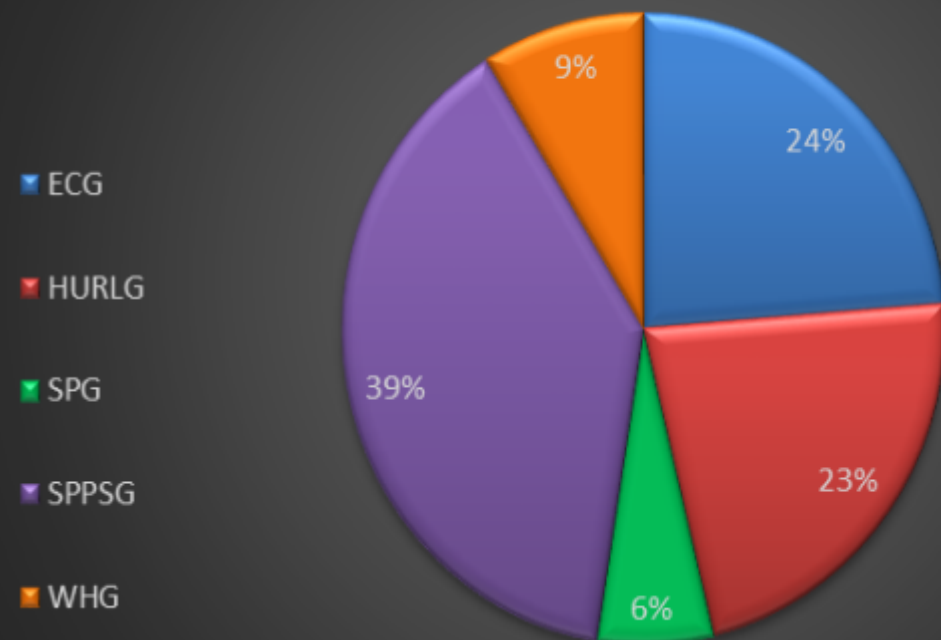
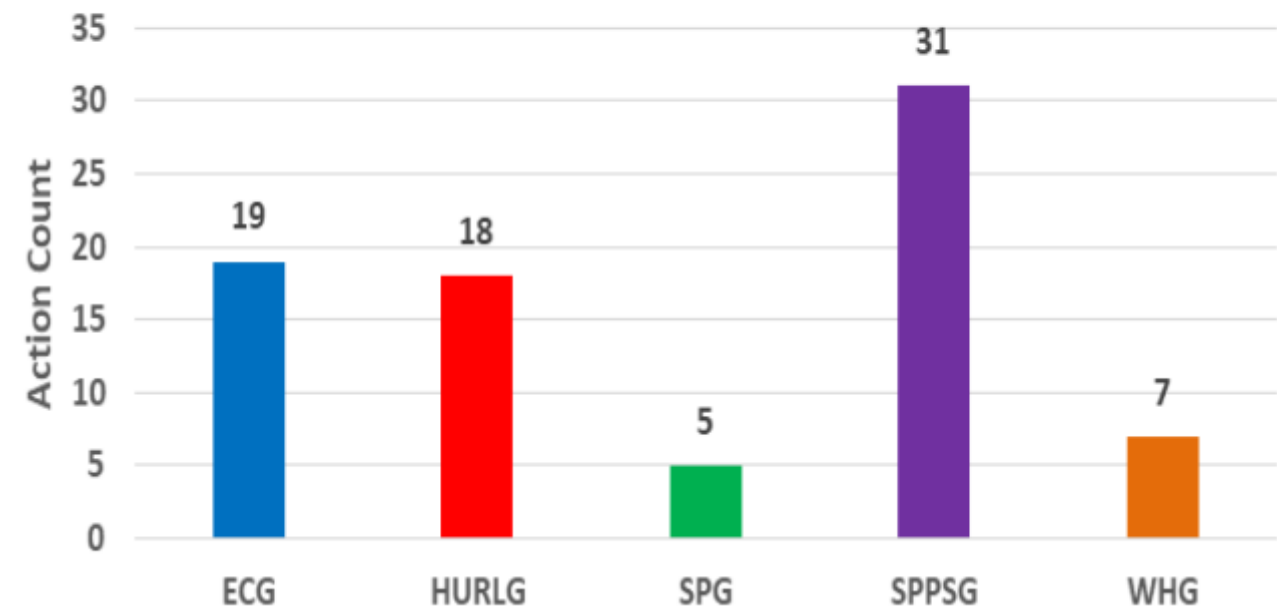


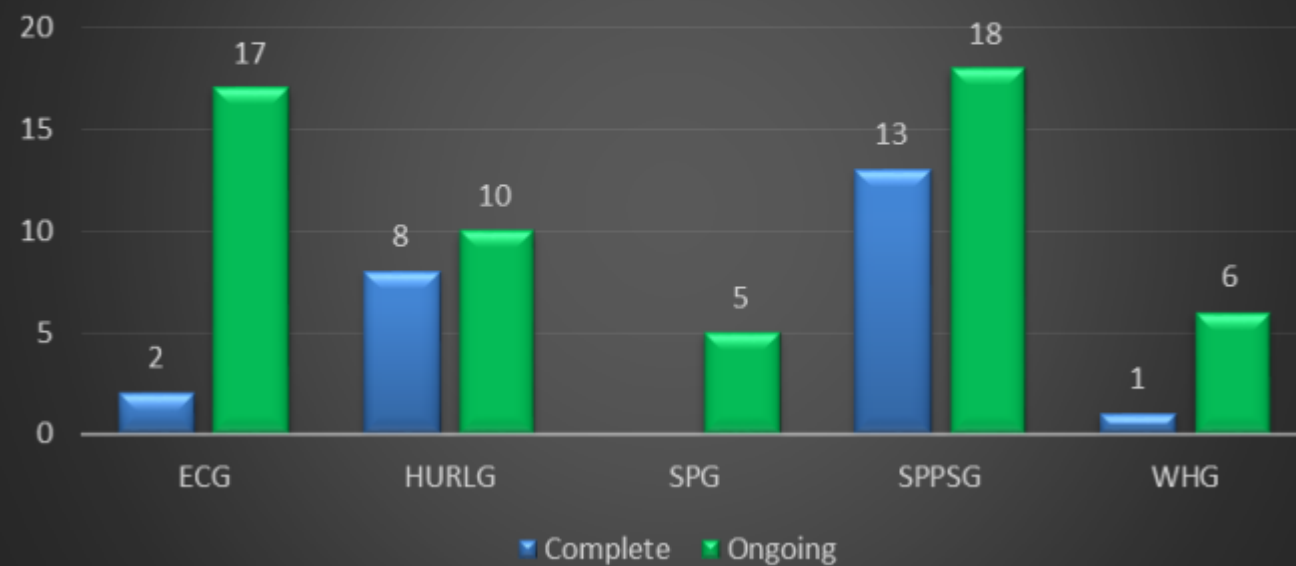
Action % split by Group



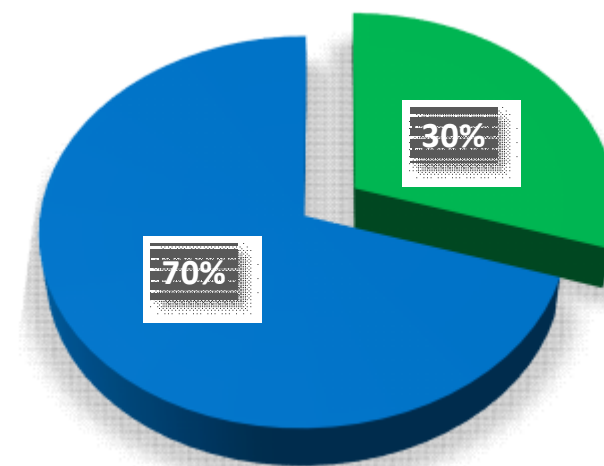
Count of actions by Group



Complete and Ongoing actions by Group



Split of complete and ongoing actions



■ Complete (24 actions) ■ Ongoing (56 actions)

Group	Reference	Key Action	RAG Status	Target Date	Lead	Status	Update	Date of last Update	DOC Comments
ECG	ECG2	To prioritise and re-direct staff towards processing of Revenue and Capital claims for payment of Neighbourhood Renewal Investment Funding from Community Groups and Organisations (and jointly with HURLG BRD to prioritise and redirect staff toward processing of claims for payment from organisations funded by HURLG Belfast Regeneration Division). All other project development, application processing, monitoring and evaluation activity will cease. All post-payment vouching checks, monitoring and evaluation will be deferred until Phase 4.	G	Ongoing	David Sales, Community Empowerment Division (CED), Ciaran Donnelly, Belfast Regeneration Division (BRD) & Pauline Campbell, Northwest Development Office (NWDO)	Ongoing	<ul style="list-style-type: none"> • CED has informally engaged with Partnerships and groups on the pressures that may impact on their ability to operate and deliver services/ functions and this work is ongoing. CED are also considering additional contingency measures in discussion with the Deputy Secretary and Minister. The Community Support Programme's (CSP) Contracts for Funding issued on 3 April 2020 to Councils. • The CED supported by colleagues in Central Payment Processing Team and Account NI has advanced some £7.6 million to ensure funding is available for those organisations to respond to the Covid-19 pandemic. This will ensure critical services are available for the most vulnerable giving them access to essentials such as food and medicines as well as identifying and supporting the socially and rurally isolated across society. Advance payments in respect of salaries and running cost totalling £7.6m made to 253 organisations issued 1 April 2020. A second tranche of advance payments up to £10m will be issued to CED funded organisation mid October 2020. 	07/08/2020	CO1/20/387164
ECG	ECG13	To help ensure that appropriate funding is made available to the Voluntary and Community Sector	G	Ongoing	Iain Greenway, Historic Environment Division and Sharon Russell, Voluntary & Community Division	Ongoing	<p>Covid Charities Funding Programme:</p> <ul style="list-style-type: none"> • The Covid-19 Charities Fund closed on 10 July 2020. Although application are still being processed the total funding for this was will reach c£8m leaving c£7.5 remaining to be spent. • The Minister approved the re-opening of the 15.5m Covid-19 Charities Fund for a further 3 weeks from 03 August 2020 to 21 August 2020. Regional organisations will provide support to low capacity charitable organisations with help to apply, if needed. • The National Lottery Community Fund will continue to act as delivery partners this second phase of funding at no additional cost. • Should a balance of funding remain after the Fund's closure on 21 August 2020, the options for expenditure would be developed in consultation with colleagues across government for consideration by Minister and if appropriate the Executive. • Any future tranche of the Covid-19 Charities Fund will require an alternative delivery partner, as the NLCF capacity has been fully utilised. • The Departments Covid-19 Community Support Fund (Covid CSF) provided financial support via local councils to grassroots organisations responding to the coronavirus pandemic. • On 6 April 2020, the Department allocated £1.5 million for the funding for the Covid CSF, using the existing Community Support Programme (CSP) and its existing funding formula for distribution of funding across councils. The £1.5m was allocated for the first three months of 2020/2021. • The Fund provided additional budget, over and above councils' annual CSP allocations, to support actions in line with the four high level CSP objectives and in line with three broad criteria specifically related to the coronavirus pandemic; Financial; Food and Connectivity. Councils were also directed that the funding should be targeted in line with their Ministerial priorities to target objective need, tackle poverty and embed a rights based approach. <p>* DOF has approved an additional £4.5m for the Covid-19 Community Support Fund. This will allow further funding to the Councils. This will be released in tranches subject to ongoing assessment of need on the ground.</p> <p>*An additional bid of £2.5m has been submitted to DOF to provide practical support to the Sector for reopening / return to work phases.</p>	07/08/2020	CO1/20/387164
HURLG	HURLG7	Liaise with the Public Health Agency (PHA), the Department of Health (DoH) and delivery partners to ensure any relevant advice and guidance regarding vulnerable client groups (e.g. homeless and frail elderly) is made available promptly.	G	Ongoing	Paul Price, Social and Housing Policy and Oversight & David Polley, Housing Supply Policy	Ongoing	<ul style="list-style-type: none"> • Advice is being issued on an ongoing basis. <p>Advice is being taken into account in the drafting and updating of guidance, including guidance for homeless providers. (see HURLG9 for further details).</p> <p>06/07/20 - Keep Open - as per number 9 - AC - RAG status as per CO1/20/383265</p>	06/08/2020	CO1/20/382708
HURLG	HURLG9	To work with the Department of Health (DoH) to develop guidance for the homeless sector and consider impacts on the chronic homeless with no recourse to public funds	G	Ongoing	David Polley, Housing Supply Policy	Ongoing	<ul style="list-style-type: none"> • DoH is housing rough sleepers with no recourse to public funds for an initial period of 3 months to protect their own health and the health of the wider society. A Memorandum Of Understanding was agreed on 15 May and extended for a further 12 weeks on 9 July. There may be a possible need for regulation to be laid in support of this. • All issues are currently being dealt with in Business as Usual. A third version of Guidance was published on 26 June and focuses on stabilising the sector as it moves through recovery. Version 4 is currently being considered to take account of the easements in retrictions. NIHE are drawing up an Exit strategy which aims to assess and evaluate the measures which were put in place to address homelessness during the Covid-19 outbreak and consider what long term strategies will need to be put in place to support those who are homeless or threatened with homelessness in the long-term. 	06/08/2020	CO1/20/382708

Group	Reference	Key Action	RAG Status	Target Date	Lead	Status	Update	Date of last Update	DOC Comments
HURLG	HURLG14	To provide additional help to struggling renters which includes students	G	Ongoing	David Polley, Housing Supply Policy	Ongoing	<ul style="list-style-type: none"> Action is being taken to reduce the risk associated to the issue at the departmental level. Guidance for landlords and tenants in the Private Rented Sector has been published on the Department’s website. The guidance is being revised and updated to reflect any changes in advice provided. The Private Tenancies (Coronavirus Modifications) Bill has secured Royal Assent. This requires a 12 week notice to quit period for Landlords and will prevent evictions during the Covid-19 emergency. Royal Assent received on 4 May – Legislation came into place on 5 May. Minister has written to Department for the Economy (DfE) Minister to explore ways of using the Student Support Fund to limit the impact on struggling students and officials are engaging to explore options. An addition £1.2m has been provided by Department of Education to the student hardship fund. Private renters may face difficulties/eviction from properties if they fall into arrears as a result of the impact of COVID-19 as evidenced by the data below from Housing Rights Service: <ul style="list-style-type: none"> Housing Rights Helpline: W/E 29 May – The number of clients assisted during the 2 week period up to 29 May 2020 was 368 (9 days). The weekly average is 150. Of these 41% were enquiries in relation to the private rented sector. Affordability has replaced Covid-19 as the most common issue raised by callers; Housing Rights Landlord Helpline: W/E 29 May – A total of 56 callers were assisted during the 2 week period up to 29 May (9 days). The weekly average is 30. Of these 27% were seeking guidance on Covid-19 related issues. Landlord Helpline opening hours have been temporarily extended to 4pm each weekday during the emergency period (previously available until 2.30pm); and Housing Rights Website: During the period from 16 March – 15 May a total of 31,000 visitors have viewed the English language pages on www.housingadviceNI.org which contain the Covid-19 specific information and an increase of 70% has been recorded in visits to pages containing content on Universal Credit. A section of Frequently Asked Questions (FAQ’s) has been developed on the HRS website which has also been translated into 10 languages. Housing Rights officials have also participated in the DfC led Virtual Housing Recovery Panel and has been involved in reviewing draft guidance which is being prepared by DfC for social landlords. A free webinar on Covid-19 and the private rented sector which is tailored to landlords and letting agents operating in the sector has been developed. First meeting was held on 14 May 2020. <p>07/07/20 - Private Rented sector - Keep open - EO’N. Housing Supply - To note there is a HRS Action Point under HURLG 14 which can be closed. 07/07/20 - GR. (See CO1/20/386885 re. RAG status)</p>	06/08/2020	CO1/20/382708
SPPSG	SPPSG14	To establish a Covid-19 Risk Register to capture all strategic business risks and to document plans to mitigate.	A	Immediate	Linda Williams, Governance and Commercial Services	Ongoing	04/08/20 - The COVID 19 Risk Register was reviewed by DMB at their 24 June meeting. The Register is due to be closed and replaced with a new risk reporting approach. Department Level risks were discussed at a Risk Workshop with Top Leadership Team on 3 August including risks relating to Covid-19 counter measures and working arrangements. The DfC Risk Management Reference Group, will continue to work with Ernst & Young on the design and embedding of the new agile Risk approach across the Department.	04/08/2020	CO1/20/374178
SPPSG	SPPSG25	Completion of the statutory accounts	A	03/07/2020	Gavin Patrick, Financial Management	Ongoing	30/07/20 - The Department's statutory accounts were submitted to NI Audit Office (NIAO) on 9 July 2020, followed by the Payment Accuracy Note on 30 July 2020. NIAO are currently engaged in their audit work with sign off on the accounts planned in early October. The accounts must be laid by the statutory deadline of 15 November 2020. The initial target date of 3 July 2020 for completion has been revised to 15 November 2020 due to the impact of COVID-19 on normal business.	04/08/2020	CO1/20/374178
SPPSG	SPPSG27	To consider cancellation or postponement of policy capacity building events during the outbreak, based on updated medical advice, including policy seminars and Summer School 2020.	A	30/06/2020	[Name Redacted], Central Policy	Ongoing	<ul style="list-style-type: none"> To date, two policy seminars being planned for March/April have been cancelled. Summer School was also formally cancelled and the Policy team has been working with their Irish counterparts to look at alternative North/South engagement. Five joint webinar sessions with Department of Employment Affairs and Social Protection now arranged for week commencing 25 August. These will focus on the welfare response to Covid-19 and the recovery planning. A further session is being planned with the Dept of Rural & Community Development to cover the work of the voluntary and community sector and Government in responding to the public health crisis. 	04/08/2020	CO1/20/374178

