



COMMUNITY RESILIENCE DELIVERY GROUP

HEALTH AND WELLBEING BOARD

8TH JULY 2020

CERI SUMNER, JAMIE SUTTERBY AND ALAN HOPLEY



Community Resilience Response

Leads Ceri Sumner (NCC) and Jamie Sutterby (SN & B DC)

Identifying our Vulnerable People

- Co-ordinate the development of a Norfolk wide list of vulnerable people
- Criteria for order of priority
- Manage and reconcile list from central Government
- Agree how to share and maintain the list (GDPR and DPIA)
- Prepares “cuts” of data for districts and outbound call activity

Food and medicine

- Secure food for shielding population and access to food for wider population
- Develop links with local food suppliers
- Manage donations across the county
- Set up supply chain hub
- Focus on how to distribute food, medicine and essential supplies to people already on the vulnerable list, or emerge through isolation

Volunteer and Donations

- Drive uptake of volunteering via Voluntary Norfolk
- Recruitment, screening / DBS process of volunteers
- Making resources available to localities
- Prioritisation of requests
- Co-ordination of volunteers (central)
- Grant allocation process with Norfolk Community Foundation

Local Capacity and Support

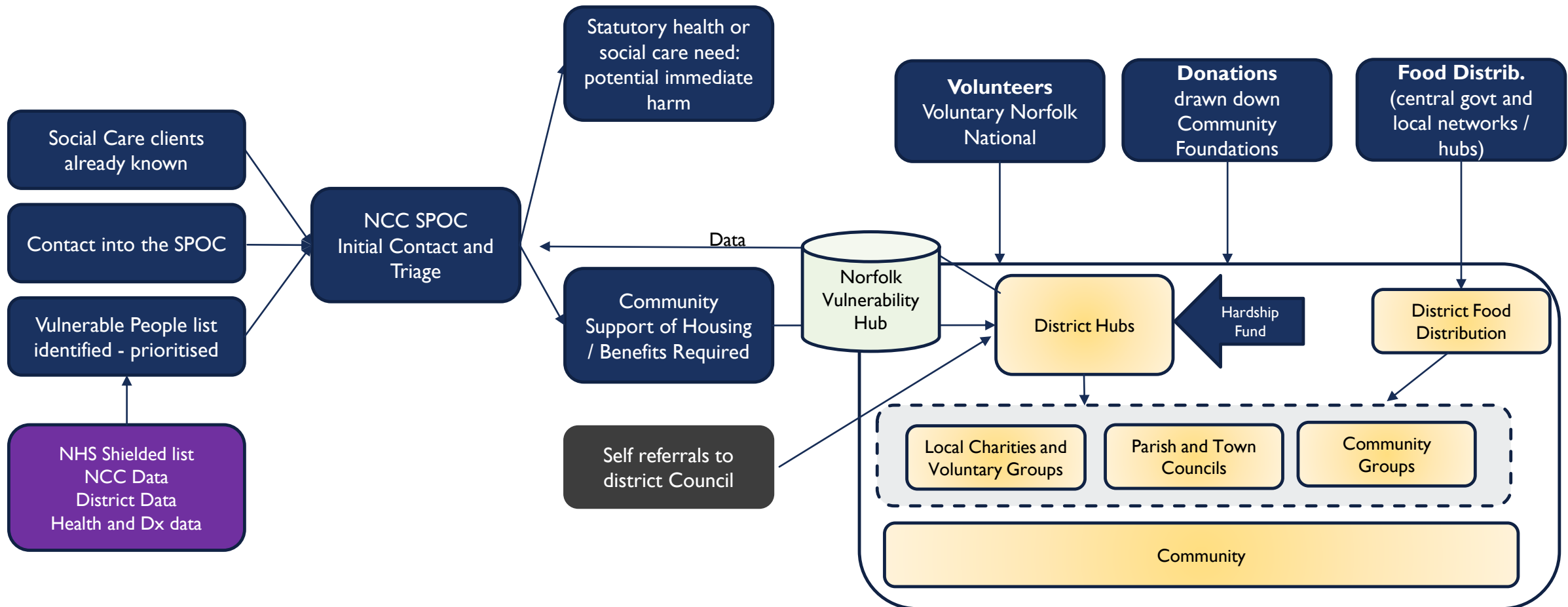
- Consistent approach to community offer – community hubs
- Local deployment of the volunteers on a district footprint
- Support town and parish councils and local community groups
- Helping people and community groups to access funds and support
- Delivery of the Hardship Funds from govt / economically vulnerable

