

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREAS:	Cambridgeshire and Peterborough COVID-19 Coordination Hub
REPORT AUTHOR:	Adrian Chapman
REPORTING PERIOD:	Period ending 5.7.20

NEW GUIDANCE AND IMPACT

- Changes to the national shielding programme have been announced, which will see the programme being paused from 1 August, assuming there is no increase in the reinfection rate
- The Hub has amended all of its scripts and guidance notes in order to ensure that every shielded resident is fully aware of the changes, and we have issued numerous communications messages via various means to support this further
- We are also proactively contacting those people we are supporting, to ensure they are able to establish their own support arrangements from 1 August wherever possible, including access to food and medicines. The national food delivery service also ceases from 1 August
- To further support shielded residents with this transition, a toolkit of resources and advice is being developed in collaboration with our voluntary sector partners and district/city colleagues to ensure people are supported in their community wherever possible
- The Hub is determined not to create unmanageable demand for our district and city council partners as a result of these changes, and is working on other alternative support arrangements that shielded people might access. These include developing a coordinated approach to supporting local volunteers to continue to support vulnerable people, and ensuring that many of the services we have established since shielding began (e.g. befriending services and the community response service) continue after 1 August
- The national NHS Volunteer programme will also continue after 1 August, which provides shielded people with an opportunity to seek help and support via this scheme
- Beyond this, we are working to ensure the response arrangements established to deal with the pandemic become business as usual arrangements to support both the COVID-19 recovery work, as well as vulnerable people more generally
- As a result of the change in guidance, we have been invited to take part in regional conversations with other councils and MHCLG to reflect on the last few months, to understand what could be done differently, and where there are opportunities for greater collaboration. This is in the event of needing to re-establish shielding arrangements or to support local outbreak management

NEW CHALLENGES AND ACTIVITY

Key performance data for Cambridgeshire and Peterborough is as follows (as at 2.7.20):

- Total number of residents who should be shielding: 32,173
- Of which, total number who are registered with the national shielding service: 19,191
- % of first-time calls made to newly registered people within 7 days: 91%
- Average number of days before first-time calls are made to newly registered people: 4.1
- Outgoing telephone contacts made to shielded people in the past 14 days: 5,093
- Outgoing targeted communications texts and emails sent in the past 14 days: 1,173
- Total number of digital forms resolved requesting help to date: 2,780, of which:
 - 1,931 relate to food (69%)
 - 588 relate to medicines (21%)
 - 228 relate to emotional health and wellbeing (8%)
 - 185 relate to household maintenance (7%)
 - 84 relate to personal care (3%)
 - 440 relate to other forms of help (16%)(n.b. more than one request for help can be included per form)
- Total number of incoming calls received on the 0345 number to date: 7,114
- Total number of general enquiry emails resolved to date: 1,769
- Total number of shielded enquiry emails resolved to date: 3,320

- Total number of national food deliveries in the last 14 days: 6,669
- Total number of people receiving a general 7-day Hub food parcel to date: 2,985
- Total number of people receiving a specialist 7-day hub food parcel to date: 1,021
- Total number of referrals made to the Red Cross Befriending Service: 795
- Total number of cases referred to the Community Response Service): 171
(this service provides additional support including shopping, household chores, non-personal care etc)
- Overall, we are noticing a continued reduction in requests for help, which aligns with and further supports the development of our transition plans for shielded people. Our highest level of requests for help were reported in May with 1,118 requests, whilst in June this reduced to 579
- For the first time since the 23 April, the number of people needing help on the registered shielded list has dropped below 4,000. At its highest point this was 5,066 residents registering as needing help with either essential supplies or needing help with basic care. Over the last 2 weeks, the average daily registration of people needing help is 10 people per day

Local Outbreak Control

- Following publication of the local outbreak control plan for Cambridgeshire and Peterborough, we have worked closely with Public Health to develop the operating model for the plan to ensure the needs and safety of our communities are at the heart of the response. These plans focus on supporting individuals that need to self-isolate as part of Test and Trace, but also working with community leaders to prevent, manage and respond to possible outbreaks
- Communities staff, as well as Environmental Health, Public Health and Communications officers, and the lead officers who focus on outbreaks in different settings, will meet daily to receive and interpret a wide range of data and intelligence in order to agree appropriate and timely actions in the event of any local outbreaks or increasing trends

Access to Food

- There are concerns that some households may not be able to afford food in the coming weeks and months as the economic impact of COVID-19 is realised. The network of Hubs has discussed this issue and have agreed to work together in two phases: (i) to establish arrangements for the summer that ensure households can access food, and to map those arrangements so that everyone is aware; and (ii) to develop more permanent system-wide arrangements to ensure that everyone that needs it can access food support whenever necessary

Place Coordinators:

- A grant of £1k from Cambridge United Charities (specifically the Hobson and Crane Fund) has been secured, to provide access to affordable computers for families in Cambridge who are unable to afford such items. So far we have supported five young people to obtain a computer to assist with their education at home
- Huntingdon Community Action Project were successful in securing £1k from the Community Reach fund to support a food poverty programme based on the successful Snack Shack model. 'Summer Brunch' will take place every weekday in the summer holidays and will provide a healthy takeaway 'brunch' for families in the Oxmoor area. Working with a range of partners including Huntingdonshire District Council, the CCC District Early help team and local churches, families will also be able to access professional support and food, in a socially distanced way

Support for Care Homes

- The hub is working closely with Adult Social Care and Commissioning colleagues to link local volunteers to care homes in their area, with a view that this will help build stronger links with the community and support the residents

RECOVERY ACTIVITY

There are many features of the current ways of working that we think should be sustained beyond the pandemic. We are developing some outline plans to create a unified approach to supporting vulnerable residents beyond the pandemic, and will present these ideas to our partners in the coming weeks.

DECISIONS MADE SINCE LAST REPORTING PERIOD

No new decisions to report

NEW FINANCIAL IMPLICATIONS SINCE LAST REPORTING PERIOD

No new implications to report

WORKFORCE CHANGES

No new workforce changes to report

COMMUNICATIONS

We have issued various communications messages to promote knowledge of the changes to the shielding programme.

The weekly Highlights from the Hubs newsletter continues to be published, the latest editions of which can be found at these links:

26.6.20 edition: <https://content.govdelivery.com/accounts/UKCAMBSCC/bulletins/292bbf3>

3.7.20 edition: <https://content.govdelivery.com/accounts/UKCAMBSCC/bulletins/293e755>