

## RECOVERY ACTION PLAN – COMPLETED ACTIONS (Version 1: 13 April 2022)

### Key to task owners:

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### Table of acronyms used:

A2D	A2 Dominion	EM3 LEP	Enterprise M3 Local Enterprise Partnership	SAG	Safety Advisory Group
ARG	Additional Restrictions Grant	ICP/ICS	Integrated Care Partnership/Services	SBC	Spelthorne Borough Council
BID	Business Improvement District	KGE	Knowle Green Estates Ltd.	SBF	Spelthorne Business Forum
DFG	Disabled Facilities Grant	MIG	Multi-agency Information Group	SPAN	Spelthorne Community Alarm Network

## INTRODUCTION

Spelthorne has developed a recovery plan outlining the measures the Council will be taking to assist our communities (both residential and business) to recover from the effects of the COVID-19 pandemic. This focusses on how the Council will lead and assist with the wider-borough recovery under five key areas/themes:

- a. Supporting Community Recovery
- b. Supporting Economic Recovery
- c. Supporting a Green Recovery
- d. Keeping People Informed, and
- e. Delivering Key Services

This Action Plan forms part of, and builds on the Recovery Plan, outlining a range of key tasks to deliver each of the actions listed.

**SUPPORTING COMMUNITY RECOVERY - ACTION PLAN**

<b>LEADERSHIP WITHIN OUR COMMUNITIES</b>			
<p><b>CR1</b> <b>Action:</b> a. Maintain visibility and engagement within our communities (including the voluntary sector and faith groups); capturing, embedding and further developing their energy and commitment, to support the delivery of services; and  b. Ensure inclusion of all sections of our communities, including hard to reach groups.</p>	<p><b>Task (and owner):</b> i. Build on COVID Champion programme to use as forum for promoting health topics and for relevant public consultation. (SLL)</p>	<p><b>Desired outcome:</b> Engagement with 15-20 champions on a fortnightly /monthly basis</p>	<p><b>Target date &amp; progress notes:</b> Autumn 2021 (COMPLETED) <b>Actioned:</b> Meetings have moved to a fortnightly basis and whilst numbers attending have dropped off since the lifting of restrictions the COVID briefings, including information on a range of health topics, continue to be circulated to all the COVID Champions.  At the start of November, Lisa Stonehouse started an internal secondment as a COVID Outreach Worker for four days per week. The posting is for a period of 6 months to engage and educate targeted communities and increase vaccine uptake rates. The post is funded entirely by Public Health and includes responsibility for continuation of the COVID Champions programme.</p>
	<p>ii. Build on the residents' association forum. (Council Leader/SLL)</p>	<p>Establish regular meetings with at least 8 residents associations attending</p>	<p><b>Target date &amp; progress notes:</b> Autumn 2021 (COMPLETED) <b>Actioned:</b> The first of the new round of RA Forum took place on 20 September. Meetings are due to take place on a quarterly basis and the next meeting will be towards the end of January date to be confirmed. Website details to be reviewed and updated. <b>Update February 2022</b> The second RA Forum is due to take place on 28 February. The meeting was originally scheduled for 15 Feb but was postponed in response to the Stanwell North By-election on 23 February. In coming month we will be looking to update the information regarding local Resident Associations held on the council's website and reaching out to new associations that have been formed over the pandemic.</p>

**SUPPORTING VULNERABLE PEOPLE TO HELP THEM TO STAY SAFE AND HEALTHY**

<p><b>CR4</b> <b>Action</b> a. Review our existing meals-on-wheels provision; and b. Explore options to expand provision to other vulnerable members of the community.</p>	<p><b>Task (and owner):</b> Expand Meals on Wheels provision to include a fully staffed evening service. (SMC/NR)</p>	<p><b>Desired outcome:</b> Now fully subscribed offering 25 evening meals.</p>	<p><b>Target date &amp; progress notes:</b> Spring 2021 COMPLETED</p>
<p><b>CR5</b> <b>Action:</b> Undertake a review to ensure the Community Centre offer provided by our Independent Living Team is appropriate and safe for all community groups.</p>	<p><b>Task (and owner):</b> Include the provision of more staff at community centres to cater for increased needs of those with a long-term condition. (SMC/NR)</p>	<p><b>Desired outcome:</b> Have recruited a full complement of Care Support Workers and High Needs Level 5 Health and Social Care Managers.</p>	<p><b>Target date &amp; progress notes:</b> Spring 2021 COMPLETED</p>
<p><b>CR6</b> <b>Action:</b> a. Enhance cross-agency working with health professionals and Surrey County Council to ensure a holistic approach is taken to improving the health and</p>	<p><b>Task (and owner):</b> i. Provide two borough representatives embedded in the discharge functions of the hospital both acute and community setting. (SMC)</p>	<p><b>Desired outcome:</b> Two Borough Discharge Coordinators recruited and inducted and funded by the ICP.</p>	<p><b>Target date &amp; progress notes:</b> Summer 2021 COMPLETED Autumn 2021</p>

