

P&C COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	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 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 15/5/20, there were 16,264 people on the registered shielded list across Cambridgeshire and Peterborough. Around one third of this group report they have no support in place.
- This total breaks down by city or district as follows:
 - Huntingdonshire – 23.2%
 - South Cambridgeshire – 20.2%
 - Peterborough – 18.2%
 - Fenland – 15.8%
 - Cambridge City – 11.8%
 - East Cambridgeshire – 10.7%
- We aim to contact newly shielded people by letter or email within 24 hours of us receiving notification. We are then following up with telephone contact within 7 days, to enable us to identify any support needs and how we will maintain contact going forwards. Over the last 7 days, 92.5% of calls have successfully met this standard, with the average time taken between the Hub being notified that someone is now registered and us making first telephone contact over the last 7 days being 3.6 days
- Shielded people then receive regular contact from the Hub based on their triaged level of need, in the form of a telephone call (where there is an ongoing need or where the resident has no other support arrangements in place), or via email/letter, to remind those that do have support that we are here for them whenever needed. We are soon to launch a texting service to supplement this work
- Of the regular calls being made in the last week, 80% have not required any further action beyond the call. 11.5% of calls were able to be resolved by our community response service, further details of which are described below
- Of the 'I Need Help' digital forms submitted, 68% have asked for help with food or shopping, 28% with medication or prescriptions, 10% with emotional or wellbeing support, 7% with household maintenance and 3% with personal care. A further 12% required other forms of help (n.b. people can ask for help with multiple issues per form)
- We have previously reported that we have 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
- Throughout this week so far (and until this coming Sunday) we have been visiting the homes of people in this category who had had an inconclusive call with the national team (as opposed to having no contact at all – this group were visited last week). These visits are being very tightly managed and controlled, and are being conducted in stringent compliance of the social distancing guidance. Around 3,700 properties are being visited to ensure the resident is safe and well, to encourage them to register, and to meet any immediate and ongoing needs. At time of writing, residents in Peterborough, Fenland, South Cambridgeshire, Cambridge City and Huntingdonshire

have been visited, leading to 60 urgent requests for help so far being satisfied. Residents in East Cambridgeshire will be visited by the end of the week

- Around 4 out of 5 visits are resulting in successful contact being made. Of the remainder, follow up contact is taking place
- The visits have generated a significant volume of incoming calls to our 0345 telephone line, with around 400 calls per day. These are largely from people seeking confirmation that the visitor to their address is legitimate, as we had previously sent a personal letter to those being visited with a password and our contact details to use if in any doubt
- The Hub has received 3,735 general telephone enquiries to date on our 0345 number
- There are 6,361 Shielded people across Cambridgeshire and Peterborough who are receiving a national food delivery over the next week. This is around 3,000 fewer than last week, and suggests that more people are now able to access supermarket home delivery slots. However, there have also been some issues with the national scheme (e.g. planned deliveries not arriving), and so we are investigating this reduction to confirm the cause. There have been a small number of cases where the Hub has provided a food delivery direct where a national delivery has failed to arrive
- Aside from this, we are continuing to provide emergency food deliveries for people where necessary, as well as supplementing the national food delivery scheme, and have so far delivered to 1,400 people. An additional 409 people have received specialist foods delivered by the hub
- The countywide hub has responded to 8,665 direct requests for help and support, largely relating to food, medicines and other supplies
- Our Extended Shielded Offer has now launched. 62 redeployed and newly trained staff and volunteers are now undertaking their roles as Community Outreach Officers; in the first week of operation 26 tasks have been completed across the county. The staff have been really motivated to support vulnerable and isolated residents with examples of tasks completed include delivering exercise materials for a wheelchair bound person, arranging for a new washing machine to be provided, collection and delivery of specialist food including halal and gluten free produce, as well as gate fixing, lawn mowing and delivery of medication. There has been some really good feedback with one satisfied resident writing to us to say "this is outstanding community support"
- This coming weekend, our leisure, pleasure and learning opportunities scheme launches, for shielded people and anybody else who is at home at present. 'Open New Doors' is a collaboration between Cambridgeshire Skills, City College Peterborough and the Cambridgeshire Library Service who have prepared a wide range of online experiences, wellbeing and educational activities. Further details will be shared in the coming days
- 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
- This week we have contacted 140 volunteers registered with the Hub who had originally indicated that they would be prepared to work in a care setting. We are inviting them to receive training to help care homes with a wide range of support including delivering activities, kitchen duties and other non-personal care duties

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. We are also reviewing our triage procedures to ensure our contact is targeted largely towards those people who have no alternative support arrangements in place
- Data sharing – we want to continue to be able to share data safely but comprehensively with our key partners; we have therefore added 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

WORKFORCE UPDATE

- There are currently 752 Cambridgeshire County Council and Peterborough City Council staff registered with the Hub who can be redeployed into other frontline roles, of which around 50.7% 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)
- To achieve this, we will develop proposals that retain a Cambridgeshire and Peterborough Community Hub, retaining responsibility for collaborating with our city and district partners and the wider system, collectively delivering community action where this is needed most and providing data on needs (analysing this to make it useful), all bent towards reducing need to escalate to specialist and statutory services and reducing health inequalities

COMMUNICATIONS

- We continue to provide updates for the daily media briefing
- Our regular parish council and resident association updates continue to be published twice-weekly
- 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/28bbe0e>