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
ECG	ECG1	To prioritise the management and delivery of Neighbourhood Renewal Investment Funding across the 36 NRA's and 16 Areas at Risk in the North.	Ongoing	David Sales, Community Empowerment Division (CED)	Complete	CED is employing rotas and remote working to maintain a business as usual service. Agree to close 16/07/20 - CO1/20/387164	
ECG	ECG3	To prioritise and re-direct staff towards processing of claims for payment of Voluntary and Community Division (VCD) annual funding for voluntary and community sector organisations, to mitigate financial stress during the outbreak, enabling them to retain key staff and meet organisational costs by the release of up to 6 months' advance grant payments on a prioritised basis.	Ongoing	Sharron Russell, Voluntary & Community Division	Complete	<ul style="list-style-type: none"> VCD has issued 89 Contracts for Funding (CFF) to its grant funded bodies. Only 1 Contract is being held due to an ongoing audit issue. All organisations rated as being 'robust' received a six months advance payment of its annual grant funding. The 10 organisations rated as being 'adequate' received a three month advance payment. Payments in excess Agree to Close, S. Russell & [Name Redacted] - 03/07/20 - CO1/20/387164	
ECG	ECG4	To re-prioritise work and make informed decisions on the following: (a) Forthcoming DfC sporting events (Sports Safety Conference 27 March; & Celebration of Sport – 24 April) (b) Together: Building a United Community (TBUC) programme activity (c) ECG Capital Delivery activity to contribute to finalising DfC 19/20 annual accounts (d) ECG Capital Planning activity to contribute to finalising DfC 20/21 Capital Investment Plan (e) Construction projects	Ongoing	Kathryn Hill, Active Communities	Complete	<ul style="list-style-type: none"> The 2019/20 Sports Safety Conference has now been cancelled due to ongoing impact of Covid-19 on travel, gatherings etc. The Celebration of Sport event has also now been cancelled. TBUC programme activity continues to be monitored in line with Public Health Agency guidance. Delivery partners are utilising video conferencing and other technical solutions to continue engagement with participants. Divisional/ Arms Length Bodies (ALB) resource consumption returns for Financial Year 19/20 remains flexible up to July 2020 for finalising DfC annual accounts. Divisional/ALB confirmation of DfC 20/21 Capital Investment Plan, remains flexible, within the constraints of reasonable in-year underspends/overspends. Infrastructure Planning, Delivery & Support Unit (IPDSU) is not currently involved in any live construction contracts that require time-critical input. ALBs will have their own contingency plans. Belfast Islamic Centre business case and project plan being reviewed to reflect impact of Covid-19 on capital costs and sustainability of organisation; Voice Of Young People In Care project & funding plan being reviewed to reflect Covid-19 impact. Agree to close for (c-e) Construction GMcB 6/7/20 - CO1/20/387164	
ECG	ECG5	To arrange for distribution of up to date public health advice, through Sport NI and the NI Sports Forum, to local sporting bodies and organisations to inform staging of future games and events.	Ongoing	Kathryn Hill, Active Communities	Complete	<ul style="list-style-type: none"> Guidance being disseminated through Sport NI and NI Sports Forum (NISF) as available. Briefing for sports governing bodies from The Department of Health's Chief Medical Officer (CMO) was arranged for 26th March. However as the Covid-19 lockdown was in place and due to medical messaging, the briefing did not take place. Sport NI monitoring situation at Sports Institute, including travel to support competitions and training camps. Sports Branch continue to cascade key health messages from Department of Health / Public Health Agency to SportNI and NISF. Messaging on mental health and well being prominent on social media from SportNI and Sports Governing Bodies. Framework for a Return to Sport has been launched by SportNI and this is being used by Governing Bodies as they develop their own protocols. Content to close Tony Murphy 16/07/20 - CO1/20/387164	
ECG	ECG6	To engage with counterparts in England, Scotland, Wales and the Republic of Ireland (ROI) on sporting events in line with official Department of Health (DoH) and Public Health Agency (PHA) guidance.	Ongoing	Kathryn Hill, Active Communities	Complete	Weekly calls with Government officials from 4 Home Nations have been scheduled and Sports Branch have a weekly teleconference with officials from Department of Transport, Tourism and Sport (DTTS) on emerging issues including the decisions made by the Expert group on the safe return to competitive training and games. Content to close Tony Murphy 16/07/20 - CO1/20/387164	
ECG	ECG7	Engage with Tourism NI and others to determine and implement any appropriate arrangements at visitor attractions operated by the department	G	Paul Price, Social and Housing Policy and Oversight	Complete	<ul style="list-style-type: none"> HED continue to maintain contact with Tourism NI, which is taking on a coordinating role on considering Public Health Agency advice and its impact for visitor attractions. The issue of reopening outdoor spaces to vehicular traffic has changed with car parks reopening on 28 May. Operational arrangements and plans were developed in a cross-operator approach convened by DAERA. A number of sites remain closed because of specific issues which have to be addressed, and we are working through these in coordination with other operators and parts of ECG. We are also engaging with others on the specific challenges around toilets. There will be additional costs for PPE, screens and other interventions; these costs are currently being clarified. We also continue to maintain contact with the Northern Ireland Environment Agency (NIEA) which chairs the Strategic Outdoor Recreation Group and is taking a coordinating role; and with Museums, Library and PRONI in terms of issues arising around reopening internal spaces. 16/07 - Contact with Tourism NI ongoing as heritage sector plans for reopening and recovery. PPE costs -may be additional capital requirement but within current ECG allocations. Sites such as Dunluce Castle and Dundrum Castle and their toilets reopening from 6 July 2020. Other sites such as Carrickfergus Castle and Scrabo Tower remain closed due to size of enclosed spaces. this will be kept under review. 07/08 - PROPOSE TO CLOSE - To be managed locally going forward. A timetable for reopening of State Care Monuments has been agreed by Minister. Most sites reopened from 6 July 2020, including Dunluce Castle, Dundrum Castle and Devenish Island. A small number of sites remain closed including Carrickfergus Castle and Scrabo Tower. Carrickfergus Castle will be reopened as soon as appropriate social distancing measures can be put in place. A risk assessment is being carried out on 30.07.20 to facilitate this.	CO1/20/387164

