

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREAS:	Cambridgeshire and Peterborough COVID-19 Coordination Hub
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REPORTING PERIOD:	Period ending 21.6.20

NEW GUIDANCE AND IMPACT

- An announcement on the future of the Shielding programme is expected week commencing 22 June. At the same time, we anticipate receiving new guidance on the future of the national food delivery service, with suggestions that the service will be delegated to local areas to lead. This would be a welcome development as we will be better placed to meet the specific needs of our cohort
- In Cambridgeshire and Peterborough, we are committed to ensuring that, whatever announcement is made about the shielding programme, we will support shielded people, wherever necessary, until they are able to establish their own support arrangements
- The countywide hub, as well as the network of District and City-led hubs, are working together to ensure there is an effective response as part of the NHS Test and Trace programme as well as the Local Outbreak Management Plan arrangements
- We will be required to provide performance and other data to the MHCLG from week commencing 22 June. We are in a good position to do this, and can confirm we can meet all of their requirements, as we have comprehensive reporting arrangements in place locally
- Additional guidance has been received relating to the national process for removing people from the Shielded Patient List. There have been many examples where the process locally has not worked according to the guidance, with some people not being informed officially that they have been removed, and so we continue to run our own arrangements to ensure this is done as far as we can

NEW CHALLENGES AND ACTIVITY

Key performance data for Cambridgeshire and Peterborough is as follows (as at 19.6.20):

- Total number of residents who should be shielding: 32,357
- Of which, total number who are registered with the national shielding service: 19,058
- % of first-time calls made to newly registered people within 7 days: 91%
- Average number of days before first-time calls are made to newly registered people: 4.1
- Outgoing telephone contacts made to shielded people in the past 14 days: 6,646
- Total number of digital forms resolved requesting help to date: 2,586, of which:
 - 1,790 relate to food (69%)
 - 570 relate to medicines (22%)
 - 219 relate to emotional health and wellbeing (8%)
 - 175 relate to household maintenance (7%)
 - 76 relate to personal care (3%)
 - 401 relate to other forms of help (16%)(n.b. more than one request for help can be included per form)
- Total number of incoming calls received on the 0345 number to date: 6,662
- Total number of general enquiry emails resolved to date: 1,731
- Total number of shielded enquiry emails resolved to date: 3,078
- Total number of national food deliveries in the last 14 days: 7,389
- Total number of people receiving a general 7-day Hub food parcel to date: 2,706
- Total number of people receiving a specialist 7-day hub food parcel to date: 875
- Total number of referrals made to the Red Cross Befriending Service: 776

Place Coordinators:

- Community outreach support continues for those who need weekly/regular help. There have been 23 completed requests for support in the last 2 weeks

- These continue to be for small food shops, click and collect, picking up electricity cards etc. In one case, the community outreach in North Huntingdonshire assisted the CCC Rights of Way team and a self-isolating resident who needed temporary rights of way notices printed, laminated and erected at points of access into her garden
- In Peterborough the Coordinator has been working with Kingsgate on the development of processes for their 'Love your neighbour' project, aimed at supporting those who are identified by the NHS Test and Trace service, and those who have been shielded and now de-registered. Support has also been given to the coordination of 30 volunteers for the re-opening of Peterborough City Centre

Scams Awareness

- Scams Awareness fortnight (15 – 28 June) is in full flow and the team have been busy putting out regular snappy social media messages on behalf of the Against Scams Partnership (CAPASP) to help keep our residents safe
- Each day we've posted a minimum of two Facebook posts as well as regular tweets to spread the word about being #scamaware, with some tweets resulting in 1401 impressions thus far
- We've also sent information about the campaign to all CCC and PCC elected members and all parish councils encouraging them to play their part.

Case Study:

- Mrs G is an elderly shielded resident who is scheduled to receive a fortnightly call from her Hub case officer to ensure that she is coping/managing during the period that she is shielded. During the most recent call, Mrs G mentioned to her case officer that she required some assistance from the Hub with a home maintenance issue, specifically in relation to a leaking gutter. Mrs G also happened to mention that prior to being shielded, she would look forward to fish and chips from her local chip shop on a Friday, however she is no longer able to enjoy this as she is not able to leave her home
- A Hub Co-ordinator contacted Mrs G and with her permission was able to refer her home maintenance concerns to Age UK's Handypersons service, a service which undertakes basic DIY for elderly or disabled people living in their own home, so they can remain safe and independent
- Although recognised as not being an urgent issue, the Hub Co-ordinator made contact with Mrs G's local Community Response Service (a service operated by the Countywide Hub that consists of place-based co-ordinators that are able to offer more localised support for residents) who advised that they would be able to arrange collection and delivery of a fish supper to Mrs G with a view to this being something that can continue on a regular basis

People Removed from the Shielded Patient List

- A process has been agreed with the CCG for how we manage when someone is being removed from the shielding list. The Coordination Team are now able to verify with GPs any removal from the shielding list which ensures we're able to make sure the appropriate support is in place. There have been many examples this week whereby GPs have confirmed very quickly and as a result appropriate support is put in place without delay

Sensory Team Support

- This week, the Coordination Hub has started to make regular calls to individuals supported by the Sensory Team, which has been supporting 100 people since the start of the pandemic. At the start of the pandemic, the sensory team put together a list of vulnerable residents with sensory impairment who may have required extra support during the crisis. Using this list, the team has been making weekly calls to offer advice and support. So far, the service provided by the sensory team has been extremely successful with the number of people requiring support reducing from 400 to 100 since the beginning of the crisis
- Moving forward, the Hub will continue to support those that have been identified as requiring support, the majority of which are people that are still isolating and could benefit from the befriending services the Hub can provide
- By taking on this service the Hub can ensure that those with sensory impairment and who may be struggling can continue to receive the support they need and over time be linked in to more long term local support

Digital Enhancements

- With the support of LGSS Digital, this week saw the changes go-live in our system database, 'Shield'. This means we now have an ability to send automatic emails and texts to people on the shielding list that don't require regular phone calls, but are still provided with general information and advice. This ensures the team are able to focus on supporting those that need it, whilst also ensuring that we are in regular contact with others in case their circumstances change

RECOVERY ACTIVITY

As part of our work to develop Think Communities, we will be discussing and agreeing with partners which of the features of our current ways of working in the Hub we should develop and sustain beyond the crisis.

For example, the ability for us to share data, make rapid and creative decisions, and work extensively with partners as a single system are all features that we are likely to want to mainstream going forwards.

Workshops and discussions are underway to commence the transition from response phase to mainstreamed Think Communities delivery.

DECISIONS MADE SINCE LAST REPORTING PERIOD

No new decisions to report

NEW FINANCIAL IMPLICATIONS SINCE LAST REPORTING PERIOD

No new implications to report

WORKFORCE CHANGES

No new workforce changes to report

COMMUNICATIONS

The weekly Highlights from the Hubs newsletter continues to be published, the latest editions of which can be found at these links:

12.6.20 edition: <https://content.govdelivery.com/accounts/UKCAMBSCC/bulletins/2906017>

19.6.20 edition: <https://content.govdelivery.com/accounts/UKCAMBSCC/bulletins/2919dc0>