Customer contact

- Outbound and inbound calling protocols, process maps and training
- Determine consistent and trustworthy web
- Facilitate technology deployment
- Determine threshold criteria to formal services
- Agree consistent communications
- SCAMS promotion
- Develop Volunteer ID Card

OPERATING MODEL

- Referral pathways from county services to districts
- Community capacity in volunteers and resources
- A consistent model of community hub in each district
- Systems capability to better manage vulnerability going forwards
- Reinforced partnership working with the voluntary sector



COMMUNITY RESPONSE OFFER

Community Response Offer

Aim: to keep residents safe and well at home

The response is actioned either by volunteers, community groups or redeployed council staff.

Priority given in order of:

- Extremely vulnerable and advised to shield by NHS
- Vulnerable (local identification)
- Self isolating
- Worried well

Wellbeing

Weekly check-ins
Befriending services (via phone)
Contact with local community groups
Support to register as vulnerable with services
Offering reassurance and advice on staying well
Guidance and signposting on how to keep active

Necessities

Food ordering
Arranging food collection and deliveries
Picking up prescriptions
Walking pets
Sharing applicable benefits and financial support
Advice on what to do in an emergency
Access to hardship funds

Community Response

Home

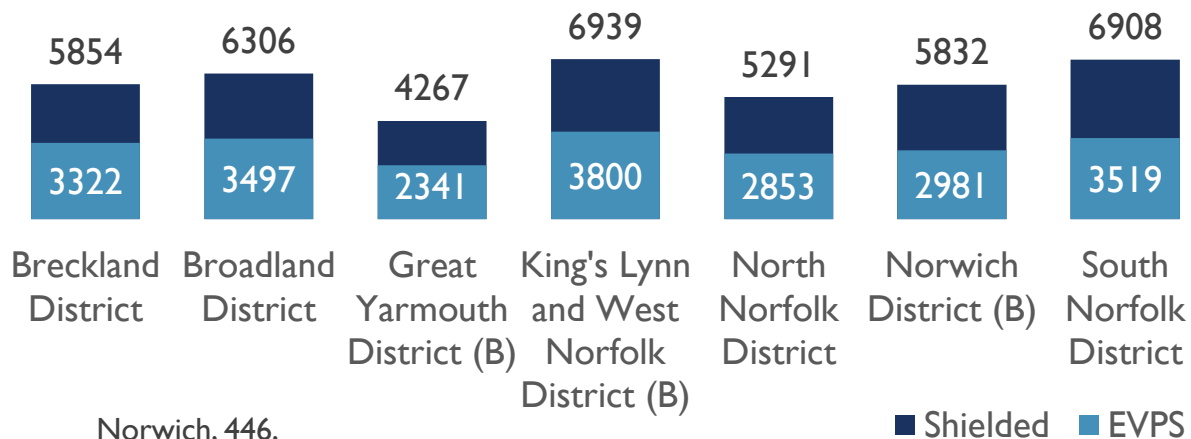
Arranging emergency home and heating repairs
Advice on keeping warm/heating the home efficiently
Make the property safe and secure
Housing and homelessness advice
Registering for assisted bin collections

Other

Employment support and rights advice
Issues relating to self-isolation such as MOT delays etc.
Accessing online services where homes do not have the internet
Acquiring documents or NHS numbers
Enhanced debt and budgetary support
General advice, information and signposting