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
ECG	ECG8	Engage with local government and the voluntary and community sector to consider appropriate measures and arrangements for delivery of support to vulnerable people	Ongoing	Sharron Russell, Voluntary & Community Division and David Sales, Community Empowerment Division	Complete	<ul style="list-style-type: none"> Initial meeting held with Local Government Civil Contingency Coordinator on 16 March. A Covid-19 Voluntary & Community Sector Emergencies Leadership Group was initiated on 20 March. A wider Emergencies Reference Group has also been established to draw in wider representative views. The Communities Minister has written to all DfC grantees and councils to advise them that flexibility will be available in relation to grant allocations, to allow organisations to respond to the pandemic appropriately. Covid-19 Community Helpline launched by Advice NI on 27 March 2020 to provide advice and support to vulnerable. To date the helpline has responded to over 17,000 calls. A volunteering effort coordinated by Volunteer Now, that has seen over 4,000 individuals come forward to assist with the delivery of services in their communities. On Tuesday 21 April, Minister Deirdre Hargey published the Department for Communities Community Response Plan, which sets out 15 actions being taken forward to support the grassroots community response to the current Covid-19 pandemic. 252 pharmacies registered with Community Development and Health Network for support with delivery of medications from voluntary and community organisations, 120 community groups registered to support community pharmacy, volunteers have delivered over 34,000 prescriptions to vulnerable, shielded or self-isolating people. Work has been established to carry out a disability impact assessment in relation to the package of support that has been put in place to support vulnerable people – both those who are shielding and non-shielding. (Ministers Sub 23 April). £1.5m has been released to local Councils to date under the Covid-19 Community Support Fund to fund grassroots organisations, an additional £0.5m has been allocated to fund the response from regional VCS organisations. There are two outstanding bids currently with DoF for £4.5m and £6m respectively to provide additional funding to Councils through the Covid-19 Community Support Fund. Proposals are in development for a Covid Charities Funding Programme. See ECG13. Inspire is leading on a programme targeting community wellbeing at all stages of the pandemic and beyond into recovery and renewal. An online wellbeing hub centred around a partnership approach will align and co-ordinate messaging and support on mental health and wellbeing emanating from the community and voluntary sector with Public Health Agency messaging and support available throughout Northern Ireland relating to Covid-19. DfC is working closely with the Department of Health (DoH) and is represented on relevant DoH governance structures to ensure that anything developed complements existing provision. The Department is now planning for the recovery and renewal phase. Key stakeholders are involved in transition planning and co design of our policy response. <p>Agree to Close, [Name Redacted] 06.07.20 - CO1/20/387164</p>	
ECG	ECG9	Work with other partners to explore the possibility of a community food provision safety net.	Ongoing	David Sales, Community Empowerment Division	Complete	<ul style="list-style-type: none"> The Emergency Response on food had a £10m bid for funding to support the purchase and delivery of food to those shielding / other most vulnerable met. A regional supply has been put in place through contracts with food suppliers to deliver food boxes for the most vulnerable. Direct Award Contracts with three local suppliers for supply of food boxes over a 12 week period – value £6.3m. 150,688 food boxes have been delivered to the 24 Council distribution centres from 06 April to 14 June. An upper limit of 18,000 supply of boxes per week has been communicated to Councils. The Programme is working with Councils to develop handling around alternative pathways in respect of access to food. (Letter to Councils 27 April) A review is in progress to explore the scope to refine the service and prepare for the recovery phase and any transitional food need. A range of options, including whether there is an ongoing need for a food poverty response, was presented to Minister for consideration. Follow up actions: <ul style="list-style-type: none"> Discussions with Department of Health (DoH) regarding any extension to shielding period/nuanced cohort; Paper to Executive re food poverty and the need to link to Economic Recovery piece and work within Work and Health Group; Minister has agreed to a fresh procurement to an extended shielding cohort if required, subject to DoH position regarding shielding advice. <p>Specification to be developed after discussion with DoH, Trusts, FSA and colleagues around developing further other options including volunteer shopping;</p> <p>- A trial of delivery of pallets of food commenced with Derry and Strabane District Council and Triax. Meetings are scheduled with Councils, Trust and VCS stakeholders to get feedback on work to date and input to next steps in transition; and</p> <p>- Red Cross Boxes- limited demand but contract extended to 26th June.</p> <ul style="list-style-type: none"> Food parcel service extended beyond 26th June to 31 July for those people shielding and who have registered a need through the community helpline. Anyone shielding who has not previously registered through the Covid-19 community helpline are advised to contact the helpline now to register - Press Release 17 June. <p>Content to close JE 16/07/20 - CO1/20/387164</p>	
ECG	ECG10	To set up a freephone community helpline in partnership with Advice NI	Ongoing	Sharron Russell, Voluntary & Community Division	Complete	<ul style="list-style-type: none"> Covid-19 Community helpline has been operational since Friday 27 March. The helpline is operating 7 days per week, 9am to 5pm. Over 17,000 calls have been answered. Following action taken to resolve some initial capacity issues, the Helpline is now stable and average daily call response rates are high, averaging 95%. Helpline scripts and triaging is an integral element of the Food Review. Plans are now being progressed for the next stage delivery model/ transition beyond 26 June, reviewing lessons learned from initial set up and seeking feedback from key stakeholders. Caller numbers have steadily decreased to <150 per day, however a robust contingency strategy will be in place moving forward to deal with any surges in demand. <p>Agree to Close [Name Redacted] 06.07.20 - CO1/20/387164</p>	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
ECG	ECG11	Officials to work with Sport NI and NI Sports Forum to put in place immediate practical steps to support the sports sector.	Ongoing	Kathryn Hill, Active Communities	Complete	<ul style="list-style-type: none"> • All sporting organisations from grassroots to professional operations, are facing serious financial challenges as a result of the Covid-19 Pandemic. Funding streams will cease from competitions and major events being postponed or cancelled; and there will be a further loss of income from the cancellation of games, coach education, youth camps and other fund raising activities. • Outlining early measures to help the sector the Minister Hargey said: “Sport NI will act this week to give security to funded Sports Governing Bodies, with relaxed protocols at this time. It will facilitate the immediate release of remaining year 2019/20 grant balances sending £1m into club and high performance programmes. In addition, Sport NI will move to ensure early release of 50% of year 2020/21 grant awards into the club sector and 25% of awards into the high performance sector. This will release a further £1.4m to funded sports. The remainder of these grants will be made available immediately when we have clarity on when sports programmes can begin again and also when the Olympic and Paralympic Games will take place during 2021”. • The application process for the Hardship Fund for Sport opened on the Sport NI website on 14 April. The fund attracted 402 applications, which are being assessed for eligibility and cross checked against Department for Economy (DfE) grant applications to the Retail, Hospitality, Tourism and Leisure scheme and the DfE Microbusiness Scheme. As at the 19 June, 284 clubs have received a Sports Hardship Fund grant of £2,000. The scheme was suspended on 16 April but Sport NI invested a further £495k into the Sports Hardship Fund on 12 June to meet the demand from existing applicant clubs facing hardship, bringing the total investment to £1,245k. • Sport NI’s Framework for a Return to Sport has been launched and Governing Bodies are using the document to develop their own protocols. • Work is ongoing on amendments to the Health Protection Regulations – the Executive has adopted the proposed opening of outdoor sports courts – awaiting the amendment formally coming into operations. • Proposed amendments to permit a return to training for elite athletes and players awaiting approval. <p>Content to close Tony Murphy 16/07/20 - CO1/20/387164</p>	
ECG	ECG12	To put in place in Northern Ireland a system that allows vulnerable people, older people and others who cannot leave the house due to health conditions, e.g. a disability (people shielding) to get priority access to an online food delivery slot.	Ongoing	Sharron Russell, Voluntary & Community Division	Complete	<ul style="list-style-type: none"> • A scheme to facilitate those who are shielding to access a priority shopping delivery slot was launched by DfC on 5th May 20. DfC developed an online webform, hosted on NIDirect, where those people who have been advised to shield can register for a priority online shopping slot with Asda, Iceland, Sainsbury’s or Tesco. Their details are sent to the Health and Social Care Board to verify they are on the shielding database. Results are returned to DfC and lists of those verified are passed to the 4 key retailers involved. The retailers then contact the customer directly with details of slots available. The details of 5304 people have been passed to the retailers to date. • As the database is still in the process of being updated by the Health and Social Care Board with records of notifications issued by hospital consultants, there are number of cases where the applicant has not been able to be matched. DfC is contacting these people by email and advising them of other options available that include small local retailers offering delivery and assistance from the community and voluntary sector to carry out shopping. • It has not proved possible to widen the scope of the scheme at this point beyond those who have received advice to shield from a medical professional. We are continuing to examine ways in which others who may be vulnerable for other reasons could be verified as having a need for priority online delivery slots and have this group identified to the retailers for assistance. • Approximately 10% of the total 80,000 advised to shield have now registered, which is on par with the numbers expected, based on the response to a similar scheme in Great Britain. Numbers of those registering peaked once the scheme was launched but are now steadily declining. <p>Agree to Close [Name Redacted] 06.07.20 - CO1/20/387164</p>	
ECG	ECG14	To initiate an urgent review of the food box element of the access to food programme as demand is reaching supplier capacity	Ongoing	David Sales, Community Empowerment Division	Complete	<p>Updates included within action ECG9.</p> <p>Content to close. JE 16/07/20 - CO1/20/387164</p>	
ECG	ECG15	To develop and implement proposals for supporting the Arts, Museums and Libraries sectors through the current crisis	Ongoing	Maeve Walls, Culture Division	Complete	<ul style="list-style-type: none"> • Initial loss of income in sector and wider NI economy resulting from closures projected at £24m. £1m Creative Support Fund targeting individual artists and creative practitioners and small to medium sized organisations developed, agreed with Minister and launched in the media (w/c 27 April). Initial bid of £4m for Q1 submitted to Department of Finance (DOF). National Museums NI have furloughed staff with agreement from DoF having been secured. • Work in progress with Arts Council of Northern Ireland (ACNI), National Museums Northern Ireland (NMNI), Armagh Observatory and Planetarium (AOP) and Libraries NI (LNI) to consider recovery and resilience phases and Recovery Forum established. • ALBs have commenced work on guidance for organisations on reopening venues. • Contingency plans deployed (further 3 month extension until 30 June) for all 3 members of ACNI Board pending longer term appointments. • ACNI grants rolled over for 12 month period to provide some degree of stability to organisations. • Contact maintained with senior officials in other jurisdictions and plans being made to repurpose existing spend specifically Community Festivals Fund (limited). • Inclusion in Executive paper of reference to risk of loss to key cultural organisations naming Grand Opera House, Lyric Theatre, Ulster orchestra, libraries and museum. <p>Agree to close. MW 16/07/2020 - CO1/20/387164</p>	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
ECG	ECG16	To widen access to public health information for the Deaf community through the current emergency	Ongoing	Maeve Walls, Culture Division	Complete	Three strands of work developed: <ul style="list-style-type: none"> • Provision of Public Health information (British and Irish Sign Language) and signed Ministerial briefings arranged. (Now routinely in place). • Preliminary work undertaken by Sign Language Team to scope and arrange Remote Interpreting Services in Sign Language (British and Irish). Contract now led by Department of Health (DoH) and Health and Social Care board who are primary funders. 9 month temporary service launched on 24 April 2020. (Complete) • Pilots for reducing social isolation among deaf people during the Pandemic under development. Applications are being assessed and some letters of offer have been issued. (In progress) Action to close. MW 16/07/2020 Languages Branch is currently funding remote/online initiatives such as free sign languages for families with deaf children, a remote/online volunteer befriending scheme for BSL/ISL residents in care homes using a specialised system called ‘Ethel’ and, accredited ISL linguistic courses for trainee interpreters/translators. - CO1/20/387164	
ECG	ECG17	Review feasibility of awarding Lófa Bursaries in 2020 given current crisis	Ongoing	Maeve Walls, Culture Division	Complete	<ul style="list-style-type: none"> • Announcement by Minister for the Gaeltacht of closure of summer colleges in 2020 prompted decision, ratified by Minister Hargey and communicated via press release and social media, to roll 200 Lófa bursaries into 2021. Individual recipients being contacted. • Plans being made to widen e-language offerings during this period via Lófa website ad through Foras Na Gaelige and Ulster Scots Agency. 	
ECG	ECG18	Work in partnership with Libraries NI, National Museums NI (NMNI), Armagh Observatory and Planetarium (AOP) and Northern Ireland Museums Council to develop and implement appropriate responses to Covid-19 crisis.	Ongoing	Maeve Walls, Culture Division	Complete	<ul style="list-style-type: none"> • In interests of public and staff safety, all sites closed and plans in place to protect assets. • Support provided to Libraries NI to realign resource towards e books and remote access. • Agreement secured through Department of Finance (DoF) for NMNI to furlough staff in 2 tranches. • Flexibility being built into Creative Support Fund to enable Museums. • Council members to access small grants. • Early and ongoing planning in respect of reopening and lost revenue implication. • Discussions ongoing with finance to highlight financial pressures. • Libraries NI and NMNI are working to establish recovery plans for re-opening. Liaison with national bodies on appropriate guidance for re-opening ongoing. Agree to close. MW 16/07/2020 - CO1/20/387164	
ECG	ECG19	Secure immediate cash flow position for arts, language and cultural institutions.	Ongoing	Maeve Walls, Culture Division	Complete	<ul style="list-style-type: none"> • Emergency drawdown arrangements agreed and implemented with Republic of Ireland (ROI) Department in respect of North South Language Body • Payments advanced to grant funded bodies (NI Screen, Fobairt Feirste) • Agreement reached with individual organisations and Infrastructure Planning and Delivery Support Unit (IPDSU) on 2019/20 capital payments. 	
HURLG	HURLG1	Formally write to each of the 11 NI Local Councils asking that they review and update their Business Continuity arrangements in preparation for the potential of Covid 19 (Coronavirus) on Business Delivery.	09/03/2020	Anthony Carleton, Local Government & Housing Regulation	Complete	<ul style="list-style-type: none"> • An email was sent to the Local Government Single Point of Contact on 9 March 2020 asking her to ensure that each of the 11 Councils review and update their Business Continuity arrangements in preparation for the potential of Covid 19 (Coronavirus) on Business Delivery. • The Local Government Regional Co-ordinator for SOLACE NI confirmed on 5 May 2020 that as part of the ongoing emergency response, councils, on activation of their emergency management arrangements are continually reviewing business continuity plans. Initially, the focus centred on maintaining essential services whilst facilitating remote working. The focus is now increasingly considering supporting the return of services in compliance with social distancing and the operational recovery of council services. 	
HURLG	HURLG2	Arrange a briefing/awareness session for local councils/Solace to support them in making the necessary preparations for the potential impact of Covid 19 (Coronavirus).	06/03/2020	Anthony Carleton, Local Government & Housing Regulation	Complete	Health and Social Care NI (HSCNI) briefing update in Castle Buildings Fri 13 March. This was attended by the Minister, A Carleton, Solace and council officials. (CO1/20/197795)	
HURLG	HURLG3	To ensure the Civil Contingencies Team is equipped with mobile phones and laptops to deal with out of hours issues and arrange out of hours access to premises and equipment where appropriate.	09/03/2020	Anthony Carleton, Local Government & Housing Regulation	Complete	[Name Redacted] – Work Laptop & Work Mobile [Name Redacted] – Work Laptop & Work Mobile [Name Redacted] – Work Laptop & Work Mobile [Name Redacted] – Work Laptop & Work Mobile	
HURLG	HURLG4	To ensure quarterly payments to district Councils continue to be processed in a timely manner by members of the team working remotely, if required.	09/03/2020	Anthony Carleton, Local Government & Housing Regulation	Complete	[Name Redacted] – Work Laptop & Work Mobile [Name Redacted] - Work Laptop & Mobile Process working as first quarter payments for De Rating Grant and Transferred Function Grant processed (HPRM CO1/20/197234)	
HURLG	HURLG5	Prioritised Urban Payments to suppliers / Councils (staff working remotely if required).	01/04/2020	Urban Directors	Complete	[Name Redacted] – Work Laptop & Work Mobile [Name Redacted] - Work Laptop & Mobile All Payments Processed (HPRM CO1/20/197234) Payments being prioritised and processed in line with Business continuity plans to ensure cash flow to councils and suppliers. DFC and Central Procurement Directorate (CPD) Staff prioritising payments to ensure no unnecessary delays. Action complete - robust payment system in place.	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
HURLG	HURLG6	To formally write to business partners including NIHE, Housing Rights, Northern Ireland Federation of Housing Associations (NIFHA) and Co-Ownership requesting that they review their business continuity arrangements in preparation for the potential impact of this outbreak.	30/03/2020	Paul Price, Social and Housing Policy and Oversight & David Polley, Housing Supply Policy	Complete	<ul style="list-style-type: none"> • Written confirmation from all parties currently being sought as of 5th May. • Housing Rights – written confirmation received 05 May 2020. • Co Ownership HA – written confirmation received 05 May 2020. • NIHE confirmed in its Daily Situation Report to the Department on 23 March that all Business Continuity Plans have been updated. Agree to close - 07/07/20 - [NR]. Agree to close - 07/07/20 - GR - CO1/20/382708 	
HURLG	HURLG8	To work with NIHE and other partners to prevent evictions for those impacted by the outbreak.	Ongoing	Paul Price, Social and Housing Policy and Oversight & David Polley, Housing Supply Policy	Complete	<ul style="list-style-type: none"> • The Private Tenancies (Coronavirus Modifications) Bill passed its final stage in the Assembly on the 28 April via emergency legislation and accelerated passage. It has now secured Royal Assent. This Bill requires all private landlords to give 12 weeks’ notice to quit to tenants during the Covid-19 emergency and protects tenants from eviction. The Minister has asked to explore ways of additional help for struggling renters – one change to date the Minister has announced is an increase in Local Housing Allowance rates from 1 April which will provide additional financial support for private tenants in receipt of Housing Benefit or the housing costs element of Universal Credit. • Guidance for tenants and landlords was published on 16 April and has been updated following Royal Assent for Bill and other emerging issues. Guidance for social housing tenants and landlords is also under development. • Minister wrote to the Department for the Economy (DfE) Minister in support of additional funding for Students via the existing hardship fund. The Executive provided additional funding. Arrangements are in place for students to receive assistance via food parcels. • An agreement with Social Landlords has been reached and announced to the effect that there shall be no evictions due to Covid-19 related rent arrears. • The NIHE is to begin a phased resumption of some of its most vital maintenance work across NI, from 8 June. Work will begin on vacant void properties belonging to the social housing landlord, enabling them to be brought into use and made available to those families currently awaiting a new home. External response and heating maintenance works will also resume, focusing on important activities outside the property, along with some minor external adaptation works for the disabled, for example, fitting handrails or ramps to the exterior of a dwelling. Additionally, from 18 June, the organisation will restart its external improvement programmes. Major adaptations will recommence, where a property is vacant - this can include building extensions and major internal work to properties for tenants living with a disability who are waiting on this much needed work to be carried out. Risk assessments and safe systems of work will be put in place which will be in strict accordance with current Public Health Agency and government advice. Agree to close - 07/07/20 - [NR] - CO1/20/382708 	
HURLG	HURLG10	Immediate release of £200k to match the commitment from the Community Foundation	Immediate	DfC Minister	Complete	The Executive Office (TEO) Press Release 20 March COMPLETED	
HURLG	HURLG11	Contact to be made with the Dept of the Economy (Funding body for Health and Safety Executive Northern Ireland (HSENI)) to seek formal guidance regarding arrangements for gas servicing in N.I.	G	Paul Price, Social and Housing Policy and Oversight	Complete	<ul style="list-style-type: none"> • Gas Safety Inspections - Previous advice was received from the NI HUB on 4 April (Record CO1/20/197907) but, following reports from social landlords of difficulty accessing properties, more definitive advice was sought. • The NIHE has advised that they have almost 400 routine gas inspections due in April and over 3,800 due in May. To date they are only able to gain access to under 30% of the properties as their tenants are either members of a vulnerable group or are self-isolating. The Department escalated this issue to the NIHUB to seek further guidance from the Department of Economy, who is the funding body for the HSENI. The HSENI confirmed on 30 April that it does not intend to extend statutory timescales for gas safety checks due to the risks which can arise from having an unsafe gas appliance. • Further advice received from HSENI which deemed gas safety inspections to be essential. This information was cascaded to both NIHE and NIFHA. JW 4/8/20 07/08 Recommend Close - The gas inspection issue was resolved as far as it was possible to resolve. It was deemed by HSENI to be “essential” maintenance and therefore had to be completed where it was practicably possible. 07/07/20 - [NR] CO1/20/386885 = RAG status	CO1/20/382708
HURLG	HURLG12	NIHE to ensure contractors have access to supplies following material suppliers closing their doors for at least 24 hrs to review the implications of the lock down	Immediate	Paul Price, Social and Housing Policy and Oversight	Complete	<ul style="list-style-type: none"> • NIHE needs to give permission to key suppliers to allow it to get material supplies. Action is being taken to reduce their risk associated at the Dept level. Query raised with NI Hub on how this approval is given. (Sit Rep 26 March) • Complete (Issue Actioned) - Confirmed via NI Hub that hardware suppliers are exempt from closing. 	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
HURLG	HURLG13	The Department to consider with the NIHE whether short-term changes can be made to the Housing Selection Scheme	Ongoing	Paul Price, Social and Housing Policy and Oversight	Complete	<ul style="list-style-type: none"> • Social landlords are finding it increasingly difficult to allocate properties – the current allocations process is creating barriers to allocate at this critical time: <ul style="list-style-type: none"> - There are challenges in getting voids ready for relets; - There are reports of supply shortages affecting emergency / essential works and cleaning & refurbishment; - Logistically there are difficulties with viewings and the sign-up process and with voids the collection of keys and lock changes; and - Social distancing and self-isolation result in sheltered/supported/care voids that cannot be filled. • Permanent allocations to new and existing social homes cannot be made and consequently temporary accommodation is becoming available more slowly than usual. There are usually approximately 10,000 allocations per year or an average of approximately 830 per month. Not all of these will come from temporary accommodation placements, but a substantial minority will. • NIHE has recommended that no changes are required to the Housing Selection Scheme. The scheme is dynamic in nature and best managed by continuing to make offers, allocations and transfers even if physical moves are restricted. On 29 May NIHE issued further guidance to their staff and also to the staff of Housing Associations in relation to Allocations and Relets during the Covid-19 crisis. • The NIHE and Registered Housing Associations will work with landlords, applicants and tenants regarding requests for transfers and exchanges and offers of new tenancies and agree new tenancy commencement dates. The date on which a new tenancy can commence may depend on when the landlord’s contractors can carry out essential repairs to the property and / or when the new tenant can move in accordance with the legal requirements in the public health regulations. • Landlords will discuss any offers of tenancy with applicants to consider any difficulties the household may have in moving into a new home at this time or to discuss the option of deferring offers of tenancy for an agreed time until the Covid-19 emergency has passed. • Guidance for social housing tenants and landlords is also under development. This will address a range of issues, including payment of rent, evictions, maintenance, allocations and transfers. <p>Agree to close - 07/07/20 - [NR] -</p>	
HURLG	HURLG15	To confirm if Councils can avail of Furlough Scheme	Ongoing	Anthony Carleton, Local Government & Housing Regulation	Complete	<ul style="list-style-type: none"> • Payroll costs represent the most significant expenditure category for all district councils, and whilst a number of service areas have ceased and employees are unable to work, it is not clear whether Councils can avail of the coronavirus job retention scheme due to potential public funding restrictions. Councils are seeking further guidance in relation to local government’s approach to ‘furlough’ employees covering areas such as eligibility, process, reimbursement etc. • DfC first made the NI Hub aware of this issue on 8 April and highlighted again on 13, 14 and 15 April. • DfC attended the Northern Ireland Local Government Association (NILGA) Executive meeting on Friday 1 May, where the issues of the financial viability of Councils, Job Retention Scheme for Council staff and ongoing Community support were discussed. • Departmental Officials continue to engage with district councils to quantify the financial impact of the pandemic and identify the financial assistance they need to continue to function. • As a result of discussions with the Department of Finance (DoF) confirmation was received on 1 May 2020 that Councils could apply to furlough staff through the Coronavirus Job Retention Scheme. This message was conveyed to representatives of Association of Local Government Finance Officers (ALGFO) on 1 May. 	
HURLG	HURLG16	To liaise with Councils and the Department of Finance on the issue of Council cash flow concerns	Ongoing	Anthony Carleton, Local Government & Housing Regulation	Complete	<ul style="list-style-type: none"> • Increasing concerns across many councils in relation to depletion of cash resources to pay bills. Councils are currently facing significant financial losses of up to £100m as a result of facilities being closed and additional cost pressures arising from Covid-19. Even by borrowing up to maximum permitted limits, Councils may run out of cash to pay staff and suppliers within a few months. In the absence of intervention, this will result in very significant rates and service implication. Without urgent financial support from government, it is anticipated that by July the first of the Councils will run out of cash, will be unable to cover operating costs, pay its employees or creditors and will therefore become insolvent. • Potential loss of local government income up to £11m per month. • DfC is engaging with Councils and Department of Finance (DoF) to consider the impacts and required interventions (SIT REP 16 April) . • DfC attended the Northern Ireland Local Government Association (NILGA) Executive meeting on Friday 1 May, where the issues of the financial viability of Councils, Job Retention Scheme for Council staff and ongoing Community support were discussed. • Departmental officials continue to engage with district councils to quantify the financial impact of the pandemic, identify the financial assistance they need to continue to function and also support proposals for the furloughing of staff. (Minister SUB 30 April). • Antrim and Newtownabbey Borough Council have advised of potential for future redundancies (Minister Sub 20 May). • On 19 May the Minister announced details of additional funding of £20.3m for councils and agreed the individual allocations on 8 June. The Department will now make the agreed allocations to councils. <p>Whilst there was an indication that July could see the first Councils run out of cash without urgent financial assistance, this item can be closed as the funding has been obtained. Councils are currently in the process of preparing a bid for the second quarter of the year. 10/07/20 - CO1/20/382708</p>	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
HURLG	HURLG17	To put in place ongoing arrangements with NIHE to monitor the issue to ensure that all Supporting People staff who have a requirement under the Public Health Agency guidance for Personal Protection Equipment (PPE) have adequate supply.	Ongoing	Paul Price, Social and Housing Policy and Oversight	Complete	<ul style="list-style-type: none"> The Supporting People (SP) programme provides housing support for approximately 19,000 vulnerable households across 4 Thematic Groups (homeless people, older people, certain young people, people with physical disabilities or mental health issues) to support them in living independently. Any service failure in SP schemes will place pressure on health services in particular. Public Health Agency guidance sets out procedures and responsibilities of Health and Social Care Trusts (HSCTs) in respect of PPE; following clarification of this guidance and supply arrangements, PPE supply for Supporting People schemes jointly-funded with the Department of Health will continue to be provided via the Health and Social Care Trusts; while supply for non-jointly-funded schemes is provided by Department of Health in the short-term only (to 12 June), until alternative medium to long-term arrangements can be made. The NIHE is now setting those arrangements in place and (with advice from Central Procurement Directorate, Department of Health and related bodies) is working to establish a supply chain for the sourcing, ordering, receipt and distribution of PPE for singly-funded SP providers. The issue of expenditure remains, with NIHE aiming to estimate likely costs and the Department for Communities seeking funding to reimburse the NIHE in full. Service providers are no longer reporting issues with accessing PPE. There remains a risk of a gap in supply of PPE in coming weeks and a bid for PPE funding is with the Department of Finance. A framework for PPE has been advertised by NIHE and it has begun to place orders. Department of Health has confirmed a further two-week extension (to 12 June) to its supply of PPE to singly-funded Supporting People providers, until stock arrives with NIHE and is distributed (HURLG Sit Rep 1 June). <p>£3.5 million has been allocated by DoF in the June monitoring round to cover the cost of supplying PPE to singly commissioned SP Schemes for the 2020/21 financial year. DoH have agreed to consider providing PPE in emergency situations should there be a problem with the supply chain. AGREE TO CLOSE. 07/07/20. [NR]. - CO1/20/382708</p>	
HURLG	HURLG18	To provide assistance to Solvency of Supporting People (SP) providers where social enterprises have been forced to close	Ongoing	Paul Price, Social and Housing Policy and Oversight	Complete	<ul style="list-style-type: none"> SP providers provide Housing Support for approximately 19,000 vulnerable households to enable them to live independently. SP is vital in order to prevent this group placing pressure on key Covid-19 public services, particularly Health. The Department has submitted a number of bids for additional funding, totalling £13.8 million for: bank/ temporary staffing in order to continue to provide services at a time when they are likely to be experiencing a high level of absenteeism and loss of supplementary income. (SIT REP 24 April). Number of schemes affected by Staff absences across all accommodation-based Supporting People schemes as of week ending 8 May: 50 of 861 schemes across all thematic groups (down from 53 last week) are reporting significant staff shortages of 30% or above. The issue is particularly acute for homeless sector schemes, with a consequential impact on schemes' ability to accept referrals: 18 of 81 homeless schemes have staff shortages of 30% or more. (SIT REP 18 May). Providers raised their concerns with NIHE on 21 April regarding costs to date: we are informed that providers have been facing increased and unexpected costs for several weeks. It will be difficult for many providers to continue delivering their services safely until at least mid-May without receiving additional Covid-19 support funding. NIHE has issued Quarter 1 Supporting People funds to providers, covering the period to 07/06/20 in order to provide adequate cash flow for organisations. (Sit Rep 11 May). The 2020/2021 budget has been confirmed at £72.8 million to allow NIHE to allocate first quarter funds. The Minister is also considering additional Covid-19 budget requests: a letter has been drafted to issue to the Finance Minister setting out the case for additional funds. An Executive paper on the need for additional financial support for the Supporting People programme, particularly for those schemes experiencing confirmed Covid-19 cases and deaths, was considered by the Executive on 18 May (Sit Rep 19 May). The Finance Minister's announcement of £10m additional funding for the Supporting People programme has addressed this issue, in conjunction with £3m in reserves which the Department of Finance has agreed to 'unfreeze' for the affected Supporting People providers. (Sit Rep 20 May). <p>DOC comments are a misreading of the intervention . The action was not aimed at preventing social enterprises from closing . All social enterprises had to close as a result of the restrictions imposed to prevent the spread of infection resulting in a loss of income. Part of the allocated £10 million from the executive will cover the costs of the loss of this income to ensure they remain solvent.AGREE TO CLOSE. 07/07/20. [NR]. - CO1/20/382708</p>	
SPG	SPG1	Establish a pool of 100+ Laptops which can be utilised to facilitate enhanced remote and home working arrangements with some configured for the Department for Work and Pensions (DWP) network.	Ongoing	John O'Neill, Information Services & Property Management	Complete	<ul style="list-style-type: none"> Update 3/6/20 – There are now approximately 1,410 users across the Department with the capability to work from home or remotely (1,110 NICS and 300 Department for Work and Pensions (DWP)). There were an additional 635 Remote Devices issued week ending 12 June. This consisted of 55 IT Assist Users and 580 DOI users receiving access. A further batch of 600 staff names & addresses is to be provided to DWP for delivery by the end of June 2020. On the NICS side, delivery of the final 750 laptops from IT Assist is expected on a phased basis from early July 2020. The department has set a target of 2,900 staff having the ability to work remotely by the end of June (74% currently achieved - Ministers Sub weekly update 17 June). <p>The original target was a pool of 100+ laptops. We are now well beyond this target. The numbers are increasing on a weekly basis with over 3000 devices issued out and activation activity ongoing. This action should now be closed. JON 09/07/20 - CO1/20/376538</p>	
SPG	SPG2	Objective: to outline key areas of demand on the tech sector; options for delivery; and industry capacity.	Ongoing	John O'Neill, Information Services & Property Management	Complete	<ul style="list-style-type: none"> Network capacity continues to be stable on both the NICS and DWP infrastructures. With the recent significant growth in the numbers of remote users across all Government Departments both infrastructures continue to advise caution in the use of video calling technology. In respect of telephony the DWP contact centre platform, Next Generation Contact Centre (NGCC) continues to perform well. The main difficulty across all the DfC service lines continues to relate to the numbers of staff available in the telephony centres to deal with the volume of calls. DWP has now confirmed the availability of a solution across all benefit areas from 8 June to enable inbound/ outbound calls to be handled by call agents who are working remotely and a number of DfC business areas are considering this technology. In terms of IT kit, supply chains have now been reinstated for both the NICS and DWP infrastructures. For updated numbers of remote users see SPG1 above. <p>Agree to close JON 09/07/20 - CO1/20/376538</p>	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
SPG	SPG3	The Supporting People and Work & Health Groups (SPWHG) existing Business Continuity Framework (BCF) provides direction for group actions in respect of significant business disruption, emergencies, etc. A meeting of the Directors Emergency Planning Group (Deputy Secretaries & Directors in both groups) will be convened to discuss the impact of Covid-19 upon service delivery, prioritisation of benefits, face to face appointments, etc. and identify any cross cutting matters that need to be raised to the Departmental Emergency Planning Group / Civil Contingencies Group NI through the Strategic, Policy and Planning Unit (SPPU).	Ongoing	Colum Boyle WHG and Jackie Kerr SPG	Complete	<ul style="list-style-type: none"> The SPWHG Emergency Planning Group (Deputy Secretaries & Directors in both groups) was established on 9 March and has been meeting regularly each week to review and update the SPWHG response. The SPWHG Pandemic Contingency Plan is in place and regularly updated to reflect decisions, priorities, approach, etc. <p>This is also an action in WHG (WHG2). CO1/20/383193 - WHG comments. CO1/20/376538 - SPG comments - See WHG2 for comments</p>	
SPG	SPG4	To monitor the evolving situation and invoke the Supporting People and Work & Health Groups(SPWHG) Business Disruption Forum (BDF) as and when required to bring all key players together to plan for any disruption to service delivery due to increased absences, demand, etc. (membership will be determined by Director of Business continuity)	Ongoing	SPWHG Business Continuity Team	Complete	<p>Mechanism to convene BDF in place and fully tested.</p> <p>This is also an action in WHG (WHG3) SPG CO1/20/376538 - Close - see comments WHG3</p>	
SPG	SPG5	Ensure close liaison with all key stakeholders, including NICS HR, Department for Work and Pensions, etc. to ensure that all relevant Supporting People and Work & Health Group (SPWHG) staff and people in receipt of benefits receive timely, consistent and accurate communications, guidance, advice, etc.	Ongoing	All Groups	Complete	<p>In place - Communications issued on closure of offices for the public.</p> <p>This is also an action in WHG (WHG4) SPG CO1/20/376538. CO1/20/383193 - WHG comments. - Agree to close [NR] 09/07/20</p>	
SPPSG	SPPSG1	Write to each of the DfC Non-Departmental Public Bodies (NDPB's) asking that they review and update their Business Continuity arrangements and in preparation for the potential impact of Covid 19 (Coronavirus) on Business Delivery.	13/03/2020	[Name Redacted], Central Policy	Complete	Business area confirmed on 5th May that responses had been received and noted from NDPB's.	
SPPSG	SPPSG2	Arrange a Briefing session for DfC Non-Departmental Public Bodies (NDPB's), to support them in making the necessary preparations for the potential impact of Covid 19 (Coronavirus)	20/03/2020	[Name Redacted], Central Policy	Complete	Teleconference briefing with Senior Medical Officer and Public Health Agency (PHA) officials took place on 18th March.	
SPPSG	SPPSG3	In partnership with Executive Information Service (EIS), to develop a range of communication materials to keep external audiences appropriately informed of developments.	Ongoing	[Name Redacted], Transformation, Communications & Engagement	Complete	<ul style="list-style-type: none"> Press Office works with EIS on all Executive level communication as appropriate. This has included providing speeches for Minister when doing daily press conferences, input to daily lines to take, updates on NI direct and input to NI mailshot for Covid-19 in April. We provide input to EIS communications as requested. All other internal and external communication within DfC is generated by Comms & Engagement Unit and Press Office. Covid-19 Communications Plan in place and Monthly Comms dashboard and media evaluation shared with Senior Managers. Content to close. Is progressing as Business as Usual between Comms and EIS. BW 06/07/2020 - CO1/20/374178 	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
SPPSG	SPPSG4	To request that all DfC G5/7's review and provide assurance that their Business Continuity Plans (BCPs) have been reviewed and updated, in light of Covid 19, to include a) The Key Business Priorities which are relevant to the plan. b) Key recovery time objectives.	13/03/2020	[Name Redacted], Central Policy	Complete	<ul style="list-style-type: none"> Completed - Assurances received from all business areas. An interim review of the effectiveness of business continuity arrangements across the Department during the Covid 19 crisis has been completed and shared with the Senior Leadership Team. 	
SPPSG	SPPSG5	Formally establish DfC Human Resources (HR) liaison arrangements to ensure that managers have access to the specialist HR support they will need in terms of managing Covid 19 (Coronavirus) related staffing issues.	Immediate	[Name Redacted], Transformation, Communications & Engagement	Complete	NICS HR now have a portal for all NICS employees to access for Covid-19 information. It is available at: https://www.finance-ni.gov.uk/landing-pages/covid-19-guidance-nics-employees . Specific queries from managers can be sent to a NICS HR DfC mailbox or business partners for a response. (e-mail from [Name Redacted] 20 April (Record C01/20/219557)	
SPPSG	SPPSG6	Premises Officers to arrange for deployment of additional hygiene measures within DfC buildings including alcohol-based sanitisers and tissues and ensure sufficient supplies of existing hygiene materials are in place including toilet paper, soap, etc.	Ongoing	Linda Williams, Governance and Commercial Services	Complete	Additional processes established with cleaning contractors and the procedure to be followed has been communicated to all G3s-G7s & Premises Officers across the Department. Additional cleaning materials have been sourced and distributed via Commercial Services. Premises Officers continue to submit additional orders when required.	
SPPSG	SPPSG7	Ensure arrangements are in place to enable deep clean in areas where infected individuals (or those suspected to have infection) have been working.	Ongoing	Linda Williams, Governance and Commercial Services	Complete	<ul style="list-style-type: none"> Commercial Services will continue to follow advice of the Public Health Agency (PHA) in relation to the need for any additional cleaning of a building in the event that an occupant receives a positive Covid 19 diagnosis. All requests for additional cleaning must be approved by the relevant Grade 5 or Grade 6 through Commercial Services. Business areas are responsible for organising access for cleaners to the building. Commercial Services will endeavour to accommodate the clean with as little disruption as possible to the business by arranging cleans after working hours, weekends or bank holidays. On completion of the clean, business areas should email Commercial Services confirming clean has been carried out to their satisfaction (Intranet Article 23 April) Arrangements established with cleaning contractors and the procedure to be followed has been communicated to all G3s-G7s & Premises Officers across the Department. 	
SPPSG	SPPSG8	To engage with and ensure regular communication with Departmental Trade Union Side (TUS) and provide assurance around staff welfare issues and business continuity arrangements.	Ongoing	Beverley Wall, SPPSG	Complete	<ul style="list-style-type: none"> Initial meeting arranged for 13th March and follow up due 23rd March. Meeting held with TUS General Secretary, DfC Minister, Declan Kearney (Junior Minister for The Executive Office (TEO)) and DfC Senior Management team on 26 March to discuss Agency Workers, Social Distancing, Cleaning, Mental Wellbeing, Special Leave, Redeployment and Communications. 1 April Teleconference with Northern Ireland Public Service Alliance (NIPSA) Branch Chair & Senior Management covering Discretionary Support / Universal Credit Fresh Claims / Circulation Space / Staff with a vulnerable person living at home / Free public transport for NICS essential workers / No. of DfC staff in work. TUS held a teleconference with DfC Management on 6 April and a range of issues were discussed. Aim is to have regular teleconferences every Monday, Wednesday and Friday. Regular engagement with TUS has continued throughout April, May and June. Departmental Whitley held on 9 June and further Group Whitley meetings to be scheduled. SPPSG G3 has written to all G5s to remind them of the need to ensure local Whitley arrangements are implemented. Engagement continues with TUS on recovery planning for DfC. Content to close. Engagement continues with TUS through Dept, group and local Whitley arrangements and G3 SPPSG meets on at least a weekly basis with NIPSA Assistant Secretary. BW 07/07/2020 - CO1/20/374178 	
SPPSG	SPPSG9	To establish a Departmental Operations Centre (DOC) for coordination of all DfC Covid 19 preparations, actions and reporting mechanisms and liaison with the NI Hub.	Immediate	Beverley Wall, SPPSG	Complete	Core staff in place and DOC established on Level 2, Causeway, from 18 March. Additional volunteers to DfC DOC 27 March (Karen Ward e-mail) and list of volunteers to DfC DOC and NI HUB (CO1/20/194729). DOC is now working remotely.	
SPPSG	SPPSG10	To consider bids through the Department of Finance (DoF) and Treasury to mitigate against the impacts of Covid-19 across Departmental services and to protect the most vulnerable in society.	Ongoing	Gavin Patrick, Financial Management	Complete	<ul style="list-style-type: none"> DoF commissions a budget reprioritisation exercise alongside June Monitoring and revised bids are being submitted through this process. The Department received an initial Covid-19 allocation of £20.3m, this included funding for the shielding package for clinically high-risk (£10.0m), Discretionary Support (£5.0m), Homelessness (£3.3m) and Community Support Fund (£2.0m). The Executive agreed a further £45.8m Covid-19 allocation on 18 May 2020, this includes funding for Councils (£20.3m), Charities (£15.5m) and Supporting People (£10.0m). Content to close. Outcome of June monitoring exercise completed and department continues to focus on delivery within budget constraints. BW 6/7 	
SPPSG	SPPSG11	To identify key workers who require access to school facilities for their children to enable them to remain in work.	Immediate	Beverley Wall, SPPSG	Complete	<ul style="list-style-type: none"> Estimate of potential numbers provided to Department of Education and draft letter prepared for issue to key workers in DfC. Letters have now issued to staff in DfC. A further letter issued on designated key workers also issued by email 30 March. 	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
SPPSG	SPPSG12	Ensure the ongoing hygiene and cleanliness of office locations due to complaints about the standard of cleaning	Ongoing	Linda Williams, Governance and Commercial Services	Complete	<ul style="list-style-type: none"> All open sites are receiving both morning and afternoon cleans with cleaners continuing to concentrate on the prioritised areas i.e. touch points, shared areas etc., and with particular emphasis on 'hot desks' which are cleaned on a more regular basis i.e. when a different member of staff uses it. Commercial Services are working closely with the cleaning contractor to meet all cleaning requirements including weekends and bank holidays. (Intranet Article 23 April) Additional cleaning arrangements established. 	
SPPSG	SPPSG13	Develop and implement Covid-19 communications plan	Ongoing	[Name Redacted], Transformation, Communications & Engagement	Complete	<ul style="list-style-type: none"> Communications plan approved by G3 on 1 June. Plan to be implemented and updated as necessary. Planned, developed and implemented and focus on internal and external comms continues as Business as Usual. BW 06/07/2020 - CO1/20/374178 	
SPPSG	SPPSG15	Provide update on Business Plan	30/06/2020	[Name Redacted], Central Policy	Complete	Q/4 Business Plan update scheduled for June's DMB meeting. Content to close. Q4 Business Plan signed off by DMB. BW 06/07/2020 - CO1/20/374178	
SPPSG	SPPSG16	Create Dashboards to highlight key management information and trends on staffing levels, benefits etc.	Ongoing	[Name Redacted], Central Policy	Complete	<ul style="list-style-type: none"> Templates developed and utilised for data collection and ongoing quality assurance of data. Dashboards on staffing, benefits and telephony have evolved based on feedback from policy/operational colleagues. Daily staffing returns are now stable. A new dashboard has been created and published covering benefits, homelessness, volunteering, food deliveries, helpline calls and additional financial support highlighting the scale of the departmental response to the pandemic. Dashboards have been used for DfC Situation Report (Sitrep) and publication as noted above. Management information used in the Benefits dashboards will be published on DfC website from 5 June to ensure compliance with Office for Statistics Regulation (OSR) direction on accessibility. Further dashboards being developed to support recovery, e.g. around IT provision to staff. Content to close. PSU continue to utilise dashboards to support Business as Usual and recovery planning. BW 06/07/2020 - CO1/20/374178	
SPPSG	SPPSG17	Analytical and economist support provided for key initiatives introduced to tackle impacts of the pandemic.	Ongoing	[Name Redacted], Central Policy	Complete	<ul style="list-style-type: none"> Professional Services Unit (PSU) has provided support for the Food Box initiative by collating data and creating requisite dashboards. Application web form and associated data sharing requirements developed for the prioritisation of retailer food delivery slots to support the shielded population. PSU managing data collection and sharing with the Health and Social Care Board (HSCB) for applicant verification and the data sharing with retailers. Economic and analytical support provided to Charities Support project to analyse demand. Content to close. PSU continue to provide support to business areas in respect of recovery and Business as Usual. BW 06/07/2020 - CO1/20/374178	
SPPSG	SPPSG18	<p>To consider arrangements for continued payments to suppliers for goods and services (Interdependent with continuation of Account NI services).</p> <p>Grant payments in respect of salaries and other unavoidable costs is a priority. 10 day prompt payment to suppliers is not a priority.</p>	Ongoing	Gavin Patrick, Financial Management	Complete	<p>Process is working at present with no concerns to date.</p> <p>Content to Close. Payment processes in place and working well. BW 06/07/2020 - CO1/20/374178</p>	
SPPSG	SPPSG19	To act as the central liaison point within DFC dealing with all aspects of Direct Payment and providing key payment reconciliations to provide assurance that customers payments credit on time.	Ongoing	Gavin Patrick, Financial Management	Complete	<p>Process in place and working effectively.</p> <p>Content to close. Process in place and effective. BW 06/07/2020 - CO1/20/374178</p>	
SPPSG	SPPSG20	To ensure that Direct Payment to customers continues in the event of any disaster by invoking payment contingency arrangements. Bank Liaison Section (BLS) are responsible for Disaster Emergency Payments (DEP's), Short Term Payment Contingency (STPC) and the internal Faster Payment contingency.	Ongoing	Gavin Patrick, Financial Management	Complete	<p>Processes and staff in place should this service be required.</p> <p>Content to close. Process in place and effective. BW 06/07/2020 - CO1/20/374178</p>	
SPPSG	SPPSG21	<p>Loss of Provider – Danske Bank</p> <p>Discussions ongoing as to Danske Bank Contingency arrangements. Danske Bank Risk team noted that there is currently no reason for concern.</p>	Ongoing	Gavin Patrick, Financial Management	Complete	<p>Government Accounts Branch of Department of Finance (DoF) met with Danske Bank to discuss operational banking issues. Danske Bank has provided assurance that a dedicated team is in place monitoring the Covid-19 position and are taking all necessary precautions and measures to minimise risk. Danske Banks arrangements have ensured that banking services continue to be provided to the Departmental during Covid-19.</p> <p>Content to close. Process in place and effective. BW 06/07/2020 - CO1/20/374178</p>	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
SPPSG	SPPSG22	Provision of department daily funding requirements to the Department of Finance (DoF)	Ongoing	Gavin Patrick, Financial Management	Complete	Process is in place - DfC continue to liaise with DoF regarding daily funding arrangements and processes are currently working to ensure funding needs are met. Content to close. Process in place and effective. BW 06/07/2020 - CO1/20/374178	
SPPSG	SPPSG23	Undertake procurement to secure additional Surface Laptops to support remote working by front line staff	Ongoing	Linda Williams, Governance and Commercial Services	Complete	Business case and Direct Award Contract approved. 44 additional laptops purchased on behalf of Information Communications Technology (ICT) Services.	
SPPSG	SPPSG24	Communicate messages consistently throughout the pandemic to internal and external audiences.	Ongoing	[Name Redacted], Transformation, Communications & Engagement	Complete	Planned activity will be determined by changing messages as we progress through the Covid-19 pandemic. We will use the channels available to promote key DfC messages to target audiences at appropriate times. DfC Covid-19 Communications Plan approved and in place. Content to close. Process in place and effective. BW 06/07/2020 - CO1/20/374178	
SPPSG	SPPSG26	Some vulnerable Post Office Card Account (POCa)/Payment Exception Service (PES) customers are unable to leave the house to collect their money from the post office or pay points. DfC is working with the Department for Work and Pensions (DWP) to ensure POca/PES customers have access to their money if they are self-isolating.	10/04/2020	Linda Williams, Governance and Commercial Services	Complete	Additional support process for impacted customers operational from 4th May 2020. This has been communicated to all Operational business areas and information has been provided for publication on NI Direct and Consumer Council website. A letter setting out arrangements has also been issued to the Post Office network. A further exercise to contact and support POca customers who have not accessed their accounts during the pandemic began in partnership with DWP and Post Office Ltd w/c 08 June 2020	
SPPSG	SPPSG28	To agree a reporting protocol with Capita and Atos to ensure robust arrangements are in place should a customer or staff member report with actual or suspected symptoms.	Ongoing	Linda Williams, Governance and Commercial Services	Complete	<ul style="list-style-type: none"> Protocol agreed with both suppliers, however face to face assessments temporarily suspended from 17 March 2020. Operating Emergency Supplier Relief arrangements in line with Procurement Guidance Note (PGN) 01/20. 	
SPPSG	SPPSG29	To prioritise key Departmental functions and consider a redeployment plan to ensure delivery of critical services is maintained.	Ongoing	Patricia McIntyre, Organisational & Development	Complete	<ul style="list-style-type: none"> SPWHG Business areas collating skills data. General Public Sector Ministerial Implementation Group (GPSMIG) convened on 6 April 2020 with one substantive agenda item - Plans for redeploying workers across the public sector. DfC provided details of the work undertaken to internally direct resources to respond to the increased demand on frontline services (Minister Sub 7 April). NICS HR have established a Corporate Operations Personnel Redeployment Unit (COPRU) to facilitate the temporary redeployment of NICS staff to meet the urgent staffing requirements across the service. Patricia McIntyre is developing a redeployment strategy for DfC (Email from [NR] 20 April (CO1/20/219557). DfC Temporary Redeployment principles have now been signed off by TUS. <p>Content to close. Redeployment principles agreed and being implemented. BW 06/07/2020 - CO1/20/374178</p>	
SPPSG	SPPSG30	To identify staff with experience of particular benefits and other skill sets with the aim of potential redeployment to meet increased absences and/or demand.	Ongoing	Patricia McIntyre, Organisational & Development	Complete	<ul style="list-style-type: none"> Over 100 staff, across an additional 8 offices, have been redeployed, trained and now fully operational to help deal with the significant increase in Discretionary Support demand and staff absence. Due to social distancing, staff are available on a rota basis. This is providing an average of 50-60 additional staff each day. General Public Sector Ministerial Implementation Group (GPSMIG) convened on 6 April 2020 with one substantive agenda item - Plans for redeploying workers across the public sector. DfC provided details of the work undertaken to internally direct resources to respond to the increased demand on frontline services (Minister Sub 7 April). NICSHR has recently established a Corporate Operations Personnel Redeployment Unit (COPRU) to facilitate the temporary redeployment of NICS staff to meet the urgent staffing requirements across the service. DfC Organisation Development (OD) strand will lead on this for DfC through the DfC DOC and is currently developing DfC Temporary Redeployment principles strategy for Covid-19, which aligns with the current NICS HR guidance and policies. (DfC Email from [NR] 20 April (CO1/20/219557). These are undergoing internal QA and aiming for consideration and sign off shortly. These will be considered by Trade Union Side (TUS), Departmental Management Board (DMB) /Perm Sec shortly. Following completion of this, it is planned to have the supporting processes and tools (including a skills matrix) in place to make it operationally effective. DfC Temporary Redeployment principles have now been signed off by TUS. The commissioning process can now be taken forward to ensure that identified priorities and critical services are supported. <p>Content to close. Redeployment principles agreed and being implemented. BW 06/07/2020 - CO1/20/374178</p>	

