



Association for Public Service Excellence

Dealing with Covid-19 the immediate and future impact

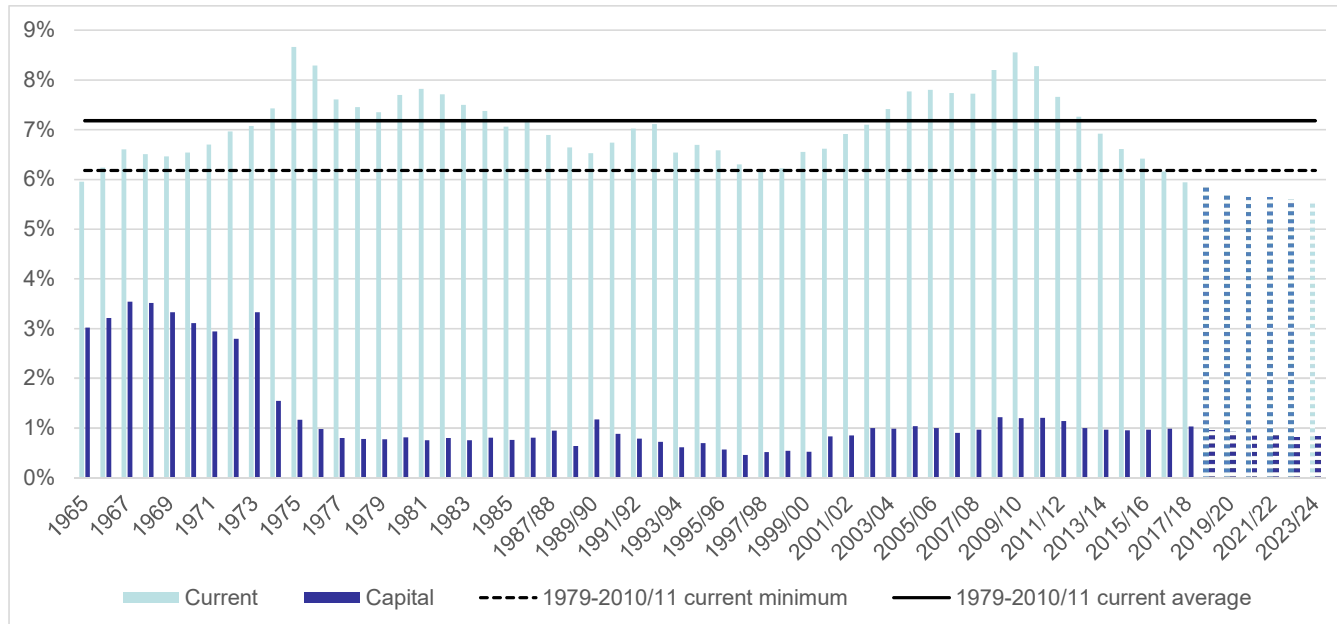
Paul O'Brien,
Chief Executive, APSE



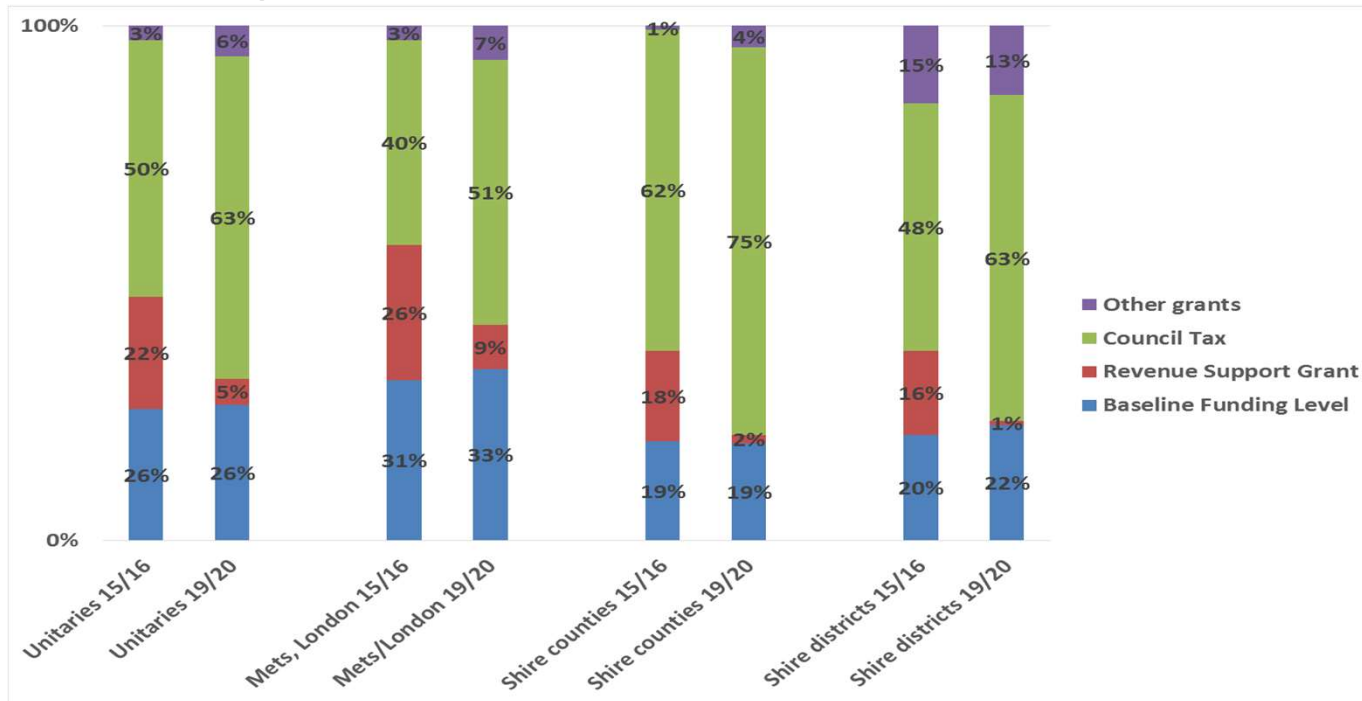
Impact of Covid-19 on local authority services

- Initial response to public health crisis
- Adapting services
- Prioritisation of importance
- Communicating with public
- Initial service closures
- Acquiring additional resources
- Navigating complex policy guidance

UK local government spending as a share of GDP:
current spending, already below the 1979-2014
minimum, is projected to go on falling to 2020 and
beyond







**Balance of core spending power 15/16 and 19/20:
as RSG shrivels beyond London and the Mets, most
LA funding will come from council tax**





The cost of Covid-19

- Estimated challenge
- Additional cost £4.4B
- Loss of income £2.8B
- Loss of local tax £3.7B
- (C  I  CT  BR ) = £10.9B



Government support... so far

- £1.6B x 2
- £600m social care
- £500m income loss
- CSR irrecoverable debt
- 2020 / 2021 to 2022 / 2023



Where are the answers?

- Government support 2020 / 2021
- Sustainable local government finance model
- Funding social care solution
- Reserves and self financing?



Service budgets / income / operations / staff

- Rapidly changing picture
- Additional costs extra staff and equipment
- Loss of income trade waste / recycling
- Redeployment and training of staff
- New working practices
- Flexible working and redeployment



LESSONS LEARNT

Proactive

Visible leadership – be present, lead rather than being led

Customer Focus

Over-communicate, maintain trust and confidence

Co-productive

Take everyone on the journey – listen, learn and develop

Empower

Everyone's part of the solution - embrace leaders at every level

Health & Safety

Respect and protect staff & residents – health and safety first

National Policy

Be guided but don't wait for it

Adaptive

Be agile & resilient – things will change

Progressive

Keep an eye on the future moving from response to recovery



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Priorities for council spending

