

## P&C COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

<b>SERVICE AREA:</b>	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 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
- As at 22/5/20, there were 17,416 people on the registered shielded list across Cambridgeshire and Peterborough, a net increase of 1,152 compared to last week. Around one third of this group report they have no support in place
- This total breaks down by city or district as follows (rounded totals):
  - Huntingdonshire – 23%
  - South Cambridgeshire – 21%
  - Peterborough – 18%
  - Fenland – 15%
  - Cambridge City – 12%
  - East Cambridgeshire – 11%
- We aim to contact newly shielded people by letter or email within 24 hours of us receiving notification. We are then following up with telephone contact within 7 days, to enable us to identify any support needs and how we will maintain contact going forwards. Over the last 7 days, 90% of calls have successfully met this standard, with the average time taken between the Hub being notified that someone is now registered and us making first telephone contact over the last 7 days being 3.7 days
- Shielded people then receive regular contact from the Hub based on their triaged level of need, in the form of a telephone call (where there is an ongoing need or where the resident has no other support arrangements in place), or via email/letter, to remind those that do have support that we are here for them whenever needed. We are soon to launch a texting service to supplement this work
- Our bespoke 'Shield' system is being updated to enable individuals to request their preferred method of contact. For example, people can ask for a weekly/fortnightly text with general information or advice as a method of keeping in touch
- Of the regular calls being made in the last week, 80% have not required any further action beyond the call
- Of the 'I Need Help' digital forms submitted to date, 68% have asked for help with food or shopping, 27% with medication or prescriptions, 9% with emotional or wellbeing support, 7% with household maintenance and 3% with personal care. A further 14% required other forms of help (n.b. people can ask for help with multiple issues per form)
- The Hub has received 4,436 general telephone enquiries to date on our 0345 number
- There are 6,595 Shielded people across Cambridgeshire and Peterborough who are receiving a national food delivery over the next week
- Aside from this, we are continuing to provide emergency food deliveries for people where necessary, as well as supplementing the national food delivery scheme, and have so far delivered to 1,702 people. An additional 526 people have received specialist foods delivered by the hub
- The countywide hub has responded to 9,931 direct requests for help and support, largely relating to food, medicines and other supplies

- Our Community Response Service for shielded residents, which resolves issues other than those that relate to food and medicines, has responded to 46 requests for help. Further details and some examples of the work they've done are included in our Highlights from the Hubs newsletter, the link of which is at the end of this report
- Our Open New Doors scheme, which provides leisure, pleasure and learning opportunities for shielded people had had 2,051 web page hits from 283 individuals
- 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
- The Coordination Hub has continued to focus on helping to prevent residents becoming the victims of coronavirus-related scams. The team are keeping a live and up to date knowledge of the latest scams reported to the county hub, as well as the national picture and since April have sent information about specific scams to our network of 400 community groups, volunteers and partners, reached 4,000 people on social media, and updated our "Beware of Coronavirus Scams" web pages to help keep people safe in their communities -   
<https://www.cambridgeshire.gov.uk/residents/coronavirus/beware-of-coronavirus-scams> OR <https://www.peterborough.gov.uk/healthcare/public-health/coronavirus/beware-of-coronavirus-scams>
- The hub-led Community Resilience Group, a formal partnership group reporting to the Tactical Coordination Group of the LRF, continues to meet each week, to focus on a wide range of community, voluntary and faith sector issues and opportunities. The group is responsible for ensuring vulnerable groups are identified and supported, and this week also focussed discussions on services for people with sensory impairments
- Plans have been developed this week to consider how the Countywide hub and hub network can respond to the possible requests for support from the Track and Trace work – for example, providing emergency supplies for people that may need to quarantine, and building on the existing network to ensure people that are having to quarantine receive the support they need. Due to the well-established hub network it puts is in a good position to be able to respond to this new pressure
- We have worked with colleagues in Public Health to plan the delivery of leaflets to the shielded group and those being supported by the district/city hubs, signposting them to available resources to support them with their mental and emotional health. Over the coming weeks, an estimated 6,000 leaflets will be distributed across the County
- The hub has previously arranged for a number of volunteers to support our care homes with various roles including kitchen support and delivering activities. All of them have been contacted this week to make sure they are well and there are no issues, and all reported back very positively about their experience
- Coordination Hub Place-Based Coordinators continue to work alongside the district councils and other partners in their areas to make a positive impact for local people. The highlights this week include linking Festival Bridge Arts to Youth Inspired and the Food Bank to deliver 65 arts packs to vulnerable families in Peterborough, brokering support for 2 Gypsy Roma families to receive fuel vouchers from the Cambridgeshire Local Assistance Scheme to ensure they could use their stoves and had hot water, and arranging premature baby clothes to be delivered to a single young mum in Fenland

#### **RISKS / CHALLENGES (AND MITIGATION)**

- Demand into the Hub – this has continued to be maintained at heightened levels; we have increased the number of coordinators in the team, and additional case officers have also been added from our redeployable staff pool to manage outgoing calls. We have also reviewed our triage procedures to ensure our contact is targeted largely towards those people who have no alternative support arrangements in place
- Data sharing – we want to continue to be able to share data safely but comprehensively with our key partners; we have therefore added a data coordinator to the team to make sure requests for data can be processed quickly, and that data shared with one partner can easily be shared with others where appropriate without them having to request it

**WORKFORCE UPDATE**

- There are currently 754 Cambridgeshire County Council and Peterborough City Council staff registered with the Hub who can be redeployed into other frontline roles, of which around 50.9% have been

**FINANCIAL IMPACT (increase in costs / reduction in income)**

- All costs associated with Hub activity are being captured, although additional costs 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)
- To achieve this, we will develop proposals that retain a Cambridgeshire and Peterborough Community Hub, retaining responsibility for collaborating with our city and district partners and the wider system, collectively delivering community action where this is needed most and providing data on needs (analysing this to make it useful), all bent towards reducing need to escalate to specialist and statutory services and reducing health inequalities

**COMMUNICATIONS**

- We continue to provide updates for the daily media briefing
- Our regular parish council and resident association updates continue to be published twice-weekly
- Our weekly more detailed round-up of key activities from the Hub – ‘Highlights from the Hubs’ – continues to be published. The latest edition can be found at this link:  
<https://content.govdelivery.com/accounts/UKCAMBSCC/bulletins/28ce564>