

## Appendix 2

### Schedule of Service Changes/decisions

Department	Service	Decision to close / reduce: rationale	Decision taken by: officer with delegated authority (including Gold)	Equalities consideration	Consultation undertaken, including with Cabinet member
<b>Legal, HR, Audit &amp; Investigations</b>	All	No decisions made			
<b>Finance</b>	Finance	No decisions made			
<b>Assistant Chief Executive (ACE)</b>	Strategy & Partnerships (Brent Connects)	Decision taken to cancel all Brent Connects events in March/April cycle. This decision may apply for the next cycle of meetings in which case we may need to consider how we continue our work to consult and involve residents in council decision- making.	Assistant Chief Executive	Brent Connects is a key way to connect with residents and provide them with updates on upcoming council priorities. Cancelling events means/ runs the risk of some residents who engage at these events and do not use technology to engage such as the elderly or people with learning disabilities.	Cabinet Member

<b>Customer and Digital Services (CDS)</b>	ICT Shared Service	No decisions made			
	Client & Applications	No decisions made			

	Transformation	Closure of community hubs F2F service. Decision taken in conjunction with libraries and customer services in response to govt position and Gold decision to close council buildings.	Director of CDS.	Hubs are continuing to provide a phone service to meet the needs of vulnerable customers.	Consultation with VCS partners. Cabinet member informed.
	Procurement	No decisions made			
	Customer Access	Closure of face-to-face customer services in response to govt position and Gold decision to close council buildings.  Decision to close face to face registration and nationality service in line with changes to government legislation  In response to guidance from GRO and Govt legislation	Director of Customer Access in consultation with the Chief Executive  Gold strategic Group	Customer services staff have been redeployed to contact centre and are handling switchboard and benefits related calls.  All death registration requests now being carried out over the phone	Consultation with Leader of the Council and Deputy Leader

<b>Regeneration and Environment</b>	Burials	Reduced burial slots at other cemeteries to free up staff to relocate to Carpenders Park	Operational Director Environment Services Gold strategic Group	Reduced options for all customers	Consultation with Leader of the Council & with the relevant Cabinet Member
	Grounds Maintenance	Reduction in maintenance operations to allow staff to transfer to Carpenders Park Cemetery for burials work.	Operational Director Environment Services Gold strategic Group	None	Consultation with Leader of the Council & with the relevant Cabinet Member

	Grounds Maintenance	More focused operation, less frequent verge cutting and an increase in KOT for grass length from 100cm to 150cm	Operational Director Environment Services GOLD	None	Lead Member Leader
	Brent Start	Building closed to staff and learners as instructed by government in line with guidance received on schools closures	Operational Director, Regeneration, Growth & Employment	On line learning and support still available	No
	Brent Works	No face to face meetings to avoid contact in line with guidance for all LBB staff	Operational Director, Regeneration, Growth & Employment	Phone and online support still available	No
	Community Safety & Public Protection (CCTV)	Reduction in operating hours in line with staff availability	Operational Director Environment Services Gold strategic Group	None	with the relevant Cabinet Member
	Pest Control	Reduce by supplying customers with DIY kits. Avoids staff contact with customers in own homes. In line with guidance on social distancing.	Operational Director Environment Services	Requires customers to be proficient at administering content of the kit	None
	Highways	Footway renewal operation stopped as deemed non-essential and required close contact gang-work. In line with guidance on social distancing.	Operational Director Environment Services Gold strategic Group	None	Consultation with Leader of the Council & with the relevant Cabinet Member
	Street Lighting	Dimming to British Standard on all residential streets.	Operational Director	Reduced lighting may impact on residents/motorists	Consultation with Leader of the Council & with the

