

# Supporting our Communities

2020/22



**This leaflet gives an overview of the extraordinary work undertaken by staff and teams across the Council during and in the aftermath of the Covid-19 pandemic. In an unprecedented situation we are proud that we came together to support our community in so many different ways and kept our services running in challenging and ever changing circumstances.**

## Shielding Hub

Around **50** WDC staff were involved in the management and operation of the hub. Packing and delivering to vulnerable households and those who were shielding.



A total of  
**2,204**  
**FOOD BOXES**  
**DELIVERED**  
within the  
Warwick District.



## Media & Communications

Coordinated content, designed and distributed

**60,000**  
**COVID**

**NEWSLETTERS,**  
one for every household  
in the district.

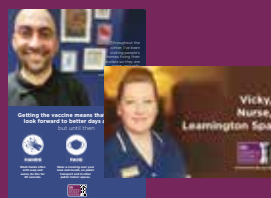


Provided content for a  
**WEEKLY UPDATE**  
**FROM THE LEADER**  
**AND CHIEF**  
**EXECUTIVE**

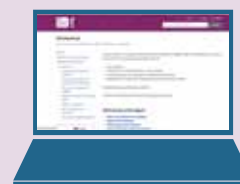
sent out by email to  
450 partners and  
stakeholders.



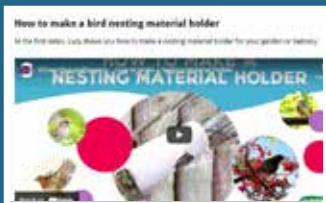
Developed and  
implemented **targeted**  
**poster and social**  
**media campaigns to**  
**encourage residents**  
**to take up the**  
**vaccine** and keep to  
the restrictions and  
guidelines in place.



Throughout the  
pandemic the team  
added  
**CONTENT AND**  
**UPDATES FOR**  
**DEDICATED COVID**  
**WEBSITE PAGE.**



## Arts



Despite the facilities being forced to close, the team offered **ONLINE ACTIVITIES** and oversaw the safe reopening of the Art Gallery and Museum when restrictions were lifted.



## Building Control

Building Control continued to provide a **FULL SERVICE THROUGHOUT THE PANDEMIC**, retaining customers and winning clients.



## ICT

Within days of the first lockdown ICT developed a system to handle the vast quantity of data supplied by the government with details of the most vulnerable in our community. This was used to target households requiring food parcels from the distribution hub and other vital services.

## Exchequer/Revenues & Benefits

The team were responsible for the administration, distribution and checks on

**11**  
**GOVERNMENT GRANT SCHEMES**

to local businesses during the course of the pandemic.



With  
**£65.5 MILLION**  
in support paid out to more than  
**11,400 RECIPIENTS**

## Green Spaces

Responded to government social distancing guidelines and requirements to **KEEP OUR PARKS AND GREEN SPACES OPEN AND SAFE** during the lockdowns.



Continuation of **TREE PLANTING PROJECT** with 1 ha of trees planted at Newbold Comyn thanks to securing funding from Dunsmore Living Landscape.





## Sports and Leisure

### PROMOTED ACCESS TO SPORT

in the community  
during lockdowns.



### STAFF REDEPLOYED TO THE SHIELDING HUBS.



Worked with  
**EVERYONE ACTIVE**  
to re-open the leisure centres  
safely in line with strict  
government guidance.



## Customer Services



The customer services team,  
along with staff redeployed from  
the Spa Centre made over

# 4000

### PHONE CALLS

to check on the welfare  
of those shielding.



## Housing Needs

Successfully executed the  
**GOVERNMENT'S 'EVERYONE IN' SCHEME,**  
working with partners in the voluntary sector to ensure that anyone  
found living rough was found accommodation, supporting between



# 80-100

PEOPLE.



## Housing Services

The financial inclusion team  
**TARGETED CUSTOMERS  
MOST AT RISK OF GOING  
INTO DEBT**

due to the pandemic, offering  
advice and support.

## Benefits

A small team administered the  
**'TEST AND TRACE'**  
payment scheme to those  
isolating.



# 2588

**APPLICATIONS**  
were received and  
**£561k**  
sent out.

## Environmental Health

The team offered **GUIDANCE AND ADVICE TO BUSINESSES**, researching newly implemented legislation, wrote standard operating procedures and gave support on compliance.