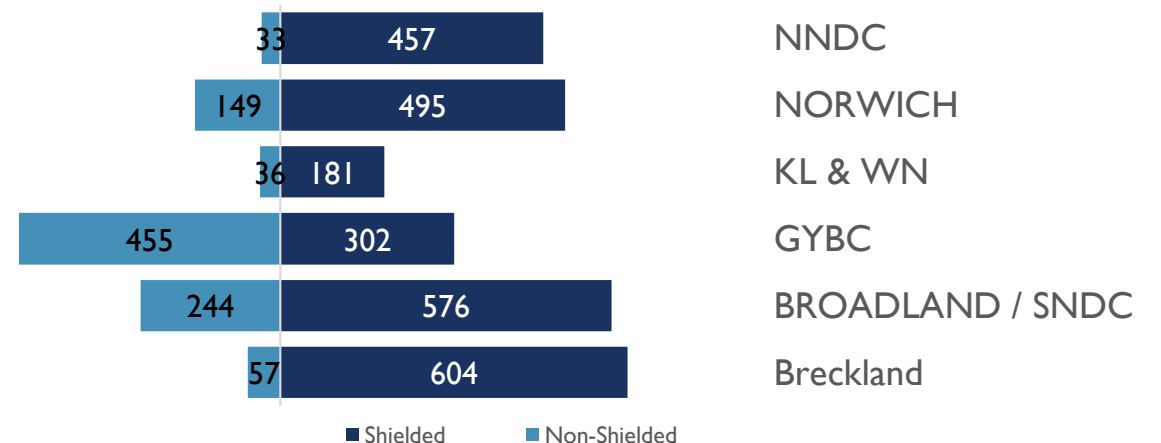
LOCAL RESILIENCE FORUM COMMUNITY ACHIEVEMENTS

Shielded vs. EVPS Self-Registered Residents

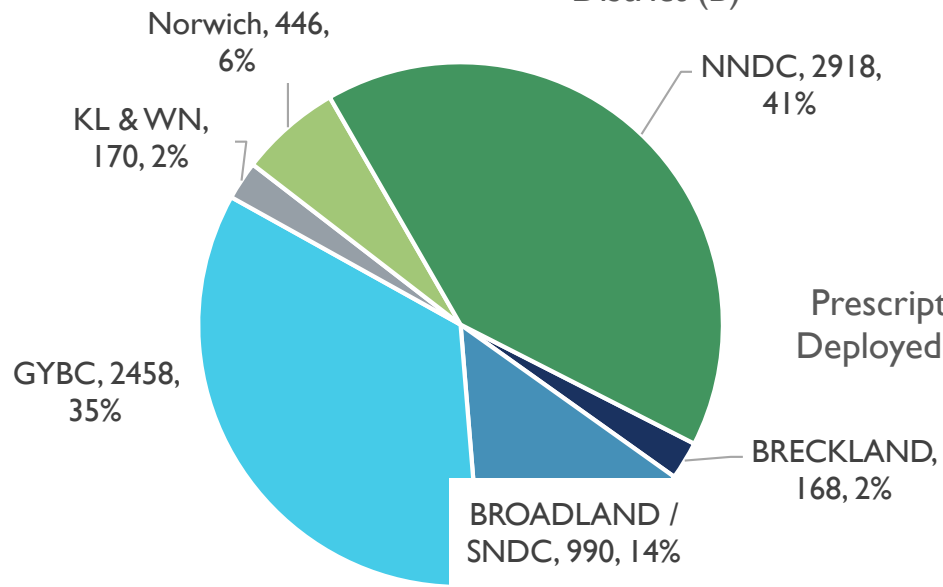


- 41k shielded residents proactively contacted
- 3,500 food parcels distributed via district hubs
- 10k+ prescriptions delivered
- 12k+ calls received to SPOC plus direct to district hubs, from vulnerable people
- 3,200 volunteers recruited and £1.6m in donations, deployed locally

Total Emergency Food Parcels by District & Shielded / Non-Shielded Residents



Prescription Pick-Ups Deployed by Volunteers



Online Information and Advice

Vulnerable people

Letters have been sent out to the public:

- Telling you if you have been identified as an 'extremely vulnerable person' or
- Asking you to register and tell the Government if you are an extremely vulnerable person and need support

Who is an extremely vulnerable person?

You will have a **medical condition which makes you extremely vulnerable to coronavirus**. You might also be called a 'shielded person'.

How to register as an extremely vulnerable person

If you are an extremely vulnerable person, based on the criteria above, and **have not heard from us**, you can register yourself to receive support. Someone else can also register on your behalf.

