Late Night Refreshment Sub Committee, followed by: <ul style="list-style-type: none"> <li>- Planning Committee (12 May)</li> <li>- Licensing Committee (22 May)</li> <li>- Finance, Economic Development and Corporate Services Overview and Scrutiny Committee (26 May)</li> </ul> | 6 Virtual public meetings<br>15 Informal meetings with Members (such as briefings and Chair's meetings)<br>6 Virtual meeting training sessions<br>6 Public speakers took part in last Planning Committee<br>3 Protocols put in place (2 formal, 1 informal) |  |
|  |   | Full Council 14 May 2020   | 55 members attended   |  |
|  | Communications  | All Member Briefings   | 2 All member briefings sent out each week   |  |
|  |   | All Staff Emails and Wellbeing briefings   | 5 All staff briefings each week   |  |
|  |   | Key messages distributed through social media promoting safety and the support on offer  | Nearly 21,000 hits on the Councils dedicated webpage <a href="http://www.southkesteven.gov.uk/coronavirus">www.southkesteven.gov.uk/coronavirus</a>   |  |
|  | Service Closures  | A range of services closed to protect the health of residents and staff  | 2 Arts Centres closed<br>4 Leisure Centres closed (decision made by operator)<br>1 Bourne Corn Exchange closed<br>37 Play parks and sports courts made unavailable<br>1 closure of a Visitor Centre<br>2 Payment public toilets closed                      |  |
|  |   | Car parking fees suspended to enable key workers to get to work and reduce the risk of transmission at parking machines  | Fees suspended in 11 Car Parks  |  |
|  | Environmental Health  | Business closure advice and support issued, alongside guidance to businesses remaining open  | 192 Covid-19 related complaints and requests for advice from businesses, employees and the public   |  |
|  |   | Bespoke advice and support to those supporting the vulnerable, including Foodbanks, the Passage and others   | Individual bespoke advice provided  |  |
|  |   | Business restart website created   | The page has had over 500 views in the first week   |  |
|  |   | Food hygiene and health and safety services continue to operate  | Compliance checks made on over 350 businesses across the district   |  |
|  | Continue to deliver critical services                               | Waste and Recycling  | All refuse collection services delivered to normal standards despite the crisis   | 64,000 household bins collected per week<br>16,500 green bins per week<br>8 people redeployed into the service, 17 on standby<br>100 bulky item collections per week |
|  |   | Housing  | Urgent repairs prioritised and undertaken within 24 hours   | 813 urgent repairs undertaken 100% attended within 24 hours<br>900 gas safety checks undertaken  |

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|  |  | Homelessness managed through the crisis   | 49 void properties brought back in to use<br>54 homeless applicants supported and placed in accommodation.<br>18 new temporary accommodation beds created within the Councils stock<br>22 new bed and breakfast places provided, none as at 26 <sup>th</sup> May 2020  |
|  | Customer Services  | Customer services switched to contactless operations, via email or telephone and put in place additional support to manage  | 18,652 calls handled during April and May<br>Call success rate 96% (up from 88% in April and May 2019)<br>Over 4,000 emails received   |
|  | Revenues, Benefits and Business Rates                        | Continued to operate a full service throughout the crisis   | 13,708 calls received in March and April (9% increase than in 2019)  |
|  | Legal Services   | Completing legal agreements   | 3 Contracts completed<br>7 Right to Buy transfers completed<br>2 Leases completed (including variations)<br>2 Court Hearings conducted by telephone  |
|  | Elections & Voting   | Maintaining the electoral register  | 1,632 Applications for adding to the electoral register<br>1,259 Deletions from the electoral register<br>78 Postal vote applications  |
|  | Markets  | Markets remained operational with social distancing, within Government guidelines (i.e. food stalls only) throughout the crisis   | 36 markets held between March and May, with 90 traders, serving 100's of customers   |
|  | Grounds Maintenance  | Continued to maintain services at this sensitive time to places of remembrance (crematorium, cemeteries and closed burial grounds)  | Grantham cemetery and 31 closed burial grounds   |
|  |  | Maintained high quality public open spaces, including grass cutting, litter picking   | Over 200 open spaces, 3 parks, 4 leisure sites, St Peters Hill, 276 council house gardens and 1.5 million squared of housing amenity grass.  |
| To support local business  | Business rate discount                                       | Implementation of Governments extended business rate discount scheme to support those in the hospitality and events sector  | 920 business rate discounts applied to businesses, totalling over £20m   |
|  | Grant Distribution   | Prioritisation of grants distribution to businesses to ensure that cash flow issues were mitigated wherever possible, within the top 10% of authorities for distribution for 2 weeks  | 2,234 grants awarded totalling over £27.08m injected into our local businesses   |
|  | Environmental Health and Enforcement                         | Supporting businesses to operate safely and legally with the provision of support, advice and where necessary enforcement   | 4 update e-mails sent to registered food businesses<br>1 business (hair/beauty) formally prohibited from opening as contravening restriction regulations<br>Contacted all 22 food businesses with Food Hygiene Ratings of 0, 1 or 2 (less than broadly compliant) to verify if they are continuing to trade and offer advice to do so safely |
|  | Supporting businesses that directly engage with the Councils | Introduced a package of measures to be applied on a case by case basis, including support for SKDCs supply chain, deferring or waiving rent in Council owned premises, deferrals of business rates and a rolling back of debt collection activities | Rent deferred for 32 SME's occupying Council premises  |
|  | Communication, support and advice                            | Directly contacted businesses who were likely to be eligible for government grant support with advice on how to apply   | Direct email to over 900 local business<br>Letter sent to more than 2000 businesses in the District<br>Phone calls to over 350 who had not applied to encourage them to do so  |
| Dedicated phone line to handle bespoke enquiries from businesses |  | Over 550 calls received from local businesses   |  |