

Appendix 2 – Challenges activities and achievements through Covid-19 March – July 2020

1. Public Health

- 1.1 We have been required to develop Local Outbreak Control Plans (an outbreak is classed as one person testing positive) to include seven points spanning rapid deployment of testing, community engagement, and care of vulnerable groups.
- 1.2 The Council has a statutory responsibility for undertaking certain health protection functions (such as the enforcement of controls to prevent the spread of infectious disease) so we will continue to work with the acting Director of Public Health, the Head of Environmental Health and colleagues in Public Health England to help understand and deliver these Programmes. The work to protect care homes by testing all residents from mid-April onwards was enabled by a rapid partnership with the Imperial Dementia Research Institute, Imperial NHS Trust, and our local GPs. This work has been published in a scientific peer reviewed journal¹. In addition Testing case study published, also published in DASS & LGA² website.
- 1.3 The Environmental Health team are working closely with businesses currently open and those that wish to open shortly to provide advice and support in respect of “Covid-19 secure” requirements. The Environmental Health team is also undertaking community informed prevention activities such as detailed advice and a visit to Shepherd’s Bush Mosque. They gave advice on social distancing measures and information posters in Arabic about prevention methods such as hand hygiene.
- 1.4 Public Health and the community engagement officer have been holding listening exercises with faith groups and BAME groups to hear the concerns of residents and tailor our responses accordingly.
- 1.5 The Food Standards Agency have stated the Council must still undertake urgent reactive work to address potentially serious public health risk relating to food.

2. Shield & CAN

- 2.1 During the response phase, we have worked alongside volunteers and third sector organisations to provide food, emotional and practical support to residents including:
 - Shielded residents - 8,892 contacted through H&F contact centre, development of peer support opportunities through the H&F CAN volunteers (2,667 joined). There have been 18,116 hits on our C19 website page and 6,109 calls to CAN hotline.

¹ <https://www.sciencedirect.com/science/article/pii/S0163445320303480?via%3Dihub>

² DASS Director of Adult Social Services. LGA- Local Government Association

- Vulnerable, although not officially ‘shielding’ residents assisted through supporting community efforts to distribute food parcels (125,000 meals sent out from H&F Foodbank- more than issued in the entirety of 2019) to households, including those in temporary accommodation.
- Developing and offering a Public Health-led approach to support residents who have been shielding to gain confidence and health & wellbeing tools to return into society.
- As the demand on the contact centre reduces, through the lifting of lockdown, revised opening hours are being tested.
- Plans to step up capacity of H&F CAN contact centre are underway in the likelihood of a second wave.

3. Environment

- 3.1 Due to Covid-19, there has been a reduction in commercial waste income and an increase in household waste quantities caused by more people staying at home. Compared to other councils, Covid-19 has had a limited impact on our waste services due to the resilience and commitment of both staff and our contractor, Serco. An agile approach by our contractor and staff has enabled us to keep streets clean, managing new litter hotspots and demand changes effectively.
- 3.2 Parking services were significantly impacted due to the lack of traffic activity. Paid parking was reduced by 80% and enforcement activity was down 90%, which has impacted on expected parking revenues. Over 3,000 key worker parking requests have been facilitated that has enabled them to park in the borough free of charge.
- 3.3 The data shows substantial reductions in average NO₂ levels of up to 40% in Hammersmith & Fulham in April and May. In April, Hammersmith & Fulham residents recycled a record amount, with 25.37% of our waste being recycled. Not only that, but the recycling was cleaner than ever, with contamination levels reducing by three percentage points.
- 3.4 By adopting a new core priority of ‘rising to the challenge of the climate and ecological emergency’, SLT will ensure climate change and the borough’s net-zero carbon emissions by 2030 target is adopted across the Council and is embedded in decision-making at all levels. A resident-led climate and ecological emergency commission and dedicated Climate Champions will build on pandemic community networks to coordinate climate action and foster behaviour change. The next step is development of an ambitious, comprehensive and cross-cutting strategy for the borough that considers the climate emergency through a post-Covid-19 lens. Working groups focused on specific strategy areas and knowledge topics across the council will be essential to build this.
- 3.5 Online registrations of deaths have been completed during the pandemic, and all other registration activity ceased. Plans are in place to clear the backlog of

birth registrations (1,660 new births) and to ensure Clockwork's facilities are Covid-19-secure.

3.6 Resident Services have supported our residents and businesses at this time by:

- Introducing a new Discretionary Council Tax Support scheme of £1.4 million
- Extending Local Support Payments to assist those waiting for benefits
- Awarding Retail Discounts of £122 million to 2,654 businesses
- Awarding Nursery Discounts of £902,000 to 25 nurseries
- Awarding Business Rates Grants of £43.6 million to 2,563 businesses.

3.7 A new service was introduced to protect our residents during Covid-19 as part of our responsibilities under the Civil Contingencies Act 2004, which was Social Distancing in parks, Thames River walk and Hammersmith Bridge. This was implemented due to a small minority of people flouting the government instructions of keeping 2 metres apart. The patrol teams were comprised of parks police, civil enforcement officers, highways contractors and volunteers across the Council. The Council has received compliments for this service and assisted in communicating the 2 metres apart messaging to our residents.

