



Report to Cabinet

Date: 26 May 2020

Title: Buckinghamshire Council – Implications of Coronavirus

Relevant councillor(s): Martin Tett, Leader

Author and/or contact officer: Rachael Shimmin, Chief Executive

Ward(s) affected: All

Recommendations: to note the impact of the coronavirus emergency on Buckinghamshire Council.

Purpose of report

To provide an account of the action taken by Buckinghamshire Council in response to the coronavirus emergency to date, and the impact on council services.

Content of report

Background

1. On 12 January 2020 it was announced that a novel coronavirus had been identified. The World Health Organisation (WHO) confirmed the name of the new coronavirus as Covid-19. A Major Incident was declared for Buckinghamshire on 19 March 2020, and the national lockdown was put in place on 23 March 2020.
2. The purpose of this report is to provide members with a summary of the Council's response to the Covid-19 emergency and the implications for council services, as currently understood.
3. At the time the coronavirus situation began to escalate, in Buckinghamshire we were one week away from our go live date as a new organisation. The work that we had done in the preceding nine months to bring together services, managers, teams, create structures, appoint senior managers and agree key policies meant that we were able to develop a strong organisational and place based response to the pandemic.

Emergency Response

4. By the middle of March, we had in place a co-ordinated crisis response with clearly structured accountability, a clear interface with the NHS locally and with a strong link to the Thames Valley Local Resilience Forum. Initially this required a seven-day crisis response management team (the Councils Corporate Management Team) and the establishment of 12 separate 'cells', each with support sub-cell structures as appropriate were established. These cells have continued to operate with the crisis management team meeting several times a week to co-ordinate activity. The Leader of the Council attends these meetings to ensure a real time understanding of the breadth and range of issues that we are tackling. The cells are shown below. Each of the cells is led by a member of the Corporate Management Team, with an aligned Cabinet Member.

- NHS & Adult social care (with sub cells on the discharge process, vulnerable people, Providers, Workforce, Recovery)
- Housing & temporary accommodation
- Local death management process
- Communications and media
- Volunteering
- Local support hubs
- Food collection & distribution
- Business & suppliers
- Mutual Aid
- Resources
- Children's social care & Education
- Enforcement.

Support to Residents, Communities and Businesses

5. A large part of the Council's response has focussed on providing support to residents, communities and businesses either delivering initiatives from central government or developing more local solutions to respond to local challenges. A number of examples are noted below.

Working with health sector

6. A critical part of the local response has been the very close working between the health sector and the council to solve problems collectively and ensure adequate flow of patients across the system. One outcome of this has been to identify Olympic Lodge as

a reablement and care facility. In a three week period, we transformed the Olympic Lodge, a hotel which is part of the Stoke Mandeville Stadium into a 240 bed special social care facility for vulnerable adults during the coronavirus pandemic. The centre is designed to help free up hospital beds for people who need critical care as well as keeping these vulnerable adults out of hospital and at less risk of catching the infection. This model has been identified as best practice across the region and used by others to support work they are doing in their area. This facility is staffed by people who would normally work in operational services such as day care services.

7. In addition to this, the Council has also led on discharge from hospital in order for the NHS to focus on those who required critical care. As a result of this work the health and social care system developed, for the first time, a county wide Discharge to Assess function which included beds in residential and nursing homes as well as home care support for people who could go home.
8. We have arranged a series of webinars in partnership with our local NHS for care homes to support them in responding to the emergency. The first is on providing safe care in care home settings and provides information on infections control and how to take steps to protect staff.
9. Via the Integrated Commissioning Service, the Council is leading on the interface with the care market across the health and social care system in Buckinghamshire. To do this, in the first week of the crisis, a single point of contact was established to enable care homes, home care providers and Supported Living settings to email the Council and for us to get information out to them in a quick and easy way. We used this mechanism to also receive feedback from the sector which then focused our activity around the support we offered. During this time, the Council developed criteria for financial assistance to the care market, we worked closely with the CCG and other partners to create a 24/7 emergency PPE store and we also worked proactively to develop a local solution to testing for providers when national routes were failing to respond quickly. More recently, the Council has brought partners together in whole system meetings to develop an Enhanced Care Offer for care providers which goes beyond testing, access to PPE and financial assistance and includes elements on training and practical ways to support the health and wellbeing of the care sector workforce.

