



Cabinet

22 April 2020

Report of: Councillor Joe Orson - Leader of the Council

Council Response to COVID-19 (Coronavirus)

Corporate Priority:	Service excellence in all we do Connected with and led by our community Ensuring the right conditions to support delivery
Relevant Ward Member(s):	n/a
Date of consultation with Ward Member(s):	n/a
Exempt Information:	No
Key Decision:	No
Subject to call-in:	No Not key decision

1 Summary

- 1.1 The current COVID-19 (coronavirus) outbreak has been designated a global pandemic by the World Health Organisation.
- 1.2 The UK Government has been regularly convening COBRA meetings and more recently there have been regular announcements from the Prime Minister and other Secretaries of State regarding this emergency and actions being undertaken. This is an unprecedented situation and local government is playing a significant role in supporting vulnerable people, businesses and local communities.
- 1.3 This report outlines work undertaken by the Council and other partners to date in responding to the threat posed by the outbreak of COVID-19 and sets out on-going work being undertaken to ensure that all possible steps are taken to prepare and respond to the challenges arising.

2 RECOMMENDATION(S)

That Cabinet:

- 2.1 considers and acknowledges the work that has been undertaken to date in responding COVID-19 by the Council.

3 Reason for Recommendations

- 3.1 Cabinet have a leadership and strategic role in the Council and have been working closely with officers throughout this period. It is important therefore that they formally note and acknowledge the response to the pandemic and the implications arising from the current situation.

4 Background

- 4.1 The current coronavirus (COVID-19) outbreak, which began in December 2019, presents a significant challenge for the whole country and the wider world.
- 4.2 The Council had been monitoring the situation closely since January 2020 but at the start of March 2020 and in response to the World Health Organisations declaration of a pandemic the Council put in place governance arrangements to respond to the impact of COVID-19 on the organisation and its communities. From 13th March 2020, full major incident and business continuity structures have been in place. During the period that has followed, there have been daily updates from Government and the Council has responded quickly in order to ensure that we continue to provide essential services, help people across the Borough stay safe, particularly the most vulnerable in our communities and support our businesses to remain sustainable.

5 Main Considerations

- 5.1 The Council has well established Business Continuity Plans which have informed action plans within services. Government guidance has been evolving rapidly and the Council has responded quickly. The report sets out a number of decisions taken over the last few weeks with the emphases being to maintain public safety, continuing to provide essential services, supporting our communities and businesses, as well as protecting elected members, staff and contractors.
- 5.2 Both critical services and those enabling services required to support them were identified as part of the Council's existing business continuity plan. These lists were reviewed in early 2020 so that the Council could be clear on which services needed to be prioritised to support the pandemic response and with an emphasis on continuity should the Council have a reduction in its workforce or have to respond to Government guidance. These services are monitored on a daily basis in terms of staff availability, levels of demand and any future vulnerability risks. A list of identified critical and enabling services can be found at Appendix A. This list is subject to ongoing review.
- 5.3 Ensuring good governance structures has been at the heart of the Council's response.
- 5.4 Cabinet have led corporate decisions and Portfolio Holders have been appraised of changes within their service areas. In addition, the wider membership have been updated regularly and have provided valuable community leadership roles.
- 5.5 The Council's Senior Leadership Team has ensured strategic oversight of the operational running of the Council and has been supported by a wider management team attending near daily meetings to make decisions, move forward actions and respond to Government guidance. Following the implementation of social distancing requirements, meetings are undertaken by video conferencing facilities.
- 5.6 Local Resilience Forums (LRFs) are multi-agency partnerships made up of representatives from local public services, including the emergency services, local

authorities, the NHS, the Environment Agency and others. The Leicestershire LRF has been overseeing a co-ordinated response to COVID-19 since early 2020 and has established multi agency management tiers to create a local framework. These are led by a Strategic Co-ordination Group which the Chief Executive attends. Officers attend the other tiers regularly to ensure that we have a joined up and consistent approach within Leicester, Leicestershire and Rutland. Mutual aid has also been provided for Personal Protective Equipment and staff expertise and knowledge.

