

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

MEMBER/ORGANISATION:	Wendi Ogle-Welbourn, Executive Director, PCC
SERVICE AREA / VULNERABLE GROUP(S):	Peterborough Local CRG
REPORT DATE:	1 June 20

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

Contact /referral data

- W/c 25 May, 72 contacts were received by the Peterborough Hub (4 day week), an average of 18 calls per day.
- The team saw a slight increase in contacts relating to mental health – possibly down to the prolonged lockdown. Residents are feeling anxious, not coping or have historic mental health problems. Residents have been signposted to the Samaritans and MIND for support. The ages of residents range from young through to the elderly.
- There have been 5 contacts from residents in hostels, mainly needing food but who are also struggling with mental health or domestic abuse incidents.
- A good example of how the hub team supported with a complex issue. A local Councillor called the hub about a neighbour, an adult with learning disabilities, who appeared to be losing weight and had fallen over. Their wound had not been dressed properly so the team referred to Age UK. Additionally the team arranged for a local community group to drop off hot meals over the bank holiday. After Age UK visited the resident, the case was escalated due to safeguarding concerns which Age UK are managing.
- The Hub have received a number of contacts in direct response to the leaflet drop to all households. A number of residents were really grateful to receive the leaflet as they didn't know where to turn to for support. Some have said it felt like a lifeline and are now receiving information / support.
- The team are working with parish councils and data colleagues to map local support schemes across the city onto a database to help to identify local area support for residents. An example of this is where the team received a call from a local resident who needed help with their shopping. The team contacted a local Catholic church who were more than happy to help and are now supporting the resident.

SPP DELIVERY GROUP UPDATE

- Focus on how to wrap around services as individuals move out of the rest centres and also to other residents in need. The Hub will be able to help by identifying local support organisations / schemes from the database. SPP Delivery Group members to identify any particular groups who required a co-ordinated response.
- Barnardos and Early Help Services to link with Festival Bridge to distribute creative booklets for children and young people.
- Food Partnership Network - 11 local organisations have now signed up to the partnership with a further 4 interested. A mapping exercise is underway and currently working on a title for the group and branding.
- Accredited counselling is available for children, young people and adults. A triage process is in place to appropriately identify level of need and also signpost to other local organisations.
- PCVS are consulting with SPP Delivery Group members on the volunteers forum briefing. Once finalised, the briefing will be presented to the SPP Board. This is a big piece of work to identify and work with all of the small groups / individual volunteers / mutual aid groups that have been established due to Covid-19 and ensure regular messaging/comms reach these groups/individuals with information / advice / guidance, particularly around safeguarding.

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 6 of the newsletter was published on Thursday.
<https://fis.peterborough.gov.uk/kb5/peterborough/directory/site.page?id=G4w8ZBNzvWo>
- Wendi was interviewed by Cllr Fitzgerald's radio station to promote the hub and how it can support all residents in need. Wendi encouraged residents to contact the hub to talk through their concerns, however small, so support can be arranged or information provided.
- The comms group are working on developing further key messages/graphics to promote the interpreters within the hub to encourage residents who do not speak English to contact for support.