

## 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
- As at 7/5/20, there were 15,455 people on the registered shielded list across Cambridgeshire and Peterborough. Around one third of this group report they have no support in place. Although just a small increase in numbers since last week, we are aware that a number of people who are shielding are being notified by their GP that they no longer need to; we are awaiting further clarification on the circumstances in which this may happen so we can ensure that this group of people continue to receive any immediate support they need until other arrangements are put in place
- This total (15,455 shielded people) breaks down by city or district as follows:
  - Huntingdonshire – 23.48%
  - South Cambridgeshire – 20.18%
  - Peterborough – 17.84%
  - Fenland – 15.82%
  - Cambridge City – 11.84%
  - East Cambridgeshire – 10.81%
- All shielded people are receiving regular telephone contact from our case officers to ensure their needs are being met. All registered shielded people receive a call either weekly, or every 2 or 3 weeks, depending on their circumstances and what is agreed with them. This includes people who say they do have their own support arrangements in place, as we are anxious to ensure they access our help should their own arrangements break down
- Of the regular calls being made, 78% require no further action, whereas around 21% lead to additional help being provided. Just under 0.5% require a referral to the police to enable a 'safe and well' visit as no contact could be made
- Of the 'I Need Help' digital forms submitted this week, 69% asked for help with food or shopping, 29% with medication or prescriptions, 10% with emotional or wellbeing support, 7% with household maintenance and 4% with personal care. A further 10% required other forms of help (n.b. people can ask for help with multiple issues per form)
- We are continuing to receive 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
- The average time taken between the Hub being notified that someone is now registered and us making first telephone contact is currently 3.3 days
- Last week, we reported that we had 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 have cleansed this data, removed people that have subsequently registered, and identified around 900 households where no contact at all was achieved by the national team. With the outstanding support of our city and district partners, the vast majority of those had been successfully contacted by phone or had a home visit by the end of 7/5/20

- There remain around 3,500 people on this list where contact by the national team was 'inconclusive' – for example, the person thought the call was a scam, or the call was ended before it had concluded
- From 11/5/20 every one of these households will be visited by a team made up of volunteers from Rubicon, the Fire Service and the network of councils, to ensure they are safe and well and to help with their registration. The county has been divided up by city or district, with a team on the patch each day for the next 6 days, with the 7<sup>th</sup> day being used for mopping up
- We are also now receiving new names in this category daily, with around 150 being added each day. We will introduce a more sustainable and regularised model for making contact with these people every day, using our own staff, the support of our city and district partners, local councillors, and volunteers
- However, we have also received a new master data set of people that the NHS believe should be shielded from the virus; a total of 29,032 people. With just over 15,000 registered so far, there are still many that haven't yet done so. We have written to this larger group to encourage them to register, alongside the contact they are receiving from the national shielding service
- The Hub has received 2,706 telephone enquiries to date, with incoming daily calls typically now in the region of 160
- Details of 604 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 9,233 Shielded people across Cambridgeshire and Peterborough who are receiving a national food delivery over the next week
- We are continuing to receive 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 1,166 people. An additional 276 people have received specialist foods delivered by 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 the national shielding service, and (iii) more names being added to the shielded group by local GPs and medical services
- The countywide hub has responded to 7,574 direct requests for help and support, the analysis of which for the past week is described above
- 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, launched this week. Our Place-Based Coordinators, working alongside District and City Council partners, have now been trained to support our extended offer (community response), and we will report take-up in the coming highlight reports
- 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
- On 14/5/20, we will be launching our leisure, pleasure and learning opportunities for shielded people to engage in – 'Open New Doors'. Cambridgeshire Skills, City College Peterborough and the Cambridgeshire Library Service have collaborated to prepare the launch of online experiences, wellbeing and educational activities. Civic, who we are partnering with as part of the Future Libraries Initiative programme, has joined the partnership and are working on design, logo and website concepts
- 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 and health partners in this operation
- 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

- 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 as part of the Recovery framework being developed
- 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 Youth and Community Team have continued the delivery of their Essential Skills for Life work through the COVID-19 period by complementing the home school online offer. This week the team delivered 12 art boxes to support the participation of Traveller children at Wilburton Primary School with another 700 to be delivered through our partnership with 20Twenty productions, Living sport, CCORRN and Healthy fenland
- COVID-19 Place Coordinators continue to support the 6 city and district hubs to meet the needs of their residents. This week they have supported 8,000 fire safety leaflets to be delivered in Cambridge City, 70 volunteers to link with voluntary sector organisations in Peterborough, the re-stocking of Huntingdon Foodbank with essential toiletries for young people, and re-establishing the Parish and Community Forum as an online meeting in East Cambridgeshire

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

- 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
- Data sharing – we want to continue to be able to share data safely but comprehensively with our key partners; we are therefore adding 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
- 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 have temporarily closed the hub's volunteer application process whilst we review this

#### **WORKFORCE UPDATE**

- 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 35% 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 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)

- 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. A survey to all parish and town councils has now been issued, and we will use responses to inform the next phase of our work together

## COMMUNICATIONS

- We continue to provide updates for the daily media briefing
- Our regular parish council and resident association updates continue to be published, although is now twice-weekly at the suggestion of our partners
- We are regularly communicating with our volunteer pool to ensure they remain updated
- 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/28a58a3>