Working with partners

10. Also key to the response has been the collaboration with other local partners such as housing associations, universities, blue light services, military, parish councils and charities which has ensured a coordinated pan Buckinghamshire approach. Staff from across these organisations worked with all council cells to redesign their business model at pace, working long hours to develop daily communications and find solutions to support residents on the ground.

11. With 2400 charities in Buckinghamshire, the voluntary sector was always going to play a significant part in both the emergency and recovery response. A strategic voluntary sector taskforce has met with the Council on a weekly basis to share intelligence on emerging issues, ensuring a consolidated response and collective problem solving. As part of this response, we have worked with the key voluntary and community sector funders across the county to prioritise and coordinate our spending in the sector.
12. Close connections with 171 Parish Councils has also been a significant part of the local response. The Cabinet Member and Localities service has chaired weekly strategic discussion with BMKALC (the local association for Town and Parish Councils) and regular discussions with parish clerks to share intelligence or best practice and ensure a joined-up approach, as well as considering the impact on local councils to prepare for the recovery phase.

Working with Business

13. The Council's partnership with Buckinghamshire Business First (BBF) has enabled us to work closely with the local business community to provide guidance and support for those whose business has been affected by COVID-19. The online Business Support Hub was developed on the Council's website to provide a source of key information, linked to BBF's covid website. By working together, Buckinghamshire Council and BBF are ensuring that there is no 'wrong front door' for businesses seeking support.
14. In response to the coronavirus pandemic the government announced grants for small businesses, and businesses in the retail, hospitality and leisure industries in the form of grants to compensate them for loss of business from the emergency and resulting lockdown.
15. The Council is responsible for administering these grants and received just over £91m from the government to fund the grants. Working closely with Bucks Business First we identified those businesses who would be eligible and contacted just under 6500 businesses across Buckinghamshire who are eligible to receive a business grant. In addition to this direct contact we have promoted the scheme regularly via BBF, press releases and on our website to encourage high levels of take up.
16. Most businesses in the retail, hospitality and leisure sectors and those receiving Small Business Rate Relief or Rural Rate Relief will receive a grant as follows:
 - Properties with a rateable value of £15,000 or less will receive a £10,000 grant
 - Properties with a rateable value of more than £15,000 and up to £51,000 will receive a £25,000 grant.
17. In order to ensure that businesses received funding as soon as possible, we developed a five working day end to end process from receipt of the application to the money arriving in the business bank account. We have asked staff to work over weekends to ensure that this money reaches our business as soon as possible To date, we have

received and processed applications from over 5500 eligible businesses and awarded over £72m of grants as of 11 May 2020

18. We continually look for ways to communicate to the remaining businesses that are eligible to encourage them to apply. This includes through BBF, social media and local radio stations.
19. The Buckinghamshire Local Enterprise Partnership also established a £2m Buckinghamshire Business Resilience Fund, administered by BBF, to support those businesses which are not eligible for the Government's business grants or business rates holidays. Response from businesses was overwhelming and the Council redeployed staff to assist BBF with the administration of this fund.

Council tax relief

20. Following the award of £2.8m of hardship funding from the government, we agreed a policy to support working age claimants most in need with their Council Tax during the Covid-19 crisis. This includes providing residents already claiming support under the Council Tax Reduction scheme up to a further £150 this year. Once these initial awards have been made, we will carry out a further review of the remaining budget to recommend the best way to allocate these funds to support the most vulnerable residents.
21. Furthermore, we have also been taking a very pragmatic approach to arrears encouraging residents to get in touch with us if they are suffering financial hardship so that we can work with them to help identify a longer-term solution without necessarily taking our normal enforcement action.