If you have already registered and are receiving **government food deliveries** that you'd like to cancel, you will need to re-register and state that you don't need them.

[Further information and register](#)



Prescriptions

How to arrange delivery of prescriptions if no-one can collect them for you

[Medicines and prescriptions >](#)

Refine your search

Keywords:

shop & food & supermarket

Location:

wymondham

Distance (miles):

Results per page:

50

[Go](#)

Filter your results



Services

Order by: [distance](#) / [relevance](#)

Showing results 1 to 50 of 233

1 2 3 4 5 Next >

Morrisons Supermarket Coronavirus (Covid-19)
Information including food boxes [\(View on map\)](#)

[Add to shortlist](#)

(0.26 miles)

Coronavirus (Covid-19) Support Service



How you can help

How to help your neighbours and community, volunteer and donate

[Supporting others >](#)

NHS health advice

Information on the symptoms and how to stop the spread

[NHS website >](#)

Professional care providers

Guidance for social care and healthcare workers

[Professional carers >](#)

Staying safe

If you hear or see something that makes you worried about a child

[Let us know >](#)

How volunteers can pay for food on behalf of others

ASDA and Marks & Spencer have created pre-paid card vouchers to allow volunteers to pay for and pick up food for the elderly, vulnerable and self-isolating without the need for cash.

Volunteer cards are bought on supermarket websites and can be topped up with pre-paid credit. Volunteers receive a bar code which can be scanned at till to pay for goods.

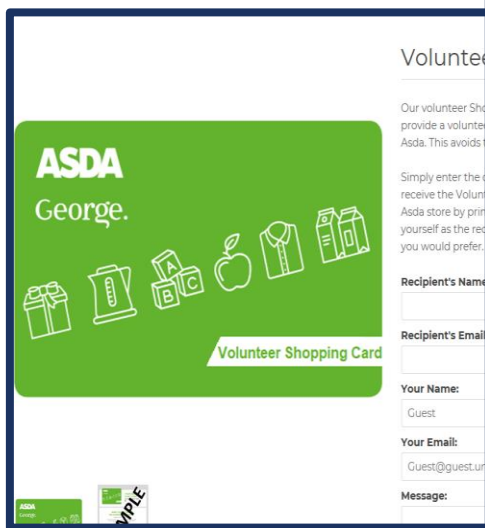
- [ASDA Volunteer shopping cards](#) have an upper limit of £150
- [Marks & Spencer We're all in this together cards](#) have a minimum £10 and no upper limit

Home deliveries

As well as many supermarkets offering home delivery, [Morrisons Food Boxes](#) can provide a ready-made box of everyday essentials and groceries delivered to your door. This is a new service which is a one-click option for people who may struggle with creating their own basket of items - choose from the selection of boxes.

Shops, food outlets and supermarkets

Norfolk Community Directory lists a selection of [shops, food outlets and supermarkets](#) - the map displays some, while the list displays all, of the results.



