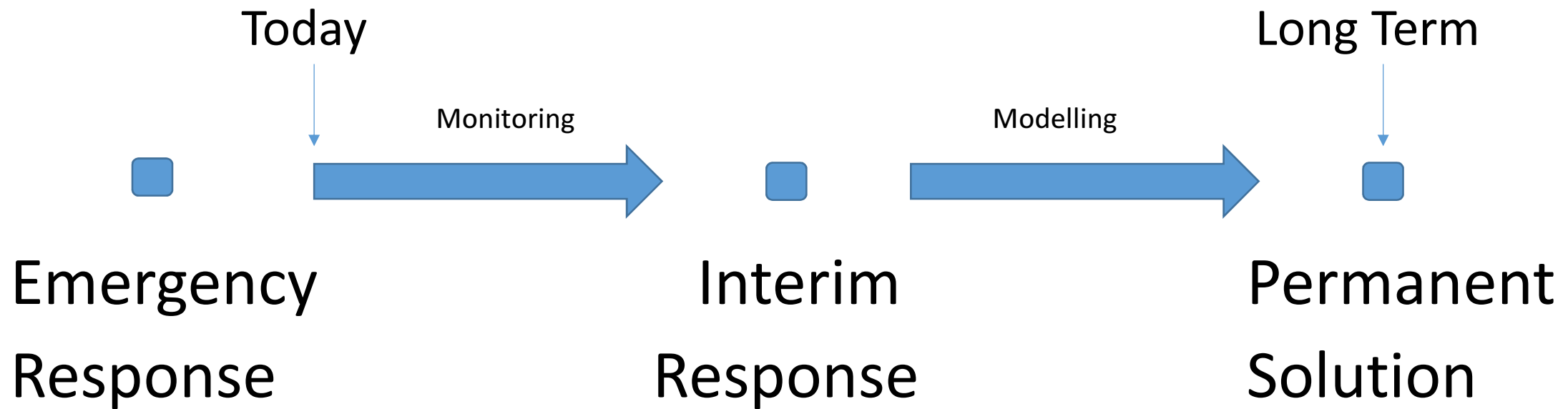


Acknowledge that:

- The scale and nature of the challenges being experienced by our communities and the Council itself on a daily basis has been unprecedented;
- That business as usual for our communities and the Council will not look the same in the short or medium term and may never return to what it looked like previously;
- Business as usual is unlikely to be a smooth curve given the likelihood of second and perhaps third and fourth Covid-19 outbreaks requiring further periods of lockdown;
- That other external factors will affect the return to normal e.g. EU Transition.

Recovery Route Map



Countywide Emergency Response

- Led by **Hertfordshire Local Resilience Forum (LRF)**, a partnership of over 60 organisations including the emergency services, local councils, health services and volunteers;
- LRF linked to Central Government;
- Countywide strategic recovery plan – CEx/MD our representative;
- Various cells leading specific responses e.g. District Volunteer and People Assistance Cell;
- NHDC local emergency response led by the CEx/MD;
- Petitioning Government for additional funding.

NHDC Emergency Response

- Full home working deployed in days, from 80 to nearly 250 (275 max);
- Development of paperless operations e.g. planning;
- Video conferencing and live streaming;
- 10% increase in benefit caseload;
- Paid out 2,004 business grants totalling £25.22m;
- Paid 213 discretionary business grants totalling £1.335m;
- Housed all rough sleepers within the 24 hours notice given;
- 1500 welfare calls made; 1,000 food parcels provided to local organisations and 7,000 letters sent by NHDC staff volunteers;

NHDC Recovery Response (so far)

- Focus on resuming service delivery, in partnership with contractors where required;
- Working with partners to develop recovery plans eg SLL and leisure;
- Plans developed for re-opening DCO when appropriate;
- Reopened North Herts Museum on 4 July;
- Worked closely with Hitchin Market to enable them to reopen on 2 June;
- Worked with other authorities across the county, to develop approaches;
- Worked with HCC to reopen high streets;
- Local Outbreak Plan;

Next Step - Recovery Plan Governance

- Recovery Project Board will:
 - To oversee and monitor delivery of the Recovery Plan;
 - To act on behalf of the Council to provide the necessary strategic guidance and direction;
 - Ensure effective project management arrangements are in place;
 - Ensure there is an effective risk management system in place and consider on-going risks;
 - To ensure sufficient and an effective use of resources;
 - To ensure collaboration and integration, where appropriate, with other public and private sector recovery plans;
 - To advise on Member engagement as appropriate;
 - To have input to reports and present to appropriate committees;

Ideas for Building Back Better

- Use this time of disruption to test and trial new and innovative ways of doing things;
- Look to provide support in the right place and the right time;
- Recognise the community groups and look to their future;
- Get applications ready for central government funding for projects;
- Recognise areas of opportunity and commercial growth;
- Recognise our role, less bureaucracy, off-setting of fees and charges;
- Get people back into the towns, establish confidence;
- Re-imagine the high street and set up 'meanwhile uses';
- Re-think economic growth, recognise that Business as Usual will be different for everyone;