Local support hubs

22. In developing our response to the growing needs within local communities eight support hubs were established within days of the emergency being classed as a major incident.
23. These hubs have been established to help support the most vulnerable people in our communities, as part of the national 'shielded residents' scheme. As of 15 May, 13,800 residents in Buckinghamshire had registered on the national 'shielded' list, and some 3500 of these had requested assistance with accessing essential supplies and/or meeting basic care needs. The hubs are playing a key role in communicating with these individuals, linking them into local support groups where appropriate and providing them with emergency food supplies and supporting them to access services etc. Approximately 100 council staff have been redeployed from their day jobs to contribute to the hubs, working with volunteers who are helping to deliver food and prescriptions etc. A number of local supermarkets have donated food to support this effort, and Food Banks across Buckinghamshire have played a vital role in supporting vulnerable individuals and families in accessing food supplies.

24. 1,800 residents registered with the Council as volunteers to help their neighbours and local communities. To help with this, two local charities, Community Impact Bucks and The Clare Foundation, worked with the Council to establish a volunteering platform and brokering service to link the volunteers with the charities, community groups, and other organisations in need of extra people power. We have been particularly fortunate to have the support of all of those who volunteered and are willing to do so in the coming months as well as the staff and charities supporting behind the scenes, who collectively demonstrate the significant community spirit in Buckinghamshire.
25. In addition to the work with more established charities, we have worked alongside localised informal groups which have rapidly established themselves in communities. Our locality area coordinators have been advising on best practice such as safeguarding and operating remotely, mapping provision to avoid duplication or identify gaps as well as signposting to funding.
26. As part of our response, the Council identified 900 residents from amongst our social care clients who could be particularly vulnerable during this period. 300 of these receive a daily call from social care staff to ensure we keep in touch with them and ensure they are receiving the support they require with the remaining 600 being contacted twice each week.
27. Alongside our social care staff, we are also working with 113 volunteers to help with these telephone calls who work under the supervision of social workers.

Homelessness

28. The council housing team supported by a significant number of other agencies, volunteer groups, local churches and businesses has found temporary accommodation for 80 people. Taking advantage of the availability of accommodation in a number of hotels, bed & breakfast establishments and other accommodation providers as their usual customers are staying away due to the current travel restrictions has ensured suitable accommodation has been found for these 80 people. Rough sleepers are a highly vulnerable group; often unable to isolate themselves, many have underlying health conditions that could leave them less able to fight coronavirus and at risk of passing it on to others, they have also been supported for their on-going health needs and are being provided with food. There are a very small number who have so far declined the offer of accommodation and these continue to be supported by outreach teams - again looking after their physical and mental health needs and ensuring they have food and medication.

Councillor fund

29. One of the key policies of Buckinghamshire Council is its commitment to support local councillors in tackling issues within their communities, using 16 community boards as the building blocks for this approach.

30. The Council released £250k from its community board funding to create an emergency fund for each community board so that councillors could provide financial support to local communities and groups who are a critical part of the emergency response.
31. The fund is primarily to support local communities in responding to the needs of vulnerable residents and to provide additional help where all other avenues of funding have been explored. As of 8 May, £162,000 had been paid to support 97 local initiatives, with projects including the supply of food parcels, support for Food Banks, debt advice, printing leaflets etc.

Mutual aid

32. As part of the Council's response, we identified the opportunity for Mutual Aid, with businesses being able to help others in need. Having put out a call for help, we have received over 210 responses from local businesses, offering everything from staff to PPE to support the local response.
33. We set up a registration scheme on-line and through our business partner Buckinghamshire Business First, we continue to work closely with the local business community to provide and support our local communities' needs.
34. Examples of help has included:
- Local firms providing oxygen supplies to local hospitals.
 - A local gin distillery making hand sanitiser.
 - Help with PPE including donations of equipment and a local university and local businesses printing personal protective equipment.
 - A local pub turning itself into a community shop.
 - Numerous offers of help with food from farms, local specialist shops, transport companies and even several celebrity chefs Jack (son of Heston) Blumenthal and Tom Kerridge producing, donating and delivering food to those in need and local hospitals.
 - Volunteers from the Bucks and Oxon 4x4 Response Group (a team of volunteer drivers who are usually called on in bad weather!) who have been out every day making deliveries.
 - Local car dealerships offering cars for volunteers to drive to make deliveries.

