



## COUNCIL

Wednesday 25 November 2020

### CABINET MEMBERS' REPORT AND OUTSIDE BODIES REPRESENTATIVES' REPORT TO COUNCIL

#### EXECUTIVE SUMMARY

To receive the Cabinet Members' Report and the Outside Bodies Representatives' Report to Council, for information.

Is the report Open or Exempt?	Open
<b>Wards Affected:</b>	All Wards in the District
<b>Cabinet Member:</b>	Councillor Steve Gallant Leader of the Council

## CABINET MEMBERS' REPORTS TO COUNCIL

<b>Cabinet Member:</b>	Councillor Stephen Burroughes, Cabinet Member with responsibility for Customer Services, ICT and Operational Partnerships
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### COVID, CONTRACTS & CUSTOMERS.

- **Operational Partnerships**

East Suffolk has been working closely with our contractors and partners extremely effectively during the summer with the relaxation of the Covid restrictions and also putting in place contingencies in the event of a second 'lockdown' which we were all hoping wouldn't happen as this would place significant pressures on our various teams. We have examined and better understand where the additional costs operators have incurred during the first lockdown and the changes undertaken to their working arrangements to ensure that they were, and are, 'Covid secure'. We have also been analysing and working with specialist advisors to fully understand the cost pressures put on our partners especially our leisure operators and we fully recognise the importance of making sure we continue with a smooth payment process to them and that our leisure operators can work at maximum efficiency during this very unusual year.

We are nearing the end of the procurement process to appoint a new operator for the refurbished Waveney Valley Leisure Centre (formerly Bungay Pool & Gym) and Water Lane in Lowestoft and hope to present the successful provider to you in the new year. It has not been an easy process and procurement had to be paused during the first lockdown but we are excited at the prospect of bouncing back very strongly in 2021. As just mentioned, the £3.4m budgeted work carried out at Bungay Pool has been completed and we reopened under the expert management of our interim operators, Paces Leisure, on 28<sup>th</sup> October only be closed again on 5<sup>th</sup> November – not a great start. However, the transformation is amazing and well worth a visit when circumstances allow. It has certainly been a challenging year especially during the procurement requirements due to the lockdown, with staff being furloughed or redeployed as circumstances changed, but we are hoping and expecting a very positive 2021.

Regarding our joint venture with Norse (East Suffolk Norse) we are well into the contract review examining the full programme and service offer which Norse is contracted to provide and also the 'off' contract works which Norse also undertakes on our behalf such as any emergency works, tree clearance etc. They remain a very capable and professional service, but we owe it to our customers and residents that we constantly strive to provide a quality and cost effective service delivering value for money to East Suffolk Council. Norse are responding very positively to this process and fully understand and recognise the need for their delivery model to change to meet new challenges and future growth.

- **ICT & Digital Transformation**

A lot of work has been going on behind the scenes to ensure that East Suffolk can provide smooth, effective and efficient services with much more online activity and a greater customer sign up to 'My East Suffolk'. We have been very successful in our use of MS Skype for video/telephone conferencing, Zoom and now Teams (which will replace MS Skype). Although a nervous start, we as members have embraced new ways of working and are now familiar and confident with what our

various technologies can do. This evolution in our digital offer has also enabled good public participation in our meetings.

The smart towns initiative has been very well received, with our first 'smart town' being established in Framlingham and with others queuing up to get involved. The smart towns project will involve providing town technology solutions (e.g. free to use public wifi, footfall trackers, digital platforms) to all 12 of our market towns as well as a comprehensive digital business support programme. This will attempt to help 'accelerate' our market town centres recovery from the lockdown and support local groups, businesses and their town communities.

The 'Grandpad' scheme of providing a simple & easy to use tablet device for very vulnerable and isolated residents within East Suffolk has gone extremely well with a good take up. These are sym based devices which don't need an internet connection and allow users to connect with family and loved ones during the pandemic which otherwise they wouldn't be able to do. This is a great initiative and something we should all be proud of. To date we have provided 48 grandpads, with a further 50 on order, and the demand continues to grow.

- **Customer Services**

Our customer services teams continue to provide a first-class service to all our residents throughout East Suffolk particularly during these difficult times. Providing responses to questions, support to our housing team via call triage and signposting those who need further assistance involving other service streams. What has been even more impressive is that this service has been provided with many staff working from home. The customer service teams have also been supporting residents by taking calls via the 'Home but not Alone' service put in place during the first lockdown and now being used again during lockdown 2. The teams are also providing outbound calls to CEV (clinically extremely vulnerable) to support communities throughout East Suffolk.