- 5.7 Regulations made under the Coronavirus Act 2020 enable all local authority meetings before 7 May 2021 to be held remotely. The Council is conducting business by remote attendance in accordance with the new legislation and will continue to do so until such time as social distancing requirements are relaxed. The Planning Committee was successfully held by remote means on 9th April 2020 with facilities available to allow for all participants to fulfil their respective roles, including external 'third parties' This included provision for officer presentations, questions and answers, presentations and speeches from applicants etc. and enabled all procedures normally applicable to the meeting to be facilitated in remote format. Remote Meetings Procedure Rules were approved to accommodate any changes needed due to remote attendance. Where necessary, the Council may continue to defer agenda items or specific meetings should it remain preferable to undertake such meetings or decisions in person.
- 5.8 The Council's Internal Audit Team have been assisting the Council with ensuring that new processes implemented as a consequence of the crisis have had due regard for transparency and minimising fraud risk. They will shortly be looking at expenditure incurred relating to the crisis and providing assurance regarding the probity of that spend.
- 5.9 On 9th April 2020, the Council sent a letter to all residents in the Borough advising them of the way in which the Council is responding to the crisis, including changes to services and support being provided to communities and businesses. Further details on this response are set out below.

Workforce

- 5.10 The Council has a well-established Home Working Policy and the majority of colleagues have the facilities to be able to work from home effectively therefore the Council was in an excellent position to move to more frequent home based working.
- 5.11 Following the Prime Minister's announcement on 16th March, staff were encouraged to work from home where possible and those at 'increased risk' instructed to work from home from 19th March. On 23rd March following an announcement of "lockdown measures" confirming that the public should only attend work if they cannot work from home, all staff were instructed to work from home where possible. Those officers who are required to attend the office to perform critical functions are complying with social distancing measures and enhanced cleaning is taking place at Parkside. No face to face meetings are taking place and instead are conducted remotely to ensure that the Council complies with Government guidance. One member of the Senior Leadership Team is present at Parkside at all times the offices are open.
- 5.12 The Council is focussing on mental health and wellbeing of its staff and is having regular remote team meetings and briefings. In addition, internal communications are sent out to all staff on a regular basis and the normal excellent external support mechanisms are still available to staff.

- 5.13 On 18th March, the Council decided to close Parkside to members of the public except for urgent matters by appointment only in order to minimise the potential spread of the virus.
- 5.14 Those staff who are not undertaking critical services or responses to the pandemic have been supporting critical services and where necessary have been temporarily redeployed.
- 5.15 Temporary amendments have been made to relevant terms and conditions of employment to ensure flexibility in working arrangements to support those colleagues with caring responsibilities, especially those with children since the closure of the schools and other childcare facilities. A change in legislation allowed for an extended carry over of annual leave for 2 years which has been implemented and communicated to all staff. Local agreements have been made in consultation with Unison for payment for colleagues who are on standby duties over weekends and bank holidays.

Personal Protective Equipment (PPE)

- 5.16 The requirement for PPE is becoming increasingly prevalent. The Council is continually reviewing the guidance issued by the Government in terms of Health & Safety to ensure its staff are adequately protected in the circumstances.
- 5.17 The Council has advised all staff who may come into contact with the community to observe social distancing at all times. Gloves, hand sanitiser and wipes are readily available to staff working at the offices in Parkside and those supporting residents in the Community.
- 5.18 In light of the guidance issued on 10 April 2020, the Council has reviewed and undertaken further risk assessments to ensure that staff who are supporting the community through essential services have the correct PPE available to them.
- 5.19 The Council is maintaining contact with its contractors to ensure that they are also working within the guidelines issued by the Government and observing socially distancing at all times.
- 5.20 In terms of the wider PPE implications, a request for mutual aid was received on 7th April 2020 for aprons, gloves, sanitiser and masks to enable GP's surgeries to continue offering essential frontline services. The Council was able to respond to the request for aprons without any adverse implications on its own stock levels. Any responses to mutual aid will be replenished from national supplies.
- 5.21 The Council will continue to respond to requests of mutual aid where possible ensuring the health and safety of its own staff and volunteers remain a priority.
- 5.22 Daily PPE checks are being undertaken and reported into a dedicated cell through the LRF structure. This cell has introduced a daily traffic light reporting mechanism to establish quickly where the highest need is for PPE across the County and Rutland.
- 5.23 Currently Melton is reporting as Green which means it has sufficient stock levels to protect staff and no current issues with PPE.