PHASES OF RECOVERY FOR COMMUNITY RESILIENCE

Resilience

Normalise

Recovery

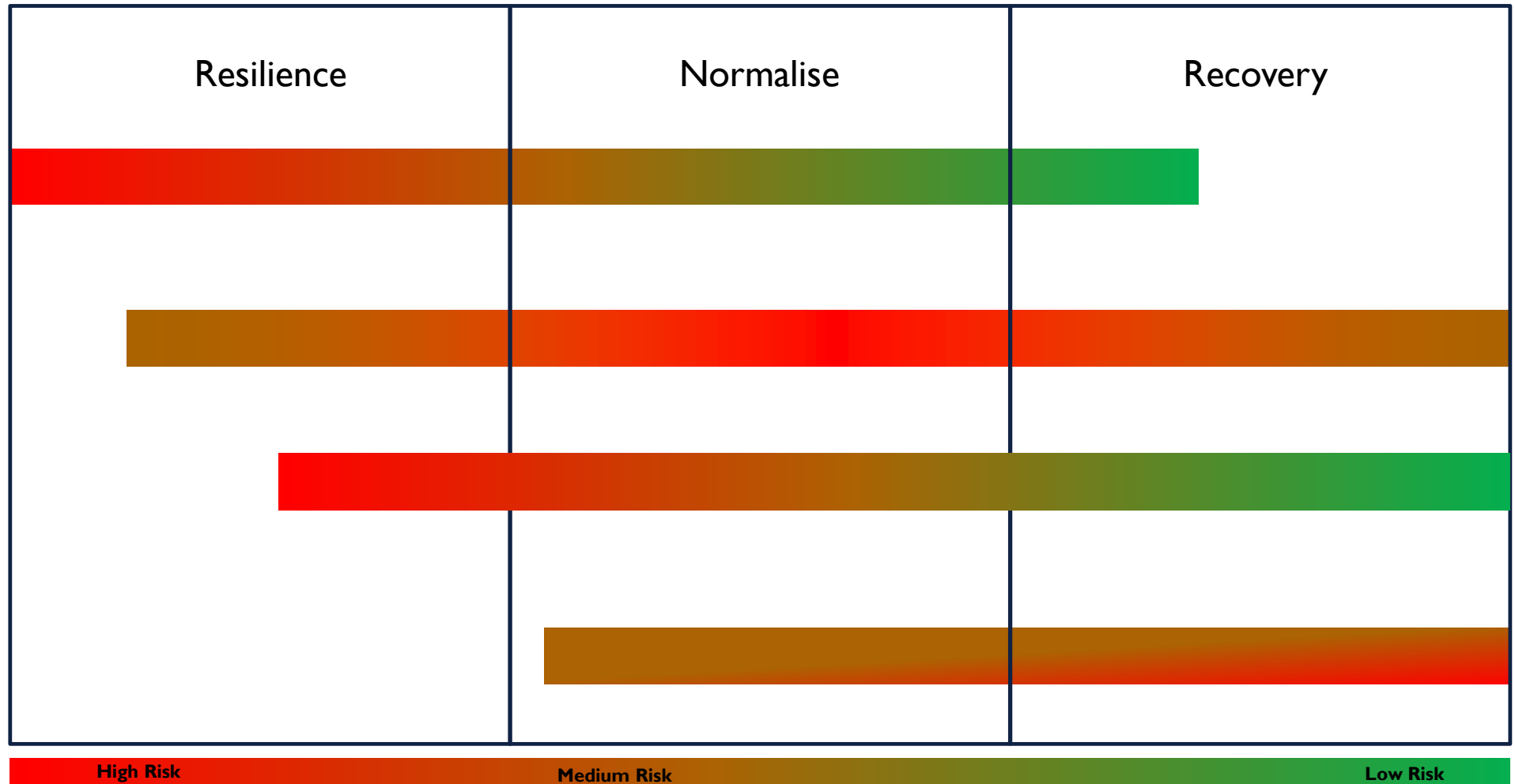
March 2020 – June 2020

July 2020 – December 2020

January 2021 onwards

- As restrictions start to lift and society starts to move into a new way of being, each workstream will need to transition to a more sustainable operating model
- A resurgence of Covid-19 cases and deaths could see a return to the resilience phase at relatively short notice and future planning needs to take account of further “lockdown” or shielding activities
- Recognising the successes and challenges for the Community Delivery Group to date will enable us to move forward and build on what we have achieved in a meaningful and sustainable way
- Recovery will not be a linear process and will impact on different groups in different ways. Different groups will be impacted in different ways through the normalisation and recovery process.

PHASES OF NEED FOR NORFOLK RESIDENTS



Clinically Vulnerable

- Shielding population
- Over 70's
- BAME population?

Societally Vulnerable

- Domestic abuse
- Frailty
- Delayed access to healthcare
- Hospital discharge

Mentally Vulnerable

- Untreated mental health
- Anxiety
- Stress
- Social isolation

Economically Vulnerable

- Unemployment
- Failed businesses
- Low income
- Access to benefits

High Risk

Medium Risk

Low Risk

Risk level is an estimate based on current circumstance and will vary dependent on developing situation. e.g. economic impact, vaccine development...

