

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

MEMBER/ORGANISATION:	Wendi Ogle-Welbourn, Executive Director, PCC
SERVICE AREA / VULNERABLE GROUP(S):	Peterborough Local CRG
REPORT DATE:	11/05/20

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

Contact /referral data

- During April 2020 565 contacts were received by the Hub.
- W/c 4 May 106 contacts were received (based on a 4 day week), representing an average of 27 calls per day, an increase of 7 calls per day.
- Thursday was the busiest day so far since 2 April, with 37 contacts received.
- 21 contacts were signposted to Cross Keys Homes, 11 of which were for other RSLs.
- The contact centre contacted approx. 2,000 people who have had contact with adults social care over the last 6 months, which resulted in 17 calls for support.
- Since the Hub went live on 2 April, 139 contacts have been referred to registered social landlords for support, 95 contacts from the BME community, 19 contacts from sensory impaired individuals, 28 contacts from people with disabilities, 78 contacts have needed some form of referral to adults social care and 26 contacts have been signposted for mental health support.
- 28 repeat referrals have been received and further exploration work was done to see if more sustainable support was needed.
- Majority of contacts continue to be for support with food sourcing/deliveries and medication deliveries. Starting to see an increase in maintenance requests (eg gardening) and personal care queries.
- Continue to receive queries from those on the shielded list which are being signposted to the county hub for support.

SPP DELIVERY GROUP UPDATE

- Wendi Ogle-Welbourn set up a call to discuss food bank duplication, safeguarding and support for volunteers and local support / mutual aid organisations. The group agreed there needs to be a proper infrastructure in place for these organisations and for the VCS volunteer forum to undertake mapping of support groups across the city. The Peterborough Food Bank (Kingsgate) is mapping food banks across the city to establish a directory and put framework in place to identify clients who require additional support.
- A sub-group has been established to look at what support can be put in place to help families to prepare children for returning to school.
- Childrens services to link with the VCS partnership to discuss recovery – look at what services can return to some form of normal and others where redesign is required.
- Next week the group will be discussing the impact of the Government's announcement on lockdown lifting and mental health support.
- Virtual conference to be set up with parish councillors to discuss local support networks in place and if there are any gaps/issues

GAPS / CHALLENGES

- Have seen some contacts coming in relating to PPE and some care home concerns. Agreed for triage team to refer to Wendi for advice on how to respond

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.

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

- Issue 3 of the newsletter was published on Wednesday with a focus on food
<https://content.govdelivery.com/accounts/UKPETERBOROUGHCC/bulletins/289345>