Implications for Council Services

35. The implications of the lockdown on individual service areas has varied considerably, depending on the nature of the service. The nature of the council service has dictated the response with the vast majority of teams and services continuing to be operational albeit working from home. The council's investment in IT solutions has made this possible and we were able to move 2500 people onto Teams software within 48 hours in

order to ensure video enabled meetings. A significant proportion of the council staff have been redeployed from their day jobs through to supporting the response.

36. Three buildings have remained open: Gateway; Walton Street and Wycombe and a small number of staff have continued to work in their office environment to carry out specific tasks, maintaining social distancing. Examples of staff who have continued to be on site include:

- Reception staff
- Face to Face Customer Service Centre Teams
- A limited number of ICT staff to maintain resilience
- Registrars.

37. The Council moved at pace to design and establish new service offerings where appropriate – for example to support the ‘shielded’ population – and to provide direct support to health colleagues as well as other local public, private and voluntary sector organisations involved in the response.

38. The following table identifies front line council services and summaries the current state of service delivery as 15 May 2020. *(Please note that due to the rapid pace of change, this information may have changed since publication of the report and will be updated verbally at Cabinet).*

Front Line Services	Status as at 15 May 2020
Adult Social Care <ul style="list-style-type: none"> • Safeguarding Older People • Mental Health • Physical Disability • Learning Disability 	<ul style="list-style-type: none"> • The service continues to provide support and care for adults, their families and carers. No public facing community services are running. Day Services were closed from the 23 March.
Communities and Public Health <ul style="list-style-type: none"> • Libraries/Customer Access Points 	<ul style="list-style-type: none"> • As of 23 March, libraries were closed. Online books and audio books still available. • Many staff have been re-deployed to support the community hubs, others are working on back office activity to improve the on-line resources for residents and the training for Customer Access Points has also been delivered. • Some staff have been engaged in trialling the re-commencement of the home delivery library service to provide resources to vulnerable residents. • Government guidance published on 11 May confirmed that libraries should remain closed for the time being.
Sports and Leisure	<ul style="list-style-type: none"> • Country Parks. As of 22 March, county parks were closed,

Front Line Services	Status as at 15 May 2020
<ul style="list-style-type: none"> • Local Parks • Country Parks • Leisure Centres 	<p>including car parks, refreshments, activities etc. Rights of way remained accessible to enable local residents to exercise. Staff (a number reside on site) engaged in maintenance and facilities monitoring activity of the facilities. Following Government guidance issued on 11 May, Country Parks re-opened to the public on 13th May with some operational changes to promote social distancing.</p> <ul style="list-style-type: none"> • Local Parks. Parks remain open for exercise but gatherings of people in different households are not permitted. Children’s play areas are closed. • South Buckinghamshire Golf Course. The Council’s golf course reopened to the public on 13th May following government guidance. • Leisure Centres. In accordance with the Government guidance, leisure centres remain closed to the public.
<p>Culture</p> <ul style="list-style-type: none"> • Museums 	<ul style="list-style-type: none"> • Museums that are funded, but not directly delivered by the Council, closed on 24 March
<p>Children’s Services</p> <ul style="list-style-type: none"> • Safeguarding • Children with Disabilities • Children in Need • Early Help 	<p>The Early Help service continues to support families that require early intervention in order to prevent escalation to statutory social care services. Resources are targeted at those most in need of help, and this support is being offered virtually.</p> <ul style="list-style-type: none"> • The Children’s social care service continues to provide care and protection to children at risk of or subject to harm to keep them safe. • Support is currently prioritised to those children and families in greatest need, and in the majority of cases this is taking the form of virtual contact, including the use of video calls. • Where absolutely necessary, home visits are completed if there are significant concerns in relation to a family. PPE is provided where appropriate, and government guidelines are followed.
<p>Youth Provision</p> <ul style="list-style-type: none"> • Fostering and Adoption 	<ul style="list-style-type: none"> • The service continues to operate and both the fostering panel and adoption panel have been able to meet via MS Teams.
<p>Education and Skills</p> <ul style="list-style-type: none"> • Education Provision • Early Years 	<ul style="list-style-type: none"> • Early Years providers and schools remain open for children of key workers, children with an Educational, Health and Care (EHC) Plans and vulnerable children only. • Children’s services have been working closely with school leaders, DFE and Ofsted throughout the lockdown period to make sure that school places are offered to children of