<p>social wellbeing of the community; and</p> <p>b. including undertaking joint projects directed at specific vulnerable residents</p>	<p>ii. Provide step down accommodation to ensure our residents can be discharged from hospital settings into independence focussed safe settings. (SMC)</p>	<p>Create the provision of 9 Step Down flats across North West Surrey ICS funded and Spelthorne led.</p>	<p><b>Target date &amp; progress notes:</b> Summer 2021 COMPLETED</p>
<p><b>CR7</b> <b>Action:</b> Recognise and prepare to support the emotional needs caused by the pandemic on the community, with the assistance of partner organisations and all council services.</p>	<p><b>Task (and owner):</b> Centre managers are planning a COVID secure return to the centres which includes safe provision for the most vulnerable and to include extra emotional support to help residents cope with the long-term impacts of COVID 19. (NR)</p>	<p><b>Desired outcome:</b> Liaising with ASC to facilitate safe return and with H&amp;S to ensure long term sustainability of COVID secure environment. Whilst maximising the number of clients who can attend the setting.</p>	<p><b>Target date &amp; progress notes:</b> Autumn 2021 COMPLETED</p>

**PREVENTING HOMELESSNESS AND ROUGHSLEEPING**

<p><b>CR11</b> <b>Action:</b> Maintain momentum of the Council's affordable housing development schemes.</p>	<p><b>Task (and owner):</b> <b>NOTE:</b> At present, apart from the White House, Harper House &amp; the West Wing conversion into 25 affordable units, all the Council's current and proposed development schemes are either on hold as they need to be reviewed by the Sub Committee of the Corporate Policy and Resources Committee, or as a result of the moratorium on Council schemes in Staines-upon-Thames. Once the outcome is known the Action Plan will be updated. (HM/RM)</p>	<p><b>Desired outcome:</b> 44 affordable/key worker units at Benwell House.  25 affordable units at West Wing.  Delivery of Harper House.  Delivery of White House Hostel.</p>	<p><b>Target date &amp; progress notes:</b> May 2021 COMPLETED  October 2021 – Ground to 2<sup>nd</sup> floors Jan 2022 – 3<sup>rd</sup> floor COMPLETED  Sept 2021 COMPLETED Nov 2021  Sept 2021 COMPLETED</p>
<p><b>CR12</b> <b>Action:</b> Provide appropriate resources to address the predicted increase in numbers and complexity of homelessness approaches.</p>	<p><b>Task (and owner):</b> 20 additional emergency properties on a temporary basis arranged with A2 Dominion to house homeless households whilst seeking settled accommodation. (MI/KE)</p>	<p><b>Desired outcome:</b> Home suitable households on a prompt basis minimising void period.</p>	<p><b>Target date &amp; progress notes:</b> October 2021 (COMPLETED) 19/11/2021. Covid TA agreement to be reviewed in January 2022  01/02/2022. Review put on hold until 07/02/2022. However, we have moved on over 30 households into the West Wing and Harper House and freed up a number of units of temporary accommodation. Some households in the A2 properties will move to those units and others have a different move on pathway.</p>

