

# *“you’re on mute!”*



## LOCKDOWN ONE YEAR ON WDC'S RESPONSE TO THE PANDEMIC



# Introduction



As we reflect on the past year, we should all take a moment to consider how far we have come as a council. We have continued to deliver our services to residents, we have been able to respond to and support the most vulnerable in our communities and all this whilst co-ordinating our own IT kit to support us to work effectively from home. It has been a fantastic achievement and we have all worked together and supported each other along the way. I know it has been a difficult year and many of you have had some tough circumstances of your own to deal with, but I do hope you will use this booklet to reflect on some of the positives and recognise the importance of the role you and your teams have played on this journey to get us where we are today.

Chris Elliott, Chief Executive  
Warwick District Council



What a year this has been! And whilst it has not been the year we expected, I would like to pay tribute to fellow staff and councillors for the unflinching commitment you've given to providing the services our residents have needed, at a time when they have needed us most.

It has not all been plain sailing, but we've worked 'above and beyond' to do our duty and face issues together, responding positively to the needs of our residents and supporting each other whatever the challenge. Thanks for this outstanding performance, which gives me great confidence that we'll prevail and continue to successfully shape a modern and agile council, whatever we may encounter in the year ahead.

Andrew Day,  
Leader, Warwick District Council

## Unprecedented. The new normal. "You're on mute!"

Some words and phrases will forever be synonymous with 2020, a year that none of us could have ever foreseen. But when the time came, you rose to the challenge and continued to provide our services to residents whilst going above and beyond to support the most vulnerable in the midst of a global pandemic, one that saw your own lives turned upside down, too.

Through home-schooling, WebEx, Jabber, Zoom and Teams, clapping our carers, getting in your daily exercise, washing your hands, covering your face, making space, baking banana bread to paying business grants, reducing homelessness, delivering food and medicine to those shielding, supporting voluntary groups, refitting Riverside House and remote working in the garden on a sunny day – we've truly lived up to the values of Warwick District Council.

Let's take a look at just some of the many incredible achievements from this past year.

## Corporate achievements

**85**  
COMMITTEE MEETINGS  
BROADCAST ON  
YOUTUBE  
WATCHED OVER  
**11,000** TIMES



**85%**  
STAFF WORKING  
REMOTE



**15%**  
WORKING FROM THEIR  
OFFICE BASE ACROSS  
THE DISTRICT, INCLUDING  
RIVERSIDE HOUSE



CLOSER WORKING  
WITH STRATFORD  
DISTRICT COUNCIL



Working *Together*

**30**  
LOCAL RESIDENTS TOOK PART  
IN A PEOPLE'S INQUIRY IN TO  
CLIMATE CHANGE, PROVIDING  
**39**  
RECOMMENDATIONS



CX TALK – 4 SESSIONS  
DELIVERED VIRTUALLY WITH  
**336** STAFF AND **3**  
COUNCILLORS IN ATTENDANCE



## Shielding Hub

HUBS OPERATED FOR  
**15**  
WEEKS



**2204**  
FOOD BOXES DELIVERED



**3377**  
PRESCRIPTIONS AND  
DOCTORS APPOINTMENTS



**2040**  
RECEIVED MENTAL  
HEALTH SUPPORT



**1,000s**  
OF CALLS MADE TO  
VULNERABLE PEOPLE BY  
STAFF ACROSS CUSTOMER  
SERVICES, HCP AND  
OTHER AREAS



## Culture

**7**  
TENNIS COURTS  
RESURFACED IN  
LEAMINGTON



**550**  
ATTENDEES AT SPARK:  
IGNITE 2021

connect. celebrate. collaborate.  
**sparkignite**

**192,152**  
ATTENDED LEISURE CENTRES  
SAFELY BETWEEN 1ST AND  
2ND LOCKDOWN



WE MADE THE TOWN HALL  
AVAILABLE FOR THE POST  
OFFICE – AN IMPORTANT  
PROVISION FOR THE TOWN



## Development

SAFE RETURN OF  
WARWICK DISTRICT  
MARKETS



WELCOME BACK TO THE  
TOWN CENTRES – BUSINESS  
SUPPORT AND PUBLIC  
ENCOURAGEMENT, WORKING  
CLOSELY WITH HEALTH &  
COMMUNITY PROTECTION



**82**  
USERS OF THE BETTERPOINTS  
CHOOSE HOW YOU MOVE APP,  
CLOCKING UP  
**3,256 miles**  
OF SUSTAINABLE TRAVEL  
SO FAR

