

CAB3252
APPENDIX 4

COVID-19 Council services demand data update April to July 2020

SERVICE AREA	MEASURE	2019				2020				TOTAL
		APRIL	MAY	JUNE	JULY	APRIL	MAY	JUNE	JULY	
Business Rate Relief and Grants (running total)	All Retail, Hospitality & Leisure Relief (RHL)	£1.38m	n/a	n/a	n/a	£26.02m	£26.67m	£26.77m	£27.34m	£27.34m*
	Small Business Rate Relief	£4.73m	n/a	n/a	n/a	£4.84m	£4.89m	£4.81m	£4.83m	£4.83m*
	Other Reliefs	£5.13m	n/a	n/a	n/a	£5.39m	£5.40m	£5.48m	£5.48m	£5.48m*
	RHL - £10k grants	n/a	n/a	n/a	n/a	£1.24m	£2.18m	£2.23m	£2.27m	£2.27m*
	RHL - £25k grants	n/a	n/a	n/a	n/a	£8.15m	£9.30m	£9.45m	£9.65m	£9.65m*
Local Resource Centre / Community Support	Small Business Grants - £10k	n/a	n/a	n/a	n/a	£12.44m	£13.91m	£14.49m	£14.75m	£14.75m*
	Total New Referrals from HCC	n/a	n/a	n/a	n/a	347	132	57	20	556
	Referrals passed to Voluntary Support Groups	n/a	n/a	n/a	n/a	125	65	8	7	205
	Prescriptions delivered	n/a	n/a	n/a	n/a	49	49	48	40	186
	Food parcels delivered	n/a	n/a	n/a	n/a	22	33	22	28	105
Housing	Shopping purchased/delivered	n/a	n/a	n/a	n/a	15	4	11	9	39
	Council tenants contacted by phone to offer support	n/a	n/a	n/a	n/a	1650	11	4	1	1666
	Total Arrears (running total)	£341k	£337k	£375k	£359k	£500k	£535k	£571k	£580k	£580k*
	% of Housing tenants in arrears (running total)	21.74%	19%	20%	21%	31.00%	21%	22%	23%	23%*
	% claiming Universal credit (running total)	6.20%	7%	7%	8%	14.50%	16%	16%	17%	17%*
Waste / Env / Licensing	% claiming UC in arrears (running total)	48.00%	n/a	n/a	n/a	64.00%	55%	55%	57%	57%*
	% current debt due to UC claimants (running total)	34.00%	n/a	n/a	n/a	58.00%	60%	61%	65%	65%*
	Residents in B&B (number at month close)	n/a	n/a	n/a	n/a	13	10	9	3	3*
	Rough Sleepers in Council units (no. at month close)	n/a	n/a	n/a	n/a	12	10	6	3	3*
	Tenancy Support Caseload (weekly new referrals)	n/a	n/a	n/a	n/a	58	2	6	6	72
Waste / Env / Licensing	Planning – Decisions issued (inc. SDNP)	263	196	210	227	225	181	196	199	801
	Bonfires reported	15	6	5	9	30	21	17	8	76
	Fly-tipping - reported	121	122	170	124	139	183	195	181	698
	Waste Collection – Missed Bin reports (cases closed)	414	574	993	754	260	288	222	278	1048
	Garden Waste Bags - New / Replacement bag request	724	610	606	745	1068	1096	963	808	3935

Note: Totals in italics are a cumulative total/ point in time amount only, reflecting figure at the end of July.