**PROMOTING AND INCREASING LEISURE ACTIVITIES**

<p><b>CR15</b> <b>Action:</b> Improve and develop a broad range of leisure activities and family-orientated leisure pursuits.</p>	<p><b>Task (and owner):</b> Restart Leisure activities including Walking for Health and Cycling for Health under COVID safe guidance. (MH)</p>	<p><b>Desired outcome:</b> At least 2 walks a week and 1 ride a week/fortnight offered in line with COVID restrictions.</p>	<p><b>Target date &amp; progress notes:</b> April 2021 (COMPLETED)</p> <p><b>Actioned:</b> Walks restarted on 19<sup>th</sup> April and there have been three walks each week since then. The Cycling for Health Scheme re started on 10<sup>th</sup> May and there has been a cycle each week since then.</p> <p>Efforts are currently underway to recruit new volunteer leaders. More information, including a video of our walk leaders sharing their reasons for getting involved, is available on our website <a href="http://www.spelthorne.gov.uk/walkingforhealth">www.spelthorne.gov.uk/walkingforhealth</a> or <a href="http://www.spelthorne.gov.uk/cyclingforhealth">www.spelthorne.gov.uk/cyclingforhealth</a></p>
	<p>Deliver a free programme of holiday activities through the Club 4 programme for children on free school meals and those most in need (subject to funding). (LS)</p>	<p>15 young people to attend sessions including food for one week.</p> <p>Establish local need and identify relevant KPI.</p>	<p>Completed summer 2021</p> <p>The Club 4 holiday initiative organised by SCYP at Leacroft was well received. On average for the four days funded by SBC they had 14 – 17 young people; a total of 51 young people.</p>
	<p>Work with home school link workers, family support, family centres and housing to refer families to utilise play scheme vouchers</p>		<p>Completed summer 2021</p> <p>Vouchers have been issued to 170 families. Claims are still coming in from play schemes, but we believe that a significant number of vouchers have not been used this year due to Club 4. Club 4 was funded by central Government to prevent holiday hunger. It was free and included food, so if the children were eligible for free school meals/in need in some way, they were encouraged to attend Club 4.</p>

## SUPPORTING ECONOMIC RECOVERY - ACTION PLAN

<b>MINIMISING UNEMPLOYMENT</b>			
<p><b>ER3</b>  <b>Action:</b> Keep under review the Council’s discretionary grant policy and ensure that the Council distributes the funds available to best support individual firms to survive and to assist the broader economic recovery of the borough.</p>	<p><b>Task (and owner):</b>            To identify interventions linked to the Spelthorne economy, scan implementation of ARG elsewhere for ideas. Consultation carried out with businesses. (KM)</p>	<p><b>Desired outcome:</b>            Businesses will have a voice and influence on how the ARG is allocated; best value will be achieved with allocation of the fund</p>	<p><b>Target date &amp; progress notes:</b>            COMPLETED            A separate report in relation to the Discretionary Grant (also known as the ARG) provided for Economic Development Committee on 21 Sept 2021.</p> <p>Jan 2022 - A separate report in relation to the Discretionary Grant also known as the ARG is provided for this meeting and covers this area. Consultation with businesses identified a need for grants to purchase new equipment, improve shop fronts, professional business coaching, web sites and better application of social media tools. All of these have been provided using the ARG funds with the final window for applying closing on 13.2.22.</p> <p>Apr 2022 - Grants totalling £2,883,799 were allocated to Spelthorne, and at the last update for the Economic Development Committee on January 25, 2022, there was £1,875,500 reported to be left in the ARG fund.</p> <p>In addition to the above, in January 2022 the government awarded a top-up grant to support businesses that were badly affected by the Omicron outbreak over the Christmas period. Spelthorne received a total of £198,000 which was ringfenced for those businesses within the hospitality and leisure sector through the ARG funds. It was stipulated by the government that these funds could only be used to give direct financial support for businesses through cash grant payments. The deadline for allocating the funds passed on 31.3.22 and 100% of the grants was allocated to support Spelthorne businesses. The vast majority of the grant money was allocated to business bank accounts with a small amount spent on business support.</p>

**ASSISTING FUTURE BUSINESS GROWTH AND ADAPTATION**

<p><b>ER12</b> <b>Action:</b> Provide additional frontline support for Ashford, Sunbury and Shepperton businesses and retailers through our new Town Centre Manager.</p>	<p><b>Task (and owner):</b> Recruit a Town Centre Manager for the 3 towns to help promote them and support businesses. Staines already has a Business Improvement District in place. (AW)</p>	<p><b>Desired outcome:</b> Business via feedback speak highly of the Town Centre Manager and each town has functioning business groups in place.</p>	<p><b>Target date &amp; progress notes:</b> October 2020 – COMPLETED A town Centre Manager has been appointed and is currently holding surgeries for businesses within each of the towns every week.  Jan 2022 - The extent of support provided by the Town Centre Manager (TCM) has now expanded to include shopping parade, where he has visited and raised awareness with regards to the ARG Equipment Grant. The TCM also attended and supported the Xmas Tree nights in both Sunbury and Ashford helping out with the organisation of the event which was appreciated and raised his profile further.</p>
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**ATTRACTING VISITORS BACK INTO THE BOROUGH**