The customer service centre at The Marina in Lowestoft reopened on 14<sup>th</sup> September and enabled visits from customers by appointment to help them with various situations from queries with their council tax, to accessing other services etc. The number of visitors was low but provided a very necessary offer for those who were not comfortable with going online or who had a specific matter to be resolved. Currently we are not providing any customer access within the county council's libraries, but this is being reviewed.

The customer service team were highlighted in a social media response by the Institute of Customer Services for their approach to 'National Customer Services Week' during October and the profile of the great service they offer.

The service is constantly reviewing their operation and we always look for better and imaginative ways of working, never standing still.

<b>Cabinet Member:</b>	Councillor James Mallinder, Cabinet Member with responsibility for the Environment
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The Environment Department continues to forge a head in developing and delivering our clear environment vision at East Suffolk.

Although physical campaigns and meetings with residents have been suspended, we are as busy as ever. Interface with the public is now limited to zoom meetings, which I still attend, where I listen to concerns and offer advice. Campaigns now focus on social media and press releases. Most recently highlighting food waste as residents prepared for Halloween and bonfire night. With regards to the latter, it is important to emphasise the concern about the impact to domestic and wild animals and the environmental impact of fires and fireworks.

I continue to monitor waste services and I am happy to confirm we have a robust policy in place to keep our waste crews safe and all waste collections continue without break.

We have seen an influx of visitors to the district over the 2<sup>nd</sup> lockdown, although not as many as previously, so curb side bins are being monitored closely.

I attended the Suffolk Waste Partnership meeting this month and as Chair we specifically started to investigate a more relevant campaign across Suffolk, to engage with the climate emergency. Going forward we will be focusing on contamination of blue bins - fabrics , glass and food waste with various social media campaigns.

Mid-January 21 sees a new recycling leaflet - more details of this will be provided closer to the time. Through all the districts fly-tipping continues to be a concern and we are looking at great engagement with Suffolk Recycles, to reduce it as its unnecessary, unpleasant and unsightly. I was also proud to mention our review of bins across our coastal towns, in particular our recycling bins in Aldeburgh, which have been successful and the recycling bins are scheduled to be rolled out across other locations in 2021.

I attended the Suffolk Local Access Forum Steering Group, which although covers the entire county, its interesting to understand general concerns in maintaining footpaths. From Landowners not upholding their responsibilities for keeping full access, to footpaths being removed from road building and large infrastructural projects , in particular our energy projects in our district. Greater engagement by Suffolk County Council for encouraging walking was acknowledged, alongside our consultation on our walking and cycling routes.

I attended the Suffolk Coast and Heaths Joint Advisory Steering Meeting. Engagement with proposed Sizewell and SPR projects continues, along with developing principles from the Glover report. Overall consensus was that the AONB will become more important and more relevant to peoples lives as we move out of lock down restrictions. A new communication officer has been appointed and I will work hard highlighting the AONB in East Suffolk and connecting our landscape to environment and climate emergency concerns.

I attended events at the East Suffolk Community Partnership Annual Forum and sat on a panel on how to engage communities to be carbon neutral at a fringe event.

I attended Coastal Partnership East Board meeting.

As discussed at Full Council and after discussion at the Environment Task Group, a letter has been set to Peter Aldous MP supporting him on his endeavours to alleviate fuel poverty. (A link to the letter can be found on our Environment Task Group webpage).

Finally, I am pleased to confirm we have now planted a meadow boarder to our main path at our Melton office and part of this meadow had been embedded with spring flowering bulbs. Animal,

bird and insect houses will also be fixed in place shortly, showcasing what we can all do to engage with biodiversity issues and how small changes in behaviour can make a big difference over time.

<b>Cabinet Member:</b>	Councillor Letitia Smith, Cabinet Member with responsibility for Communities, Leisure and Tourism
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## Communities

In advance of the second national lockdown on 2<sup>nd</sup> November, the Home But Not Alone hub was relaunched to help people to access food and prescriptions and to pick up on other issues such as financial problems, mental ill health and loneliness. The Communities Team is working with the Customer Services team to make pro-active calls to those on the Clinically Extremely Vulnerable (CEV) list who might be most vulnerable, including those who were receiving Government food parcels when shielding ended on 31<sup>st</sup> July. Housing colleagues are also contacting all tenants who are CEV to check on their welfare. Our community groups are continuing their incredible work from lockdown one – helping local people across the District in all sorts of ways. We have topped up the Covid Community Fund so that there is funding available for any groups support the CEV groups that need it up to December 2<sup>nd</sup>.

