

PEOPLE



Established COVID19 emergency response(s) via Staffordshire Resilience Forum

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CMT with daily &/or weekly virtual meetings with partners (SRF, SCC, SCG, VCSE)

Established a 'vulnerability' task and finish group supporting those extremely clinically vulnerable (ECV)

2922 identified as ECV supported through the Councils Partnership arrangements with anchor organisations

Council investment in 'anchor organisations' to support community resilience and local volunteering

Weekly calls to over 3000 households identified with support requirements - via VCSE and the councils own teams

Partnership support and bid for c£100k of lottery funding to tackle social isolation & support befriending

>£220k of small, local grants continued to be administered to businesses in line with councils commissioning framework

Improved customer service through moving the repairs call centre in-house

Managed all the Councils social media and internet traffic with upto date COVID information achieving over 330,000 page views in the first quarter of the year

PLACE



Established a cross party working group to champion and shape the future Heritage Offer in Tamworth

Payment of £11.5m in local business grants

Uninterrupted service continuation at Street Scene for bins collection, litter removal, tree services & grounds maintenance

Increased capacity within Burial services

Full Compliance with *public open space guidance* to ensure COVID Secure practices around social distancing

Re-opened our Town centre effectively with stringent Covid-secure arrangements

Between April-August processed 1300 new benefit claims compared to 500 typically received in the same period

Processed 18000 change of benefit circumstances forms compared to 5000 typically received for the same period

£387k hardship payments allocated to 2600 cases in the community with £180k in the process of being awarded

Council Tax & rental (HRA) income exceeds benchmarking estimates for under recovery despite a doubling of those households in receipt of Universal credit from 4000 to over 8000

Submission of Future High Street Bid on time

ORGANISATION



Continued to hold informal twice weekly Cabinet briefings

Remote Councils Meetings introduced at pace

Continued to deliver all front line services by adapting processes

Deployed all employees in an agile way to maximise service delivery

Over 70% (based in Marmion) WFH within hours of lockdown being announced - with ICT infrastructure

Sickness & absence levels largely below usual levels as well as delivering 100% payroll electronically

Street Scene, Cleaning, Repairs and Investment arrangements continued

Staff Survey conducted July - 92% either satisfied or very satisfied with WFH environment and 94% either satisfied or very satisfied with CMT communications

Statement of Accounts produced on time and external sign off being progressed in line with previously agreed timescales.

Budget Management continuing uninterrupted in line with budget setting processes and in line with Qtr1 monitoring
Corporate Projects continued to be delivered including CCTV (shared service with the WMCA); de-mobilisation and mobilisation of multi-million pound contracts as well as key policy developments, i.e. Allocations from Housing Register

"To Put Tamworth, its people and the local economy at the heart of everything we do"