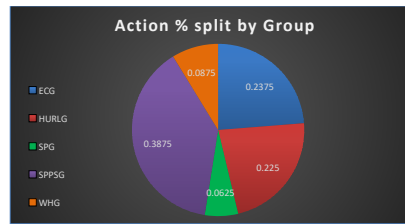
Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
SPPSG	SPPSG31	To liaise with NICS HR and other stakeholders to consider the impact of Covid 19 for Agency workers and their contracts of employment.	Ongoing	Patricia McIntyre, Organisation & Development	Complete	<ul style="list-style-type: none"> The Finance Minister issued enhanced arrangements that are now in place for agency staff. The Frequently Asked Questions (FAQs) and guidance section has been updated in relation to agency workers. (NICS HR E-mail 27 March) NICS HR has published the up to date guidance on Agency workers including FAQs for business Areas to follow. 	
WHG	WHG1	All Business Continuity Plans reviewed and updated to reflect priorities and recovery during increased demand and/or absence. All key contacts updated.	06/03/2020	Paddy Rooney, Working Age Services	Complete	COMPLETED	
WHG	WHG2	The Supporting People and Work & Health Groups (SPWHG) existing Business Continuity Framework (BCF) provides direction for group actions in respect of significant business disruption, emergencies, etc. A meeting of the Directors Emergency Planning Group (Deputy Secretaries & Directors in both groups) will be convened to discuss the impact of Covid-19 upon service delivery, prioritisation of benefits, face to face appointments, etc. and identify any cross cutting matters that need to be raised to the Departmental Emergency Planning Group / Civil Contingencies Group NI through the Strategic, Policy and Planning Unit (SPPU).	Ongoing	Colum Boyle WHG and Jackie Kerr SPG	Complete	<ul style="list-style-type: none"> The SPWHG Emergency Planning Group (Deputy Secretaries & Directors in both groups) was established on 9 March and has been meeting regularly each week to review and update the SPWHG response. The SPWHG Pandemic Contingency Plan is in place and regularly updated to reflect decisions, priorities, approach, etc. <p>FURTHER INFORMATION ON UNIVERSAL CREDIT, JOB SEEKERS ALLOWANCE/EMPLOYMENT AND SUPPORT ALLOWANCE AND DISCRETIONARY SUPPORT IS OUTLINED AT ACTION WHG5, WHG6 AND WHG7 BELOW. Agree to Close (PR 10/07/2020) - This is also an action in SPG (SPG3) CO1/20/383193</p>	
WHG	WHG3	To monitor the evolving situation and invoke the Supporting People and Work & Health Groups(SPWHG) Business Disruption Forum (BDF) as and when required to bring all key players together to plan for any disruption to service delivery due to increased absences, demand, etc. (membership will be determined by Director of Business continuity)	Ongoing	SPWHG Business Continuity Team	Complete	<p>Mechanism to convene BDF in place and fully tested.</p> <p>Agree to Close (PR 10/07/2020) - This is also an action in SPG (SPG4) CO1/20/383193</p>	
WHG	WHG4	Ensure close liaison with all key stakeholders, including NICS HR, Department for Work and Pensions, etc. to ensure that all relevant Supporting People and Work & Health Group (SPWHG) staff and people in receipt of benefits receive timely, consistent and accurate communications, guidance, advice, etc.	Ongoing	All Groups	Complete	<p>In place - Communications issued on closure of offices for public.</p> <p>Agree to Close (PR 10/07/2020) - This is also an action in SPG (SPG5) CO1/20/383193</p>	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
WHG	WHG5	UNIVERSAL CREDIT - To monitor the impact of Covid-19 upon service delivery, prioritisation of benefits, face to face appointments, etc. and identify any cross cutting matters that need to be raised to the Departmental Emergency Planning Group	Ongoing	David Malcolm, Universal Credit Operations	Complete	<ul style="list-style-type: none"> The volume of claims for Universal Credit (UC) and Discretionary Support (DS) are significantly higher than usual. At the same time staff numbers have reduced and the volume of calls are unprecedented and beyond the normal capacity. However UC and DS have implemented a number of interventions to manage the situation and continue to provide services and payments. (Sit Rep 20 May). Steps are being taken to source IT equipment to enable additional benefits processing and to facilitate remote working. DfC Emergency Planning Group have now commissioned a small project to be put in place to manage the roll out of the additional remote devices. In the meantime, to ensure staff safety by adhering to Social Distancing guidance, the UC Service is being run on the basis of a mixed service delivery model - an office based rota across the office network, and by remote access where we have the available IT enabled equipment. Due to the impact of Covid-19, UC staffing availability varies on a daily basis and today UC report that a total of 615 people working today, 79 of whom are working remotely at home, the remaining 536 are on site across our office network. (Sit Rep 20 May). UC Covid-19 adverts ongoing for recently unemployed and self-employed affected by Covid 19; campaign continues to perform strongly, reached 772,866 Facebook and Instagram users 23-29 April, while also delivering 953,620 impressions via Google Display Network and 12,182 impressions via Google Search. On 6 May, UC published a range of management information relating to UC. The following link provides the detail. https://www.communities-ni.gov.uk/publications/management-information-related-universal-credit-claims-payments-and-advances Communications: DfC Minister Hargey . Week commencing 8 June - New Claims 1,990 (Pre 16th March average 2,040). Dashboard in Ministers Sub 3 June. Due to the impact of Covid-19, UC staffing availability varies on a daily basis and today UC report that a total of 628 staff are working, 72 of whom are working remotely at home, with the remaining 556 staff working on site across our office network. UC are planning to be able to mobilise more staff from w/c 8 June due to the availability of additional IT equipment, and office space which incorporates required social distancing measures to enable more staff to return to work on a phased basis (Sit Rep 3 June). The Department's position is that UC and DS benefit reporting will be included in SitRep on Wednesdays only. If Operations start to see a notable increase or volatility in claim volumes, then we may need to reinstate more frequent reporting again. This will be kept under review. (E-mail 15 May from DOC to NIHub HPRM CO1/20/268053). Agree to Close (PR 10/07/2020) - CO1/20/383193	
WHG	WHG6	EMPLOYMENT AND SUPPORT ALLOWANCE (ESA)/ JOB SEEKERS ALLOWANCE (JSA) To monitor the impact of Covid-19 upon service delivery, prioritisation of benefits, face to face appointments, etc. and identify any cross cutting matters that need to be raised to the Departmental Emergency Planning Group	Ongoing	Paddy Rooney, Working Age Services	Complete	<ul style="list-style-type: none"> Work continues to be prioritised to ensure new and existing customers continue to be paid. An on-line application form for both ESA and JSA has been developed to seek to manage the pressure on telephony. ESA & JSA – The higher volumes of claims and telephone calls experienced for both of these benefit areas in March and April 2020 have now returned to normal levels. However, staff numbers are still reduced by approximately 70% to allow us to comply with Public Health Agency guidance on social distancing in our offices. From 18 May, ESA and JSA Management Information have not been included in the SitRep, as volumes of work have now returned to nearer Business As Usual expectations, however this will still be closely monitored. If any unexpected spikes in demand or significant issues, an update will be provided. Agree to Close (PR 10/07/2020) - CO1/20/383193	
WHG	WHG7	DISCRETIONARY SUPPORT (DS) - To monitor the impact of Covid-19 upon service delivery, prioritisation of benefits, face to face appointments, etc. and identify any cross cutting matters that need to be raised to the Departmental Emergency Planning Group	Ongoing	Paddy Rooney, Working Age Services	Complete	<ul style="list-style-type: none"> Work to redeploy and train almost 300 staff from other lower priority areas who have access to the right systems to help out has been completed. There are now 15 additional contingency sites delivering DS services. An online form has been developed to manage the pressure on the telephony but this has increased the number of applications significantly. Work is being prioritised and overtime worked to try and reduce backlog but at the same time staffing levels are restricted to allow us to comply with PHA guidance on social distancing in our offices. During w/c 25 May there were almost 2,200 inbound calls to DS each day, against a daily forecast of 968. From 16 March to 1 June, almost £3.2 million has been issued to 19,000 people – this includes £1.5 million in Covid-19 living expenses grants to 10,667 people. The Department's position is that UC and DS benefit reporting will be included in SitRep on Wednesdays only. If Operations start to see a notable increase or volatility in claim volumes, then we may need to reinstate more frequent reporting again. This will be kept under review. (E-mail 15 May from DOC to NIHub HPRM CO1/20/268053). Agree to Close (PR 10/07/2020) - CO1/20/383193	

