

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
- The Hub network is also developing responses to support (i) people that need to self-isolate as a result of being traced through the NHS Track and Trace service, and (ii) any local Covid outbreak management requirements, including helping residents and communities understand the need to continue to stringently follow the national guidance. The Hub network is developing plans to ensure people that are having to self-isolate are able to access food and medicines but also given general advice e.g. around employment/finances. When contacted by the national team, individuals will be signposted to their local hubs requesting support – but we recognise we’re in a positive position to respond due to the well-established hub network
- As at 5/6/20, there were 32,266 residents across Cambridgeshire and Peterborough who should be shielded from the virus, of which 18,804 people had formally registered, **a net increase of 508 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 – 20%
 - Peterborough – 18%
 - Fenland – 15%
 - Cambridge City – 13%
 - 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 675 people** in this category, either by telephone or through physical door knocks. 448 were successfully contacted by phone, with 227 contacted via home visits. 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, 91% 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
- 3,350 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, 69% have asked for help with food or shopping, 24% with medication or prescriptions, 9% with emotional or wellbeing support, 7% with household

maintenance and 3% with personal care. A further 15% required other forms of help (n.b. people can ask for help with multiple issues per form)

- The Hub has received 5,820 general telephone enquiries to date on our 0345 number
- There are 3,689 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 2,235 people. An additional 707 people have received specialist foods delivered by the hub
- The countywide hub has responded to 11,651 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 102 requests for help so far since it launched mid-May. Support for shopping, gardening and prescriptions are now routinely being undertaken with feedback from shielding residents such as "you will never know the difference the support has made to my mental health" and "it is great to have the government food parcels but being able to have some of the food that I would normally buy has really cheered me up"
- 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
- The Hub team in Peterborough 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
- The Youth and Community Coordinator in Huntingdonshire is supporting a local youth charity, 'kick', with information, advice and guidance to move their youth groups on-line through Zoom. This work will allow the charity to maintain their reach out to young people and support their participation and mental health
- This week, we have been able to start identifying those that are being removed from the shielded list – although we are still working with the CCG to get this information directly from GPs we are now able to make contact when needed to ensure they are aware they've been removed, provide any urgent support and link them in with their local district/city hub for ongoing support. There are around 1,200 individuals removed from the shielding list since the shielding programme began – this is either because a GP or Clinician has determined they are not clinically vulnerable or they have been incorrectly identified as being in the area
- This week's Community Reference Group meeting saw a really helpful update on current mental health service provision – with over 30 partners in attendance, it was an opportunity to understand all mental health services currently available across Cambridgeshire and Peterborough, including adult services, MIND and children and young people services
- The new 'No Recourse to Public Funds' task & finish group met for the first time this week – bringing together a small group from across Cambridgeshire and Peterborough to ensure those with no recourse to public funds have access to information to support them during this time but also to consider how we want to support them moving forward
- **The new virtual care home training launched this week: the first 5 volunteers attended an online interactive training session to prepare them to volunteer in a care home environment with tasks such as kitchen assistance and coordinating activities with residents. The first training session was a success and a further 15 volunteers will be attending a session next week**

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 720 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 redeployed

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/28f34a3>