What the public think

www.apse.org.uk



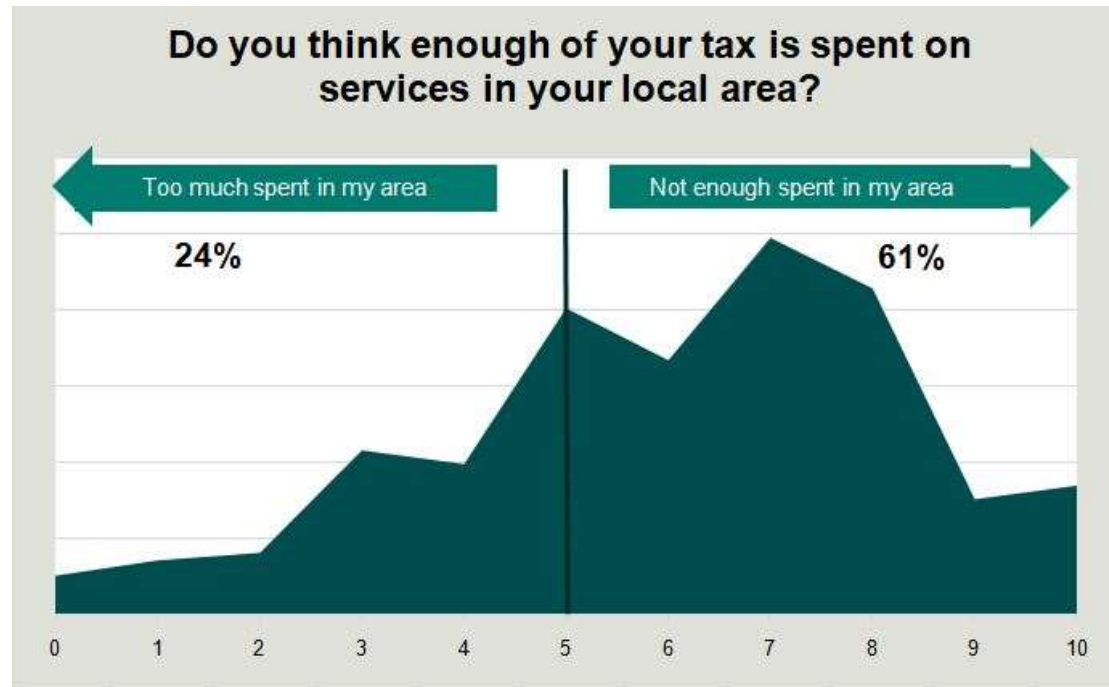
Key fact : Relative trust remains high

Trust in Councils and Councillors is at its highest relative to Government and Ministers since 2016. Trust in Councils has moderately increased, trust in government and MPs has crashed while many distrust anyone.

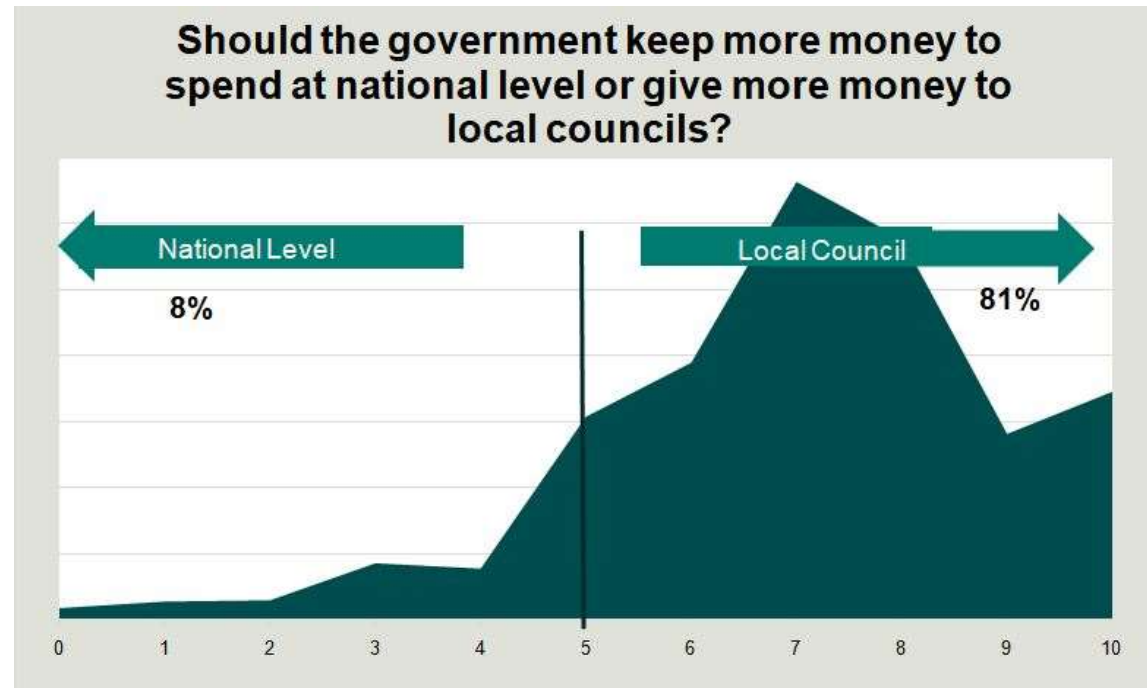
- Seven and half times as many people trust the local Council over the Government to make decisions about how services are delivered in your local area (Four times 2018).
- Eleven times as many trust local Councillors over Government ministers to make decisions about their local area (Seven times 2018).
- Nine times trusted Council to provide services in their local area over the government (Five times as many 2018).
- Five times as many trusted Council to provide services in their local area over a private company (Four and a half 2018).