			Environment Services Gold strategic Group		relevant Cabinet Member
	Property & Assets;  (Community Infrastructure Levy (CIL)/S106 obligations)	Agreement to 3 month deferred payments for CIL where asked and where construction activity has paused on sites. Review each case at 3 month point. S106 obligations – review on case by case basis and response agreed by Head of Service	Operational Director Environment Services GOLD 07/04/2020	None	Yes (via sitrep) with the relevant Cabinet Member
	Property & Assets; Environment	Decision to open a Mortuary at Marsh Road pursuant to the The Town and Country Planning (General Permitted Development) (England) (Amendment)) Order 2020	Operational Director Environment Services & Operational Director Property and Assets	None	with the relevant Cabinet Member
	Public Realm	Harlesden Town Gardens is a small pocket park off Craven Park Avenue, Harlesden. Due to high levels of non-compliance and the aggressive nature of individuals resisting social distancing requirements, the park is requested to be locked altogether to secure public safety	Operational Director Environment Services GOLD 11/04/2020	None	with the relevant Cabinet Member

<b>Children and Young People</b>	Children's Centres	Of the 17 children's centres in Brent, 14 are leased to and run by Barnardo's.  Barnardo's made a decision to close these centres, with a very limited, appointment only midwifery offer remaining available from 3 of	Barnardo's Friday 27 <sup>th</sup> March 2020	Families are being contacted and offered telephone based support and advice and access to the Council's emergency	Cabinet Member informed of Barnardo's decision.
----------------------------------	--------------------	--	---	---	---

		the Barnardo's run centres. The remaining three Brent run centres continue to provide nursery provision, but consolidated on two sites.		assistance programme where necessary	
	Short Breaks Centre	Vast majority of families informed the SBC they did not want to take up their respite care offer, based on PHE advice and added vulnerabilities of their children (disabled children). Decision made to close the centre.	Operational Director, CYP in consultation with Strategic Director Date of decision Monday 30th March.	CWD 0-25 service supporting families with additional care packages and co-ordinating support from schools and settings to assist parents in care for their children.	Cabinet Member informed.  Parents were consulted with prior to closure – decision based on majority of parental preference not to use the centre under current advice.
	Roundwood Youth Centre	Decision to close taken based on Public Health England (PHE) advice and need for social distancing. Also given that all schools and settings were closed for universal provision it was determined that continuing to open the youth centre, offering universal provision, would run counter to national guidance.	Operational Director, CYP in consultation with Strategic Director Date of decision: Monday 23rd March.	Young Brent Foundation website and the Brent Youth Zone website offer online activities for young people.	Cabinet Member informed.  All service users informed at the point of service closure.
	Freeman Family Centre	Barnardo's have made a decision to reduce service, running a very limited appointment only service for the most important contact cases that are court directed.	Barnardo's Date of decision: Wednesday 1 <sup>st</sup> April.	Alternative contact is supported through phone and video calls to parents – brokered by the contact service within LAC/Permanency.	Cabinet Member informed.  All families have been contacted and are aware of new arrangements.
	Wembley Learning Zone	Decision to close Wembley Stadium made by Wembley Stadium	Wembley Stadium / Football Association Date of decision: 21/3/20		Cabinet Member has been kept informed.

	Brent Music Service	Service offer has moved to being predominantly online at the time of school closures.	Operational Director, CYP Date of decision Monday 23/3/20	Consultation with schools has informed the development of an alternative online offer	Decisions on provision informed by consultation with schools.  Cabinet Member has been kept informed
	Gordon Brown Centre	The Gordon Brown Centre is closed for all activities in line with school closures. A leadership rota and staff rota is in place to ensure the care and safety of the animals and livestock on site.	Operational Director, CYP Date of decision: 21/3/20	As a fully traded service, the centre manager has engaged with all schools who have made bookings	Decisions on provision informed by consultation with schools.  Cabinet Member has been kept informed

<b>Community Well-being</b>	Libraries	Decision to reduce opening hours (all libraries to close at 6pm, only Wembley to open at weekends). Taken 18/3/20 with effect from 19/3/20. Rationale: response to staff absences	Director of Public Health (DPH) in consultation with CE, SD		With Lead Member
		Decision to close all libraries following Prime Minister's announcement Mitigation: extension of loan and reservation period. Expansion of online offer	CE in consultation with Leader Taken 20/03/2020		With Lead Member
	Repairs and heating/hot water breakdowns	Prioritising emergencies and urgent work to limit social contact. Risk assessments and methodologies produced by contractors.	Gold strategic Group	Considering vulnerabilities and how specific repairs might be urgent or emergencies for different members of our community.	Cabinet Member has been kept informed
	Voids and Lettings	Remaining void works being delivered (some materials unavailable) ready for letting when Govt. instruction lifted. Otherwise, Lettings are suspended. Risk assessments and methodologies produced by contractors.  In response to Central Government direction	Operational Director of Housing	None	Cabinet Member has been kept informed

