

COVID-19 Response & Recovery

OSCOM June 2020



Test Valley Borough Council
Supporting our communities
through Coronavirus



Provided **£325,000** of council tax support to more than **2,000** households



Collected **55,847** bins per week - that's **670,164** bins since lockdown began in March



Paid out **£43m** of grants and rate relief to support over **3,500** local businesses



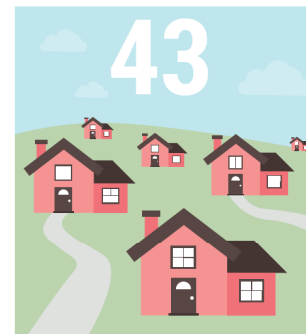
Worked with **1,966** volunteers providing vital support to their local communities



We responded to more than **21,000** customer enquiries



Answered **1,275** calls to the Test Valley Community Helpline



Provided accommodation to **43** households facing homelessness during the pandemic



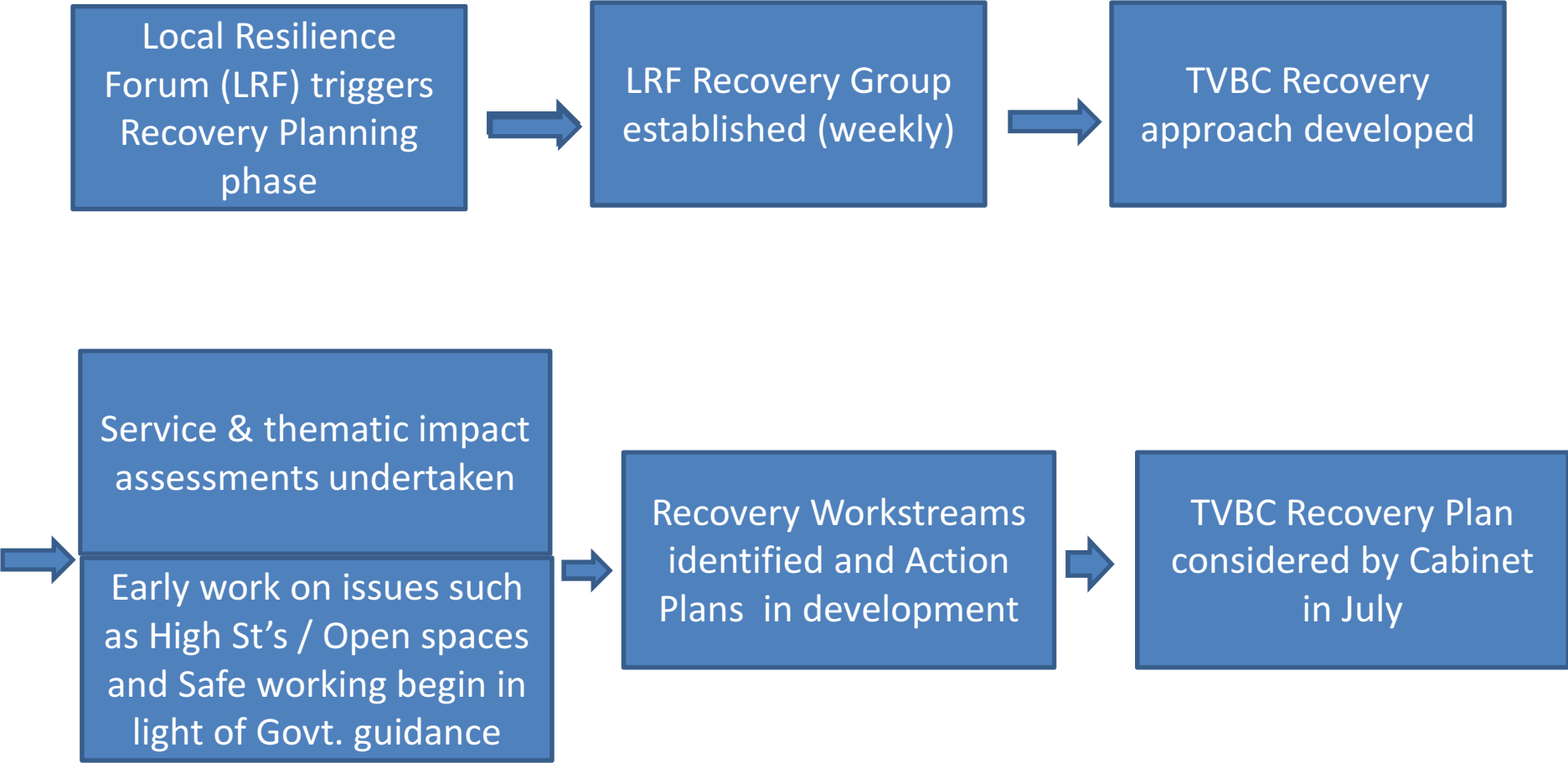
We suspended parking charges for **89** days to support people picking up supplies



Provided **£21,075** to **47** community groups to help them deliver food supplies and prescriptions to residents

Recovery phase

Progress so far



Purpose of Recovery Phase

To provide a specific structure for the COVID-19 recovery process in Test Valley

The objectives are:

- To ensure a coordinated and integrated recovery process across the council and with our communities.
- To deliver a clear vision of what we are recovering to
- To play our part as a member of the LRF in meeting the statutory requirements of the Civil Contingencies Act 2004.
- To implement and manage an effective multi-agency recovery process in Test Valley.
- To identify and engage partners effectively in the recovery process.
- To address the short, medium and long-term requirements of those affected.

Specific Challenges associated with COVID-19 Recovery (Shaw, 2020)

- The scale is different.
- The effects are different.
- The length of time is different.
- The knock-on effects are vast.
- The impacts are not yet clear.
- It will overlap with response.
- It will require agility and flexibility.

Principles for TVBC Recovery

- The safety of our population and workforce are front and centre of our recovery work.
- Place based and community focused approach provides a sustainable mechanism to recover.
- Recovering to a new normal can present opportunities to do things differently and by taking an asset-based approach will enable us to do this.
- Consistent, timely communication is critical
- Adapt to an ever-changing situation and recognise that recovery will come in multiple phases.

Strategic issues arising from the initial impact assessments

- The following strategic recovery issues that cut across services and themes have been identified:
 - Financial impact for the Council
 - Workforce
 - New work / new burdens / re-opening to new normal
 - Strategy and policy implications
 - Transformation: Business and Cultural Change
 - Democratic Processes
 - Community Impacts and... (community cohesion)
 - Recession and Economic Recovery
 - Town Centre recovery
 - Strategic Communication

Recovery Workstreams

1. Service Recovery
2. Town Centre(s) Recovery
3. Economic Recovery
4. Covid-19 Secure Working
5. Re-opening public spaces
6. Wellbeing & mental health
7. Financial recovery
8. Community Recovery
9. New ways of working

- Head of service / senior manager identified as w/s lead.
- Each w/s producing detailed action plan
- Communications running throughout

Next steps

- Draft action plans will be produced and brought together as a single recovery action plan for the council.
- Recovery strategy will be finalised outlining key strategic priorities for recovery.
- Recovery strategy to be considered by Cabinet in July.