

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

MEMBER/ORGANISATION:	Wendi Ogle-Welbourn, Executive Director, PCC
SERVICE AREA / VULNERABLE GROUP(S):	Peterborough Local CRG
REPORT DATE:	18/05/20

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

Contact /referral data

- W/c 11 May 112 contacts were received, an average of just over 20 per day.
- Although the average number of daily contacts reduced in May, compared to April, it is expected that the leaflet drop will generate a rise in calls next week.
- There has been a slight increase in calls from those struggling with anxiety and requests for befriending calls.
- Queries from residents about the shielded list – the criteria, those who feel they should be on the shielded list or from those that have been removed from the list.
- Majority of contacts require support with food/medication sourcing and deliveries although continue to see a small number of requests for property maintenance, gardening, cleaning etc.
- 1,566 outbound calls made to residents who have had an involvement with adults social care over the last 6 months, which resulted in 55 requests for support. Although the level of need for support was low, residents did take the opportunity for a catch up and chat which was helpful to them.
- Door knocking to shielded individuals is complete and resulted in 710 door knocks, with a 90% answer response. The data is currently being interpreted.
- Festival Bridge are working with the Foodbank, Queen Katherine Academy and PHACE to distribute creative packs to vulnerable families with children.

SPP DELIVERY GROUP UPDATE

- The Delivery Group is starting to focus more on transition / recovery and highlight reports will now include a specific section for members to complete to list their activity/plans.
- Some residents based in the rest centres are starting to move on and members are working together to look at wraparound support to be delivered in the community and support for those with no recourse to public funds. Do not want to lose all of the good work that has been achieved whilst residents have been in the rest centres.
- Members are considering other creative ideas to help residents in the rest centres, ie pastoral support and activity packs (a number of residents appreciated the craft packs donated).
- Continue to remind local organisations about the bank of volunteers as these organisations may start to see some volunteers returning to work.
- Linking City College with PCVS to support those young people who need regular meals.

GAPS / CHALLENGES

- No major risks or challenges raised this week.

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 4 of the newsletter was published on Wednesday with a focus on how organisations and individuals have embraced technology.

<https://content.govdelivery.com/accounts/UKPETERBOROUGHCC/bulletins/28a63c4>

- The Comms sub-group is looking at other ways to creatively engage with residents. Currently looking at arranging interviews with local community radio stations.
- Wendi delivered a presentation to Peterborough's parish councillors to update them on the work of the hub and volunteers. Discussion on local support networks in place. Agreement to arrange regular sessions to keep councillors updated and consider opportunities to work together to support communities.