	Repairs and gas surveys	Urgent and emergency issues being attended to only, to limit social contact. Remote inspections via photo and discussions with residents by phone to diagnose and limit contact.  In response to Central Government direction	Gold strategic Group	Considering vulnerabilities and how specific repairs might be urgent or emergency for different members of our community.	Cabinet Member has been kept informed
	Lift, water and fire equipment servicing and repair	All works to proceed with respect to government instruction on social distancing and resident preferences. Risk assessments and methodologies produced by contractors.	Gold strategic Group	None	Cabinet Member has been kept informed
	Fire and gas safety works.	All works to proceed with respect to government instruction on social distancing and resident preferences. . Risk assessments and methodologies produced by contractors.	Gold strategic Group	None	Cabinet Member has been kept informed
	Housing Management: Evictions	No eviction action will take place during the period of partial lockdown.  In response to Central Government direction	Operational Director of Housing	None	Cabinet Member has been kept informed
	Rent arrears	No arrears letters will be sent to households, phone calls will be made to better understand the individual households circumstances and advice provided based on Government support specific to Covid-19	Operational Director of Housing	None	Cabinet Member has been kept informed
	Estate Caretaking Deep Cleaning and Window Cleaning programme halted	Staffing levels due to sickness and shielding means, we have halted the deep cleaning and window-cleaning programme so that we can create capacity within the service.	Operational Director of Housing	None	Cabinet Member has been kept informed
	Decants	All non-urgent decants have been postponed  Government advice – not to move	Operational Director of Housing	None	Cabinet Member has been kept informed

	Right to Buy process	RTB Process has been impacted as external valuer is not valuing properties. The service is unable to process any new applications but is proceeding with those where valuations have already been carried out.	Operational Director of Housing	None	Cabinet Member has been kept informed
	Estate inspection programme.	Not taking place but there is a significant decrease in communal area related issues due to partial lockdown.	Operational Director of Housing	None	Cabinet Member has been kept informed
	Private Housing Services	As recommended by MHCLG the PRS Enforcement policy has been updated during the C-10 outbreak. It sets out the approach we will take with regards to enforcement that makes sure that tenants are kept safe and landlords are supported wherever possible.  All pro-active inspections have stopped and will now only carry out enforcement in emergencies and cases where there is no other alternative.	Operational Director of Housing	None	Cabinet Member has been kept informed
	Housing Supply & Partnerships (development programme)	A number of building developments have ceased on-site operations at the instigation of the contractor whilst others continue at this time. Current government advice is being followed in relation to construction projects.	Operational Director of Housing	None	Cabinet Member has been kept informed
	Housing Supply & Partnerships (PFI/PPP contracts)	Routine monitoring of the contracts has ceased (site visits) however the Contract Officer continues to maintain contact with the provider and is involved in the resolution of emergencies such as rehousing following fires and other major events etc.	Operational Director of Housing	None	Cabinet Member has been kept informed
	Housing Needs	Threshold reduced on duty to secure emergency accommodation for homeless people. Specifically the Eligibility and Priority Needs Test in homelessness legislation.  Based on Government advice to prevent rough sleeping.	Operational Director of Housing	Positive impact	Cabinet Member has been kept informed



