



APSE Thematic Forum-  
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## Key -

- Speed of reorganisation of Council's strategic aims, structure and ways of working
- Shift to teams based approach rather than service based approach
- Setting up of community and business hubs
- Maintenance of democracy and local accountability through the emergency phase
- Facilitating the connection of our communities
- Being acknowledged as by our communities as the go to Authority in our area – ...Local by Default.

# Lancaster District Community Hub



Supporting our communities and the most vulnerable  
Lancaster.gov.uk/coronavirus  
01524 582000

LANCASTER CITY COUNCIL  
Lancaster City Council  
Lancaster, Cumbria LA1 1YJ

## EAGS Fund

**£180k** delivered  
**1,594** Applications Received



## Customer Contact Centre from Start of Pandemic

**226,000** Phone Calls Received



**54,348** Emails Received



**29,778** Phone calls & Welfare Visits



Supported by **136** Reallocated Staff

**Made to Support Residents During the Pandemic**

Bespoke Customer Service Model has delivered **£81,000** of support



The Community Hub managed the local authority Test & Trace Programme throughout the Pandemic with **2,307** cases

## Town Hall on Tour



Our Mobile Community Hub is in 15 different locations across the District



The Household Support Fund is delivering **£360,000** over the next 4 months to our residents to help with food, utility bills, household appliances and other essentials



The Winter Grant delivered **£14,000** of support with food and utilities

## Carnegie Trust

While the Council's over-arching strategy relating to Covid-19 was regarded as essential for responding to the emergency, it was also future focused and designed to contribute to their longer-term priorities. Within the Communities Directorate, these focus on building community power, engagement, and resilience; the climate emergency; community wealth building; and building more kind, relational ways of working. The early evidence collected by the Council shows that this approach has worked well, and has resulted in increased engagement with communities, partnerships that deliver outcomes, practical support for businesses, and a real transformation in the way the Council works.

## Key challenges and priorities for recovery

- Using the momentum to practically deliver on the Council's agreed strategic objectives
- Reimagine how we deliver our council services
- Climate change agenda
- Make further use of technology and invest in digital inclusion
- Improve wellbeing and reduce inequality
- Redefine the relationship we have with our communities
- Invest in and build local resilience (supply chains, food, community / business support)
- Development and implementation of performance framework for measuring achievement and success

## Questions to consider

- How do we maintain the effort to achieve the best recovery outcomes for our local area in the context of the wider challenges faced by local government ?
- How do we best align the efforts and resources of the public sector (Councils, NHS, police, education etc) so that we jointly focus on sustainable outcomes for our communities?
- How do we apply the learning we have to business planning to address climate emergency?