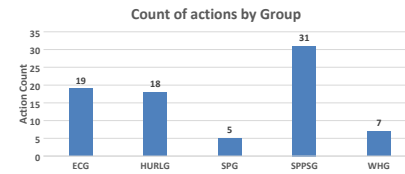
Complete

Ongoing

Row Labels	Count of Key Action	Row Labels	Count of Key Action	%
ECG	19	ECG	19	24%
HURLG	18	HURLG	18	23%
SPG	5	SPG	5	6%
SPPSG	31	SPPSG	31	39%
WHG	7	WHG	7	9%
Grand Total	80	Grand Total	80	100%

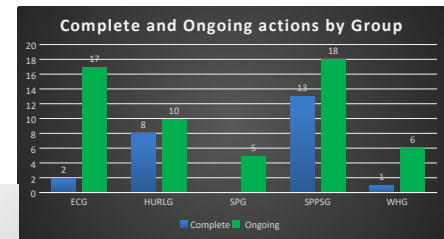


Row Labels	Count of Key Action	Row Labels	Count of Key Action
ECG	19	ECG	19
HURLG	18	HURLG	18
SPG	5	SPG	5
SPPSG	31	SPPSG	31
WHG	7	WHG	7
Grand Total	80	Grand Total	80

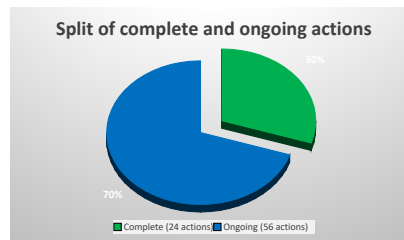


Count of Key Action	Complete	Ongoing	Grand Total
ECG	2	17	19
HURLG	8	10	18
SPG	5	5	10
SPPSG	13	18	31
WHG	1	6	7
Grand Total	24	56	80

Count of Key Action	Complete	Ongoing	Grand Total
ECG	2	17	19
HURLG	8	10	18
SPG	5	5	10
SPPSG	13	18	31
WHG	1	6	7
Grand Total	24	56	80



Group	(All)	Group	(Multiple Items)
Row Labels	Count of Status	Row Labels	Count of Status
Complete	24	Complete (24	24
Ongoing	56	Ongoing (56	56
Grand Total	80	Grand Total	80



Group (Multiple Items)

Row Labels	Count of Key Action
Paul Price, Soci	5
Maeve Walls, O	5
Gavin Patrick, F	5
Patricia McIntyr	3
SPPSG	3
Linda Williams,	3
David Polley, Hc	2
Colum Boyle W/	2
SPWHG Busines	2
All Groups	2
All Directors	2
Gavin Patrick, F	1
Urban Director	1
David Malcolm,	1
Gavin Patrick ar	1
Active Communities	1
Governance Un	1
Linda Williams,	1
DFC Minister	1
Iain Greenway,	1
Working Age Services, WHG	1
Grand Total	88

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
ECG	ECG1	To prioritise the management and delivery of Neighbourhood Renewal Investment Funding across the 36 NRA's and 16 Areas at Risk in the North.	Ongoing	David Sales, Community Empowerment Division (CED)	Ongoing	CED is employing rotas and remote working to maintain a business as usual service.	
ECG	ECG2	To prioritise and re-direct staff towards processing of Revenue and Capital claims for payment of Neighbourhood Renewal Investment Funding from Community Groups and Organisations (and jointly with HURLG BRD to prioritise and redirect staff toward processing of claims for payment from organisations funded by HURLG Belfast Regeneration Division). All other project development, application processing, monitoring and evaluation activity will cease. All post-payment vouching checks, monitoring and evaluation will be deferred until Phase 4.	Ongoing	David Sales, Community Empowerment Division (CED), Ciaran Donnelly, Belfast Regeneration Division (BRD) & Pauline Campbell, Northwest Development Office (NWDO)	Ongoing	<ul style="list-style-type: none"> • CED has informally engaged with Partnerships and groups on the pressures that may impact on their ability to operate and deliver services/ functions and this work is ongoing. CED are also considering additional contingency measures in discussion with the Deputy Secretary and Minister. • The Community Support Programme's (CSP) Contracts for Funding issued on 3 April 2020 to Councils. • The CED supported by colleagues in Central Payment Processing Team and Account NI has advanced some £7.6 million to ensure funding is available for those organisations to respond to the COVID 19 pandemic. This will ensure critical services are available for the most vulnerable giving them access to essentials such as food and medicines as well as identifying and supporting the socially and rurally isolated across society. 	
ECG	ECG3	To prioritise and re-direct staff towards processing of claims for payment of Voluntary and Community Division (VCD) annual funding for voluntary and community sector organisations, to mitigate financial stress during the outbreak, enabling them to retain key staff and meet organisational costs by the release of up to 6 months' advance grant payments on a prioritised basis.	Ongoing	Sharron Russell, Voluntary Community Division	Ongoing	<ul style="list-style-type: none"> • VCD has issued all of the Contracts for Funding (CFF) letters to their grant bodies. Only 1 CFF Contract being held due to an ongoing audit issue. Of the 89 CFFs issued, 85 have been returned fully completed/signed and payments issued. Reminders have been issued for CFFs still not returned or not fully completed. There are a further 3 economic appraisal / CFF's being worked on by the team at present. Payments of £5,736,826 for VCD Core programmes has been released and Non VCD monies of £1,484,182 also released. • VCD is now fully back up and running in terms of processing payments, and is back up to full complement. 	
ECG	ECG4	To re-prioritise work and make informed decisions on the following: (a) Forthcoming DfC sporting events (Sports Safety Conference 27 March; & Celebration of Sport – 24 April) (b) Together: Building a United Community (TBUC) programme activity (c) ECG Capital Delivery activity to contribute to finalising DfC 19/20 annual accounts (d) ECG Capital Planning activity to contribute to finalising DfC 20/21 Capital Investment Plan (e) Construction projects	Ongoing	Kathryn Hill, Active Communities	Ongoing	<ul style="list-style-type: none"> • Sports Safety Conference has now been deferred until Autumn and Celebration of Sport event cancelled indefinitely and will be subject to ongoing review. • TBUC programme activity continues to be monitored in line with PHA guidance, • Divisional/Arms Length Bodies) ALB resource consumption returns for Financial Year 19/20 remains flexible up to July 2020 for finalising DfC annual accounts. • Divisional/ALB confirmation of DfC 20/21 Capital Investment Plan, remains flexible, within the constraints of reasonable in-year underspends/overspends. •Infrastructure Planning, Delivery & Support Unit (IPDSU) is not currently involved in any live construction contracts that require time-critical input. ALBs will have their own contingency plans. 	
ECG	ECG5	To arrange for distribution of up to date public health advice, through Sport NI and the NI Sports Forum, to local sporting bodies and organisations to inform staging of future games and events.	Ongoing	Kathryn Hill, Active Communities	Ongoing	<ul style="list-style-type: none"> • Guidance being disseminated through Sport NI and NI Sports Forum as available. • Briefing for sports governing bodies from The Department of Health's Chief Medical Officer (CMO) was arranged for 26th March. However as the COVID lockdown was in place and due to medical messaging, the briefing did not take place. • Sport NI monitoring situation at Sports Institute, including travel to support competitions and training camps. 	
ECG	ECG6	To engage with counterparts in England, Scotland, Wales and the Republic of Ireland (ROI) on sporting events in line with official Department of Health (DoH) and Public Health Agency (PHA) guidance.	Ongoing	Kathryn Hill, Active Communities	Ongoing	Weekly calls with Government officials from 4 Home Nations have been scheduled and Sports Branch are in regular contact with Department of Transport, Tourism and Sport (DTTS) officials on emerging issues.	
ECG	ECG7	Engage with Tourism NI and others to determine and implement any appropriate arrangements at visitor attractions operated by the department	Ongoing	Iain Greenway, Historic Environment Division (HED)	Ongoing	HED are maintaining contact with Tourism NI, which is taking on a coordinating role on considering Public Health Agency (PHA) advice and its impact for visitor attractions. The issue of reopening outdoor spaces to vehicular traffic is on the list of potential regulatory adjustments submitted to The Executive Office (TEO) week commencing 27 April. We are maintaining contact with the Northern Ireland Environment Agency(NIEA) which chairs the Strategic Outdoor Recreation Group and is taking a coordinating role; and with Museums, Library and PRONI in terms of issues arising around reopening internal spaces.	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
ECG	ECG8	Engage with local government and the voluntary and community sector to consider appropriate measures and arrangements for delivery of support to vulnerable people	Ongoing	Sharron Russell, Voluntary Community Division and David Sales, Community Empowerment Division	Ongoing	<ul style="list-style-type: none"> Initial meeting held with Local Government Civil Contingency Coordinator on 16 March. A COVID-19 Voluntary & Community Sector Emergencies Leadership Group was on 26 March. A wider Reference Group has also been established. The Communities Minister has written to all DfC grantees and councils to advise them that flexibility will be available in relation to grant allocations, to allow organisations to respond to the pandemic Local government structures have been established to help deliver support to vulnerable. 84,864 food boxes have been delivered to the 24 Council distribution centres from 06/04 - wc 11/05 (Dashboard 15 May). On Tuesday 21 April, Minister Deirdre Hargey published the Department for Communities Community Response Plan, which sets out 15 actions being taken forward to support the grassroots community response to the current COVID-19 pandemic. Work has been established to carry out a disability impact assessment in relation to the package of support that has been put in place to support vulnerable people – both those who are shielding and non-shielding. The work will focus on identifying unmet need, access issues and the end-to-end user experience. Disability Action will work with the Department’s Programme Team and Department of Finance (DoF) Innovation Lab colleagues with expertise in user-centred design to deliver this piece, which will involve a user primary research element. (Ministers Sub 23 April) Funding for charities and grassroots Voluntary and Community organisations has been bid for a COVID-19 Community Support Programme of which £1.5m has been released to local councils for grassroots organisations, with a review underway to establish additional needs. Proposals are in development for a COVID Charities Funding Programme. See E13. Inspire is leading on a programme targeting community wellbeing at all stages of the pandemic and beyond into recovery and renewal. This proposal aims to build on a partnership approach and align and co-ordinate messaging and support on mental health and wellbeing emanating from the community and voluntary sector with Public Health Agency messaging and support available throughout Northern Ireland relating to COVID19. DfC is working closely with the Department of Health (DoH) and is represented on relevant DoH governance structures to ensure that anything developed complements existing provision. 	
ECG	ECG9	Work with other partners to explore the possibility of a community food provision safety net.	Ongoing	Sharron Russell, Voluntary Community Division and David Sales, Community Empowerment Division	Ongoing	<ul style="list-style-type: none"> The Emergency Response on food had a £10m bid for funding to support the purchase and delivery of food to those shielding / other most vulnerable met. A regional supply has been put in place through contracts with food suppliers to deliver food boxes for the most vulnerable. Direct Award Contracts with three local suppliers for supply of food boxes over a 12 week period – value £6.3m. 84,864 food boxes have been delivered to the 24 Council distribution centres from 06/04 - wc 11/05 (Dashboard 15 May). An upper limit of 18,000 supply of boxes per week has been communicated to Councils. The Programme is working with Councils to develop handling around alternative pathways in respect of access to food. (Letter to Councils 27 April) A review is in progress to explore the scope to refine the service and prepare for the recovery phase and any transitional food need. 	
ECG	ECG10	To set up a freephone community helpline in partnership with Advice NI	Ongoing	Sharron Russell, Voluntary Community Division and David Sales, Community Empowerment Division	Ongoing	<ul style="list-style-type: none"> COVID-19 Community helpline has been operational since Friday 27 March. The helpline is operating 7 days per week, 9am to 5pm) Following action taken to resolve some initial capacity issues, the Helpline is now stable and average daily call response rates are high, averaging 95%. Helpline scripts and triaging is an integral element of the Food Review. 	
ECG	ECG11	Officials to work with Sport NI and NI Sports Forum to put in place immediate practical steps to support the sports sector.	Ongoing	Kathryn Hill, Active Communities	Ongoing	<ul style="list-style-type: none"> All sporting organisations from grassroots to professional operations, are facing serious financial challenges as a result of the Covid-19 Pandemic. Funding streams will cease from competitions and major events being postponed or cancelled; and there will be a further loss of income from the cancellation of games, coach education, youth camps and other fund raising activities. Outlining early measures to help the sector the Minister Hargey said: “Sport NI will act this week to give security to funded Sports Governing Bodies, with relaxed protocols at this time. It will facilitate the immediate release of remaining year 2019/20 grant balances sending £1m into club and high performance programmes. In addition, Sport NI will move to ensure early release of 50% of year 2020/21 grant awards into the club sector and 25% of awards into the high performance sector. This will release a further £1.4m to funded sports. The remainder of these grants will be made available immediately when we have clarity on when sports programmes can begin again and also when the Olympic and Paralympic Games will take place during 2021. The application process for the Hardship Fund for Sport opened on the Sport NI website on 14 April. The fund attracted 402 applications, which are being assessed for eligibility and cross checked against Department for Economy (DfE) grant applications to the Retail, Hospitality, Tourism and Leisure scheme. 35 clubs have received a grant of £2,000. There are another 562 applications started but not submitted on the portal as scheme was suspended on 16 April. The total funding available at present is £750k. Sport NI has developed a “framework to guide progression towards a resumption of sport and physical recreation in NI” in the event of decisions being made to progress Stage 1 of the Executive’s Road Map to COVID recovery. The Department are currently engaging with the Department of Health regarding the draft framework (Ministers Sub 18 May). 	