Enough of your taxes spent in the your area?

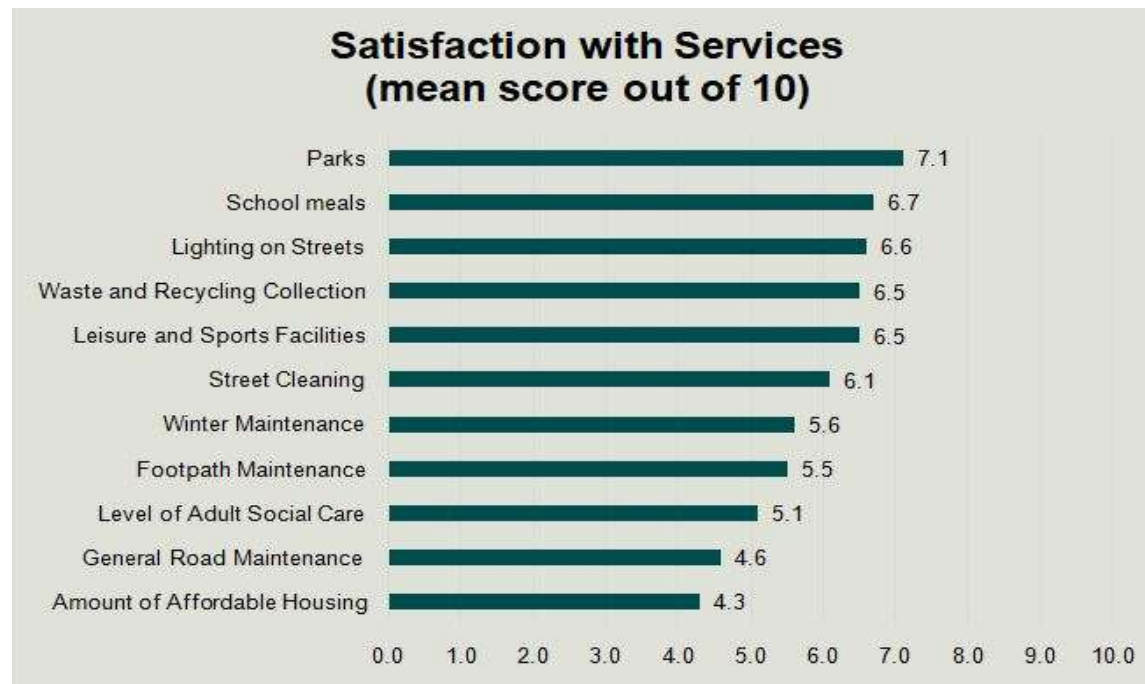


Should Government give Councils more funds?