Community Hub

- 5.24 On 16th March, the Council began drawing together local responses and actively engaging with groups to see how it could facilitate faith and community based efforts and co-ordinate them which resulted in the establishment of a Community Hub on 18th March. The Council established the hashtag [#Here4Melton](#) which was encouraged in any social media posts by the public to help the Council keep track and promote community efforts. A dedicated email address was created and a webpage with information that is updated

regularly went live on 20th March. For residents who are not able to connect online, the Council's main customer services number remains as the telephone contact channel to minimise confusion.

- 5.25 With excellent support from IEG4, the council's new digital platform provider, a digital form was created within a day to capture data for people who need support of some description. This provides a basis for dedicated staff triage for residents' requests to establish the level and urgency of needs. Signposting will be to groups who can provide a wide range of support such as telephone calls to the isolated, food and shopping services. Where there are gaps in support, the Council is delivering this support directly whilst working to address the gap in support by sourcing alternative support mechanisms.
- 5.26 The NHS identified around 1.5 million people nationally with certain pre-existing medical conditions who are considered at very high risk of severe illness from Coronavirus because of an underlying health condition. Shielding is a measure to protect people who are clinically extremely vulnerable by minimising interactions with others. All those who are part of this arrangement will have received a text, phone call or letter direct from the NHS, with the letter which enables those within this category to get support through that channel. Due to the volume of customers in this cohort, the Council are also supporting the County in the delivery of this.
- 5.27 In addition to the residents identified by the NHS, the Council used the Mosaic Public Sector segmentation tool to identify approximately 2,000 households across the Borough who were more likely to be particularly vulnerable through this crisis. A letter was sent week commencing 30th March to these households advising them of ways to access support through the Community Hub.
- 5.28 In three weeks, the Council has directly supported upwards of 300 residents with over 300 food bags and over 100 prescriptions – the two most commonly requested support needs. Approximately a third of those requesting or referred to support fall into the government's 'shielded' cohort.
- 5.29 In another initiative to support our residents, government have allocated funding nationally to support working age families currently on council tax support. Melton has been allocated £258,126 and the Government expects billing authorities will primarily use their allocation to provide all recipients of working age local Council Tax Support a further reduction in their annual bill of up to £150. Where taxpayers liability for 2020/21 is less than £150 their liability would be reduced to nil. Where a taxpayer's liability is nil, no reduction to the council tax bill will be available. The Council is also providing tailored support to individuals who contact the council including re-phasing of payments to the last ten months in the year, rather than the first ten months.
- 5.30 The Council's community efforts were cited by the Local Government Association as best practice for Community Hubs and were also featured on East Midlands Today.

Volunteers

- 5.31 Following the website going live, the Council received an overwhelming response from Community Partners, Groups, Parish-based support networks and individual volunteers. The desire to not dampen the community spirit that had mobilised had to be balanced with an awareness of the risks to the safeguarding of our most vulnerable residents. Upon creating a database of these volunteers, the Council followed a risk-based approach to the allocation of any roles. For example, high risk roles such as the collection / delivery of prescriptions and food parcels were allocated to low-risk volunteers such as the Council's

own DBS checked staff or individual volunteers with enhanced DBS from working in the health, emergency services and education sectors. Some were signposted to existing community groups and trusted partner networks with their own safeguarding policies. As the Voluntary Action Leicester (VAL) website is now live, any remaining volunteers have been referred to VAL for redeployment. The NHS responders service is also now up and running and we are looking to trial the effectiveness of this locally. If successful, this will reduce long term reliability on Council resources for the delivery of shopping and prescriptions.