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ECG	ECG12	To put in place in Northern Ireland a system that allows vulnerable people, older people and others who cannot leave the house due to health conditions, e.g. a disability (people shielding) to get priority access to an online food delivery slot.	Ongoing	Kathryn Hill, Active Communities	Ongoing	<ul style="list-style-type: none">• DfC is currently signposting shielding people to these services but a solution with the larger retailers is also required for a more sustainable solution.• Around 78,000 people in Northern Ireland have received a letter from their GP asking them to shield themselves. These people are unable to go out to the supermarket. Retailers have reported a very large increase in demand for these delivery slots and it is apparent that many shielding people are unable to access them. The alternatives are small local retailers offering delivery and assistance from the community and voluntary sector to carry out shopping. We are currently signposting shielding people to these services but a solution with the larger retailers is also required for a more sustainable solution. Key Actions required include - <ul style="list-style-type: none">• Online webform developed and to be hosted on NI Direct to capture data on those in the shielded group plus others e.g. disabled unable to leave their home. Their details will be sent to the Department of Health (DoH) to verify they are on the shielding list. Results will be returned to DfC to pass to the 4 key retailers involved (Tesco, Asda, Iceland and Sainsbury's). The retailers will then contact the customer directly with details of slots available (Sit Rep 17 Apr) Put in place a process to cross reference this against list of shielded people held by DoH. <ul style="list-style-type: none">• It has not proved possible to widen the scope of the scheme at this point beyond those who have received advice to shield from a medical professional. We are continuing to examine ways in which others who may be vulnerable for other reasons could be verified as having a need for priority online delivery slots and have this group identified to the retailers for assistance.• Comms to be developed getting out the message that online delivery slots are required by vulnerable people and that you shouldn't use one unless you need it.• The service offering priority online food delivery slots for vulnerable people who cannot visit stores themselves has been agreed and launched at noon today. This service will provide help to those people who received a letter from their GP asking them to shield themselves (around 78,000 people). The service will be offered by four key retailers (Minister Sub 5 May):<ul style="list-style-type: none">- Tesco;- Asda;- Iceland; and- Sainsbury's.	
ECG	ECG13	To help ensure that appropriate funding is made available to the Voluntary and Community Sector	Ongoing	Iain Greenway, Historic Environment Division and Sharon Russell, Voluntary Community Division	Ongoing	<p>COVID Charities Funding Programme:</p> <p>22The Minister announced her plans to launch a Covid-19 Charities Fund, valued in the region of £15m on 7 May 2020.</p> <ul style="list-style-type: none">• DfC is leading on the development of a fund for charity sector hardship/resilience, in partnership with other Executive departments and key stakeholders.• A team has been established to design policy proposals for the consideration of the Executive.• Engagement with the relevant Executive departments and key stakeholders is underway. (Ministers Sub 23 April)• The current work includes analysing likely need, considering policy options, and optimal delivery options.• This work is being done at pace, including engagement with other Departments, the sector and with the Department for Digital, Culture, Media & Sport (DCMS) and devolved administrations.• There is a significant risk that the funding will be insufficient to meet need; this will be laid out, with options, in the Executive paper which will be finalised by 11 May.• 23Stand up a funding scheme to support the charity sector within the next two weeks. An Executive proposal has been prepared for submission to the Executive's meeting on 14 May and this has set out how DfC will allocate the £15.5m fund to deliver an Executive funding programme for charities at risk of imminent closure. <p>COVID Community Support Programme:</p> <ul style="list-style-type: none">• Two bids for £8m each have been submitted to the Department of Finance:• It is proposed that £12m is allocated via the existing Community Support Programme to councils as a COVID-19 Community Support Fund for allocation to grassroots Voluntary & Community Sector organisations. £1.5m has already been released to Councils and a review of underway to establish additional need and funding formula changes required.• It is also proposed that £4m is allocated to key regional bodies including Advice NI, Volunteer Now, NI Council for Voluntary Action and others to support their expanded activities in response to COVID-19.	

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ECG	ECG14	To initiate an urgent review of the food box element of the access to food programme as demand is reaching supplier capacity	Ongoing	David Sales, Community Empowerment Division	Ongoing	<p>There are a number of strands of the overall Emergency Response Programme that relate to food support:</p> <ul style="list-style-type: none"> • Support through a community group, or food bank. For others it could be connecting them to a volunteer to deliver their shopping. DfC has provided financial support to Councils to deliver directly or to enable the local voluntary and community organisations at grass roots level. • A regional supply through contracts with food suppliers to deliver food boxes for the most vulnerable. Direct Award Contracts with three local suppliers for supply of food boxes over a 12 week period – value £6.3m. • 84,864 food boxes have been delivered to the 24 Council distribution centres from 06/04 - wc 11/05 (Dashboard 15 May). • Limit due to the impacts of social distancing on logistics is 18,000 boxes per week. We need now to assess what the emerging real time data tells us with the aim of ensuring that: • the initial policy intent of providing food to those in absolute need is being met; and • we remain within the scope of budgetary, commercial and logistical supply parameters. • Letter went to Council Chief Executives on 27 April to let them know that the upper limit for food boxes had been reached. Work ongoing with Councils to establish how to ensure need can be met within existing quantum of boxes. • In order to provide additional assurance that the needs of those most vulnerable are met, we have put in place a process whereby Health Trusts will be able to refer those that they assess as most vulnerable to the Red Cross who will provide emergency supplies. This builds on an existing arrangement to safeguard the needs of the most vulnerable while the options on phase two of the food programme are developed. The costs will be met from within the existing budget and are expected to be in the region of £14k per week maximum, subject to demand; this will be carefully monitored. • Call backs – One to one calls with councils to clarify with existing recipients if emergency need is continuing in terms of food boxes, and also to offer assistance by way of advice to recipients as to alternative options of food delivery or community level support in their area. DfC resource to support council call backs has been offered to all councils. • The Department has included a letter in food boxes distributed from today, providing information on the food box scheme, explaining to recipients why they have received a box and giving details of and who to contact if boxes are not required in future. Information on general sources of help and information in relation to accessing food during the pandemic has also been included in the letter. There has been extensive coverage in local newspapers about this scheme (Ministers Sub 15 May) 	
ECG	ECG15	To develop and implement proposals for supporting the Arts, Museums and Libraries sectors through the current crisis	Ongoing	Maeve Walls, Culture Division	Ongoing	<ul style="list-style-type: none"> • Initial loss of income in sector and wider NI economy resulting from closures projected at £24m. Plans for £1m Creative Support Fund targeting individual artists and creative practitioners and small to medium sized organisations developed, agreed with Minister and launched in the media (w/c 27 April). Initial bid of £4m for Q1 submitted to Department of Finance (DOF). Proposals for the furloughing of staff in National Museums submitted to DoF and agreement secured. Tranche 1 immediate, second tranche to follow. • Work in progress with Arts Council of Northern Ireland (ACNI), National Museums Northern Ireland (NMNI), Armagh Observatory and Planetarium (AOP) and Libraries NI (LNI) to consider recovery and resilience phases and Recovery Forum established. • Contingency plans deployed (further 3 month extension until 30 June) for all 3 members of ACNI Board pending longer term appointments, • ACNI grants rolled over for 12 month period to provide some degree of stability to organisations. • Contact maintained with senior officials in other jurisdictions and plans being made to repurpose existing spend specifically Community Festivals Fund (limited). • Inclusion in Executive paper of reference to risk of loss to key cultural organisations naming Grand Opera House, Lyric Theatre, Ulster orchestra, libraries and museum. 	
ECG	ECG16	To widen access to public health information for the Deaf community through the current emergency	Ongoing	Maeve Walls, Culture Division	Ongoing	<p>Three strands of work developed:</p> <ul style="list-style-type: none"> • Provision of Public Health information (British and Irish Sign Language) and signed Ministerial briefings arranged. (Now routinely in place) • Preliminary work undertaken by Sign Language Team to scope and arrange Remote Interpreting Services in Sign Language (British and Irish). Contract now let by Department of Health (DoH) and Health and Social Care board who are primary funders. (Complete) • Pilots for reducing social isolation among deaf people during the Pandemic under development. (In progress) 	
ECG	ECG17	Review feasibility of awarding Líofo Bursaries in 2020 given current crisis	Ongoing	Maeve Walls, Culture Division	Complete	<ul style="list-style-type: none"> • Announcement by Minister for the Gaeltacht of closure of summer colleges in 2020 prompted decision, ratified by Minister Hargey and communicated via press release and social media, to roll 200 Liofa bursaries into 2021. Individual recipients being contacted. • Plans being made to widen e-language offerings during this period via Liofa website ad through Foras Na Gaelige and Ulster Scots Agency. 	
ECG	ECG18	Work in partnership with Libraries NI, National Museums NI (NMNI) and National Museums Council to develop and implement appropriate responses to Covid 19 crisis.	Ongoing	Maeve Walls, Culture Division	Ongoing	<ul style="list-style-type: none"> • In interests of public and staff safety, all sites closed and plans in place to protect assets. • Support provided to LNI to realign resource towards e books and remote access. • Agreement secured through Department of Finance (DoF) for NMNI to furlough staff in 2 tranches. • Flexibility being built into Creative Support Fund to enable Museums. • Council members to access small grants. • Early and ongoing planning in respect of reopening and lost revenue implication. • Bids to be made for further financial support 	
ECG	ECG19	Secure immediate cash flow position for arts, language and cultural institutions.	Ongoing	Maeve Walls, Culture Division	Complete	<ul style="list-style-type: none"> • Emergency drawdown arrangements agreed and implemented with Republic of Ireland (ROI) Department in respect of North South Language Body • Payments advanced to grant funded bodies (NI Screen, Fobairt Feirste) • Agreement reached with individual organisations and Infrastructure Planning and Delivery Support Unit (IPDSU) on 2019/20 capital payments. 	

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HURLG	HURLG1	Formally write to each of the 11 NI Local Councils asking that they review and update their Business Continuity arrangements in preparation for the potential of COVID-19 (Coronavirus) on Business Delivery.	09/03/2020	Anthony Carleton, Local Government & Housing Regulation	Complete	<ul style="list-style-type: none"> An email was sent to the Local Government Single Point of Contact on 9 March 2020 asking her to ensure that each of the 11 Councils review and update their Business Continuity arrangements in preparation for the potential of COVID-19 (Coronavirus) on Business Delivery. The Local Government Regional Co-ordinator for SOLACE NI confirmed on 5 May 2020 that as part of the ongoing emergency response, councils, on activation of their emergency management arrangements are continually reviewing business continuity plans. Initially, the focus centred on maintaining essential services whilst facilitating remote working. The focus is now increasingly considering supporting the return of services in compliance with social distancing and the operational recovery of council services. 	
HURLG	HURLG2	Arrange a briefing/awareness session for local councils/Solace to support them in making the necessary preparations for the potential impact of COVID-19 (Coronavirus).	06/03/2020	Anthony Carleton, Local Government & Housing Regulation	Complete	Health and Social Care NI (HSCNI) briefing update in Castle Buildings Fri 13 March. This was attended by the Minister, A Carleton, Solace and council officials. (C01/20/197795)	
HURLG	HURLG3	To ensure the Civil Contingencies Team is equipped with mobile phones and laptops to deal with out of hours issues and arrange out of hours access to premises and equipment where appropriate.	09/03/2020	Anthony Carleton, Local Government & Housing Regulation	Complete	[NR] – Work Laptop & Work Mobile [NR] – Work Laptop & Work Mobile [NR] – Work Laptop & Work Mobile [NR] – Work Laptop & Work Mobile	
HURLG	HURLG4	To ensure quarterly payments to district Councils continue to be processed in a timely manner by members of the team working remotely, if required.	09/03/2020	Anthony Carleton, Local Government & Housing Regulation	Complete	[NR] – Work Laptop & Work Mobile [NR] - Work Laptop & Mobile Process working as first quarter payments for De Rating Grant and Transferred Function Grant processed (HPRM CO1/20/197234)	
HURLG	HURLG5	Prioritised Urban Payments to suppliers / Councils (staff working remotely if required).	01/04/2020	Urban Directors	Complete	[NR] – Work Laptop & Work Mobile [NR] - Work Laptop & Mobile All Payments Processed (HPRM CO1/20/197234) Payments being prioritised and processed in line with Business continuity plans to ensure cash flow to councils and suppliers. DFC and Central Procurement Directorate (CPD) Staff prioritising payments to ensure no unnecessary delays. Action complete - robust payment system in place.	
HURLG	HURLG6	To formally write to business partners including NIHE, Housing Rights, Northern Ireland Federation of Housing Associations (NIFHA) and Co-Ownership requesting that they review their business continuity arrangements in preparation for the potential impact of this outbreak.	30/03/2020	Paul Price, Social and Housing Policy and Oversight & David Polley, Housing Supply Policy	Ongoing	Written confirmation from all parties currently being sought as of 5th May.	
HURLG	HURLG7	Liaise with the Public Health Agency (PHA), the Department of Health (DoH) and delivery partners to ensure any relevant advice and guidance regarding vulnerable client groups (e.g. homeless and frail elderly) is made available promptly.	Ongoing	Paul Price, Social and Housing Policy and Oversight & David Polley, Housing Supply Policy	Ongoing	<ul style="list-style-type: none"> Advice is being issued on an ongoing basis. Advice is being taken into account in the drafting and updating of guidance, including guidance for homeless providers. (see D9 for further details) 	

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HURLG	HURLG8	To work with NIHE and other partners to prevent evictions for those impacted by the outbreak.	Ongoing	Paul Price, Social and Housing Policy and Oversight & David Polley, Housing Supply Policy	Ongoing	<ul style="list-style-type: none"> • The Private Tenancies (Coronavirus Modifications) Bill passed its final stage in the Assembly on the 28 April via emergency legislation and accelerated passage. It has now secured Royal Assent. This Bill requires all private landlords to give 12 weeks' notice to quit to tenants during the Covid 19 emergency and protects tenants from eviction. The Minister has asked to explore ways of additional help for struggling renters – one change to date the Minister has announced is an increase in Local Housing Allowance rates from 1 April which will provide additional financial support for private tenants in receipt of Housing Benefit or the housing costs element of Universal Credit.. • Guidance for tenants and landlords was published on 16 April and will be updated following Royal Assent for Bill. Guidance for social housing tenants and landlords is also under development. • Minister has written to the Department for the Economy (DfE) Minister in support of additional funding for Students via the existing hardship fund. Arrangements are in place for students to receive assistance via food parcels. • An agreement with Social Landlords has been reached and announced to the effect that there shall be no evictions due to covid-19-related rent arrears. 	
HURLG	HURLG9	To work with the Department of Health (DoH) to develop guidance for the homeless sector and consider impacts on the chronic homeless with no recourse to public funds	Ongoing	David Polley, Housing Supply Policy	Ongoing	<ul style="list-style-type: none"> • Link to Minister's Statement of 27 March - https://www.communities-ni.gov.uk/news/housing-support-crucial-crisis-hargey. • The NIHE is working with DoH to implement a Test-Triage- Cohort –Care model (Sit Rep 30 April). • There are around 1,250 homeless presenters a month, a core of around 1-2,000 chronically homeless and under 50 rough sleepers. The NIHE is seeking to increase emergency accommodation options by 200 to ensure the protection of this vulnerable group. (SIT REP 1 APRIL) • Guidance for homeless providers was published and distributed by DoH, currently being updated (third version) Sit Rep 14 May. • DoH is housing rough sleepers for an initial period of 3 months to protect their own health and the health of the wider society. • NIHE is working to resolve issues and sustain rough sleepers in accommodation longer term once this period is over. (SIT REP 30 APRIL) • Working with Health on housing those with No Recourse to Public Funds during this period – Health Minister has written to DfC Minister and MOU signed 15 May. NIHE will recharge Health for accommodating those with NRPFs during this time (NIHE assisting Health with the discharge of its function). Possible need for Regulation to be laid in support of this. (HURLG Sit Rep 18 May) • All issues are currently being dealt with in Business as Usual. A third version of Guidance is being prepared which will focus on stabilising the sector as it moves through recovery. (SIT REP 22 MAY) <p>POSITION AT 22 MAY (HURLG SitRep)</p> <p>Current placements in temporary accommodation was 2,855</p> <p>768 New presenters since 1st May</p> <p>2,090 new presenters since 23 March</p>	
HURLG	HURLG10	Immediate release of £200k to match the commitment from the Community Foundation	Immediate	DfC Minister	Complete	The Executive Office (TEO) Press Release 20 March COMPLETED	
HURLG	HURLG11	Contact to be made with the Dept of the Economy (Funding body for Health and Safety Executive Northern Ireland (HSENI) to seek formal guidance regarding arrangements for gas servicing in N.I.	Immediate	Paul Price, Social and Housing Policy and Oversight	Ongoing	<ul style="list-style-type: none"> • Gas Safety Inspections - Previous advice was received from the NI HUB on 4 April (Record C01/20/197907) but, following reports from social landlords of difficulty accessing properties, more definitive advice was sought. • The NIHE has advised that they have almost 400 routine gas inspections due in April and over 3,800 due in May. To date they are only able to gain access to under 30% of the properties as their tenants are either members of a vulnerable group or are self-isolating. The Department escalated this issue to the NIHUB to seek further guidance from the Department of Economy, who is the funding body for the HSENI. The HSENI confirmed on 30 April that it does not intend to extend statutory timescales for gas safety checks due to the risks which can arise from having an unsafe gas appliance. • Further advice requested from DfE and a submission now being prepared for Minister. 	
HURLG	HURLG12	NIHE to ensure contractors have access to supplies following material suppliers closing their doors for at least 24 hrs to review the implications of the lock down	Immediate	Paul Price, Social and Housing Policy and Oversight	Complete	<ul style="list-style-type: none"> • NIHE needs to give permission to key suppliers to allow it to get material supplies. Action is being taken to reduce their risk associated at the Dept level. Query raised with NI Hub on how this approval is given. (Sit Rep 26 March) • Complete (Issue Actioned) - Confirmed via NI Hub that hardware suppliers are exempt from closing. 	