3.8 We considered the implications of the next phase of changes to lockdown for England announced by the Prime Minister on 24 May and 28 May. We reviewed our management of social distancing across the whole of the borough including parks and open spaces and agreed a way forward on social distancing in our shopping areas across the borough. We have put in place measures to assist social distancing in Kings Street, North End Road and Uxbridge Road, and these measures have enabled self-policing supporting the 2m social distancing guidance which is still in place.

3.9 The highways team have put in place additional safer cycle ways and other pedestrian measures that support social distancing and protect cyclist across the borough.

4. The Economy

4.1 Despite the borough having a highly qualified workforce dominated by managerial and professional occupations (meaning that an economic downturn might be expected to have less of an impact), groups including young people, BAME and disabled residents are likely to be most impacted in the post-Covid-19 economy:

- In-work poverty and insecure employment disproportionately impact these groups. H&F is also more exposed to the low-wage and very badly affected hospitality sector than any other West London borough.
- Entertainment and sport were very badly hit by the lockdown.
- Large non-food elements of the retail sector (18% of the economy) has experienced detrimental impact.
- The number of Universal Credit claimants across the two job centres in the borough doubled during the height of the crisis and although new

claims are slowing down, there may be a further jump once furlough schemes come to an end.

- Universities are important redevelopment sites (including the Imperial College site in White City), and the plight of universities across West London is a real source of concern (although Imperial is very robust compared with most).

- 4.2 We have seen a significant drop in planning applications, which has impacted on income. However, we have continued to determine planning applications and have maintained our role as statutory consultees.
- 4.3 The Council has only been doing emergency repairs during lockdown. Nevertheless, there has been an increase in repairs requests, especially since lockdown began to ease. Some residents would like work to take place, others are more cautious. We are working with residents to ensure that safety is paramount, specific guidance is followed in relation to working in people's houses, paying notice to social distancing and PPE.
- 4.4 252 rough sleepers have been offered accommodation by H&F. The Greater London Authority (GLA) also commissioned 120 bedrooms from a H&F hotel at the start of the lockdown. The hotel decant plan scheduled for mid- July is on track. A multi-agency action plan is being developed to reduce risk of anti-social behaviour associated with hotels.
- 4.5 The Council will prepare its own Economic Recovery Strategy using the input from constant dialogue with remote Industrial Strategy working groups. This will be presented at the next Industrial Strategy Board in mid-July. A Discretionary Business Grant commenced on 17 June, targeting small and micro businesses that were not eligible for the small business grant scheme. Applications closed on 1 July, with 190 applications received.
- 4.6 We are also alerting businesses that are eligible for central government funding.
- 4.7 A "Shop Local" campaign was launched on 12 June and has been widely promoted across the borough. We are also working on a plan to support more trading in open spaces and highways where permissible.

Working closely with the Director of public Health, we have been communicating govt guidance about safely returning to the workplace to all our businesses through the business newsletter and our social media platforms.

5. Adult Social Care

- 5.1 Most of the PPE issued has been to Adult Social Care providers (including PPE training and support), the remainder being schools, children with disabilities, and direct payments recipients. So far 4,549,307 items of equipment, costing £2,094,294 has been delivered. We are maintaining a

month's supply in stores to ensure that we can be agile in our response to a 2nd wave.

- 5.2 Daily calls with social care providers have ensured that any problems are dealt with quickly to avoid loss of service delivery to vulnerable adults. As of the beginning of July 2020, all four main care homes, temporarily closed, have now be re-opened. They are subject to very strict guidelines: residents discharged from hospitals are all tested prior to discharge.
- 5.3 Home care provision has been maintained throughout and very robustly monitored with daily calls with all providers. In addition, daily 'welfare' check calls, by Adult Social Care in a service they called conversation matters have been made by social care officers, to people in receipt of support. Weekly sitreps have been kept and submitted to the director to ensure robust assurance and in order to keep people safe.
- 5.4 H&F have also been underwriting up to £200 per week for care staff who have been tested positive to take time to self-isolate. This was a tremendous incentive to get staff tested and reduce infection rates.

6. Children's Services

- 6.1 100% of primary and secondary schools are offering online learning and classroom contact and 5 H&F schools have been chosen to be part of a cohort of 15 London schools piloting the PHE testing programme. We have co-developed a recovery curriculum and have early plans for extending the tutoring and catch up programme announced this week. H&F primary schools remained open to priority children throughout the pandemic, and the Council established holiday hubs and summer provision with our commissioned partners. All secondary schools have now opened to 25% of their combined year 10 & 12. Attendance at school overall has increased from 1.5% to 18.5%.
- 6.2 Services are operational from 145 King Street to respond to new safeguarding referrals. All 1,300 children open to CHS social care have been RAG rated in relation to risk. 100% of children on Child Protection Plans have received face-to-face visits. All statutory meetings i.e. review for children in care and child protection conferences are being held virtually and to statutory timeframes. Plans are in place to manage the impact of a post Covid-19 demand for services, in addition to the possibility of a 2nd wave.