Front Line Services	Status as at 15 May 2020
	<p>key workers and vulnerable children across all education phases.</p> <ul style="list-style-type: none"> Following the Government announcements on 11 May, we are working closely with schools to prepare for the potential re-opening of schools to some year groups on 1 June.
<p>Housing and Homelessness</p> <ul style="list-style-type: none"> Housing services 	<ul style="list-style-type: none"> The service continues to support those who may be at risk of losing their accommodation or currently have nowhere to live. (see paragraph 26 above).
<p>Regulatory Services</p> <ul style="list-style-type: none"> Trading Standards Licensing Environmental Health Registrars Coroners Crematoria Cemeteries 	<ul style="list-style-type: none"> Trading Standards - The service is directly working on coronavirus related matters including: supporting residents who are most vulnerable to scams and raising awareness of scams more generally; helping businesses who need advice; considering complaints about businesses who have remained open; and investigating the safety of goods including PPE. Businesses are not being charged for advice which relates to coronavirus The Licensing service is operating an amended service, with all officers working remotely. E-licenses are being issued where appropriate to allow businesses to continue to trade if they need to. Site visits and inspections are not being carried out at the current time. Cremations & Burials - Since March, funerals continue to take place with restrictions on attendance. The processing of memorial applications and other non-essential matters are temporarily suspended. Registrars are only undertaking death registrations and these are by telephone. Births, marriages, civil partnerships and citizenship ceremonies are all currently suspended. Coroners are working at home continuing to deal with sudden or unexpected deaths. Inquests have been suspended until 15 May. Environmental Health are undertaking a very limited amount of site visits and the focus is on reactive work (customer complaints). Officers are enforcing the new legislation around businesses unable to trade at the moment and are gathering and reacting to intelligence. They are also providing advice regarding social distancing to businesses that are able to trade.
<p>Transport</p> <ul style="list-style-type: none"> Highways Rights of Way 	<ul style="list-style-type: none"> Public rights of way networks remain open and accessible for exercise or essential journeys. Highways Services delivered through Transport for

Front Line Services	Status as at 15 May 2020
	<p>Buckinghamshire continue to operate with some adjustments to operations to enable social distancing etc. Where possible, works are being accelerated given the significant reduction in traffic volumes.</p>
<p>Logistics</p> <ul style="list-style-type: none"> • Home to School Transport • Integrated Transport • Parking • Buses 	<ul style="list-style-type: none"> • Since the end of March, bus companies are operating a reduced timetable • As of 23 March, concessionary bus pass holders are allowed free bus travel at any time to enable them to access early shopping hours. • School transport services continue to take eligible children to school and plans are being developed for the potential re-opening of schools to some year groups on 1 June. • As of 24 March, parking charges for Council owned car parks and on street parking have been suspended. Some staff have been redeployed to support the emergency response including the Community Hubs and support for the Olympic Lodge
<p>Planning and Enforcement</p> <ul style="list-style-type: none"> • Development Management • Planning and Building Regulation Enforcement 	<ul style="list-style-type: none"> • The service is operating an amended service, with planning and building control officers working remotely and systems put in place to allow the service to continue. • Plans are being developed to ensure that Planning Committees are able to meet from June.
<p>Environment and Climate Change</p> <ul style="list-style-type: none"> • Waste Strategy and Management 	<ul style="list-style-type: none"> • Collection services continue with a reduced number of staff due to staff absenteeism across all areas. • Services have been delivered in accordance with Government guidance and clinical, general waste and recycling collections have been prioritised • Garden waste collections were suspended for all areas at the end of March but were reinstated from 11 May 2020. • Bulky waste collections were temporarily suspended but have now been resumed • Food waste. South Bucks and Aylesbury areas have continued as normal and food waste is currently being mixed with general waste in the Wycombe & Chiltern areas. It is anticipated this will return to normal towards the end of May • Recycling collections were temporarily suspended for a short period in the Wycombe and Chiltern areas but have since resumed. • Household Waste & Recycling Centres (HWRCs). Household recycling centres were closed on 26 March. On 6th May five HWRC sites (Amersham, Aston Clinton,