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HURLG	HURLG13	The Department to consider with the NIHE whether short-term changes can be made to the Housing Selection Scheme	Ongoing	Paul Price, Social and Housing Policy and Oversight	Ongoing	<ul style="list-style-type: none"> • Social landlords are finding it increasingly difficult to allocate properties – the current allocations process is creating barriers to allocate at this critical time: • There are challenges in getting voids ready for relets; • There are reports of supply shortages affecting emergency / essential works and cleaning & refurbishment; • Logistically there are difficulties with viewings and the sign-up process and with voids the collection of keys and lock changes; and • Social distancing and self-isolation result in sheltered/supported/care voids that cannot be filled. <p>Permanent allocations to new and existing social homes cannot be made and consequently temporary accommodation is becoming available more slowly than usual. There are usually approximately 10,000 allocations per year or an average of c.830 per month. Not all of these will come from temporary accommodation placements, but a substantial minority will.</p> <ul style="list-style-type: none"> • The Department is continuing to work with the NIHE, which operates the Selection Scheme, to establish whether short-term changes can be made to the Scheme in order to make the most effective use of stock while permanent moves are less likely to take place. However, NIHE has confirmed as of 23 April it has no recommendations for changes to the Scheme to address current circumstances. • Guidance for social housing tenants and landlords is also under development. This will address a range of issues, including payment of rent, evictions, maintenance, allocations and transfers. 	
HURLG	HURLG14	To provide additional help to struggling renters which includes students	Ongoing	David Polley, Housing Supply Policy	Ongoing	<ul style="list-style-type: none"> • Action is being taken to reduce the risk associated to the issue at the departmental level. • Guidance for landlords and tenants in the Private Rented Sector has been published on the Department’s website. The guidance is being revised and updated now that the Bill has passed into law. • The Private Tenancies (Coronavirus Modifications) Bill has secured Royal Assent. This requires a 12 week notice to quit period for Landlords and will prevent evictions during the Covid 19 emergency. • Royal Assent on 4 May – Legislation came into place on 5 May. • Minister has written to Department for the Economy (DfE) Minister to explore ways of using the Student Support Fund to limit the impact on struggling students and officials are engaging to explore options. • Private renters may face difficulties/eviction from properties if they fall into arrears as a result of the impact of COVID-19 as evidenced by the data below from Housing Rights Service: • Housing Helpline: W/E 01 May – The number of clients assisted during this week increased to 201 (weekly average is 150). Of these 43% were enquiries in relation to the private rented sector. • Landlord Helpline: W/E 01 May – A total of 22 callers were assisted during this week (weekly average is 30). Of these 32% were seeking guidance on COVID-19 related issues. Landlord Helpline opening hours have been temporarily extended to 4pm each weekday during the emergency period (previously available until 2.30pm). • Housing Rights Website: www.housingadviceNI.org is being widely used by the public as a source of information and advice on COVID-19 related issues. A section of Frequently Asked Questions (FAQ’s) has been developed on the website which has also been translated into 10 languages. Promotional work is underway via social media and links have been included from NI Direct website. (Sit Rep 29 Apr) • A free webinar on COVID-19 and the private rented sector which is tailored to landlords and letting agents operating in the sector has been developed and will be held on 14 May 2020. 	
HURLG	HURLG15	To confirm if Councils can avail of Furlough Scheme	Ongoing	Anthony Carleton, Local Government & Housing Regulation	Complete	<ul style="list-style-type: none"> • Payroll costs represent the most significant expenditure category for all district councils, and whilst a number of service areas have ceased and employees are unable to work, it is not clear whether Councils can avail of the coronavirus job retention scheme due to potential public funding restrictions. Councils are seeking further guidance in relation to local government’s approach to ‘furlough’ employees covering areas such as eligibility, process, reimbursement etc. • DfC first made the NI Hub aware of this issue on 8 April and highlighted again on 13, 14 and 15 April. • DfC attended the Northern Ireland Local Government Association (NILGA) Executive meeting on Friday 1 May, where the issues of the financial viability of Councils, Job Retention Scheme for Council staff and ongoing Community support were discussed. • Departmental Officials continue to engage with district councils to quantify the financial impact of the pandemic and identify the financial assistance they need to continue to function. • As a result of discussions with the Department of Finance (DoF) confirmation was received on 1 May 2020 that Councils could apply to furlough staff through the Coronavirus Job Retention Scheme. This message was conveyed to representatives of Association of Local Government Finance Officers (ALGFO) on 1 May. 	
HURLG	HURLG16	To liaise with Councils and the Department of Finance on the issue of Council cash flow concerns	Ongoing	Anthony Carleton, Local Government & Housing Regulation	Ongoing	<ul style="list-style-type: none"> • Increasing concerns across many councils in relation to depletion of cash resources to pay bills. Councils are currently facing significant financial losses of up to £100m as a result of facilities being closed and additional cost pressures arising from Covid-19. Even by borrowing up to maximum permitted limits, Councils may run out of cash to pay staff and suppliers within a few months. In the absence of intervention, this will result in very significant rates and service implication. Without urgent financial support from government, it is anticipated that by July the first of the Councils will run out of cash, will be unable to cover operating costs, pay its employees or creditors and will therefore become insolvent. • Potential loss of local government income up to £11m per month. • DfC is engaging with Councils and Department of Finance (DoF) to consider the impacts and required interventions (SIT REP 16 APRIL) • DfC attended the Northern Ireland Local Government Association (NILGA) Executive meeting on Friday 1 May, where the issues of the financial viability of Councils, Job Retention Scheme for Council staff and ongoing Community support were discussed. • Departmental officials continue to engage with district councils to quantify the financial impact of the pandemic, identify the financial assistance they need to continue to function and also support proposals for the furloughing of staff. (Minister SUB 30 April) • Antrim and Newtownabbey Borough Council have advised of potential for future redundancies (Minister Sub 20 May) 	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
HURLG	HURLG17	To put in place ongoing arrangements with NIHE to monitor the issue to ensure that all Supporting People staff who have a requirement under the Public Health Agency guidance for Personal Protection Equipment (PPE) have adequate supply.	Ongoing	Paul Price, Social and Housing Policy and Oversight	Ongoing	<ul style="list-style-type: none"> • The Supporting People (SP) programme provides housing support for approximately 19,000 vulnerable households across 4 Thematic Groups (homeless people, older people, certain young people, people with physical disabilities or mental health issues) to support them in living independently. Any service failure in SP schemes will place pressure on health services in particular. • Public Health Agency guidance sets out procedures and responsibilities of Health and Social Care Trusts (HSCTs) in respect of PPE; following clarification of this guidance and supply arrangements, PPE supply for Supporting People schemes jointly-funded with the Department of Health (DoH) will continue to be provided via the Health and Social Care Trusts; while supply for non-jointly-funded schemes is provided by Department of Health in the short-term only (to 29 May), until alternative medium to long-term arrangements can be made. • The NIHE is now setting those arrangements in place and (with advice from Central Procurement Directorate, Department of Health and related bodies) is working to establish a supply chain for the sourcing, ordering, receipt and distribution of PPE for singly-funded SP providers. • The issue of expenditure remains, with NIHE aiming to estimate likely costs and the Department for Communities seeking funding to reimburse the NIHE in full. • DfC is working with NIHE to confirm funding and arrangements for medium- to long-term PPE supply for non-jointly-funded Supporting People providers (Sit Rep 13 May). • There are 70 non co-funded Supporting People providers that undertake activities requiring PPE. There are an estimated 1288 frontline staff within these schemes (HURLG Sit Rep 18 May). • It is expected that an order for 12 weeks’ supply for non-co-funded providers will be placed by NIHE imminently. • Service providers are no longer reporting issues with accessing PPE. A collective ordering process is in place: this week’s ring-around by NIHE found that 71 services state they currently need PPE, of which 69 have been in touch with the relevant Health and Social Care Trust and 64 have received PPE from the Trust. DfC, NIHE and CPD are continuing to work on supply of PPE for non-jointly-funded schemes - a bid for PPE funding is with DfC Finance for issue to the Department of Finance and an order for PPE is expected to be placed on 26 May by NIHE . 	
HURLG	HURLG18	To provide assistance to Solvency of Supporting People (SP) providers where social enterprises have been forced to close	Ongoing	Paul Price, Social and Housing Policy and Oversight	Ongoing	<ul style="list-style-type: none"> • SP providers provide Housing Support for approximately 19,000 vulnerable households to enable them to live independently. SP is vital in order to prevent this group placing pressure on key Covid-19 public services, particularly Health. • The Department has submitted a number of bids for additional funding, totalling £13.8 million for: bank/ temporary staffing in order to continue to provide services at a time when they are likely to be experiencing a high level of absenteeism and loss of supplementary income. (SIT REP 24 APRIL 20) • Number of schemes affected by Staff absences across all accommodation-based Supporting People schemes as of week ending 8 May: 50 of 861 schemes across all thematic groups (down from 53 last week) are reporting significant staff shortages of 30% or above. The issue is particularly acute for homeless sector schemes, with a consequential impact on schemes’ ability to accept referrals: 18 of 81 homeless schemes have staff shortages of 30% or more. (Rep 18 May) • Providers raised their concerns with NIHE on 21 April regarding costs to date: we are informed that providers have been facing increased and unexpected costs for several weeks. It will be difficult for many providers to continue delivering their services safely until at least mid-May without receiving additional COVID-19 support funding. NIHE has issued Quarter 1 Supporting People funds to providers, covering the period to 07/06/20 in order to provide adequate cash flow for organisations. (Sit Rep 11 May) • The 2020/2021 budget has been confirmed at £72.8 million to allow NIHE to allocate first quarter funds. The Minister is also considering additional Covid-19 budget requests: a letter has been drafted to issue to the Finance Minister setting out the case for additional funds. • An Executive paper on the need for additional financial support for the Supporting People programme, particularly for those schemes experiencing confirmed COVID-19 cases and deaths, was considered by the Executive on 18 May (Sit Rep 19 May). The Finance Minister’s announcement of £10m additional funding for the Supporting People programme has addressed this issue, in conjunction with £3m in reserves which we are awaiting Department of Finance’s approval to ‘unfreeze’ for affected Supporting People providers. (Sit Rep 20 May). 	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
SPG	SPG1	Establish a pool of 100+ Laptops which can be utilised to facilitate enhanced remote and home working arrangements with some configured for the Department for Work and Pensions (DWP) network.	Ongoing	John O'Neill, Information Services & Property Management	Ongoing	<ul style="list-style-type: none"> 46 additional Surface Books for use on the Digital Office Infrastructure (DOI) network have been received 17 Apr and build work will begin to enable the devices to be assigned to priority areas for use from 20 April (Sit Rep 17 Apr) As of 01 May a total of c.300 DfC Surface Pros/Books have been rebuilt by ICT Services and returned to priority frontline business areas. A further 50 Surface Pros have been purchased by the Department. DWP have been approached to have these built. In addition, work is underway to have 350 mini PCs configured for remote working at a rate of 70 per week, from week commencing 4 May 2020. Options are also being explored with DWP to access other stocks of these devices. Portable devices for NIGOV access. As of 01 May - 95 new laptops have been issued, with a further 35 existing laptops fixed/reconfigured and redeployed; 92 tablet devices have also been issued to business areas; 91 desktop PCs are being enabled for remote access, of which 60 have been completed (Minister Sub 01 May). • Devices for DWP access – As of 15 May, 275 DWP Surface Pros/Books have been rebuilt by ICT Services and deployed to priority frontline business areas. A further 25 devices have been built and are being stored awaiting provision of staff details from business areas for local deployments. Name/address details of 583 staff have been provided to DWP for direct delivery of Mini PC's to staff who are currently at home. A further consignment of approximately 2,200 Mini PC's for home use have been ordered from DWP for shipping to NI w/c 25 May. Plans are in place to have these deployed and made operational on a phased basis by the end of July 2020. • Devices for NIGOV access – As of 15 May, 200 new laptops have been issued along with 85 remote desktops and 75 tablet devices (numbers of these are now reducing as laptops become available). In total 810 DfC IT Assist users are now capable of working remotely. A further 1,150 laptops have been ordered from IT Assist for delivery and will be deployed on a phased basis by the end of July 2020. -SIT REP 19 MAY 	
SPG	SPG2	Objective: to outline key areas of demand on the tech sector; options for delivery; and industry capacity.	Ongoing	John O'Neill, Information Services & Property Management	Ongoing	<ul style="list-style-type: none"> Recent work has been undertaken to scale the network capacity to handle the volumes of traffic that both DWP and DfC are experiencing and this now appears to be working well. DWP are still advising caution in respect of video calling due to the bandwidth demands of this technology similar to the advice that has been issued on the NICS side. In respect of telephony the DWP contact centre platform, Next Generation Contact Centre (NGCC) has stood up well to the demands being placed on it. The main difficulty across all the DfC service lines relates primarily to the numbers of staff available in the telephony centres to deal with the volume of calls. The key technology constraint here is that the NGCC platform has (in the main) been designed to route telephony traffic into specific office locations and not to staff who are working remotely. DWP are testing a solution to enable calls to be routed to staff working remotely on specialised laptops but it is at the early stages of development and not yet scalable across all benefit areas. In terms of kit deployment the Department has sought to strengthen its contingency response by seeking additional specialised laptops (Surface Pros) from DWP to enable more operational staff to process and pay benefit claims remotely. To date, the Department has been unable to secure the additional kit that is critically required. By way of comparison while there is limited supply of this kit in DWP because of their scale and the dispersed nature of their staffing they have current capacity to enable c.20% of their workforce to work remotely. For NI the corresponding position currently is zero supply and c5% capacity for operational staff to work remotely. This has created considerable risk for DfC and significantly impacts on the Department's ability to fully meet its statutory obligations at this critical time.' As of 9/4/20 a total of 63 DfC Surface Pros have been rebuilt by Information Communication Technology (ICT) Services and returned to priority frontline business areas. An approximate further 40 have been returned to ICT Services for rebuild and are in 3-day quarantine. These devices will be rebuilt and returned to priority areas w/c 20th April. 46 additional Surface Books for use on the DOI network have been received 17 Apr and build work will begin to enable the devices to be assigned to priority areas for use from 20 April (Sit Rep 17 Apr) <p>• For latest position see comments in A3</p>	
SPG	SPG3	The Supporting People and Work & Health Groups (SPWHG) existing Business Continuity Framework (BCF) provides direction for group actions in respect of significant business disruption, emergencies, etc. A meeting of the Directors Emergency Planning Group (Deputy Secretaries & Directors in both groups) will be convened to discuss the impact of COVID-19 upon service delivery, prioritisation of benefits, face to face appointments, etc. and identify any cross cutting matters that need to be raised to the Departmental Emergency Planning Group / Civil Contingencies Group NI through the Strategic, Policy and Planning Unit (SPPU).	Ongoing	Colum Boyle WHG and Jackie Kerr SPG	Ongoing	<ul style="list-style-type: none"> The SPWHG Emergency Planning Group (Deputy Secretaries & Directors in both groups) was established on 9 March and has been meeting regularly each week to review and update the SPWHG response. The SPWHG Pandemic Contingency Plan is in place and regularly updated to reflect decisions, priorities, approach, etc. 	This is also an action in WHG (WHG2)

