

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 network leads met this week to refine working arrangements, and to ensure we make best use of our collective resource and intelligence
- 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
- Data sharing across the network is being formalised to ensure that all partners have the information they need to both prevent duplication and to ensure everyone is supported that needs to be. This includes the Shielded group data, as there will be occasions where Shielded residents need less formal support from, for example, a local volunteer
- We have received more data on the Shielded group: nationally, this originally comprised an estimated 1.5m people, but we understand that the eligibility for this category has been extended and so the number is expected to be higher. We have so far received details of around 20,000 people who the NHS believe should be shielding, and who are asked to formally register. Of those 20,000, anybody that we believe has not yet registered is being contacted by letter to encourage them to do so
- Separately, we continue to receive daily updates of people on the Shielded group list who *have* gone on to register their details in order to receive support or to confirm they have support in place; the total at the time of writing sits at around 10,000 people
- Of those who have registered, there are two groups – those who have support arrangements in place (e.g. friends and family), and those who do not. Those who do have support are receiving regular contact via email or letter from the countywide hub, to ensure they know how to contact us should that support break down. Those who do not have support are receiving an initial written contact, followed up with a direct telephone call so that we can put necessary arrangements in place. Around 3,000 calls of this kind have so far been made
- The countywide hub has responded to 1700 direct requests for help and support, many relating to people who need to arrange access to food or medicines
- Work is progressing well to ensure support for other vulnerable groups is focussed and in place. The countywide community reference group (a formal sub group in the command structure) has established a mechanism to understand all current support arrangements for different groups in the context of how those mechanisms are able to respond to the COVID-19 focus. Where necessary, supplementary arrangements will be put in place. Examples of vulnerable groups include victims of domestic abuse, migrant workers, drug and alcohol misusers, offenders and Gypsies and Travellers
- Linked to this work, we are continuing to build data via the Vulnerable People Protocol of residents who may need additional support. This data will be shared across all partners when available
- The Hub logistics operation, based from a warehouse facility in Alconbury, has been ramped up this week, with the delivery of a food and essential supplies order, and the first part of a large delivery of PPE. At the point of writing, the first delivery of PPE to 151 pharmacies is being made. The Red Cross volunteers are doing an amazing job sorting, organising and delivering supplies.

- As more and more shielded people successfully register with the national scheme, supermarket home delivery slots are opening up, and we are facilitating collection of groceries via click and collect where helpful. We are also delivering food supplies from our warehouse as described above, in emergency situations. Around 250 emergency deliveries have been made.
- We have established a clear pathway for ensuring that the supply of medicines to vulnerable people, including those that are self-isolating and shielding, is sustained in all circumstances, including the immediate breakdown of an individual's arrangements. This work has been completed with our health partners.
- 150 redeployed staff and volunteers have been identified to make contact with 60 shielded people each. They will ring each of their 60 people weekly to check they have what they need and where support needs are identified put appropriate actions in place. 15 managers have been identified to support this process
- 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
- Our staff redeployment and volunteer deployment processes continue – we have around 1850 volunteers on our register, 700 of whom have been passed to our district and city council partners. Over 100 remaining volunteers have been tasked, including 74 who have been deployed into adult social care related services
- We have also begun to access NHS Volunteers via the GoodSAM app <https://www.goodsamapp.org/>. This arrangement enables anyone with an NHS or GOV.UK email address to pair someone who needs support with an NHS volunteer if the help needed is befriending, shopping, help to get home from hospital, or help to fetch medicines

RISKS / CHALLENGES (AND MITIGATION)

- The potential for disconnect between national support mechanisms and our local arrangements – for example, food distribution, medicines supply and volunteering. Whilst we receive data about food supply for the Shielded group, we have no direct involvement; if we did, we would be able to broaden that contact with other support. We are working hard to identify workarounds and local solutions, but this is a risk to carefully monitor
- Demand into the Hub – we understand that the cohort of Shielded people has been expanded, which may lead to increased demand from people contacting us for help and support. We will continue to increase the staffing within the hub to ensure our service response standards are not reduced

WORKFORCE UPDATE

- All critical services in the Communities and Partnerships service directorate continue to operate
- There are currently 730 Cambridgeshire County Council and Peterborough City Council staff registered with the Hub who can be redeployed into other frontline roles, of which around 10% 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