The new Bounce Back Fund of £100,000 funded through the Community Partnership Board has been a big success – three weeks after launching more than half of the funding has been allocated and the funding has benefitted a wide range of projects from helping a small village hall to open back up to enabling larger VCSE groups to recommence their activities in East Suffolk.

The eight Community Partnerships are going from strength to strength, spending their budget allocations on exciting new projects to address the priorities identified through the workshops held at the end of last year.

The first virtual Community Partnership Forum was held between 2<sup>nd</sup> and 6<sup>th</sup> November with a 10 sessions plus a fringe event held across the week. You can see most of the presentations – and a couple of videos about local projects to tackle isolation and loneliness as well as an overview of Community Partnerships - at <https://www.youtube.com/playlist?list=PLpNXLpOEzHOoJo9FLGESX-GHIMmVUH8A>

As Cllr Burroughes has reported, the Grandpads project, which straddles the digital and communities portfolios has made a big difference to those who are experiencing loneliness and isolation in East Suffolk. Grandpads are simplified tablets with bigger buttons and speakers, built in 4G cards and easy to use charging cables that enable those without the IT equipment and/or Wi-Fi to connect to family, friends and services. We will shortly have a total of 100 Grandpads out on loan across the District.

The Communities Team is developing an exciting new project called EAST (Everyone Active, Supported, Together) Boxes for distribution in mid-January to some of our most lonely and isolated residents. These boxes will include items, information and links relating to three themes – Keeping Active, Active Minds and Eating Well.

## Leisure

It has been an extremely busy year for leisure with some major successes despite a challenging time for the industry during the pandemic. Whilst the leisure centres were all closed during lockdown, they all re-opened in August at the earliest opportunity apart from Bungay which was being redeveloped. Bungay, now known as Waveney Valley Leisure Centre reopened on 28 October, which completes 3 redeveloped leisure facilities completed in 3 years with Leiston last year and Deben the year before that. The Procurement for a new leisure operator for Waterlane and Waveney Valley Leisure Centres, although delayed, has now restarted and the new operator is expected to be in place for the beginning of February 2021.

Progress has also been made on resolving the Felixstowe Sports Hubs with the Council's purchase of the former Deben High School. This has allowed cricket to leave Coronation Park, enabling the rugby hub to have their own site and commence with their plans to move pitches and add floodlights when funds have been secured. The cricket wicket at Deben has already been laid which means the Felixstowe and Corinthians Cricket Club can play their third team matches there from April 2021 and move their first team there when a joint Indoor Bowls and Cricket facility opens at the Deben site when the new Felixstowe Leisure Centre is also completed, expected in 2024.

The pandemic has resulted in most sporting and participation events being cancelled and therefore cycling's Women's Tour did not take place and finish in Felixstowe this year, however, this is now planned to take place in 2021.

Furthermore with the announcement that there will be a second national lockdown from Thursday 5 November, the leisure centres will be closed again and Places Leisure will throughout the lockdown period retain a very limited number of managers ( 2 or 3 across the contract) who will be kept on to oversee the checking of, and management of all buildings, legionella flushing etc. and also to unlock and lock Waterlane Leisure Centre as necessary to allow work to continue for the refurbishment.

Whilst there will be some utility savings the temperature of the pools weren't be reduced by much as the planned closure is potentially just a month and after two weeks it would all have to be turned up again to reach the required temperatures for the planned reopening. Places plan to furlough staff. There will be costs to the council, these were established at the last lockdown. However, with the leisure centres operating under restrictions of approximately 30% of capacity, the monthly cost during the lockdown for the leisure centres is likely to be similar to that of opening although with staff from Waterlane Leisure Centre being furloughed during the refurbishment it could reduce costs for this facility.

## Development

Waveney Valley Leisure Centre - This year has seen the £3.4m redevelopment of Bungay Leisure Centre completed and re-opening on Wednesday 28 October. The centre was meant to be re-opened in August but even with work continuing throughout the COVID-19 lockdown, some suppliers furloughed staff and delays were unavoidable.

