

### Appendix 3 – Background Paper - Sample Service Operational Status

<b>SKDC SERVICE UPDATE FROM: 09/04/2020 – 09:00</b>			
<b>Services</b>	<b>Services Operating to normal standards</b>	<b>Services Operating to reduced standards</b>	<b>Services Withdrawn until further notice</b>
<b>Waste and Recycling</b>	All services are currently operating to normal standards		
<b>Street Cleaning</b>		<ul style="list-style-type: none"> <li>- The Big Clean service and street cleansing have been reduced to ensure waste collection services can be resourced and maintained</li> </ul>	
<b>Housing (repairs and homelessness)</b>	<ul style="list-style-type: none"> <li>- Urgent repairs, including:               <ul style="list-style-type: none"> <li>- Heating and hot water services</li> <li>- Failure of mains (e.g. gas, electricity, water, foul drainage)</li> <li>- Health and Safety Issues (e.g. gas safety, fire safety, legionella, asbestos)</li> <li>- Issues that affect health of residents or property (e.g. mould, leaks)</li> <li>- Issues where the security of the tenant or property is at risk</li> <li>- Void &amp; TA Properties (to meet Homelessness Needs).</li> </ul> </li> <li>- Homelessness, new tenancy sign up and management of temporary accommodation, including bringing void properties back into use</li> <li>- Support for vulnerable residents</li> <li>- Cleaning Service</li> <li>- Caretaking Service</li> <li>- Sheltered Housing and key information about residents (e.g. contact details of next of kin)</li> </ul>	<ul style="list-style-type: none"> <li>- Grounds Maintenance (only essential maintenance works to be completed)</li> <li>- Tenancy Management (only urgent issues will be dealt with)</li> </ul>	<ul style="list-style-type: none"> <li>- Non urgent repairs</li> <li>- Pre and post inspections of repairs work</li> <li>- Planned improvement works (although works already started will be completed)</li> <li>- New build Council housing programme (existing schemes on site will continue)</li> <li>- Consultation and Community engagement</li> </ul>
<b>Housing (Private Sector)</b>		<ul style="list-style-type: none"> <li>- Disabled Facilities Grant (Adaptations) – processing applications is still being undertaken but property surveys and installations are currently on hold</li> <li>- Housing enforcement inspections for private rented complaints (urgent issues only)</li> </ul>	
<b>Customer Services</b>	Online and Telephone Services will operate as normal (and customers are encouraged to utilise these routes)		<ul style="list-style-type: none"> <li>- Face to face customer service centres have been withdrawn to ensure avoidable physical contact is minimise</li> </ul>
<b>Revenues and Benefits</b>	Online and Telephone Services will operate as normal (and customers are encouraged to utilise these routes)		<ul style="list-style-type: none"> <li>- Face to face advice, site visits and house visits have been withdrawn to minimise avoidable physical contact</li> <li>- Please refer to the link below for further advice and support <a href="http://www.understandinguniversalcredit.gov.uk/coronavirus">www.understandinguniversalcredit.gov.uk/coronavirus</a></li> </ul>
<b>Housing Rents and Business Rates</b>	Online and Telephone Services will operate as normal (and customers are encouraged to utilise these routes)		<ul style="list-style-type: none"> <li>- Face to face advice, site visits and house visits have been withdrawn to minimise avoidable physical contact</li> </ul>
<b>Out of Hours Service/CCTV</b>	All		
<b>Communities and Events</b>			<ul style="list-style-type: none"> <li>- Wyndham Park Visitor Centre is closed until further notice</li> </ul>

			- Grantham and Stamford Mid-Lent Fairs cancelled
<b>Parks</b>		<ul style="list-style-type: none"> <li>- Open spaces within parks remain open for exercise only, but should only be used for exercise on your own or with members of your own household</li> <li>- Social distancing measures should be maintained, ensuring you are 2 metres apart from anyone outside of your household</li> </ul>	- Playparks, outside gyms, sports courts and other parks equipment are closed and should not be used
<b>Arts Centres</b>			<p>All three Arts Centres and venues are closed until further notice, which are:</p> <ul style="list-style-type: none"> <li>- The Guildhall in Grantham</li> <li>- Stamford Arts Centre</li> <li>- Main Hall in Bourne Corn Exchange</li> </ul> <p>Staff are currently contacting ticket holders and hirers regarding their bookings.</p> <p>All other gatherings or celebrations are cancelled until further notice</p>
<b>Leisure Facilities</b>			SKDC's Leisure Centres in Grantham, Stamford, Bourne and Deepings have been closed by management company 1Life until further notice following Govt guidance on containment of COVID-19.
<b>Planning Services</b>	<ul style="list-style-type: none"> <li>- Planning Applications, Street Naming and Numbering, Land Charges and Planning Support will continue to be provided as normal.</li> </ul>	<ul style="list-style-type: none"> <li>- Submission and payment for planning applications electronically via the Planning Portal are encouraged. Email and paper applications may take longer to process.</li> <li>- All planning applications are being determined but with restrictions on site visits.</li> <li>- The duty planner service is replaced with telephone appointments.</li> <li>- Urgent enforcement complaints will be investigated but with restrictions on site visits.</li> <li>- Non-statutory site notices are replaced by wider neighbour notification by letter.</li> </ul>	- Planning Committee meeting on 2 April is cancelled.
<b>Food Hygiene and Health and Safety</b>		<ul style="list-style-type: none"> <li>- Food hygiene and health and safety complaints will be investigated with some restriction on home/premises visits</li> </ul>	
<b>Licensing</b>		<ul style="list-style-type: none"> <li>- The renewals process for existing hackney carriage and private hire driver licences is altered to allow self-certification of medical fitness and any new cautions or convictions until further notice</li> <li>- The 6-month vehicle compliance check be replaced by a newly issued MOT certificate where it has not been possible for the licence holder to obtain a compliance check due to the closure of garages approved to undertake the check</li> </ul>	<ul style="list-style-type: none"> <li>- All new applications for hackney carriage and private hire driver licences suspended until further notice</li> <li>- All taxi knowledge test are suspended until further notice</li> </ul>