## Procurement

**EDUCATED CROSS-COUNCIL TEAMS** on working with contracted suppliers and their supply chains to ensure that cashflow was maintained despite service or performance disruptions.

## Democratic Services

Delivered **COVID-SAFE COUNTY COUNCIL** and **POLICE & CRIME COMMISSIONER ELECTIONS.**

Delivered **2 DISTRICT BY-ELECTIONS, 4 TOWN COUNCIL BY-ELECTIONS** and **4 NEIGHBOURHOOD PLAN REFERENDUMS.**

There were **NO CASES OF COVID** reported as a result of the polls.



## Commonwealth Games

Preparations for the Games continued despite restrictions, with the team being **AWARDED AN INFRASTRUCTURE AWARD OF £1.8M** from CWLEP and additional funding from B2022, WMCA and TfWM for the project.



## Contract Services

In addition to their normal duties the Ranger Team **SUPPORTED THE SHIELDING HUB, PROVIDING THE VEHICLES AND RESOURCES** to make deliveries of food parcels and also prescriptions to the vulnerable.



## Projects and Economic Development

### Events Team worked with CJs Events to **RE-INVENT THE TOWN CENTRE MARKETS**

as soon as outdoor markets were allowed to open.  
We changed the make up of the stalls as part of the markets to create a mainly food market – which was highly in demand at the time to avoid going into supermarkets.



Assisted with the payment of the very first  
**RETAIL HOSPITALITY AND LEISURE GRANTS.**



Released a full time resource to  
**ASSIST LEAMINGTON BID**  
with the measures that were put in place to  
**RE-OPEN THE HIGH STREET**  
when it was safe to do so.



Attended special  
**TOURISM FORUMS**  
in conjunction with Shakespeare's England to  
**DEVELOP PACKAGES OF SUPPORT TO THE AILING TOURISM SECTOR.**

**WORKED AS KEY PARTNERS**  
in a number of sub-regional COVID Business Support groups and developed initiatives to support businesses to  
**RE-OPEN SAFELY, RECOVER FROM THE LOCKDOWNS**  
and ensure they were aware of all of the latest Govt guidance and funding available to help them re-open.

Administered the Government's  
**"WELCOME BACK FUND"**  
which was designed for innovative initiatives to welcome people back to town centres.

**TOTAL SPEND**  
**£172,897.52**



## Making Homes More Energy Efficient

**£2.7M**

funding has been obtained from the government department for Business, Energy & Industrial Strategy (BEIS) to install external wall insulation, air source heat pumps and solar photovoltaic panels to our social housing properties and these enhancements are now being installed. This is all helping residents to lower fuel bills and keep warmer in the Winter.



In addition, a further

**£5.6M**

funding has also been obtained from BEIS to help private residents including owner occupiers and private tenants with a range of home energy efficiency retrofit measures.



## Additional Restrictions Grant (ARG) scheme

As part of the council's support for businesses throughout the pandemic, local authorities were tasked to distribute a significant amount of **GOVERNMENT GRANTS TO SUPPORT BUSINESSES.**



These have been a vital lifeline for many over the last two years. While some grants were distributed by Revenues, through schemes linked to Business Rates, nearly

**£8M**

was **ISSUED TO WDC TO DISTRIBUTE TO BUSINESSES THAT WERE NOT ELIGIBLE FOR SUCH SCHEMES.** These grants were delivered through the Additional Restrictions Grant (ARG) scheme.

**EACH LOCAL AUTHORITY WAS REQUIRED TO DEVELOP AND IMPLEMENT ITS OWN LOCAL SCHEME. OVER THE TWO YEARS, IT RESULTED IN**  
**11**  
**SEPARATE STRANDS OF DELIVERY.**

**NUMBER OF GRANTS AWARDED**  
**2,332**  
**(72.8% OF APPLICATIONS)**



**TOTAL NUMBER OF GOVERNMENT "STRANDS" OF ARG**  
**11**

**TOTAL AMOUNT DISTRIBUTED THROUGH ARG**  
**£7.6M**

**NUMBER OF APPLICATIONS ASSESSED SINCE INCEPTION OF ARG SCHEMES IN 2020**  
**3,221**



## Finance and Revenues

### Revenues and other staff were involved in **VERIFYING COVID GRANT APPLICATIONS**

from businesses to ensure that only legitimate businesses and those entitled were awarded grants. Payment checks were performed by a team in Financial Services. Any suspicious applications were referred to a national unit within the Police for investigation. These checks helped to safeguard hundreds of thousands of pounds of taxpayers' money.