The Council took the opportunity to add a couple of items to the redevelopment that wasn't included in the original plan and cost, but that will make a huge difference in the future and the ability to increase memberships. This included the retiling of the pool tank and adding a spin room to the gym area.

The centre also had a name change for the reopening to the Waveney Valley Leisure Centre.

The Waterlane Leisure Centre closed for a three month period from when the Sentinel Leisure Trust contract finished on 14 October for a refurbishment. The refurbishment includes, new sports hall floor, repair/replace of teaching pool moving floor, new reception, new LED lighting, access barriers, redecoration, signage and all of the planned preventative maintenance work that was required for the mechanical and electrical. This will be completed for the new operators to commence from February 2021 and will ensure that Deben, Leiston, Bungay and now Waterlane are all distinctively in East Suffolk Council's colours and signage and just leave the Felixstowe redevelopment that will mean East Suffolk has across the district, some of the finest facilities in the Country.

Felixstowe Leisure Centre and Sports Hubs – Work has continued on the proposed new Felixstowe Leisure Centre and also the solution for the Indoor Bowls facility. Plans for the leisure centre have been produced up to RIBA stage 2 and are currently being reviewed by Sport England for comments. Officers have met with Sport England and are working with the Sports Consultancy to try and secure funding of between £1.5 to £2.5m towards the project. Officers have also met with The Football Foundation who have indicated a possible grant towards the third generation football pitch of £500,000.

The Council have purchased the former Deben High School and this has brought about the possible solution for the Felixstowe Sports Hubs that have previously stalled, and indoor bowls. The Felixstowe and Corinthians Cricket Club are moving from Coronation Park to play their third team cricket there from 2021 and the wicket has been laid. This allows the rugby to have the whole of Coronation Park to have two pitches and work towards floodlights and improved facilities. The cricket will move fully to Deben High School when the Indoor Bowls facility is completed, utilising the old sports all. The two clubs will work together to bring funding to the scheme and then they will share ancillary facilities. A second pitch location is still required for the cricket to allow them to leave Dellwood and complete the hub plan. Officers are working with the Felixstowe Town Council to secure this.

### Contracts

The partnership agreement with Sentinel Leisure Trust ended on 14 October after 12 months-notice of early termination. However, due to the pandemic, the procurement for a new operator had to be paused until September. This meant that an options report was taken to Cabinet in order to have a temporary solution for Waterlane and Waveney Valley Leisure Centres from 15 October until the end of January 2021, when it is expected the new operator will commence. The decision taken was to vary the existing contract with Places Leisure so that they could reopen Waveney Valley Leisure Centre and oversee Waterlane whilst it under goes a refurbishment and repair to the pool.

With the procurement of a new operator, a report was taken to Cabinet to vary the Pulse Leisure development partnership agreement for an aspect of their services that would not be required by a new operator, as operators provide this service directly. The agreement was until 2034 and there will be a compensation payment required. The Sales and Marketing aspect of the development partnership costs the Council £120,000 per annum and provided a service for previous operators SLT. Going forward, this service would be part of the service provided by a new operator.

### COVID -19

The COVID-19 Pandemic has significantly affected the leisure industry. After an initial closure period during the lockdown of three months the leisure industry reopened in August, albeit with restrictions

that allowed booking of slots only and only 30 percent of previous attendance. Certain areas have not yet been able to viably reopen, such as soft play facilities in the centres and certain sports are not allowed including squash. A £100m help package is now being finalised by the Government to keep facilities open going forward. It is expected that it will be unlikely that previous levels of participation and financial performance will be achievable until the 2022/23 financial year.

### Events

Sadly due to the effects of the pandemic cancelled most events planned for East Suffolk including the Women's Tour this year. The Women's Tour is now rescheduled for 2021 and Officers are working to support the restarting of events when possible and with the necessary safety risk assessment methods in place to enable them to take place.

### Strategies

In June KKP consultants were appointed to undertake the first East Suffolk built facility, playing pitch, open space and Leisure Strategy. Leisure has worked in co-ordination with planning to both fund this work and also to ensure that the leisure needs identified works with planning to ensure the Council is in the best position to achieve and provide the aims and projects identified. It is expected that these will be presented to Cabinet for adoption in May /June 2021.