Business Hub

- 5.32 On 20th March the Council Business Hub webpage went live. This provides a signposting service to support and advice available for businesses and its approach to government initiatives. A range of communications, such as social media posts, regular e-newsletter updates and press releases, to tell businesses and stakeholders about the support packages available to them has also been rolled out.
- 5.33 In relation to Business Rate Relief, The Chancellor announced in the Budget that the current 50% retail discount would be increased to 100% for 2020-21 and expanded to include all occupied retail, leisure and hospitality premises. The Council will be fully funded for the cost of the discount and reimbursed through grant. Many businesses were due to pay business rates by direct debit in April however for eligible businesses these were cancelled to ensure that there was minimal impact on businesses during this challenging time. The council has been awaiting a new patch from the IT provider which was received on 9 April 2020 and accordingly bills will now be re-issued to all relevant parties.
- 5.34 The Government also announced two grant schemes, the Small Business Grant Fund, and the Retail, Hospitality and Leisure Grant. The total value of these grants for Melton is approximately £11.7m and affects approximately 950 businesses across the Borough. All Businesses the Council believes to be eligible for the grant have been written to directly. The letter contained information on how to access the online grant form as well as hard copies for businesses to send back to us if they were unable to get online. The grant is ring fenced and any unused portion will need to be repaid. The risk of fraud or irregularity is a major concern and it is not clear should any fraudulent payments or errors be made whether these would be covered by grant. Government provided a grant to the Council in April and at the timing of publishing this report 614 grant forms had been received with 430 of these being identified as eligible. Of these 430 forms verification checks are being undertaken on just under 300 of these, with 134 payments totalling £1.85m having been made to eligible businesses so far.
- 5.35 With regard to enforcement of debts during the pandemic, the Council has shown its commitment to aligning with the concerns of national Government and has put measures in place with regard to the enforcement of debt. All action to recover debts has been suspended to enable residents to keep their businesses and homes during this unprecedented time. Support can be provided upon request from residents and through the Business Hub.
- 5.36 During the dissemination of the grants the Council has been in regular liaison with the Audit team to ensure the checks and balances being put in place to protect the authority from any fraudulent claims. These checks include searching on companies house, checks against internal records, use of the Governments 'Spotlight' anti fraud systems as well as an escalation system should those undertaking checks be unsure as to whether a grant

can be awarded in any particular circumstance. Audit has confirmed they are broadly satisfied with the process currently in operation.

- 5.37 The Council has highlighted several instances where businesses in Melton currently fall between the gaps of the grant support being provided by central government. The main chunk of these being businesses who occupy properties which have an umbrella ratable value, for instance those located at PERA or the cattle market, those working from home and those businesses who occupy premises with a ratable value above £15,000 and not in the retail, hospitality and leisure sector. In these instances the Council is using the full extent of its networks and working with colleagues, partners and other key stakeholders, such as Alicia Kearns MP, BEIS, the LGA, the FSB and Chamber of Commerce to raise awareness of those businesses to central government. The Council has committed to continue to lobby on behalf of, and champion, the many businesses in Melton who are unable to be supported through the grant schemes whilst we continue face the impact of the coronavirus on our local economy and beyond.
- 5.38 The Council is engaging with our commercial tenants on one to one basis to provide support based on the individual circumstances of the businesses.

Impact on service provision and decisions taken

Landlord Services

- 5.39 In order to protect our tenants, staff and contractors, on 17th March, the Council postponed work on planned housing maintenance, focussing instead on maintaining emergency repairs. A risk-based assessment has been completed regarding the management of the landlord health and safety compliance function and delivery of the Housing Improvement Plan, taking into account the latest guidance from the Regulator for Social Housing and HSE. Wherever possible, following suitable case-by-case risk assessments, work is continuing as normal, but there will clearly be an impact in delivery where households are shielding or confirmed as having an infection and where there is no imminent risk of significant harm if works are delayed. Work is continuing to prepare for legal action for cases where tenants have refused access in the past to allow work, meaning this can be picked up when the Government relaxes the current restrictions on contact. The Council's annual gas safety checks are still being undertaken to the statutory timescales, although are subject to workarounds and changes to working practice as needed by the circumstances of individual tenants.
- 5.40 All tenants have been sent a letter to update them on what service they can expect from the Council as their Landlord and to provide reassurance that they will still receive essential support.
- 5.41 Rent statements are being distributed as normal, with an additional emphasis on support for tenants should they fall into difficulty making payments. All rent accounts are being monitored and engaging with tenants who fall into arrears is a priority
- 5.42 On 23rd March, Gretton Court was closed to all but essential visitors (those providing care to tenants). The Council is working closely with its contractors to ensure that Government Guidance is upheld and that both they and the residents are well supported and are staying as safe as possible.

