

APPENDIX A

	Current Status of Services	As at 20/04/20
Area	Service	Status
Community Services	Play areas	Closed and padlocked as per Govt direction
Community Services	Camp site at Hartsholme country park	Closed down and bookings cancelled through to June
Community Services	Hartsholme county park	remains open but staff only undertaking daily health and safety inspection. All activities suspended
Community Services	Parks and open spaces	Open but notices erected reminding people to keep their distance from each other .
Community Services	CCTV	Open and operating from City Hall 24/7.
Community Services	Car Parks	Open and reduced staffing still further to a basic rota undertaking health and safety inspections and basic customer service functions. Free parking in place for NHS/social worker staff as per govt guidance-. 8 car parking staff redeployed to Yarborough swabbing site.
Community Services	Residents Parking	System now in place for residents to apply for RPS permit renewal. Telephone service and code provided for display in car window.
Community Services	Bus station	Remain open but City council reception desk and staff on main console removed
Community Services	Public toilets	Following Govt decision to close most city centre business - all public loos closed apart from Bus station, which remains open. Now free entry from today
Community Services	Street cleansing	City centre to receive daily morning cleanse then bin emptying in day. Rest of city receive usual mechanical sweep and litter bin emptying only. Contractor is getting caught up with channel sweeping as no traffic on roads
Community Services	Fly tipping	will continue this service with focus on urgent cases
Community Services	Dangerous street furniture	To be repaired/removed as soon as possible by Housing Repairs team
Community Services	Graffiti removal	Only offensive incidents to be removed
Community Services	Abandoned vehicles	Only processed if pose a health and safety risk
Community Services	Waste collection	All three services currently operating (domestic, recycling, green waste). Will keep under review. Difficult for refuse vehicles to get into terraced streets due to residents parked cars on street. monitoring missed collections with contractor doing multiple returns to streets for pick up waste collection.
Community Services	Clinical waste	Still operating as normal
Community Services	Bulky item collection	Service non urgent so suspended
Grounds maintenance :	John Dawber gardens	closed
Grounds maintenance :	cemeteries	Cemeteries now open following additional government guidance.
Grounds maintenance :	tree services	urgent works only including watering recently planted trees to ensure they do not die
Grounds maintenance :	grass cutting/ bed maintenance	suspended, apart from in cemeteries where grave diggers do this in between digging graves /Starting to think about when we might need to reintroduce grass cutting due to highway safety
Environmental Services	Private sector housing	Staff working from home - emergency referrals . Focussing on HMO licensing
Environmental Services	Environmental Health	Staff working from home - have also taken on additional enforcement role to ensure businesses covered by Covid 19 regs remain closed. Providing a lot of advice to businesses that are unsure if they can trade.
Environmental Services	Public protection and ASB	Staff working from home. Focus is on urgent Nosisie nuisance and Domestic abuse cases.
Environmental Services	Licensing	Staff working from home - limited service
Environmental Services	Central Market	Following govt direction only food stalls remain open -only two stalls now remain open - a fruit and veg plus butchers
Environmental Services	Recreational and leisure incl leisure centres	Following govt direction all closed .

Environmental Services	Crematorium	Protected service - remains fully operational but reduced mourner numbers for services . Additional staff now being trained up. Closed to public on entering, and further reduction of mourners likely. Back office training to start shortly with redeployed staff. Now reduced attendance to 16 per service. Training for back office and cremator training continues.
Environmental Services	Events	Stopped and staff re deployed . 10km race now planned for 15th Nov 2020
Environmental Services	Visitor information centre	Closed currently
Environmental Services	community centres	closed as per govt direction
Planning and Building control	Development management	continuing - staff working from home. Site notices will still be erected
Planning and Building control	Building control	continuing - staff working from home but reduced staffing
Housing and Investment	HRS/Repairs	We are currently dealing with an average of 17 emergency repairs between the hours of 08:00-16:00. We are currently dealing with an average of 7 emergency repairs between the hours of 16:00-08:00. Any other operatives are working on Voids
Housing and Investment	Investment	Largely home working
Housing and Investment	Homelessness	Now a phone service where possible, we have provision for people who present at the door. Officers (Police and P3) working together. Director now chairing homelessness sub cell within LRF
Housing and Investment	Housing Solutions	Mainly at home, all non-committed allocations have stopped in order to prioritise homelessness.
Housing and Investment	Elderly Services	All Sheltered Accom covered, staffing in Lincare is resilient.
Housing and Investment	Tenancy	Mainly at home, phone service mainly reassuring tenants, working on hardship fund and additional DHP.
Housing and Investment	Safety Assurance Team	Mainly working from home.
Housing and Investment	Housing Strategy /Resident Involvement	Working from home, however resident involvement team to be redeployed to befriending service .
Chief Executives	Revs and Bens	Working from home/phones now up running. Monitoring impacts on increases in HB, CTS and UC claims. Significant demands on NNDR Team due to enquiries from businesses.
Chief Executives	Customer Services	7 staff picking up calls from home, other CSA's working from home picking up emails and providing support to revs and bens service with intake of claims etc.
Chief Executives	Business Management /Admin	Working from home - Support to CX, Leadership and Directors continuing with a mix being deployed to business support cell back office and befriending service.
Chief Executives	Audit	Redeployed to business support cell and Lincare
Chief Executives	Finance	Working from home /member of payments team picking up invoices when delivered by post and scanning indexing to ensure they get paid. Banking services provided remotely. Core finance team available to support budget holders, provide relevant advice
Chief Executives	Property and FM	All property team working from home . FM still providing on site presence at City Hall although not available all day, cleaning undertaken 3 days a week.
Chief Executives	Legal and Dem Services	Redeployed working on business support cell and civil society cell
Chief Executives	Civic	Redeployed to Lincare/some at home.
Chief Executives	HR / Work Based Learning (Apprentices)	Working from home
Chief Executives	Communications	Working from home
Chief Executives	Policy	Redeployed to business support cells/befriending service
Chief Executives	Procurement	Redeployed to Lincare
Chief Executives	IT	Some presence in City Hall at certain times , however mainly working from home - creating infrastructure to support home working and key service delivery.
Chief Executives	Org Change Lead	Redeployed to business support cell/IT support / creating remote working practices
Major Developments	Major Developments	Redeployed to business support cell.
Major Developments	Project Contract management	Minimum in place to fulfil contract requirements and control of contractors

Major Developments

Digital Strategy to support Town Fund

Work continuing to support future funding applications to improve Lincoln's future digital access, skills and resilience