<b>Environmental Health and Neighbourhoods</b>		- Urgent complaints will be investigated but with restrictions on home/premises visits	
<b>Council and Committee Meetings</b>			- All Council and Committee meetings were postponed until further notice. Key decisions will be made by Leader acting as the Executive and non-key decisions by individual cabinet members as normal. Officer delegated decisions will continue to be made as normal
<b>Support for Business</b>	<ul style="list-style-type: none"> <li>- InvestSK has information about additional support and guidance being offered to businesses at <a href="https://investsk.co.uk/business/business-continuity-2/">https://investsk.co.uk/business/business-continuity-2/</a> which includes:</li> <li>- Signposting to the relevant support, funding and guidance to help your business cope with the impact of the coronavirus outbreak</li> <li>- Support to understand how much funding your business will receive from the Government's new small business grant scheme</li> </ul> <p>Go to <a href="http://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a> to find guidance for employees, employers and businesses about the coronavirus outbreak.</p> <p>Further specific government guidance is available on:</p> <ul style="list-style-type: none"> <li>- The Coronavirus Job Retention Scheme (Furlough): <a href="https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme">https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme</a></li> <li>- Self-employment Income Support Scheme: <a href="https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme">https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme</a></li> </ul>		
<b>Markets</b>		<ul style="list-style-type: none"> <li>- Markets will remain open for stalls selling food and market stalls will be laid out to ensure social distancing can be maintained</li> <li>- All visitors to the market are reminded of the importance of maintaining a 2 metre distance from anyone outside of their household</li> </ul>	<ul style="list-style-type: none"> <li>- Public toilets are closed until further notice</li> <li>- Stalls providing non-food items will not be available</li> </ul>
<b>Car Parks</b>	<ul style="list-style-type: none"> <li>- SKDC has temporarily suspended car parking charges and enforcement across all SKDC car parks in Grantham and Stamford to support key workers and others who have to drive to ensure the delivery of vital services</li> </ul>		
<b>East Midlands Building Control</b>	<ul style="list-style-type: none"> <li>- All services are on offer, with additional safeguards in place to minimise human contact and avoid anyone who is considered high risk</li> </ul>		

<b>Electoral registration</b>	- Processing of online applications and e-mail queries	- There is a reduced telephone enquiry service available	Due to the closure of customer service centres it is not currently possible to:  - View the electoral register - Receive evidence/identification
<b>Public Toilets</b>			- All SKDC run public toilets are now closed
<b>SKDC Community Information Hub</b>	- Open 7 days a week 8am-7pm matching requests for help from people who are vulnerable or need assistance with offers to help from voluntary and community groups or Parish and Town Councils - Offering referrals to Lincolnshire Resilience Forum led community response and also providing service information		
<b>Grounds Maintenance</b> <b>(EnvironmentSK Ltd is SKDC Contractor)</b>	- Grounds maintenance of Grantham crematoria and Grantham Cemetery - Litter picking and grass cutting of parks and larger open spaces to allow the public to exercise etc. - Emergency tree works		- Assisted Garden Maintenance to Council Properties - Cutting of Verges, small open spaces, amenity areas, play areas, closed churchyards and other such land - Horticultural works (Shrub bed maintenance, weeding etc.) - Non-emergency tree work - Inspection of play areas, during period of closure
<b>Cemeteries and Crematoria</b>		- Grantham cemetery and crematorium remain operational for funerals and burials. To maintain social distancing a maximum of 10 people are able to attend each ceremony - Church yard cemeteries are available as a walkthrough space, but social distancing should be observed on all occasions	- Grantham cemetery and crematorium is closed as a walkthrough space

Please note that as the situation is evolving information on service access/provision is at a point in time and is subject to future change