### **Tourism update**

#### Covid impact

The initial lockdown following the Covid 19 pandemic has hit the tourism sector particularly hard. This sector forms a major part of the wider East Suffolk economy as it accounts for over 15% of district's employment and generates almost £700m for the local economy as a result such a dramatic downturn has been a major concern. ESC, as part of a wider regional approach, commissioned research to attempt to forecast the likely impact on the sector Back in May this suggested a that the visitor economy sector in ES would see an overall reduction in income of £250m or 37% compared the previous year.

Thankfully although initial lockdown was very challenging the tourism sector experienced a boom during July – Oct due to good weather, pent up demand and less opportunity for overseas holidays. This has led to optimism that in general the sector can largely survive the winter if the lockdown does not extend into the Spring. Although there is general guarded optimism businesses report that planning ahead is extremely difficult and even if lockdown ends on 2<sup>nd</sup> Dec it will be too late for a lot of Christmas events to go ahead – some are planning limited events but expect mainly local participation rather than visitors.

In response to the particular effects on the tourism sector ESC was heavily involved in the production of the regional (Norfolk and Suffolk) Visitor Economy Recovery Plan which was launched in July. This plan recognises the economic importance of the two counties £5bn tourism economy and further recognised that overseas tourism is unlikely to recover quickly. Therefore, there is a massive opportunity to capture the 'staycation' market. The plan also lays the foundations for Norfolk and Suffolk to become one of government's Tourism Zones, an initiative designed to boost holiday destinations across the country, increasing employment and improving transport connections. A key part of the recovery plan is the production of the 'Unexplored England' campaign which for the first time brought together all the districts, county Councils, LEP and Destination Management Organisations together around a unified promotional campaign selling the area as an undiscovered,

less populated holiday destination. Unfortunately due to the second lockdown this campaign has been postponed from its original Autumn launch to now focus on the 2021 season.

It is worth noting that visitor economy businesses made up a significant elements of the first round of the Council administered Covid business grants recipients and these have been vital in ensuring the continuation of such businesses during the initial lockdown. With the launch of a new round of such grants it is anticipated that the sector will once again be a major beneficiary.

### Energy projects

With the Sizewell C and the new East Anglian Hub windfarm developments progressing through the national planning process, ESC has continued to monitor potential impacts on the tourism economy. This has involved ongoing discussions with both developers, EDF Energy and Scottish Power Renewables (SPR). The Sizewell C development will involve a c10 year construction period within a sensitive AONB area which is known for its tranquillity – this has been cited as a major draw for visitors to East Suffolk. EDF have agreed the need for a tourism mitigation fund to address the impact of their development and ESC are currently working with the DMO and EDF Energy to determine the scale and scope of this fund and its governance. Discussion with SPR are positive and ongoing.

### Investment in the tourism product/ offer

Whilst ESC and partners have been focusing on the initial response to the pandemic in terms of the visitor economy we have also continued to invest in the longer-term future of the sector. This has involved the progression of a number of key developments this year including:

- **Felixstowe South Seafront Café:** part of a longer term wider public realm enhancement of the south seafront area the construction of this new ironically designed £1m café building began in August and will be completed in June to capitalise on next year's summer season
- **Lowestoft East Point Pavillion (EPP)**– ESC are investing in the redevelopment of this former 'tired' looking resort attraction based on an innovative design produced by Hemingway Design. The redesigned interior of the EPP will provide flexible space for community and cultural activity, space for small entrepreneurial 'pop up' businesses and a year round café venue. The first phase is expected to be completed in March 2021.
- **First Light Festival (FLF)** – on the back of an extremely successful inaugural FLF in 2019 the Council is continuing to invest in this headline cultural event for the district. Despite the huge disappointment of having to cancel the 2020 festival a commitment has been made to host an even larger festival than the original in 2021. This proved to be a major tourism draw with 30,000 visitors with many visiting the area for the first time.

There are also a number of other key investments ES has made/ is making in the visitor economy such as the recently opened Ness park which celebrates the country's most easterly point at Ness point, Lowestoft. This clearly demonstrates the Council's ongoing commitment to continually enhancing the tourism offer in recognition of its huge importance to the east Suffolk economy.