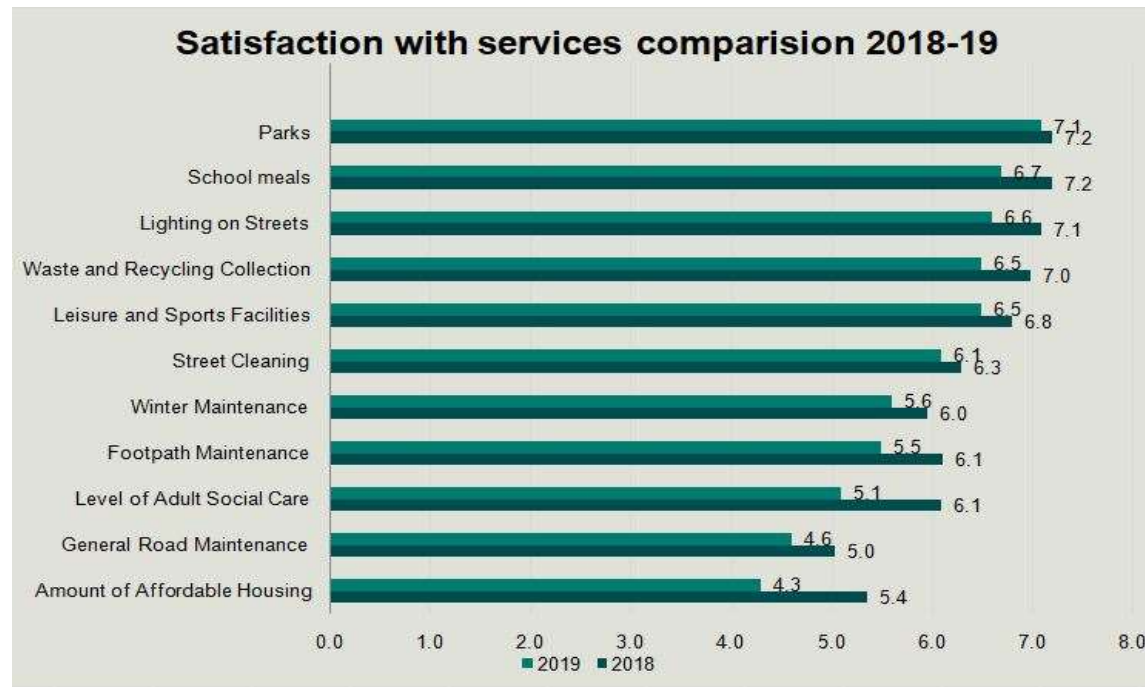


Satisfaction levels vary between services



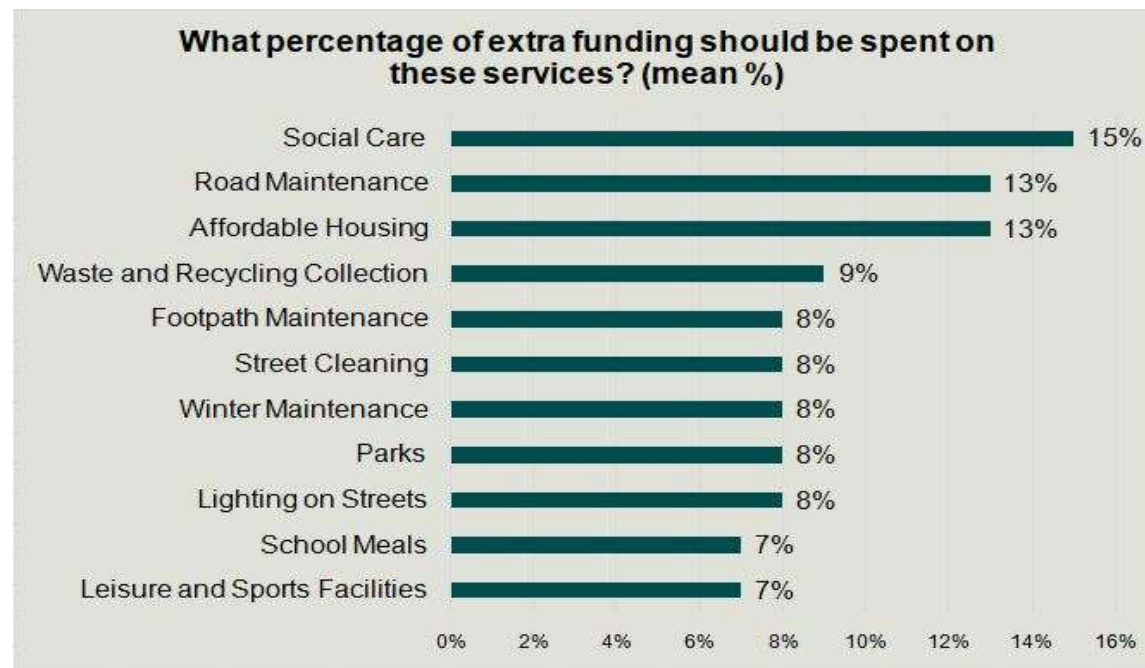


Satisfaction declining compared to last year



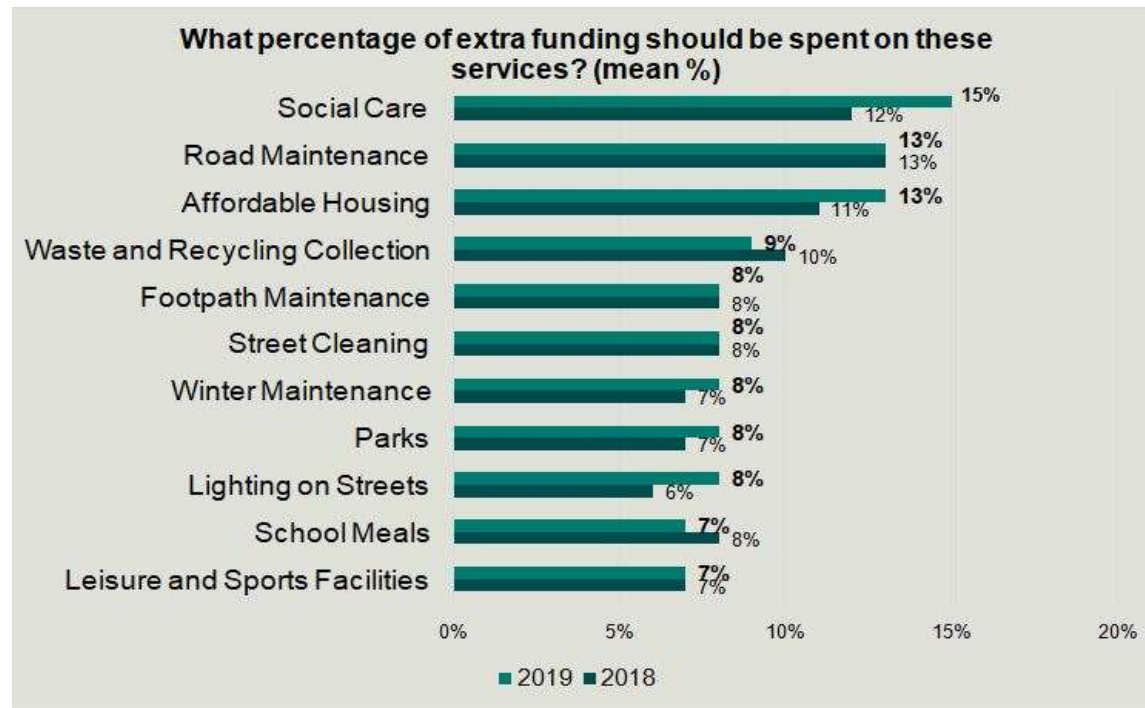


How the public would like extra funds spent





How the public priorities compare to last year





