

### **Councillor Hazel Watson Community**

#### **Customer Services Unit**

The Customer Services team has continued to provide support for residents and businesses throughout lockdown via the telephone, through our online forms and by email. Call volumes have been high due to the impact of the round changes for our waste collection service that took place in May and the team is carrying some vacancies at present which has meant handling the volume of calls received has been challenging at times. Over the last three months we have seen our call duration increase as customers are choosing to self-serve more where they can and call us with more complex matters. The team have adapted well to remote working, despite some challenges, and have had positive feedback from customers who have appreciated the support we have been able to provide.

#### **Emergency Grants to Community Groups to help with Coronavirus response**

Since the start of the pandemic Mole Valley District Council has provided over £120k to community and voluntary groups in Mole Valley. These have helped some of our fantastic community organisation to support local people with food, shopping, prescriptions, befriending and much more. The response of these groups to the pandemic has been phenomenal and I would personally like to thank them for their contribution over the last four months. The organisations that we have provided funding for can be found on the Council's website.

#### **Community Safety and Enforcement**

The Council's Joint Enforcement Team have continued to maintain a presence across the District and have been dealing with fly-tipping and other anti-social behaviour during lock down. They have also supported other services who needed support on the ground including our Parks and Planning teams.

Whilst parking charges have been suspended, the Civil Enforcement Officers have continued to patrol our towns and villages to support the safe movement of traffic and to clear obstructions. Parking enforcement will be going back to normal throughout July as charges are re-introduced.

#### **Mole Valley Life**

The Telecare service has continued to operate as normal whilst the team have adapted to more home working. Installations of new technology in clients homes has continued in a safe way, however new 'plug and play' devices have been distributed where possible.

The Fairfield Centre remains closed, however a podiatrist is operating from the building one day a week as an essential service for the members.

Community Transport has carried out some essential medical journeys for a small number of members and recently has re-started its school transport contracts in a socially distanced way, following all relevant guidance.

Whilst some of the Mole Valley Life services have not been operating as normal, the team, along with others from the Wellbeing and Dorking Halls teams, have been making calls to the Shielded population in Mole Valley to ensure that they have got access to vital services including food and medicines. They have made well over 10,000 calls to shielded and vulnerable residents over this time and have arranged for over 300 food boxes to be delivered from the Surrey County Council food distribution hub, 50 of which were emergency parcels, for people indicating that they had less than 24 hours worth of food in their houses.