DEVELOPING SOUTH  
WARWICKSHIRE LOCAL PLAN  
WITH STRATFORD DC



**£10M**  
FUNDING SECURED FROM  
THE FUTURE HIGH STREET  
FUND FOR LEAMINGTON  
TOWN CENTRE



## Assets

DELIVERED PLANNED  
PREVENTATIVE MAINTENANCE  
(PPM) PROGRAMME TO OUR  
CORPORATE BUILDINGS



IMPROVEMENTS TO VICTORIA  
PARK AHEAD OF THE  
COMMONWEALTH GAMES



**£744k**  
GRANT TO RETROFIT  
COUNCIL BUILDINGS TO  
REDUCE CARBON



VITAL SUPPORT TO THE  
COMMUNITY FROM OUR  
BEREAVEMENT SERVICES  
TEAM AT OAKLEY WOOD





## Finance & Customer Services

OVER  
**£48m**  
IN GRANTS PAID OUT  
TO BUSINESSES



**£832k**  
PAID TO COUNCIL TAX  
REDUCTION CLAIMANTS  
TO PROVIDE FURTHER  
FINANCIAL SUPPORT



**£110,500**  
PAID IN TEST &  
TRACE SUPPORT PAYMENTS

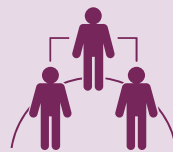


## Health & Community Protection

**1316**  
BUSINESSES SUPPORTED WITH  
CORONAVIRUS SAFETY ADVICE



**£6.2m**  
PAID TO COMMUNITY GROUPS  
UNDER THE COMMUNITY  
ECONOMIC RECOVERY FUND  
(CERF)



INTRODUCED A NEW APP  
TO HELP RESIDENTS  
MONITOR NOISE NUISANCE  
COMPLAINTS



**338**  
338 COMPLAINTS RECEIVED AND  
INVESTIGATED REGARDING NON-  
COMPLIANT BUSINESSES & LACK  
OF SOCIAL DISTANCING



## Housing

**150**  
HOMELESS PEOPLE  
REHOUSED IN SOCIAL,  
PRIVATE AND  
SUPPORTED HOUSING



OVER  
**£2m**  
IN GRANTS FOR 40 SOCIAL  
HOMES AND 25 PRIVATE  
HOMES TO REDUCE  
CLIMATE IMPACT



**3620**  
LIFELINE CUSTOMERS  
SUPPORTED



**3250**  
FIRE SAFETY INSPECTIONS  
CARRIED OUT



## ICT

LAUNCHED MS TEAMS TO  
OVER  
**600**  
STAFF & COUNCILLORS



NAMED  
**15**  
NEW STREETS



LAUNCHED VIRTUAL  
COMMITTEE MEETINGS  
IN CONJUNCTION WITH  
COMMITTEE SERVICES



WE AVERAGE  
**7,500**  
HOURS OF VIDEO FROM  
**2,500**  
MEETINGS EVERY MONTH!



PRODUCED A NEW "CHECK-  
IN" APP TO SUPPORT TEST  
AND TRACE FROM SCRATCH



## Neighbourhood

OVER  
**50**  
ELECTRIC CHARGING POINTS  
INSTALLED IN CAR PARKS  
ACROSS THE DISTRICT



WORKED WITH HCP TO  
PROVIDE A TESTING CENTRE  
ON COURT STREET IN  
LEAMINGTON SPA



**6,000**  
VIEWS OF OUR “DON’T BE  
A TOSSER” ANTI-LITTER  
VISUAL POEM



WORK CONTINUES ON  
PROCURING A JOINT WASTE  
CONTRACT WITH SDC



## People & Communications

**58**  
NUMBER OF STAFF JOINED  
US VIRTUALLY SINCE  
LOCKDOWN BEGAN



**6**  
NEW APPRENTICESHIPS



GREW OUR SOCIAL MEDIA  
AND EMAIL MARKETING  
AUDIENCE BY OVER

**5,300**  
PEOPLE



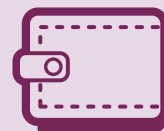
**82**  
REMOTE VIRTUAL TRAINING  
COURSES ATTENDED BY  
**992**  
PEOPLE



**52**  
WEEKLY UPDATES TO  
OVER 300 PARTNERS,  
STAKEHOLDERS AND  
COUNCILS



NEW PAYROLL AND  
ANNUAL LEAVE SYSTEM  
INTRODUCED



## This is just a snapshot.

We know there are a multitude of examples where teams from across the Council have gone above and beyond to support our communities, and we simply can't do it all justice in one little booklet!

## But the work doesn't stop there.

Our Elections team are currently in the midst of organising Covid-safe elections, ensuring that everyone has the ability to vote safely on 6 May 2021. This is will be a Council-wide effort whether you're manning a polling station, counting ballot papers or ensuring that the work continues in your department over this period.

And now, one year on we have a roadmap as set out by the government that should see England return to some kind of normal by the end of June.

As we progress through the steps of the roadmap we will continue to be there for our residents and businesses, ensuring that they have the support and advice they need from us to reopen and rebuild.

Thank you for your work throughout a unique and *unprecedented* year.