Climate Change now a priority for Councils

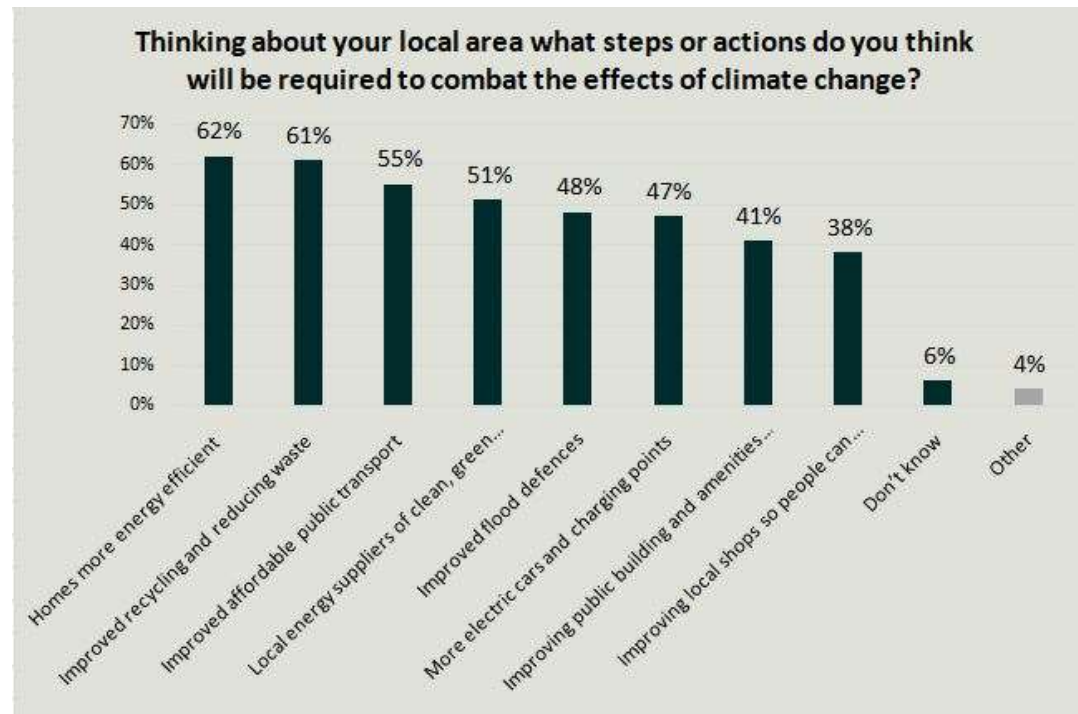
This year we undertook additional questions about Councils and climate change which show that it's a priority for the public and they expect Councils to take a leading role in responding to climate change.

