

P&C COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Coordination and Response Hub
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KEY ACTIVITY HEADLINES

- The countywide coordination and response hub is established to:
 - help ensure that services provided by key workers are sustained at safe and appropriate levels through the redeployment of staff and the deployment of volunteers
 - co-ordinate the distribution of support to the Shielded group
 - ensure with our partners that we are making the best use possible of all available resources to minimise anxiety, to co-ordinate social action, and to ensure those most vulnerable are benefitting from appropriate community support
 - work closely with District/City Hubs to ensure all vulnerable people are supported
- The Countywide network of hubs is now established and operational
- The Countywide Hub is focussing on maintaining the formal oversight of support necessary for the Shielded group of residents, whilst the district/city hubs are supporting other vulnerable residents and supporting community-led action
- There are around 13,500 people now on the registered shielded list across Cambridgeshire and Peterborough. Around one third of this group report they have no support in place
- All shielded people with no support are receiving regular telephone contact from our case officers to ensure their needs are being met. We are also contacting everyone else by email or letter, to ensure they know we are here should their support arrangements break down
- The Hub has received 1,324 telephone enquiries over the past 4 weeks. Over the previous 4 days, this number was 434 which aligns to the demand increases referenced below
- 112 call handlers received further training this week and are now fully operational
- There are around 4,600 Shielded people across Cambridgeshire and Peterborough who are receiving a national food delivery over the next week
- We are providing emergency food deliveries for people where necessary, and have so far delivered to 572 people
- Overall requests for help and support coming into the hub have increased threefold in the last week. We believe this is as a result of (i) us contacting people who need to shield but that who have not yet registered, (ii) contact being made to this same group by a nationally commissioned service, and (iii) more names being added to the shielded group by local GPs and medical services
- The countywide hub has responded to around 2,550 direct requests for help and support, many relating to people who need to arrange access to food or medicines
- Increasingly however, we are receiving requests for help with other issues – e.g. shopping, household chores, and gardening. We are therefore setting up a new service which will align library staff to shielded people who need additional help, in the spirit of our previous Neighbourhood Cares pilot. Library staff will be allocated to support shielded people within the community that they normally work within, helping to create a sustainable service, aligned to our new libraries vision, post-COVID-19
- We are also working up a set of leisure, pleasure and learning opportunities for shielded people to engage in, including:
 - aligning the food deliveries from the hub to a healthy eating class, both online or via recipe cards (for those that don't have digital access). The food delivery from the hub will include all the ingredients needed to cook the meal that will be taught in the online (or via recipe card) class
 - to link to current interests to learning new skills i.e. the "Sewing Bee" which started on the BBC again this week – putting sewing classes online or taught through instruction cards (for those that have no internet access), that again could, with the food deliveries, see a delivery of materials and instruction to learn how to sew. This could take the form of, for example, learning to sew "scrub" bags that can be donated to the NHS for their staff to use. This would support the shielded residents being able to make a valuable contribution to the covid-19 emergency whilst also learning new skills
 - languages classes – to learn a new language, keeping the mind active
 - vocational skills classes for future employment opportunities – developing opportunities to

improve future work and pay prospects

- reading kits, to support family literacy, helping to support children's attainment

- links to the online library children's story time – improving literacy skills

- links to the library "authors" twitter feeds – fostering a love of reading

- The Hub logistics operation, based from a warehouse facility in Alconbury Weald, continues to deliver urgent food and other essential items, as well as PPE across the health and care sector. Red Cross volunteers are continuing to work closely with the council in this operation. We have set up a full second warehouse to enable us to manage increased supplies of food and PPE, still as a single operation
- We have provided bespoke support from the warehouse to specific challenges – for example, delivery of food to a hostel where a resident displayed symptoms, meaning the remaining 11 residents needed to self-isolate
- We are supporting the Probation Service to help offenders released from prison to adjust to lockdown by distributing food and essential supplies to this group
- We are close to finalising some important work to establish mechanisms for people to be able to pay for their food and other supplies where they can, without having to expose themselves to risk of harm. This is a national challenge, but we have developed a suite of options that will equip people with the ability to pay, and volunteers and public servants with the tools they need to accept payment safely and securely. This work will be shared with our partners across Cambridgeshire as it is not specific to the shielded group
- We have contributed to the process for supporting carers, which is making direct contact people with caring responsibilities for families and friends, by allocating redeployed staff to support adult social care colleagues to make initial contact, amending our 'I Need Help' processes to ensure carers who need help are prioritised, and updating the information on our web sites so that carers know how best to access support
- Work to identify other vulnerable groups, such as offenders, Gypsies and Travellers, victims of domestic abuse, and migrant workers, is continuing and is reporting into the weekly Community Reference Group. The outcome of this work will inform our strategies to identify vulnerable people in ways that make most sense to them
- We are continuing to build up the database of mutual aid offers that are developing across the county/city, all of which are being collated into either the [Cambridgeshire Directory](#) or the [Peterborough Information Network](#). This remains an open workstream
- We have held a positive discussion with our colleagues in Cambridgeshire ACRE and the Cambridgeshire and Peterborough Association of Local Councils to discuss the role of town and parish councils in the current work, and, importantly, to explore how we can build on our already strong relationship with local councils as part of the recovery work

RISKS / CHALLENGES (AND MITIGATION)

- Demand into the Hub – this has increased significantly this week, but we have expanded and reorganised the service to cope
- Deployment of volunteers – we have a significant number of volunteers who are not yet deployed, because demand for their support isn't yet required; we are working with Age UK and Caring Together initially to explore ways they could support these and other organisations. We are also seeking opportunities to collaborate with NHS colleagues who also have large numbers of volunteers

WORKFORCE UPDATE

- There are currently 862 Cambridgeshire County Council and Peterborough City Council staff registered with the Hub who can be redeployed into other frontline roles, of which around 30% have been. This includes redeployment into partner agencies

FINANCIAL IMPACT (increase in costs / reduction in income)

- All costs associated with Hub activity are being captured, although are limited at this stage to supporting the warehouse operations

- Procurement of food supplies will incur an additional cost, although the majority of recipients will be able to pay for these products

RECOVERY ACTIVITY (plans being considered / future steps)

- Much of our core operation is built on the Think Communities foundation that we have, as a system, developed over the past year or so. We are working to ensure that those aspects of our current responses that can be sustained, will be sustained into and beyond the recovery phase (including for example the extensive data sharing arrangements, mutual aid activities, and multi-tiered place-based responses)

COMMUNICATIONS

- We continue to provide updates for the daily media briefing
- Our daily parish council and resident association update continues to be published
- We are regularly communicating with our volunteer pool to ensure they remain updated
- We are launching this week a weekly more detailed round-up of key activities from the Hub