

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

MEMBER/ORGANISATION:	Wendi Ogle-Welbourn, Executive Director, PCC
SERVICE AREA / VULNERABLE GROUP(S):	Peterborough Local CRG
REPORT DATE:	20/04/20

KEY ACTIVITY HEADLINES (number of individuals / families supported, type of support delivered etc)

- Tuesday 14 April (Tuesday after Easter) was the busiest day so far with over 50 calls
- Food Poverty Forum has been set up with a central Food Bank
- Daily deliveries of 500+ hot meals
- All call handlers have undertaken e-learning training on DA awareness and training received on food bank referrals
- Service Level Agreement in place with SERV to deliver medication. A meeting is arranged this week between SERV and pharmacies to streamline the process
- Cross Keys Homes is the lead organisation dealing with tenants of Registered Social Landlords (RSLs). CKH have received 24 requests for support from residents of RSLs to date. The majority of requests have been from tenants requiring help with their shopping. Some RSLs are offering good levels of support to tenants, some not
- CKH continue to support their own residents with shopping, delivering meals, wellbeing check calls etc
- 177 volunteers have registered and have been contacted. The Hub is working with the VCS to match volunteers to need in the community
- Calls were made to North Ward residents on the shielded list to advise them the Ghousia Mosque were offering support with sourcing/delivering food
- The Hub's operational lead, Jawaid Khan, is currently looking at how to target other vulnerable groups including young carers

The triage team have received the following number of contacts (via the contact centre and online forms):

Week 1 (Thursday 2 and Friday 3 April): 59

Week 2 (Monday 6 to Thursday 9 April): 131

Week 3 (Tuesday 14 to Friday 17 April): 144

TOTAL CONTACTS TODATE: 334

Average daily call rate based on 10 days: 33.4 (slight increase from last week of 32 call average)

High / urgent calls: 29%.

The majority of contacts continue to be for support with sourcing / delivery of food and medication.

GAPS / CHALLENGES

- Duplication of food bank / voucher requests – A central Food Bank has been set up through Kingsgate which should reduce duplication
- Some charities are asking for the Council to 'freeze' their business rates
- Starting to see more repeat contacts of residents asking for support. The Hub team are working with local organisations to offer more sustainable, long term support options to vulnerable residents

WORKFORCE / VOLUNTEER LEVELS (please identify if you need any additional resource to deliver support)

The Hub continues to be fully staffed with 7 call handlers and 6 triage staff.

In addition there are now 177 registered volunteers.

COMMUNICATIONS (please detail any forms of communication / engagement you have undertaken)

- Wendi Ogle-Welbourn has an interview with BBC Cambs Radio on Monday 20 April to promote both the County and Peterborough Hubs
- Agreement to development a weekly Hub Newsletter which will include useful information / community links and good news stories of support
- A press release highlighting the hub was sent to the Peterborough Telegraph and Peterborough Matters last week
- The Council's Leader, Cllr John Holdich, mentioned the Hub in his regular vlog
- Daily Media briefings with key information are being sent to the media, councillors, parishes etc
- A local Lithuanian TV channel covered a story on how the local Peterborough Lithuanian community are supporting residents
- Cross Keys Homes continues to circulate a daily newsletter to its staff and residents