

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

<b>SERVICE AREA:</b>	Coordination and Response Hub
<b>REPORT AUTHOR:</b>	Adrian Chapman
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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
- Data sharing across the network has now been 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 also developed a comprehensive set of management information which will be produced both daily and weekly (depending upon the information) and shared widely. Information about our response times, how we have supported people, and effectiveness of food deliveries will be included, as well as details of the frequent contact we have in place for shielded residents
- All of the people that the NHS believe should be shielded, and who have not yet registered, have been contacted by the hub by letter, encouraging them to do so. We understand that a national hotline has also been set up to contact these people
- 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 11,000 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. These calls will then be repeated at least weekly in order to maintain support and ensure the wellbeing of the resident is maintained
- The countywide hub has responded to around 2,000 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. A working group accountable to the Community Reference Group is focussed on building up data about vulnerable groups, and determining whether or not existing support arrangements are sufficient. Where they are not, alternatives will be put in place
- 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 Weald, continues to deliver urgent food and other essential items, as well as PPE across the care sector. Red Cross volunteers are continuing to work closely with the council in this operation.
- A second Warehouse has been obtained at Alconbury – This will be used purely as overspill for the large volume of PPE which is now being received.
- 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. Emergency deliveries have been made to 399 people at time of writing

- We are working to establish different ways that people who are shielded or self-isolating can pay for their groceries and other items if they are unable to get to a bank or aren't on-line. We have a range of options being finalised, which will be widely shared when ready
- 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 2100 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 775 Cambridgeshire County Council and Peterborough City Council staff registered with the Hub who can be redeployed into other frontline roles, of which around 20% 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 will be publishing a weekly more detailed round-up of key activities from the Hub. As part of this we are beginning to collate case studies and good news stories example attached:

Staff in the COVID-19 Hub are working hard to ensure that everybody in Cambridgeshire and Peterborough has access to food, medicine and other essential supplies, working in partnership with HM Government, district councils, the British Red Cross, supermarkets, charities and community groups. We receive an enormous variety of requests, and have helped people all over the county with problems large and small.

June (not her real name) lives in Huntingdonshire and has a terminal illness. She contacted us because the food delivery she received from HM Government did not meet her needs. Her illness means she can only eat vegetarian food which can be easily liquidated; she was grateful for the food delivery she had already received but was very distressed as she could not eat meat pies, corned beef, or many of the other items which it contained. We arranged for the British Red Cross to do a special shopping trip for June, and delivered a package of food to her doorstep. She called us back the next morning to tell us how grateful she was for the council's response.

In another case, the manager of a nursery in Cambridge got in touch with us because her staff were unable to obtain food from their normal supermarket to feed the children in their care. They are providing care to the children of key workers—including carers, social workers, nurses and doctors—but were struggling to obtain the ingredients to give the children a healthy, balanced meal. We put them in touch with a local community group, and volunteers are now giving up their time to stand in line at the supermarket and collect food for the nursery. Furthermore, a local fruit company is now dropping off fresh fruit and vegetables at the nursery every week.

Often we don't hear back from the people we have helped, but when we do we discover how much the council's response means to them. We received this response from a gentleman in Cambridge a few days ago.

"I am in my late 70s and have a medical condition that makes me officially 'extremely vulnerable.' I filled up an on-line form, saying that I needed some help getting essential supplies. I was very worried because I could not get any delivery slots from normal suppliers, like Sainsbury's and Waitrose, all my neighbours are elderly too so can't pick up for me, and I cannot leave the house. Today I received a care package, and then a phone call from the shielding team. Thank you so much for this extremely valuable work that you are doing to support people like me."