Car Parks

- 5.43 In line with government guidance, free parking was approved by the Portfolio Holder for Growth and Prosperity on Council owned car parks to support NHS workers, key workers,

and those helping vulnerable people. The Council will keep this under review but is committed to supporting those supporting the COVID-19 response.

Closure of Businesses

- 5.44 The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020 gave the Council the power to use enforcement powers to ensure that the restrictions on businesses are upheld. The Council's Licensing, Environmental Health and Regulatory Teams have been leading on this work and providing encouragement, guidance and support to ensure that businesses are aware of their obligations. Cross boundary and multi agency working has been prevalent which has helped to support a consistent approach throughout Leicestershire and Rutland.
- 5.45 Due to the closure of household waste and recycling centres, the Council has seen an increase in fly-tipping, whilst throughout Leicestershire an increase in burning of waste has been reported. Proactive communication has been issued to residents through social media to advise and encourage residents on the proper disposal of waste during this period.

Leisure Centres

- 5.46 On 20 March Melton Sports Village & Waterfield Leisure Centre were closed following a period of ensuring social distancing and hygiene requirements were upheld. Support has been requested by the contractor and the Council is currently in negotiations regarding the terms of that support. Specifically financial support is requested for the portion of salary costs not being covered by the government's furlough scheme as well as the costs of two staff members maintaining equipment and providing other essential ongoing work during the closure. A request has also been made to waive the management fee. Due to the short term of the remaining contract it is difficult for the contractor to commit to reimbursing the council for these costs over the remaining life of the contract as they are doing elsewhere. As such the option of extending the contract is currently being examined.

Household Waste and Recycling

- 5.47 The Council's contractor Biffa has continued to provide an excellent service by continuing with household waste and recycling collections at the kerbside. Bulky waste collections were suspended from 23rd March. The Council has been working with Biffa to ensure that they are as protected as possible and are following Government guidance. Whilst there are concerns around social distancing these are being mitigated wherever possible, ensuring that only two waste collectors travel in the cab together, and the third crew member follows separately to the destination.
- 5.48 Grounds Maintenance Operatives have been trained on waste management procedures to provide additional capacity if needed, however Biffa has been instructed to utilise agency resource as the first option to enable the high priority grass cutting to be maintained.

Elections

- 5.49 With regard to elections, Regulations postponed the Police and Crime Commissioner election until 6 May 2021 and local by-elections and other polls, either scheduled or which would otherwise arise before that date. The Council has taken the necessary steps to stand down preparations that were made.

Homelessness

- 5.50 Following government guidance, all rough sleepers have been offered and provided with housing by the homelessness team. To facilitate this, 12 units of Council stock have been

converted to semi furnished temporary accommodation, whilst bed and breakfast units have also been used. The Council is working closely with neighbouring authorities to ensure potential future demand through hospital discharges and prison releases are effectively managed and sufficient temporary accommodation is available.

Other Services

- 5.51 Play areas, public toilets and the Children's Centres at The Cove, The Edge and Fairmead have been closed in accordance with Government Guidance. Grass cutting continues, with an emphasis upon prioritised areas including the cemetery, housing complexes and main arterial routes into the town. Leicestershire County Council has largely ceased grass cutting on County owned land, only doing so when health and safety becomes a factor.

Business Recovery

- 5.52 Whilst the emphasis naturally needs to be on the current response, the Council has started to consider recovery and how it can support its communities, businesses and staff to transition following this difficult period. The Council is also undertaking work to understand how it can learn from the actions that have been taken as a result of the response and can improve its service provision as a result.