Front Line Services	Status as at 15 May 2020
	Buckingham, Beaconsfield and High Wycombe) re-opened and are operating seven days a week, 9am-6pm.

Council staffing

39. The council has tracked staff availability on a daily basis. The Covid positive sickness rate have been relatively stable at c.0.5-1% of all employees and those who have declared themselves as Covid symptomatic but still working and/or Shielding has been in the range of 14-17%. With the introduction of full home working from Tuesday 24th March this has meant that from the start of the pandemic we have consistently had in excess of 80% staff fully available for work, many of whom are directly involved in supporting the Covid response... A ‘snapshot’ exercise undertaken on 20 April 2020 demonstrated that, out of a total workforce of 3959 employees on that day, only 79 people had no assigned work(0.73% of our workforce). These people work almost exclusively in very part time roles e.g. working 2 hours a day as a school crossing patroller and moving them into other work has not always been possible. To note the deployment of people into other work varies from day to day according to demands.

40. Where staff cannot undertake their normal work. we have repurposed 147 staff into a variety of areas including:

- a. Volunteer Cell
- b. The Local Support Hubs
- c. Crematoria as Chapel Attendants and Admin Assistants
- d. Olympic Lodge as a back-up Care support Team
- e. Into the BHT Bereavement Service.

Performance

41. We have been monitoring the impact of Covid19 on our business as usual. Key metrics that are monitored on a weekly basis are included at Appendix A.

Financial Impact

42. Buckinghamshire Council received just over £91m from government for business grants on the 1st April (upfront of payments made). This money is ringfenced for business grants and any money not used for that purpose will need to be returned to the Treasury. We have also received £2.8m for council tax hardship and £25.6m emergency funding (from the two nationally announced pots of £1.6bn) for our response to covid-19 (un-ringfenced).

43. We anticipate that our additional costs / lost income will exceed this overall funding but by how much depends on the timescales around the current lockdown and also the period of time before we return to the normal provision of services. We will continue to lobby government to ensure that all of our additional costs / lost income is fully recovered. Examples of our Covid-19 related spend include increased demand and costs within adult social care, increased costs due to schools opening over the Easter Holiday, emergency food packages and temporary accommodation costs. Examples of our lost income include parking charges, property rental income and planning income.

Consultation and communication

44. We have taken a proactive approach to communications realising the important part this plays in responding to the emergency.

45. A separate communications and media cell was established as part of the emergency response, working closely with all partners including the Clinical Commissioning Group and Buckinghamshire Healthcare Trust and also supporting the Thames Valley Local Resilience Forum.

46. The central point for our resident communications is the Community Support Hub, set up on the new council's website in response to the emergency, providing all the critical messaging issued both locally by the council and Public Health, and the national messaging from central government.

47. A comprehensive communications programme has been put in place using a variety of channels including press (national and local), newsletters, video and social media, alongside the website. Highlights include:

- #ProudofBucks campaign to highlight the community spirit across Buckinghamshire. To date we have over 100 examples of local initiatives and projects;
- Rapid expansion of our social media following - our tweets have been loaded over 18 million times and our Facebook posts being seen by 671,000 accounts;
- Daily video blog by the Leader with guest speakers, covering topics from mental health, business support, advice on keeping fit whilst staying at home and information on how the council's main services have been affected. These have been viewed by over 1,000 residents.
- Twice weekly e-newsletter which has been read by over 135,000 residents; this has been extremely well received with numerous compliments following each edition.
- Daily email update to the Council's elected members ensuring they are kept informed of all the latest developments.
- Internally, the Chief Executive produces a daily video blog which is sent to all staff and is viewed by over 500 staff each day

- weekly updates to Town and Parish Councils
- promotion of local foodbanks, encouraging donations through our wider communications and local marketing materials.
- Provision of supporting materials for local councils and groups including banners for social distancing, social media graphics and many posters for self-isolating etc.