	Housing Needs	Ceased all face-to-face assessments. Homelessness applications are being assessed successfully over the telephone and through CRM. A skeleton staff is present at the Civic Centre on a daily basis to deal with emergency homeless applications, where the household cannot access a computer or telephone	Operational Director of Housing	Positive impact	Cabinet Member has been kept informed
	Housing Needs	Ceased termination of Temporary Accommodation, following a negative decision being upheld on review. To follow the guidance on evictions.	Operational Director of Housing	Positive impact	Cabinet Member has been kept informed
	Housing Needs	Ceased sign ups into social housing. All adverts, shortlisting and viewings have been suspended.	Operational Director of Housing	Positive impact	Cabinet Member has been kept informed
	Bridge Park Community Leisure Centre (BPCLC)	Decision to close following PM's announcement that gyms would be closed	CE in consultation with Leader Taken 20/03/20		With Lead Member only
	Commissioned substance misuse services	Clinically led, risk assessed and agreed new service model introduced from 16/03/20	Provider		With Lead Member only
	Sexual Health Services	London Sexual Health Programme supported professional bodies (BASHH and FSRH) to produce a consensus statement on prioritisation of sexual health services during COVID.	Provider with regard to BASHH / FSRH consensus statement Agreed 20/03/20	Explicit attention to those with greatest sexual health needs: in terms of protected characteristics this is MSM, some BAME groups and younger people	With Lead Member only
	Sexual health Services	Expansion of on line Sexual Health London (SHL) service to allow more users to test on line and access treatment. To support reduction in clinic capacity 26/03/20	Chair of Strategic Board		With Lead Member only
	0-19 service	Prioritisation of services in line with NHSE requirements. Formal communication 20/03/20	NHSE		Communication with Lead Member

	Adult Social Care	Closure of two council run day centres – one relating to meeting moderate needs relating to social interaction including older people and those with mental health issues and one for persons with high level learning disability and autism needs. Day centres were closed on public health and protection grounds after consideration of Public Health England and Government advice arising from the Covid-19 pandemic that such day centres should be closed during the lockdown period.	Operational Director of Adult Social Care on 27 <sup>th</sup> March	Families are being contacted and offered telephone based support and advice and access to the Council's emergency assistance programme where necessary. Risk based reviews have been completed for all day centre clients currently at home, and contact is made according to the risk assessment (daily, weekly or monthly as risk demands)	Decision escalated to Gold command for approval prior to being enacted and Cabinet Member has been kept informed
	Adult Social Care – care provision	Most Care Act assessments are carried out over the telephone. Only urgent face to face Care Act assessments and visits take place following a risk assessment. To date, no policy decisions have been made regarding the easements to the Care Act 2014 following the introduction of the Coronavirus Act 2020 or to streamline services in this regard and at present, decisions under the Care Act regarding the level of service provision to individual service users under the Care Act will be carried out on a case by case basis. At present, the changes made are to how the service is provided regarding changes in the level of service provided.	Operational Director of Adult Social Care	This affects all client groups. Assessments are still being carried out, though mostly not face to face but by telephone and consideration of documentation.	Cabinet Member has been kept informed
	Adult Social Care – mental capacity	Most of the assessments relating to mental capacity (Mental Capacity Act 2005) and Deprivation of Liberty Safeguards (DOLS) are taking place over the telephone and other media, including consideration of documentation, without a face to face assessment. Only urgent face to face	Operation Director of Adult Social Care	This affects all client groups. Assessments are still being carried out, though mostly not face to face but by telephone and consideration of documentation.	Cabinet Member has been kept informed

		assessments and visits take place following a risk assessment. Government guidance has been issued regarding assessments of mental capacity and DOLS as a result of the Covid-19 pandemic though the legislation has not changed. At present, the changes made are to how the service is provided regarding changes in the level.			
	Adult Social Care – mental health	Assessments relating to mental health (Mental Health Act 1983 – “MHA”) are taking place in person as any MHA is urgent. Assessments take place following a risk assessment, but this is standard practice, and most MHA are undertaken out of hours. The Coronavirus Act 2020 has made some temporary modifications and easements to the Mental Health Act 1983. At present, there have been no changes made to the provision of MHA services.	Operation Director of Adult Social Care	This affects all client groups. Assessments are still being carried out as it is not possible to undertake the majority of MHA without a face to face assessment.	Cabinet Member has been kept informed