6 Options Considered

- 6.1 The reporting is for acknowledgement and noting and therefore no other options have been considered.

7 Consultation

- 7.1 Consultation on the Councils response to Coronavirus has been undertaken as explained in the main considerations of the report.

8 Next Steps – Implementation and Communication

- 8.1 The Council will continue to respond to Government guidance and the needs of its residents, tenants and businesses.
- 8.2 Business continuity work will continue in preparation of the Governments exit strategy.

9 Financial Implications

- 9.1 The crisis is having a significant financial impact on the Council's General Fund and Housing Revenue Account. The financial impact is arising from additional expenditure in dealing with the crisis both externally and organisationally, lost income and savings targets that will not be met within the same timeframe due to resources being diverted elsewhere. Costs are being monitored and updated on an ongoing basis. The current estimate is based on major disruption on services for a 3 month period followed by a slow recovery thereafter. On this basis the financial impact for the general fund is currently estimated at £590k with the majority of this impact being lost income from services such as car parking, planning fees, cattle market, rental income and investment income. The additional direct costs that are being incurred include such costs as additional cleaning materials, IT equipment, staffing costs, postages as well as supporting community needs. Indirect costs

will continue for some time with debt levels increasing and being difficult to recover. With regard to the HRA the impact is still being estimated but the majority of the impact will be bad debts, lost income from increased voids and the associated council tax costs borne by the council from these voids.

9.2 To date the Council has received a £23k grant from the government with nothing specifically for the HRA. The bulk of the grant distributed nationally has been allocated to upper tier authorities. However as a result of information provided via various local government and finance networks it is clear that the impact on district councils is now being more understood and it is hoped that further funding allocations will reflect the impact on districts more appropriately. The government has just issued its first data collection return to councils which enables the financial impacts of the crisis to be collected and submitted and these are to be updated and provided on a monthly basis moving forward. In addition, working with the LGA, the council has commissioned a piece of work in conjunction with the other Leicestershire districts to more fully understand the financial impact on the area of the crisis. The Government has been clear in the message to local government that costs will be reimbursed and the council is working on that basis when incurring expenditure with the emphasis on leading the local response.

9.3 The council's unallocated revenue reserves within the general fund are estimated at £1.4m which includes the working balance and the estimated impact of the crisis would utilise a considerable portion of these reserves if costs were not to be reimbursed.

9.4 Another area of concern is cashflow. The government has allocated the £11.7m grant in full for the business grants and as such this has eased the pressure. It should be noted this grant is ring fenced and any unused grant will need to be returned. However in order to support the community at this time and those that are suffering financial hardship council tax instalments are being re profiled to later in the year on request and there will also be collection issues. The increase in business rate reliefs will also impact on cash flow as it is not yet known when the grant will be received for these and in the meantime payments from businesses are not being received as they would have been. Monitoring is being undertaken on the impact of this on the Council's cash flow and discussions held with the LCC and other preceptors should the council need support from them by way of delayed precept payments.

Financial Implications reviewed by: Director for Corporate services

10 Legal and Governance Implications

10.1 Legal implications are contained within the report.

Legal Implications reviewed by: Monitoring Officer

11 Equality and Safeguarding Implications

11.1 It is particularly important during the current crisis to ensure the safeguarding of our most vulnerable residents. It is also noted that the scope of vulnerabilities has widened from what we would consider our usual cohort to include financial, health / clinical and the impact of isolation, especially for those with care and support needs. The Council cannot deliver such a comprehensive and flexible support package on its own. A risk based approach has therefore been developed to balance the need to bolster the community and neighbourhood efforts and managing any risks to the individuals most at risk of their

vulnerabilities being exploited. This approach is aligned to and supported by the VAL and NHS responders service.

12 Community Safety Implications

- 12.1 Consideration must be given to potential increases in domestic abuse, neighbour disputes and noise nuisance as a result of residents spending more time at home. Working with partner agencies such as the police, UAVA (domestic abuse support), probation services and Leicestershire County Council to provide support and reassurance where required is a priority. Homeless services are also prepared for an increase in demand as a result of domestic abuse incidents.
- 12.2 The Council is prepared to support agencies in ensuring compliance with social distancing regulations, including the monitoring of parks and open spaces and housing complexes.