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
SPG	SPG4	To monitor the evolving situation and invoke the Supporting People and Work & Health Groups(SPWHG) Business Disruption Forum (BDF) as and when required to bring all key players together to plan for any disruption to service delivery due to increased absences, demand, etc. (membership will be determined by Director of Business continuity)	Ongoing	SPWHG Business Continuity Team	Ongoing	Mechanism to convene BDF in place and fully tested.	This is also an action in WHG (WHG3)
SPG	SPG5	Ensure close liaison with all key stakeholders, including NICS HR, Department for Work and Pensions, etc. to ensure that all relevant Supporting People and Work & Health Group (SPWHG) staff and people in receipt of benefits receive timely, consistent and accurate communications, guidance, advice, etc.	Ongoing	All Groups	Ongoing	In place - Communications issued on closure of offices for public.	This is also an action in WHG (WHG4)
SPPSG	SPPSG1	Write to each of the DfC Non-Departmental Public Bodies (NDPB's) asking that they review and update their Business Continuity arrangements and in preparation for the potential impact of COVID-19 (Coronavirus) on Business Delivery.	13/03/2020	[Name Redacted], Central Policy	Complete	Business area confirmed on 5th May that responses had been received and noted from NDPB's.	
SPPSG	SPPSG2	Arrange a Briefing session for DfC Non-Departmental Public Bodies (NDPB's), to support them in making the necessary preparations for the potential impact of COVID-19 (Coronavirus)	20/03/2020	[Name Redacted], Central Policy	Complete	Teleconference briefing with Senior Medical Officer and Public Health Agency (PHA) officials took place on 18th March.	
SPPSG	SPPSG3	In partnership with Executive Information Service (EIS), to develop a range of communication materials to keep external audiences appropriately informed of developments.	Ongoing	[Name Redacted], Transformation, Communications & Engagement	Ongoing	<ul style="list-style-type: none"> Press Office works with EIS on all Executive level communication as appropriate. This has included providing speeches for Minister when doing daily press conferences, input to daily lines to take, updates on NI direct and input to NI mailshot for Covid-19 in April. We provide input to EIS communications as requested. All other internal and external communication within DfC is generated by Comms & Engagement Unit and Press Office. 	
SPPSG	SPPSG4	To request that all DfC G5/7's review and provide assurance that their Business Continuity Plans (BCPs) have been reviewed and updated, in light of COVID-19, to include a) The Key Business Priorities which are relevant to the plan. b) Key recovery time objectives.	13/03/2020	[Name Redacted], Central Policy	Complete	<ul style="list-style-type: none"> Completed - Assurances received from all business areas. An interim review of the effectiveness of business continuity arrangements across the Department during the Covid-19 crisis has been completed and shared with the Senior Leadership Team. 	
SPPSG	SPPSG5	Formally establish DfC Human Resources (HR) liaison arrangements to ensure that managers have access to the specialist HR support they will need in terms of managing COVID-19(Coronavirus) related staffing issues.	Immediate	[Name Redacted], Transformation, Communications & Engagement	Complete	NICS HR now have a portal for all NICS employees to access for Covid-19 information. It is available at: https://www.finance-ni.gov.uk/landing-pages/covid-19-guidance-nics-employees . Specific queries from managers can be sent to a NICS HR DfC mailbox or business partners for a response. (e-mail from [NR] 20 April (Record C01/20/219557)	
SPPSG	SPPSG6	Premises Officers to arrange for deployment of additional hygiene measures within DfC buildings including alcohol-based sanitisers and tissues and ensure sufficient supplies of existing hygiene materials are in place including toilet paper, soap, etc.	Ongoing	Linda Williams, Governance and Commercial Services	Complete	Additional processes established with cleaning contractors and the procedure to be followed has been communicated to all G3s-G7s & Premises Officers across the Department. Additional cleaning materials have been sourced and distributed via Commercial Services. Premises Officers continue to submit additional orders when required.	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
SPPSG	SPPSG7	Ensure arrangements are in place to enable deep clean in areas where infected individuals (or those suspected to have infection) have been working.	Ongoing	Linda Williams, Governance and Commercial Services	Complete	<ul style="list-style-type: none"> Commercial Services will continue to follow advice of the Public Health Agency (PHA) in relation to the need for any additional cleaning of a building in the event that an occupant receives a positive Covid-19 diagnosis. All requests for additional cleaning must be approved by the relevant Grade 5 or Grade 6 through Commercial Services. Business areas are responsible for organising access for cleaners to the building. Commercial Services will endeavour to accommodate the clean with as little disruption as possible to the business by arranging cleans after working hours, weekends or bank holidays. On completion of the clean, business areas should email Commercial Services confirming clean has been carried out to their satisfaction (Intranet Article 23 April) Arrangements established with cleaning contractors and the procedure to be followed has been communicated to all G3s-G7s & Premises Officers across the Department. 	
SPPSG	SPPSG8	To engage with and ensure regular communication with Departmental Trade Union Side (TUS) and provide assurance around staff welfare issues and business continuity arrangements.	Ongoing	Beverley Wall, SPPSG	Ongoing	<ul style="list-style-type: none"> Initial meeting arranged for 13th March and follow Meeting held with TUS General Secretary, DfC Minister, Declan Kearney (Junior Minister for The Executive Office (TEO)) and DfC Senior Management team on 26 March to discuss Agency Workers, Social Distancing, Cleaning, Mental Wellbeing, Special Leave, Redeployment and Communications. 1 April Teleconference with Northern Ireland Public Service Alliance (NIPSA) Branch Chair & Senior Management covering Discretionary Support / Universal Credit Fresh Claims / Circulation Space / Staff with a vulnerable person living at home / Free public transport for NICS essential workers / No. of DfC staff in work. TUS held a teleconference with DfC Management on 6 April and a range of issues were discussed. Aim is to have regular teleconferences every Monday, Wednesday and Friday. Regular engagement with TUS has continued throughout April and early May. 	
SPPSG	SPPSG9	To establish a Departmental Operations Centre (DOC) for coordination of all DfC Covid-19 preparations, actions and reporting mechanisms and liaison with the NI Hub.	Immediate	Beverley Wall, SPPSG	Complete	Core staff in place and DOC established on Level 2, Causeway, from 18 March. Additional volunteers to DfC DOC 27 March (Karen Ward e-mail) and list of volunteers to DfC DOC and NI HUB (CO1/20/194729). DOC is now working remotely.	
SPPSG	SPPSG10	To consider bids through the Department of Finance (DoF) and Treasury to mitigate against the impacts of Covid-19 across Departmental services and to protect the most vulnerable in society.	Ongoing	Gavin Patrick, Financial Management	Ongoing	<ul style="list-style-type: none"> All business areas have submitted bids. Currently waiting on a decision from DoF on the bid submitted. DfC has been allocated £20.3m of COVID-19 specific funding. A further £10m has been held at the centre to be considered for further interventions for vulnerable people. All DfC bids have been formally shared with DoF that have been approved by Minister. Therefore there are currently £140m outstanding COVID-19 bids. The Executive is to consider further allocations but no timeline has been given on this. 	
SPPSG	SPPSG11	To identify key workers who require access to school facilities for their children to enable them to remain in work.	Immediate	Beverley Wall, SPPSG	Complete	<ul style="list-style-type: none"> Estimate of potential numbers provided to Department of Education and draft letter prepared for issue to key workers in DfC. Letters have now issued to staff in DfC. A further letter issued on designated key workers also issued by email 30 March. 	
SPPSG	SPPSG12	Ensure the ongoing hygiene and cleanliness of office locations due to complaints about the standard of cleaning	Ongoing	Linda Williams, Governance and Commercial Services	Complete	<ul style="list-style-type: none"> All open sites are receiving both morning and afternoon cleans with cleaners continuing to concentrate on the prioritised areas i.e. touch points, shared areas etc., and with particular emphasis on ‘hot desks’ which are cleaned on a more regular basis i.e. when a different member of staff uses it. Commercial Services are working closely with the cleaning contractor to meet all cleaning requirements including weekends and bank holidays. (Intranet Article 23 April) Additional cleaning arrangements established. 	
SPPSG	SPPSG13	Develop and implement Covid-19 communications plan	Ongoing	[Name Redacted], Transformation, Communications & Engagement	Ongoing	Draft to be with Beverley Wall for sign off by Monday 11 May.	
SPPSG	SPPSG14	To establish a COVID-19 Risk Register to capture all strategic business risks and to document plans to mitigate.	Immediate	Linda Williams, Governance and Commercial Services	Ongoing	Draft COVID-19 Risk Register reviewed by Departmental Audit and Risk Assurance Committee (DARAC) 21 April. Draft updated to reflect DARAC feedback. Draft to be presented to Departmental Management Board (DMB) for baselining. Risk Register to be reviewed fortnightly at Perm Sec/G3 stocktake meetings.	
SPPSG	SPPSG15	Provide update on Business Plan	30/06/2020	[Name Redacted], Central Policy	Ongoing	Business Plan update to be scheduled for June Departmental Management Board (DMB).	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
SPPSG	SPPSG16	Create Dashboards to highlight key management information and trends on staffing levels, benefits etc.	Ongoing	[Name Redacted], Central Policy	Ongoing	<ul style="list-style-type: none"> • Templates developed for data collection and ongoing quality assurance of data. • Dashboards on staffing, benefits and telephony have evolved based on feedback from policy/operational colleagues. Daily staffing returns are now stable. A new dashboard has been created and published covering benefits, homelessness, volunteering, food deliveries, helpline calls and additional financial support highlighting the scale of the departmental response to the pandemic. • Dashboards have been used for DfC Situation Report (Sitrep) and publication as noted above. 	
SPPSG	SPPSG17	Analytical and economist support provided for key initiatives introduced to tackle impacts of the pandemic.	Ongoing	[Name Redacted], Central Policy	Ongoing	<ul style="list-style-type: none"> • Professional Services Unit (PSU) has provided support for the Food Box initiative by collating data and creating requisite dashboards. • Application web form and associated data sharing requirements developed for the prioritisation of retailer food delivery slots to support the shielded population. PSU managing data collection and sharing with the Health and Social Care Board (HSCB) for applicant verification and the data sharing with retailers. • Economic and analytical support provided to Charities Support project to analyse demand. 	
SPPSG	SPPSG18	<p>To consider arrangements for continued payments to suppliers for goods and services (Interdependent with continuation of Account NI services).</p> <p>Grant payments in respect of salaries and other unavoidable costs is a priority. 10 day prompt payment to suppliers is not a priority.</p>	Ongoing	Gavin Patrick, Financial Management	Ongoing	Process is working at present with no concerns to date.	
SPPSG	SPPSG19	To act as the central liaison point within DfC dealing with all aspects of Direct Payment and providing key payment reconciliations to provide assurance that customers payments credit on time.	Ongoing	Gavin Patrick, Financial Management	Ongoing	Process in place and working effectively.	
SPPSG	SPPSG20	To ensure that Direct Payment to customers continues in the event of any disaster by invoking payment contingency arrangements. Bank Liaison Section (BLS) are responsible for Disaster Emergency Payments (DEP's), Short Term Payment Contingency (STPC) and the internal Faster Payment contingency.	Ongoing	Gavin Patrick, Financial Management	Ongoing	Process in place	
SPPSG	SPPSG21	<p>Loss of Provider – Danske Bank</p> <p>Discussions ongoing as to Danske Bank Contingency arrangements. Danske Bank Risk team noted that there is currently no reason for concern.</p>	Ongoing	Gavin Patrick, Financial Management	Ongoing	<p>Government Accounts Department of Finance (DoF) met with Danske Bank to discuss operational issues. Danske Bank has a dedicated team monitoring the position and are taking all necessary precautions and measures to minimise risk.</p> <p>Danske Bank provided an update on COVID-19 Contingency Arrangements on 20 April and stated the position continues to be monitored.</p>	
SPPSG	SPPSG22	Provision of department daily funding requirements to the Department of Finance (DoF)	Ongoing	Gavin Patrick, Financial Management	Ongoing	Process is in place - DfC continue to liaise with DoF regarding daily funding arrangements and processes are currently working to ensure funding needs are met	
SPPSG	SPPSG23	Undertake procurement to secure additional Surface Laptops to support remote working by front line staff	Ongoing	Linda Williams, Governance and Commercial Services	Complete	Business case and Direct Award Contract approved. 44 additional laptops purchased on behalf of Information Communications Technology (ICT) Services.	
SPPSG	SPPSG24	Communicate messages consistently throughout the pandemic to internal and external audiences.	Ongoing	[Name Redacted], Transformation, Communications & Engagement	Ongoing	Planned activity will be determined by changing messages as we progress through the Covid-19 pandemic. We will use the channels available to promote key DfC messages to target audiences at appropriate times.	
SPPSG	SPPSG25	Completion of the statutory accounts	03/07/2020	Gavin Patrick, Financial Management	Ongoing	The deadline for submitting the statutory accounts has been extended to August 2020. However, it is currently planned to submit the DfC accounts earlier than this. Guidance is also due to be provided by Department of Finance (DoF) regarding the composition of the Annual Report and it may be that it is produced in a lesser form this year.	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
SPPSG	SPPSG26	Some vulnerable Post Office Card Account (POCa)/Payment Exception Service (PES) customers are unable to leave the house to collect their money from the post office or pay points. DfC is working with the Department for Work and Pensions (DWP) to ensure POCa/PES customers have access to their money if they are self-isolating.	10/04/2020	Governance Unit	Complete	Additional support process for impacted customers operational from 4th May 2020. This has been communicated to all Operational business areas and information has been provided for publication on NI Direct and Consumer Council website. A letter setting out arrangements has also been issued to the Post Office network.	
SPPSG	SPPSG27	To consider cancellation or postponement of policy capacity building events during the outbreak, based on updated medical advice, including policy seminars and Summer School 2020.	30/06/2020	[Name Redacted], Central Policy	Ongoing	<ul style="list-style-type: none"> To date, two policy seminars being planned for March/April have been cancelled. Summer School has not yet been formally cancelled but planning has been postponed. The Policy team will work with their Irish Counterparts to decide whether Summer School will be postponed/cancelled Email 30 March. A final decision on Summer School 2020 will be made by Mid May. 	
SPPSG	SPPSG28	To agree a reporting protocol with Capita and Atos to ensure robust arrangements are in place should a customer or staff member report with actual or suspected symptoms.	Ongoing	Linda Williams, Governance and Commercial Services	Complete	<ul style="list-style-type: none"> Protocol agreed with both suppliers, however face to face assessments temporarily suspended from 17 March 2020. Operating Emergency Supplier Relief arrangements in line with Procurement Guidance Note (PGN) 01/20. 	
SPPSG	SPPSG29	To prioritise key Departmental functions and consider a redeployment plan to ensure delivery of critical services is maintained.	Ongoing	Patricia McIntyre, Organisation & Development	Ongoing	<ul style="list-style-type: none"> Supporting People & Work and Health Group (SPWHG) Business areas collating skills data. General Public Sector Ministerial Implementation Group (GPSMIG) convened on 6 April 2020 with one substantive agenda item - Plans for redeploying workers across the public sector. DfC provided details of the work undertaken to internally direct resources to respond to the increased demand on frontline services (Minister Sub 7 April) NICS HR have established a Corporate Operations Personnel Redeployment Unit (COPRU) to facilitate the temporary redeployment of NICS staff to meet the urgent staffing requirements across the service. Patricia McIntyre is developing a redeployment strategy for DfC (Email from [NR] 20 April (CO1/20/219557) 	
SPPSG	SPPSG30	To identify staff with experience of particular benefits with the aim of potential redeployment to meet increased absences and/or demand.	Ongoing	Patricia McIntyre, Organisation & Development	Ongoing	<ul style="list-style-type: none"> Over 100 staff, across an additional 8 offices, have been redeployed, trained and now fully operational to help deal with the significant increase in Discretionary Support demand and staff absence. Due to social distancing, staff are available on a rota basis. This is providing an average of 50-60 additional staff each day. General Public Sector Ministerial Implementation Group (GPSMIG) convened on 6 April 2020 with one substantive agenda item - Plans for redeploying workers across the public sector. DfC provided details of the work undertaken to internally direct resources to respond to the increased demand on frontline services (Minister Sub 7 April). NICSHR has recently established a Corporate Operations Personnel Redeployment Unit (COPRU) to facilitate the temporary redeployment of NICS staff to meet the urgent staffing requirements across the service. DfC Organisation Development (OD) strand will lead on this for DfC through the DfC DOC and is currently developing DfC Temporary Redeployment principles strategy for Covid 19, which aligns with the current NICS HR guidance and policies. (DfC Email from [NR] 20 April (CO1/20/219557). These are undergoing internal QA and aiming for consideration and sign off shortly. These will be considered by Trade Union Side (TUS), Departmental Management Board (DMB) /Perm Sec shortly. Following completion of this, it is planned to have the supporting processes and tools (including a skills matrix) in place to make it operationally effective. 	
SPPSG	SPPSG31	To liaise with NICS HR and other stakeholders to consider the impact of Covid-19 Agency workers and their contracts of employment.	Ongoing	Patricia McIntyre, Organisation & Development	Complete	<ul style="list-style-type: none"> The Finance Minister issued enhanced arrangements that are now in place for agency staff. The Frequently Asked Questions (FAQs) and guidance section has been updated in relation to agency workers. (NICS HR E-mail 27 March) NICS HR has published the up to date guidance on Agency workers including FAQs for business Areas to follow. 	
WHG	WHG1	All Business Continuity Plans reviewed and updated to reflect priorities and recovery during increased demand and/or absence. All key contacts updated.	06/03/2020	Paddy Rooney, Working Age Services	Complete	COMPLETED	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
WHG	WHG2	The Supporting People and Work & Health Groups (SPWHG) existing Business Continuity Framework (BCF) provides direction for group actions in respect of significant business disruption, emergencies, etc. A meeting of the Directors Emergency Planning Group (Deputy Secretaries & Directors in both groups) will be convened to discuss the impact of COVID-19 upon service delivery, prioritisation of benefits, face to face appointments, etc. and identify any cross cutting matters that need to be raised to the Departmental Emergency Planning Group / Civil Contingencies Group NI through the Strategic, Policy and Planning Unit (SPPU).	Ongoing	Colum Boyle WHG and Jackie Kerr SPG	Ongoing	<ul style="list-style-type: none">The SPWHG Emergency Planning Group (Deputy Secretaries & Directors in both groups) was established on 9 March and has been meeting regularly each week to review and update the SPWHG response.The SPWHG Pandemic Contingency Plan is in place and regularly updated to reflect decisions, priorities, approach, etc. <p>FURTHER INFORMATION ON UNIVERSAL CREDIT, JOB SEEKERS ALLOWANCE/EMPLOYMENT AND SUPPORT ALLOWANCE AND DISCRETIONARY SUPPORT IS OUTLINED AT ACTION WHG5, WHG6 AND WHG7 BELOW.</p>	This is also an action in SPG (SPG3)
WHG	WHG3	To monitor the evolving situation and invoke the Supporting People and Work & Health Groups(SPWHG) Business Disruption Forum (BDF) as and when required to bring all key players together to plan for any disruption to service delivery due to increased absences, demand, etc. (membership will be determined by Director of Business continuity)	Ongoing	SPWHG Business Continuity Team	Ongoing	Mechanism to convene BDF in place and fully tested.	This is also an action in SPG (SPG4)
WHG	WHG4	Ensure close liaison with all key stakeholders, including NICS HR, Department for Work and Pensions, etc. to ensure that all relevant Supporting People and Work & Health Group (SPWHG) staff and people in receipt of benefits receive timely, consistent and accurate communications, guidance, advice, etc.	Ongoing	All Groups	Ongoing	In place - Communications issued on closure of offices for public.	This is also an action in SPG (SPG5)
WHG	WHG5	UNIVERSAL CREDIT - To monitor the impact of COVID-19 upon service delivery, prioritisation of benefits, face to face appointments, etc. and identify any cross cutting matters that need to be raised to the Departmental Emergency Planning Group	Ongoing	David Malcolm, Universal Credit Operations	Ongoing	<p><u>DASHBOARD SUMMARY TO BE INCLUDED AS AN ANNEX IN THE DAILY SIT REP REPORT TO SHOW HEADLINE FIGURES FOR UNIVERSAL CREDIT.</u></p> <ul style="list-style-type: none">The volume of claims for Universal Credit (UC) and Discretionary Support (DS are significantly higher than usual. At the same time staff numbers have reduced and the volume of calls are unprecedented and beyond the normal capacity. However UC and DS have implemented a number of interventions to manage the situation and continue to provide services and payments. (Sit Rep 20 May)Steps are being taken to source IT equipment to enable additional benefits processing and to facilitate remote working. DfC Emergency Planning Group have now commissioned a small project to be put in place to manage the roll out of the additional remote devices. In the meantime, to ensure staff safety by adhering to Social Distancing guidance, the UC Service is being run on the basis of a mixed service delivery model - an office based rota across the office network, and by remote access where we have the available IT enabled equipment. Due to the impact of Covid-19, UC staffing availability varies on a daily basis and today UC report that a total of 615 people working today, 79 of whom are working remotely at home, the remaining 536 are on site across our office network. (Sit Rep 20 May)UC COVID-19 adverts ongoing for recently unemployed and self-employed affected by COVID-19; campaign continues to perform strongly, reached 772,866 Facebook and Instagram users 23-29 April, while also delivering 953,620 impressions via Google Display Network and 12,182 impressions via Google SearchOn 6 May, UC published a range of management information relating to UC. The following link provides the detail. https://www.communities-ni.gov.uk/publications/management-information-related-universal-credit-claims-payments-and-advancesCommunications: DfC Minister HargeyWeek commencing 11th May - New Claims 3,200 (Pre 16th Marh average 2,040) and telephony calls 5,057 (Sit Rep 20 May) <p>• The Department's position is that Universal Credit & Discretionary Support benefit reporting will be included in SitRep on Wednesdays only. If Operations start to see a notable increase or volatility in claim volumes, then we may need to reinstate more frequent reporting again. This will be kept under review. (E-mail 15 May from DOC to NIHub HPRM CO1/20/268053)</p>	

Group	Reference	Key Action	Target Date	Lead	Status	Update	DOC Comments
WHG	WHG6	EMPLOYMENT AND SUPPORT ALLOWANCE (ESA)/ JOB SEEKERS ALLOWANCE (JSA) To monitor the impact of COVID-19 upon service delivery, prioritisation of benefits, face to face appointments, etc. and identify any cross cutting matters that need to be raised to the Departmental Emergency Planning Group	Ongoing	Paddy Rooney, Working Age Services	Ongoing	<p>DASHBOARD SUMMARY TO BE INCLUDED AS AN ANNEX IN THE DAILY SIT REP REPORT TO SHOW HEADLINE FIGURES FOR EMPLOYMENT AND SUPPORT ALLOWANCE/JOB-SEEKERS ALLOWANCE.</p> <ul style="list-style-type: none">• Work continues to be prioritised to ensure new and existing customers continue to be paid.• An on-line application form for both ESA and JSA has been developed to seek to manage the pressure on telephony.• ESA & JSA – The higher volumes of claims and telephone calls for both of these benefit areas from March 2020 has been due to a combination of increased demand and very significant reductions in staffing levels. The volume of work has now started to return closer to the levels of work that would have been expected but staff numbers are still reduced by approximately 70%. Work is being prioritised and overtime utilised to try and reduce the backlog. However, staffing levels are restricted to allow us to comply with Public Health Agency guidance on social distancing in our offices• ESA 12 May: 29 New Claims, Calls received 994 - Calls Answered 537 (54%)• JSA 12 May: 42 New Claims, Calls received 169 - Calls Answered 168 (99%)• ESA 13 May: 39 New Claims, Calls received 880 - Calls Answered 493 (56%)• JSA 13 May: 47 New Claims, Calls received 198 - Calls Answered 198 (100%)• ESA 14 May: 33 New Claims, Calls received 735 - Calls Answered 482 (66%)• JSA 14 May: 33 New Claims, Call data not available due to technical issues <p>• From Monday 18 May 2020, ESA and JSA Management Information will not be included in the SitRep, as volumes of work have now returned to nearer Business As Usual expectations, however this will still be closely monitored. If any unexpected spikes in demand or significant issues, an update will be provided. Sit Rep 15 May</p>	
WHG	WHG7	DISCRETIONARY SUPPORT (DS) - To monitor the impact of COVID-19 upon service delivery, prioritisation of benefits, face to face appointments, etc. and identify any cross cutting matters that need to be raised to the Departmental Emergency Planning Group	Ongoing	Paddy Rooney, Working Age Services	Ongoing	<p><u>DASHBOARD SUMMARY TO BE INCLUDED AS AN ANNEX IN THE DAILY SIT REP REPORT TO SHOW HEADLINE FIGURES FOR EMPLOYMENT AND SUPPORT ALLOWANCE/JOB-SEEKERS ALLOWANCE.</u></p> <ul style="list-style-type: none">• Work to redeploy and train over 100 staff from other lower priority areas who have access to the right systems to help out has been completed and plans for further redeployment and training are underway. There are currently 8 additional contingency sites fully operational which will increase as more staff are redeployed / trained.• An online form has been developed to manage the pressure on the telephony but this has increased the number of applications significantly. Work is being prioritised and overtime worked to try and reduce backlog but at the same time staffing levels are restricted to allow us to comply with PHA guidance on social distancing in our offices. A number of contingency sites are now operational to process DS applications with redeployed staff available on a rota basis.• There were over 18,500 inbound calls to Discretionary Support last week, with over 2,000 inbound calls on 19 May. This compares to a forecast of 4,840 calls for the week. <p>• Week commencing 11th May - Demand of 7,115 (Calls offered, mail received and citizen space applications) - Dashboard in Ministers Sub 20 May</p> <p>• The Department's position is that Universal Credit & Discretionary Support benefit reporting will be included in SitRep on Wednesdays only. If Operations start to see a notable increase or volatility in claim volumes, then we may need to reinstate more frequent reporting again. This will be kept under review. (E-mail 15 May from DOC to NIHub HPRM CO1/20/268053)</p>	

Complete

Ongoing

