

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 29/5/20, there were 31,115 residents across Cambridgeshire and Peterborough who should be shielded from the virus, of which 18,296 people had formally registered, a net increase of 880 compared to last week. Around one third of this group report they have no support in place
- This total breaks down by city or district as follows (rounded totals):
 - Huntingdonshire – 23%
 - South Cambridgeshire – 21%
 - Peterborough – 18%
 - Fenland – 15%
 - Cambridge City – 12%
 - East Cambridgeshire – 11%
- There has been a continued focus on the shielded people who have yet to register. This week the Hub have been supported by the British Red Cross and our library staff to make 'safe and well' contact with 1,333 people in this category, either by telephone or through physical door knocks. 778 were successfully contacted by phone, with 555 contacted via home visits. Of these we identified 18 who required urgent help and support. This need is likely to continue over the coming weeks, though in reducing numbers. We have designed a process to continue to allow us manage this effectively with the support from our redeployed staff and volunteers
- 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, 90% 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 4.1 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. Of the regular calls being made in the last week, 81.4% have not required any further action beyond the call
- 3,894 outgoing telephone contacts have been made by the Hub this week, including those described above
- Of the 'I Need Help' digital forms submitted to date, 68% have asked for help with food or shopping, 25% with medication or prescriptions, 9% with emotional or wellbeing support, 7% with household maintenance and 3% with personal care. A further 14% required other forms of help (n.b. people can ask for help with multiple issues per form)
- The Hub has received 5,356 general telephone enquiries to date on our 0345 number
- There are 3,310 Shielded people across Cambridgeshire and Peterborough who are receiving a national food delivery over the next week. 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 1,964 people. An additional 615 people have received specialist foods delivered by the hub

- The countywide hub has responded to 10,587 direct requests for help and support, largely relating to food, medicines and other supplies
- Our Community Response Service for shielded residents, which resolves issues other than those that relate to food and medicines, has responded to 85 requests for help so far since it launched mid-May. In addition, 12 of the staff from this service were involved in making calls as part of our 'safe and well' work, referred to earlier in this report
- 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
- Coordination Hub Place-Based Coordinators continue to work alongside the district councils and other partners in their areas to make a positive impact for local people. Highlights this week include: the continuation of the delivery of 300 Art, Sport and Wellbeing boxes to vulnerable children and families in Fenland; providing community information, advice and support to Early Help District Managers to support 3 families with no educational supplies, online counselling and food provision; organisation of cleaning and gardening for a resident returning home from hospital after Covid19; and support for a volunteer to mend a walking aid for a resident who would otherwise be immobile
- New scams prevention resources have been added to our Cambridgeshire and Peterborough Against Scams Partnership resources webpage this week and shared with all our community contacts and on social media. These are:
 - a dementia friendly version of the coronavirus scams postcard
 - an infographic produced by the National Cyber Security Centre about sextortion scams and how to protect yourself from these
 - and an excellent booklet produced by the National Centre, based on extensive research, showing how criminals use language in subtle and powerful ways to scam people out of money
- As part of our work to match volunteers with opportunities across the county, the Hub team have had positive responses from 33 out of the 34 community car schemes who require additional volunteers due to existing gaps caused by volunteers who are shielding. We are now putting volunteers in contact direct to support their requirements
- We have carried out further work to better understand the opportunities our 2,500 volunteers that have registered with the hub might be willing to participate in. As a result we have identified a further 97 volunteers that are willing to support care homes. A more tailored virtual training package has been developed for volunteers that are willing to go into care homes but who will not be providing personal care – this training launches next week
- We've also surveyed our volunteers, with the following results:
 - 66% (349) would like to volunteer for more than 3 months
 - 70% (369) said that they were already volunteering with other groups
 - 80% (424) said that they would like to help another organisationThe most popular organisation that volunteers want to work with are:
 - 1. local Community Groups
 - 2. local GP
 - 3. Parish or Town Council
 - 4. large charityThe most popular area of work that people wanted to volunteer in were:
 - 1. Elderly in the community
 - 2. Mental Health
 - 3. Families and Children
 - 4. Environmental
- We have placed our first few St John's Ambulance volunteers into a care home to provide personal care – this is as a result of the collaboration between the CCG, the Hub, Adult Social Care and Commissioning and St John's Ambulance to respond to the Care Home pressures

RISKS / CHALLENGES (AND MITIGATION)

- Demand into the Hub – this has continued to be maintained at heightened levels; we have increased the number of coordinators in the team, and additional case officers have also been added from our redeployable staff pool to manage outgoing calls. We have also reviewed 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 754 Cambridgeshire County Council and Peterborough City Council staff registered with the Hub who can be redeployed into other frontline roles, of which around 49% have been

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/28e0375>