13 Environmental and Climate Change Implications

- 13.1 Although there is a positive environmental impact on the borough due to reduced emissions, there is an increase in environmental crime which the Council is continuing to monitor and enforce if necessary.

14 Other Implications (where significant)

- 14.1 Whilst the Council is responding to the crisis the implementation and delivery of the corporate plan which was approved in February 2020 will be delayed. The extent of the impact is not yet known but expectations will need to be managed moving forward on what can be achieved with resources diverted not just during the immediate response to the crisis but also during the recovery phase as the Council supports community and business recovery as well as its own organisational needs.

15 Risk & Mitigation

Risk No	Risk Description	Likelihood	Impact	Risk
1	Inability to deliver critical services due to loss of staff	Low	Critical	Medium Risk
2	Inability to maintain financial sustainability of the organisation should grant not fully cover the impact and long term indirect impact such as debt collection	Significant	Catastrophic	High Risk
3	Errors made in implementing and administering new grants and services	Low	Marginal	Low Risk
4	Failure to deliver landlord health and safety responsibilities	Low	Critical	Medium Risk

5	Safeguarding issues arise through the enhanced level of community support	Low	Critical	Medium Risk
6	Staff are at increased risk of the disease in certain services	Significant	Marginal	Medium Risk
7	Increased risk of fraud and cyber security breach	significant	critical	Medium Risk
8	Reduced cemetery capacity	Significant	Marginal	Medium Risk
9	The continual spread of the virus causing increased illness across the population and increased loss of life	Significant	Critical	Medium Risk
10	Lack of PPE for key workers	Low	Critical	Medium Risk
11	Increase in community safety issues which are difficult to respond to due to capacity	Significant	Marginal	Medium Risk
12	Economy is deflated post recovery leading to ongoing economic issues in town centre and wider economy	High	Critical	High Risk

		Impact / Consequences			
		Negligible	Marginal	Critical	Catastrophic
Likelihood	Score/ definition	1	2	3	4
	6 Very High				
	5 High			12	
	4 Significant		6,8,11	7,9	2
	3 Low			1,4,5,10	
	2 Very Low				
	1 Almost impossible				

Risk No	Mitigation
1 and 11	Record being maintained of all staff that can be deployed so these can be redirected to high priority areas as required. Use of standby staff where required.
2	Record of COVID expenditure being separately recorded and income and savings

	loss being tracked. Impact on Reserves being monitored. Lobbying being undertaken on financial need of small districts such as Melton being undertaken with financial and local government networks. Specific consultancy supported by LGA being undertaken on financial implications for Leicestershire district councils.
3	Internal audit engaged in the process to reduce impact of any error or fraud. Assurance checks being undertaken
4	Proactive risk-based approach, weekly monitoring of all compliance functions
5	Risk assessment and consultation with Parish Councils have been undertaken to ensure that we are able to assess needs vs risk
6	Assessment undertaken to ensure high risk areas have appropriate PPE. Enhanced use of sanitisers and social distancing being recognised.
7	Regular reminders, bulletins issued to staff and published on intranet. Enhanced input of internal audit.
8	Work to identify future cemetery site build into Corporate Strategy.
9	Keeping abreast of Government Guidance and following this and best practice and promoting this through communications. Continuing with stakeholder engagement including funeral directors. Enforcement of business closures and working with Police on social distancing requirements.
10	Regular tracking and monitoring through the LRF and internally. Council's PPE is adequate.
12	Economic development keeping in touch with business community and providing advice and support where possible.

16 Background Papers

None

17 Appendices

17.1 Appendix A: List of Critical and Enabling Services

Report Author:	Adele Wylie , Director for Governance and Regulatory Services
Report Author Contact Details:	01664 504205 awylie@melton.gov.uk
Chief Officer Responsible:	Edd de Coverly , Chief Executive
Chief Officer Contact Details:	01664 502536 edecoverly@melton.gov.uk