Next steps and review

48. The Council is currently working with partners to develop its recovery planning for Buckinghamshire, linked into the emerging national guidance. For the Council, this includes arrangements for re-opening services at the appropriate time, as well as building on the lessons arising from this emergency period for the future design and delivery of services as part of the unitary programme. The Recovery Plan will be considered by Cabinet in June.
49. We are currently developing a Covid 19 risk assessment, in accordance with the Government's Covid-19 secure guidelines, to ensure that staff are able to return to their workplaces in due course, as appropriate. This will be published on our website.

Background papers

None

Your questions and views (for key decisions)

If you have any questions about the matters contained in this report please get in touch with the author of this report. If you have any views that you would like the cabinet member to consider please inform the democratic services team. This can be done by telephone [01296 382343] or email

democracy@buckinghamshire.gov.uk

Appendix A – Weekly Metrics (14/5/20)

Ref	KPI	Reporting Frequency	Period Reported	Benchmark (as at 15th March)	Latest performance
C001	Number of missed bin collections	Weekly	27th April - 3rd May	356 out of 225,260	261
C002	% of missed bin collections	Weekly	27th April - 3rd May	0.16%	0.12%
C003	% of Emergency highways defects attended to in 2 hours	Monthly	1st April - 30th April	98% (target)	100%
C004	% of Category 1 defects repaired in 2 working days	Monthly	1st April - 30th April	98% (target)	99%
C005	Number of streetworks/permit applications received weekly	Weekly	4th May - 10th May	na	895
P001	Number of planning applications submitted	Fortnightly	27th Apr-10th May	363 (23rd Mar-5th Apr)	272
P002	Number of valid applications submitted	Fortnightly	27th Apr-10th May	304 (23rd Mar-5th Apr)	237
P003	Number of planning application decisions made	Fortnightly	27th Apr-10th May	414 (23rd Mar-5th Apr)	301
CS001	Number of Looked After Children	Weekly	As at 10th May	487	484
CS002	Number of children on a Child Protection Plan	Weekly	As at 10th May	599	532



Ref	KPI	Reporting Frequency	Period Reported	Benchmark (as at 15th March)	Latest performance
CS003	Number of pupils with Education, Health and Care Plans	Weekly	As at 10th May	4705	4756
CS004	% of Education, Health and Care Plans issued within 20 weeks	Weekly	4th May - 10th May	60% (wk ending 15th March)	70%
CS005	Number of Buckinghamshire Schools reported as open	Weekly	As at 7th May	272	185
CS006	Number of pupils attending Buckinghamshire schools	Weekly	As at 7th May	95456 (January estimate)	1754
A001	Number of contacts regarding a safeguarding concern for Adults	Weekly	4th May - 10th May	188 (wk ending 15th March)	162
R001	Number of calls answered in the Customer Service Centre	Weekly	4th May - 10th May	3159 (March avg week)	2259
R002	% of calls answered (Target 90%)	Weekly	4th May - 10th May	90% (March avg week)	92%
R003	Number of Webchats	Weekly	4th May - 10th May	302 (March avg week)	336
R004	Number of emails/contact us forms	Weekly	4th May - 10th May	160 (March avg week)	244
R005	Number of residents in receipt of housing benefit	Monthly	1st April - 30th April	16,733 (March)	16,612
R006	Number of residents in receipt of Council tax reduction	Monthly	1st April - 30th April	22,290 (March)	22,871
R007	Value of business grants paid (cumulative)	Daily	As at 11th May	£0	£72,321,000