### Visitor Information Points

Following the closure of the remaining Tourist Information Centres in the former Waveney area the Council piloted a new approach to providing visitor information – Visitor Information Points. This involved working closely with visitor economy related businesses e.g. restaurants, pubs, accommodation providers, cinemas to provide digital and printed visitor information. In the former Waveney area this resulted in replacing 3 former TICs in Lowestoft, Southwold and Beccles with

15 Visitor Information Points covering all the resort and market towns within the former Council area. The wider offer has proved successful for both visitors who now have many more points of access and the businesses hosting the VIPs who have experienced greater footfall.

As a result of this success it was planned to roll out VIPs within the former Suffolk Coastal area again working with tourism related business in all resort and market towns. As a result of the pandemic this has now been delayed until the early new year, however it is still anticipated that the former Suffolk Coastal area will have operational Visitor Information Points ahead of the new tourist season, which will begin in easter 2021 and therefore at this point there will be full coverage across the whole of East Suffolk.

The VIPs will complement the highly successful district wide tourism promotional activity that is undertaken by Visit Suffolk Coast DMO and part funded by East Suffolk Council.

## Outside Bodies Representatives Reports

Felixstowe Landguard Partnership Committee	
Representative:	Councillor Stuart Bird
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### LANDGUARD PARTNERSHIP MEETING - 25 SEPTEMBER 2020

#### **GOVERNANCE REVIEW**

The Consultancy has been retained to support the formation of a Shadow Board, prior to creation of the Charitable Trust to replace the Partnership. The Shadow Board will have 11 members, one each from the constituent bodies and 6 independent members.

#### **CAR PARK CHARGES**

Car park charging is due to be implemented at Landguard in late October, as part of the rolling programme in all East Suffolk Council car parks. This is dependent on the signage being installed.

#### **CAFÉ / VISITOR CENTRE**

Consideration is to be given to fitting CCTV around the Café to deter crime and anti social behaviour. The Port will not allow security fencing to the rear of the Café.

#### **MUSEUM**

The incumbent voluntary curator is standing down. It was decided to recruit a curator manager on an 18 month contract, with financial support from the Partnership.

## FERRY

Due to the changing beach profile it is becoming difficult to land the ferry at Landguard. A floating pontoon would be an expensive option. On 25 September the ferry broke from its mooring, sustaining damage. It will not be operational for the remainder of 2020.

## NATURE RESERVE RANGER

It was decided to extend the contract of the new ranger for a further two years after 31 March 2021.

## BUDGET

The Café rental income (based on this year's turnover) will reduce next year. The income from car park charges should cover this shortfall.

<b>Norfolk HOSC (Health Overview and Scrutiny Committee) and Suffolk HOSC (Health Overview and Scrutiny Committee)</b>	
<b>Representative:</b>	Councillor Judy Cloke
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## Norfolk Health Overview Security Committee.

I attended this meeting on 8 October 2020.

### Cancer services report:

Health watch Norfolk had undertaken a short survey from September to January and the results shared with MacMillan and Big C . People reported on differences in experiences with regard to screening, but particularly a lack of privacy in breast screening and discomfort in surgical screening, staff attitudes were identified as a key element.

Surgery levels have not quite recovered but is getting there. 93% of patients are seen within 2 weeks of a GP referral.

### Childhood Immunisation:

There was slight disruption in April, Community clinics were set up when schools closed. There is now little back log. Recent increase in COVID cases (bear in mind this was last month) has not had an impact, but there is a plan in place if it does. There are plans to use Carrow Rd if necessary, if there is a large school lockdown and liaison is established with St John Ambulance.

### Ambulance service:

There was some discussion around the recent poor report on the EEAS, so an update is required for a future meeting. Leaders have addressed some of the issues in the report already. Only 62% of

Ambulance attendance go to hospital. There is a dedicated internal team for testing ambulance staff, who can have same day appointments.

**Suffolk Health Overview Scrutiny Committee.**

I attended this meeting on 14 October 2020.

Flu vaccinations:

There are some difficulties in getting the vaccines, the Government announced the catchment had been extended, which threw the planning somewhat. The take up is about 2-3 weeks ahead of last year.

GP services generally: there have been inroads into the backlog of standard appointments, such as podiatry. The main challenge at the moment is staff sickness.

Core dispensing has continued & there have been no closures of pharmacies in Suffolk and they are managing the confusing messages regarding medical supplies re Brexit. Vulnerable patients have been sustained with deliveries of meds. Some pharmacies have taken on extra staff to deal with deliveries

**RECOMMENDATION**

That the report be received.

**APPENDICES – None**

**BACKGROUND PAPERS – None**