<p><b>ER17</b> <b>Action:</b> Continue to promote Spelthorne as a place to live, visit and do business through the Visitor Economy Forum (SBC and business).</p>	<p><b>Task (and owner):</b> Set up and maintain a representative group to highlight needs and help improve the business opportunities available. (DG)</p>	<p><b>Desired outcome:</b> Feedback from the group will show that there has been positive steps to help the visitor economy.</p>	<p>September 2020 COMPLETED</p>
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<p><b>ER18</b>  <b>Action:</b> Continue to monitor the implementation and effectiveness of guidance for the safe use of our town centres, open spaces and other areas; providing relevant information to businesses on operating safely under COVID restrictions.</p>	<p><b>Task (and owner):</b>  Make full use of the 6m x 4m digital screen in the Elmsleigh Centre, use of social media via SBC Communications Team.  (KM)</p>		<p>Feb 2021  COMPLETED.</p>
<p><b>ER19</b>  <b>Action:</b> Utilise EM3 LEP funding and government support in opening-up town centres post-COVID (using, for example, the Welcome Back Fund).</p>	<p><b>Task (and owner):</b>  Apply for funding to support initiatives to assist towns to open up safely. Make use of the allocated Welcome Back Fund.  (KM/TC/DG)</p>	<p><b>Desired outcome:</b>  Successful in bid to EM3 to install 9 cycle racks in the borough, a 6m x 4m digital information screen in Elmsleigh Centre to remind adherence to restrictions.</p>	<p>October 2020.  COMPLETED</p>

**SUPPORTING A GREEN RECOVERY - ACTION PLAN**

**REDUCE THE CARBON FOOTPRINT OF COUNCIL OPERATIONS**

<p><b>GR5</b>  <b>Action:</b>  a. Continue to develop our programme to use more electric vehicles by staff to reduce CO2 emissions   b. Purchase electric fuelled equipment when existing liquid fuelled equipment reaches end of life.</p>	<p><b>Task (and owner):</b>  Examine options for future purchase of electric cars &amp; bikes; introduce measures to enable staff to purchase/lease electric cars. (SO/HR)(SO/SM)</p>	<p><b>Desired outcome:</b>  Electric pool vehicles/bikes in use by staff for business purposes.</p>	<p><b>Target date &amp; progress notes:</b>  Completed</p>
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## DELIVERING KEY SERVICES – ACTION PLAN

MORE RESILIENT SERVICES			
<b>WR2</b> <b>Action:</b> Continue to review and update the Council's Pandemic Plan – taking into account lessons learned to ensure greater resilience in future.	<b>Task (and owner):</b> Update plans. (SM/AR)	<b>Desired outcome:</b> Updated and useable plans for future emergencies.	<b>Target date &amp; progress notes:</b> Dec 2021 COMPLETED
PROTECTING STAFF AND CLIENTS			
<b>WR8</b> <b>Action:</b> Continue to offer ongoing health and wellbeing support to our staff.	<b>Task (and owner):</b> Promote Carefirst part of our Employee Assistance Programme. (HR)	<b>Desired outcome:</b> Staff are fully aware of and can use the services offered.	<b>Target date &amp; progress notes:</b> Carefirst delivered 2021 COMPLETED  Ongoing support offered
NEW WAYS TO ACCESS SERVICES			
<b>WR10</b> <b>Action:</b> a. New ways to access services Make it as easy as possible for customers to access our services remotely; and b. Deliver more services remotely (e.g. SPAN).	<b>Task (and owner):</b> Part of continuous improvement programme and digital transformation. (DD/SMC/ICT/SM)	<b>Desired outcome:</b> Improved customer service and innovative methods of delivery.	<b>Target date &amp; progress notes:</b> Target dates to be set for individual service area improvements  COMPLETED autumn 2021

<p><b>WR11</b>  <b>Action:</b> Implement a plan for the safe transition back to public meetings</p>	<p><b>Task (and owner):</b>  To plan appropriate social distancing and then return to the new 'normal'.  (SM/MB/H&amp;S)</p>	<p><b>Desired outcome:</b>  Safe meetings.</p>	<p><b>Target date &amp; progress notes:</b>  September 2021   Completed Nov 2021. Return to internal/external meetings Feb 2022</p>
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