MAINTAINING RESILIENCE – BUILDING ON SUCCESS

Understanding Vulnerability

COVID Operational

- Data ,Analysis and Reporting – MHCLG / Shielded List
- Demand Analysis for food hardship

BAU Development

- Evidence base for targeting resource and services in future
- How do we effectively target emerging demand?
- Norfolk Vulnerability Hub, technical development and reporting
- Develop approach to social listening to support strategy
- Transition to NODA

Food

COVID Operational

- Procurement and Distribution
- Food hardship pathways transitioned to BAU
- Ability to scale up for 2nd peak
- Contribute to Norfolk Community Directory update to ensure people can self serve

Volunteers / Donations

COVID Operational

- *Coordination – transition volunteer model to BAU as part of Community Hub model*
- Grant application and management with Norfolk Community Foundation
- Stability to scale up to second peak
- Understanding support model for Test and Trace
- Implement and stabilise volunteer management tools

Community Hub Development

COVID Operational

- Test and trace
- ### BAU Development
- Strategic development and governance of Community Hub models (underpinned by the NVH)
 - Community capacity – VCSE & volunteers
 - Customer pathways
 - Community Directory development
 - IAG offer – training etc
 - Support and health of VCSE sector (commissioning)

Whilst these workstreams need to transition to a more stable operating model, it's critical they are maintained to support test and trace activity

Early Thinking : Building and Developing the **Community Hub Model**

Goals

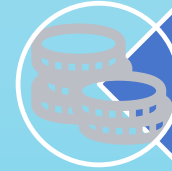
- Using our collective resources and services to target specific need in the communities we serve
- Enable communities to stay independent, resilient and well
- Commission and shape services collaboratively to meet this need
- Support community and voluntary sector capacity to respond to need



Outcomes



Increased wellbeing of residents



Reduced cost to support residents with reactive services



Improved community strength and cohesion

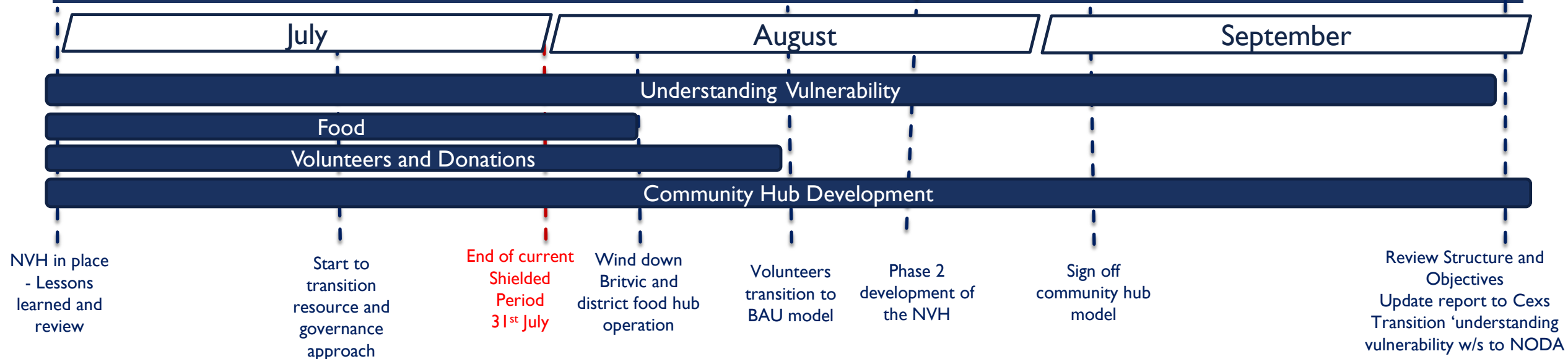


Reduction in social and health inequalities



A VCSE sector that is supported to serve the needs of the community

INDICATIVE TIMEFRAME



Risks	Status	Mitigation
Govt extends the shielded period/ local shielding as a result of T&T	Med Likelihood, Medium Impact	Ongoing Community offer will need to be in place, including food, and be able to ramp up to support local needs
Additions to the Shielded list by Govt	Low Likelihood, High Impact	Ongoing Community offer and potential outgoing welfare checks required – whilst the shielding programme ends on 31 July, the list will continue to be updated and may be needed for a second wave
High demand to support vulnerable people through Test and Trace	Medium Likelihood, High Impact	Ongoing Community offer and potential outgoing welfare checks required, perhaps needing to ramp up food offer if locking down local areas.