

## How did we help?

**1,700** calls to vulnerable residents  
**233** food parcels delivered  
**166** medically vulnerable residents supported  
**234** cooked meals issued in three day period  
**25** community groups supported  
**16** staff members deployed to help  
**1** recovery centre co-ordinated

**72** people offered homeless advice and assistance  
**19** disabled facilities grants issued  
**29** homeless people accommodated  
**8** victims of domestic abuse helped

**£14.6** million in business grants awarded  
**£5.4** million in Expanded Retail Relief awarded  
**344** man hours spent supporting and advising businesses  
**800** households awarded Council Tax Reduction

**98** building inspections carried out  
**60** planning applications received  
**45** planning applications determined

**5558** customer calls answered  
**2087** customer emails answered

**130** social media posts created  
**20** press releases issued

**524** new benefit claims processed  
**3,920** changes in circumstances processed  
**195** Discretionary Housing Payments made

We collected:  
**800** tonnes of recycling  
**420** tonnes of garden waste  
**3000** tonnes of household waste

Our team also dealt with:  
**189** pest control enquiries  
**187** land charges applications  
**43** licencing applications

**Thank you to all our officers who made it possible to support our residents through these challenging times.**