Five Key findings

1. 74% expect that local communities will have to respond to the effects of climate change in their area.
2. 66% support additional money for Councils to respond to climate change locally compared to 22% opposed.
3. Equal support for Councils being best placed to combat community effects of climate change with Government at 36% each.
4. Top priorities for local climate change action are making homes more energy efficient and improved waste and recycling.
5. Climate change is the second highest new spending priority after Social Care and ahead of Housing and Road Maintenance.

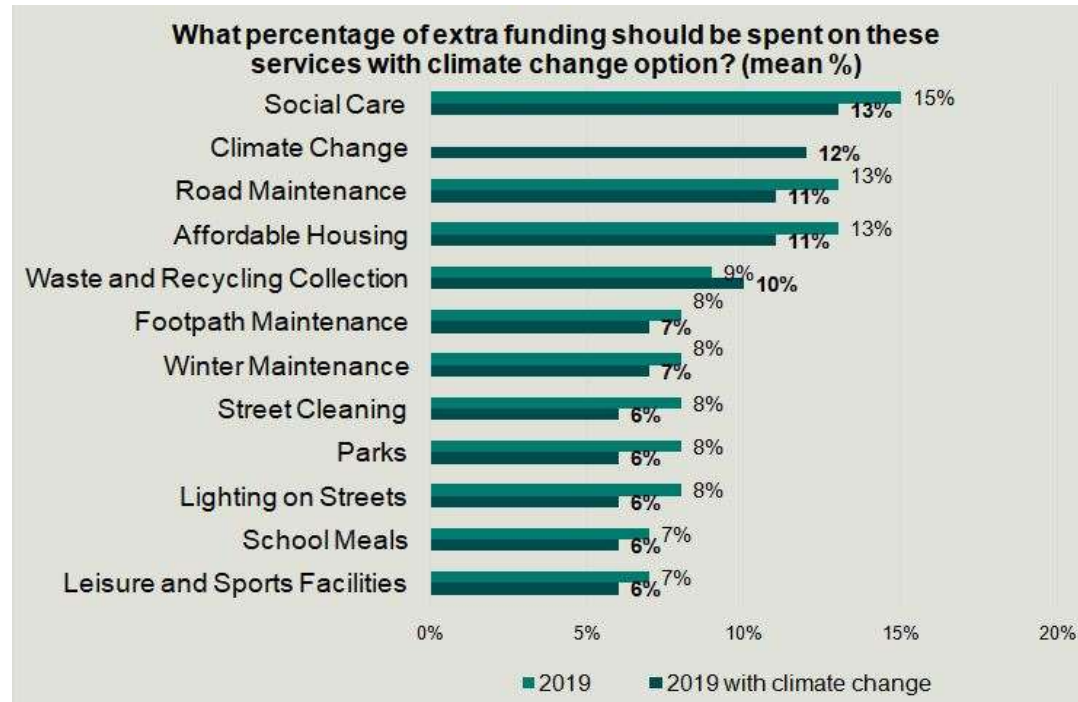


Top priorities for local climate change action





Climate change Second highest new spend





Conclusions

- Ongoing austerity impacting budgets
- Sector response been good in terms of cost reduction, efficiency and improving productivity
- Response to Co-vid 19 exemplary
- Recovery from Covid still an unknown
- Public **currently** supportive of Refuse and Streetscene services
- Need to continue to be seen as part of the transition taking place re climate emergency or will be left behind
- Need to fight for funding in CSR

NEW MUNICIPALISM

Delivering for local people and local economies



Association for Public Service Excellence

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