## Community Wellbeing Team

Work undertaken for VCS to **ACCESS FUNDS TO CLINICALLY VULNERABLE PEOPLE AND THOSE WHO HAD TO SELF-ISOLATE**

Support the delivery of the **COVID TESTING** including establishing the local testing site at Court Street in conjunction with Car Parks



Supporting the **COMMUNITY TESTING PROGRAMME** including identifying appropriate sites.

**SUPPORTING THE COVID VACCINATION AND BOOSTER PROGRAMME** negotiating community locations and promoting vaccination update.



**RUNNING THE COMMUNITY ECONOMIC RECOVERY GRANT SCHEME.**



**VCS RECOVERY TO SUSTAIN VALUABLE COMMUNITY SERVICES**

Delivery of the **CIRCLE OF HOPE** and **REFLECTION YOUNG PEOPLE'S ART PROJECT** – capturing the thoughts and feelings of young people during the pandemic.

Running the **QUEEN PLATINUM JUBILEE** Grant Scheme.



## Community Protection

**IMPLEMENTED THE COUNCIL EMERGENCY PLAN.**



Managed the councils **INITIAL RESPONSE TO THE PANDEMIC** and had oversight of the management of the pandemic Responses by the council.

Managed over **600K** of **COMMUNITY FUNDING** to ensure communities were supported.

**RECRUITED ADDITIONAL STAFF TO DELIVER COMMUNITY RESPONSES & SUPPORT**

including street marshals, covid rangers, bus marshals (with university), covid champions.

**VACCINATION EDUCATION CAMPAIGNS & PROMOTIONS**

Organised vaccination clinics, myth busting events, testing centres inc volunteer.

**SIGNPOSTED INDIVIDUALS REQUIRING SUPPORT**

to organisations that could assist them.





## Community Protection

### STAFFED THE SHIELDING HUB



Picked up the  
**FULL COUNCIL RESPONSE**  
as the pandemic rolled down.

Involved in  
**PPE DISTRIBUTION.**



### PART OF THE MULTIAGENCY RESPONSE TO THE PANDEMIC

including health protection  
activities including  
statistic monitoring.

### INVESTIGATED OUTBREAKS OF COVID IN WORKPLACES, ADVICE AND GUIDANCE PROVIDED.

### CAMPAIGNS WITH BUSINESSES TO IMPROVE THEIR COVID PRECAUTIONS.

### IMPLEMENTED AND MANAGED A BRAND NEW LICENSING REGIME – PAVEMENT LICENCES.

**TRIPLED WORKLOAD**  
of the environmental protection  
team.



**EMPLOYED NEW  
TECHNOLOGIES**  
to continue routine business .

## Committee Services

For 2020/21 we had to move Council  
and Committee meetings to a **REMOTE  
PLATFORM** so they could still proceed even  
when lockdown restrictions were in place.

These were developed in line with the new legislation  
that introduced by the Government specifically for this  
purpose. As a result we had

**85**  
**COMMITTEE MEETINGS**  
with over

**11,483**  
**VIEWS OF THEM ON LINE.**

This is significant when previously the public could  
only view meetings by attending them in person.



In 2021/22 the  
regulations that  
enabled remote  
meetings ended and  
we had to return to  
physical meetings at  
the Town Hall.

### THE SAFE RETURN OF COMMITTEE MEETINGS

at the Town Hall, also  
included two meetings  
at the Pump Rooms  
and one at Warwick  
University, which was  
the first time in the Full  
Council has met away  
from the Town Hall.

During the pandemic  
a new PA system was  
installed at the Town  
Hall that enabled  
Council, Cabinet and  
Committee meetings  
to be

### **BROADCAST LIVE.**

In 2021/22 there  
were

**77**

### **COUNCIL, CABINET OR COMMITTEE MEETINGS**

with combined views  
of over

**12,700 VIEWS**  
on YouTube.

