

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

MEMBER/ORGANISATION:	Wendi Ogle-Welbourn, Executive Director, PCC
SERVICE AREA / VULNERABLE GROUP(S):	Peterborough Local CRG
REPORT DATE:	25/05/20

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

Contact /referral data

- W/c 18 May, 110 contacts were received by the Peterborough Hub, an average of 22 calls per day. Monday was extremely busy with 35 calls – this may have been due to the leaflet mailout.
- The majority of contacts relate to sourcing/delivery of food and medication, quite a number of food requests have been urgent as residents have no food left in their homes.
- There have been some requests for financial support as residents are waiting for their Universal Credit payments to come through. Residents are also struggling to pay gas/electricity bills which have increased due to families being at home all of the time.
- There continue to be requests from residents needing support with domestic chores such as gardening/cleaning/dog walking etc, support with mental health / emotional wellbeing. Where possible the Hub are now signposting domestic support to parish council volunteers.
- A number of residents have been in touch asking for the contents of their food parcels to be changed to reflect their special dietary requirements.
- One particular family contacted the hub as they sadly lost a family member to Covid-19 and were struggling to cope.
- Compliment received from a resident who received an outbound call from the call centre team as they had had contact with adults social care within the last 6 months. They didn't need support but welcomed the call and thanked staff for everything they are doing.

SPP DELIVERY GROUP UPDATE

- The focus of this week's meeting will be mental health support and how to create opportunities for those who have found themselves out of work due to Covid-19.

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 5 of the newsletter was published on Wednesday with a focus on care and support. <https://content.govdelivery.com/accounts/UKPETERBOROUGHCC/bulletins/28b4d0d>
- The Comms sub-group is looking at other ways to creatively engage with residents. Currently looking at arranging interviews with local community radio stations.
- Information on domestic abuse support services has been sent to the interfaith network.
- Radio campaign on domestic abuse has been developed and will commence shortly.