

## 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 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 15,000 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 are receiving regular telephone contact from our case officers to ensure their needs are being met. Those without any support arrangements in place receive at least one call per week, with others receiving contact either every two or every three weeks. We are also contacting everyone by email or letter, to remind them that we are here should their support arrangements break down
- We are receiving daily updates of newly registered shielded people – by 6pm the day after we receive this data we issue an email or letter explaining who we are and how we can help, and a password which will be used to validate our authenticity for any future contact
- We have this week received additional data of people who need to register to be shielded but have not yet done so, and who the national shielding team have been unable to make contact with or where that contact resulted in an incomplete outcome. We will start to receive new names in this category daily. There are around 6,000 names on this list so far, 1,500 of whom have subsequently registered. The remainder will be contacted by the hub, including safely managed home visits, to ensure they are safe and well and to support them to register
- The Hub has received 2,101 telephone enquiries over the past 5 weeks, with daily calls typically now in the region of 160
- Details of 495 shielded people have been passed to the British Red Cross befriending service, who have agreed to support us by deploying their specially trained befriending volunteers to people who have asked for that type of support
- There are around 5,400 Shielded people across Cambridgeshire and Peterborough who are receiving a national food delivery over the next week
- We are now receiving regular data showing where the national food delivery scheme has failed to make a successful delivery to a shielded person (maybe because of access issues for example). These cases are being followed up as soon as we are notified, to ensure the recipient is safe and well and so we can arrange a food delivery from the hub
- We are providing emergency food deliveries for people where necessary, as well as supplementing the national food delivery scheme, and have so far delivered to 832 people. An additional 129 people have received specialist foods delivered by the hub
- This week, Nestle have donated 5,000 Easter eggs to the hub! We plan to distribute these to key workers and their families as well as to shielded people who are receiving food via the hub
- Overall requests for help and support coming into the hub continue to be at heightened levels 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 5,856 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. Our new service which will align staff and volunteers to shielded people who need additional help, in the spirit of our previous Neighbourhood Cares pilot, will launch in the next few days. Our Place-Based Coordinators, working alongside District and City Council partners, have now been trained to support our extended offer (community response) which is due to launch on 4th May.
- Our Think Communities team is facilitating a coordinated plan around the support for the 2,500 volunteers who have pledged their time with us; this week we have been focusing on understanding the needs of residents in communities at this time, and a draft menu of activity has been developed in order to further the work.
- We are also rolling out our 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 concluded our 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 has been shared with our partners across Cambridgeshire & Peterborough as it is not specific to the shielded group
- We continue to contribute to the process for supporting carers, which is making direct contact with 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
- We are now coordinating and supporting the redeployment of staff and volunteers into care homes. Working closely with health and social care colleagues, our work aims to ensure care homes have the support they need from trained people to help prepare food and support activities
- 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 also leading some work to determine the appropriate support response for people with No Recourse to Public Funds
- 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 Cambridgeshire and Peterborough National Citizen Service have been praised by the regional contract holder for their involvement in developing the NCS Trust Covid 19 programme. This will

<p>ensure that young peoples' social action and citizenship will be at the forefront of community recovery</p> <ul style="list-style-type: none"> <li>The Youth Support Service have supported the Kite trust to access an additional £5k funding to help continue their work with LGBTQ young people at this time of increased vulnerability; the money will go towards ensuring that staff can maintain virtual contact with young people who are struggling with anxiety and depression.</li> </ul>
<b>RISKS / CHALLENGES (AND MITIGATION)</b>
<ul style="list-style-type: none"> <li>Demand into the Hub – this has continued to be maintained at heightened levels; we are adding 6 additional coordinators to the team, and additional case officers to manage outgoing calls</li> <li>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. We will be temporarily closing the hub's volunteer application process whilst we review this</li> </ul>
<b>WORKFORCE UPDATE</b>
<ul style="list-style-type: none"> <li>There are currently 802 Cambridgeshire County Council and Peterborough City Council staff registered with the Hub who can be redeployed into other frontline roles, of which around 34% have been. This includes redeployment into partner agencies</li> </ul>
<b>FINANCIAL IMPACT (increase in costs / reduction in income)</b>
<ul style="list-style-type: none"> <li>All costs associated with Hub activity are being captured, although are limited at this stage to supporting the warehouse operations</li> <li>Procurement of food supplies will incur an additional cost, although the majority of recipients will be able to pay for these products</li> </ul>
<b>RECOVERY ACTIVITY (plans being considered / future steps)</b>
<ul style="list-style-type: none"> <li>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)</li> <li>We have held positive discussions with CAPALC and ACRE regarding the ways we can build on our relationships with town and parish councils post-COVID-19</li> </ul>
<b>COMMUNICATIONS</b>
<ul style="list-style-type: none"> <li>We continue to provide updates for the daily media briefing</li> <li>Our regular parish council and resident association updates continue to be published, although will reduce to twice-weekly at the suggestion of our partners</li> <li>We are regularly communicating with our volunteer pool to ensure they remain updated</li> <li>Our weekly more detailed round-up of key activities from the Hub – 'Highlights from the Hubs' – continues to be published</li> </ul>