



Communities and Equalities Scrutiny Committee

Date: Thursday, 23 July 2020

Time: 2.00 pm

Venue: Virtual meeting - Webcast at
https://manchester.public-i.tv/core/portal/webcast_interactive/485332

This is a **Supplementary Agenda** containing additional information about the business of the meeting that was not available when the agenda was published

Advice to the Public

The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020

Under the provisions of these regulations the location where a meeting is held can include reference to more than one place including electronic, digital or virtual locations such as internet locations, web addresses or conference call telephone numbers.

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Membership of the Communities and Equalities Scrutiny Committee

Councillors - Hacking (Chair), Andrews, Battle, Chambers, Collins, M Dar, Doswell, Douglas, Evans, Grimshaw, Hitchen, Kirkpatrick, Rawlins and Rawson

Supplementary Agenda

5. **Update on COVID-19 Activity** 3 - 28
Report of the Strategic Director (Neighbourhoods)

This report provides a further update summary of the current situation in the city in relation to COVID-19 and an update on the work progressing in Manchester in relation to areas within the remit of this Committee.

Further Information

For help, advice and information about this meeting please contact the Committee Officer:

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This supplementary agenda was issued on **Friday, 17 July 2020** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension (Lloyd Street Elevation), Manchester M60 2LA

**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 23 July 2020

Subject: Update on COVID-19 Activity

Report of: Strategic Director (Neighbourhoods)

Summary

This report provides Committee Members with a further update summary of the current situation in the city in relation to COVID-19 and an update on the work progressing in Manchester in relation to areas within the remit of this Committee. Further detail on specific issues will be available as required.

Recommendations

The Committee is requested to note the update.

Wards Affected: All Wards

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	This unprecedented national and international crisis impacts on all areas of our city. The 'Our Manchester' approach has underpinned the planning and delivery of our response, working in partnership and identifying innovative ways to continue to deliver services and to establish new services as quickly as possible to support the most vulnerable in our city.
A highly skilled city: world class and home grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	

A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

Contact Officers:

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Position: Strategic Director (Neighbourhoods)
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Background documents (available for public inspection):

Not Applicable

Scrutiny Covid Sitrep Updates - July 2020 (information correct at 16 July 2020)

Communities & Equalities Scrutiny (2.00pm) - Thursday 23 July

Workstream		Impact / challenges experienced	Key planning and recovery activity being undertaken**
Residents at risk			
	Shielded Residents and the Food Response (Communities)	<ul style="list-style-type: none"> Government announced an additional £63 million nationally on 11 July for local authorities to provide food and support to those people who are struggling financially as a result of Covid-19. £956k will be allocated to Manchester There are around 2,200 Manchester residents who have been receiving a food box from the Government scheme, but not local food support, who will be most affected by the pausing of the national scheme on 31 July. <p>Government is sending a letter and calling all shielded people to inform them of the changes and asking them to contact their local authority if they need support after 31 July, i.e. the Manchester hub. We will follow this up with an MCC letter contacting the 2,200 residents most affected to ensure that they are signposted to the most appropriate support</p>	<p>Step down calls are continuing with numbers reduced by around 3,000. Stepping down demand is resource intensive and requires personalised follow-up calls with those receiving food, to ensure that they are connected to the best option for them, and staff (many of whom are MCC volunteers) are needed to continue both the food response and step-down. Options are being considered.</p> <p>Options for future provision are being considered that do not lead to additional dependency. A sustainability group is looking at unlocking surplus food supplies.</p> <p>Call centre scripts have changed to help residents that are requesting food support to consider other options before a referral is made for the Food response offer.</p>

	<p>Domestic Violence & Abuse (Communities)</p>	<p>There continues to be difficulty funding refuge accommodation for single women with no recourse to public funds (NRPF), with Manchester Women's Aid currently accommodating 2 women with nil income</p> <p>Services continue to be largely provided online, via telephone, video conferencing or social media apps. While this has largely been successful, planning for recovery is necessary</p> <p>Referrals into Community Outreach services in Q1 (770) were higher than in the same quarters in 2018-19 (578) and 2019-20 (562), and in any other quarter in 2018/19 or 2019/20. They are expected to continue at similar levels into Q2</p> <p>Volumes of high risk referrals to Multi Agency Risk Assessment Conference (MARAC) continue to remain high (511 in Q1), placing significant pressures on Independent Domestic</p>	<p>(NEW) Manchester Women's Aid have been successful in securing £38k from the Ministry of Justice Covid fund to help with costs incurred in maintaining service since March</p> <p>(NEW) Domestic Abuse Forum meeting on 25th June took place with focussed discussions and position updates on what the move towards recovery would look like across the various areas of provision</p> <p>Services are conducting risk assessments and developing safe working practices to enable a return to more face to face working with clients, liaising as necessary with landlords of their office premises</p> <p>MWA outreach workers have been continuing to provide short-term support to the IDVA service but it is intended that they return to their primary contracted function. (NEW) To support this, Ministry of Justice funding will provide short-term support to facilitate increased Independent Domestic Violence Advocate (IDVA) capacity at least until 31/10/20, with proposal for utilisation of a portion of Violence Reduction Unit grant monies to continue through to 31/03/21</p> <p>(NEW) MARAC steering group agreed to step down the Emergency Delivery model from</p>
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		<p>Violence Advocate (IDVA) service (188 referrals in April, 192 in May, 204 in June)</p> <p>Need to consider whether Comms output needs to be revised or added to as lock down measures reduced</p>	<p>20/07/20 to return to multi agency discussions on a virtual platform</p> <p>MCC Community Safety and Comms colleagues working together on identifying any reshaping of output that is required, while continuing to put out regular and varied local messaging, and amplify national campaign material, including Home Office translated comms material, which has been shared across the partnership and wider networks</p>
	Welfare Provision (Communities)	<p>Uptake of Local Welfare assistance for unpaid carers lower than expected.</p> <p>Identified that Local Welfare emergency funding was not being used as part of MCC's offer to vulnerable residents contacting us via the community response helpline</p> <p>Digital Exclusion has been one of the reasons that medically or financially vulnerable residents have been dependent on MCC for support during the crisis e.g. unable to shop online</p>	<p>Letter due to be sent by 17 July to 3,200 unpaid carers to highlight the scheme.</p> <p>Community Response Hub and Neighbourhood teams have been made aware of the support and there is an increase in the number of applications, which are within budget</p> <p>£100k of the Covid welfare funding has been agreed to support the purchase of devices & data for disadvantaged residents, who are also supported with the basic skills to get online.</p>
	Homelessness (Neighbourhoods)	<p>Covid Hotels: Six hotels providing 'Everybody In' accommodation have now closed with residents supported to move on, three of the sites continue to run in the short term and three sites have become A Bed Every Night phase 3</p>	<p>Team Around the Neighbourhood information has been shared with each hotel site to create a link between neighbourhoods and people moving out of hotels into the private</p>

		<p>accommodation. 158 people are currently accommodated across these 6 sites, with move on and reconnection activity continuing. A Bed Every Night phase 3 provision will operate until 31st March 2021 providing 135 units of accommodation. In addition to this, 30 units of accommodation for people who have No Recourse to Public Funds has been created, bringing the total number of beds to 165. Victoria Warehouse will close in Aug 2020 move on plans have been created for all 22 residents currently in situ. The challenge of moving people on will remain, given the pressures within Manchester's housing market - affordability of the private rented sector and availability of Social Housing and Supported Housing.</p> <p>Presentations to the service: have started to increase to similar levels as before lock down, 189 singles and families presenting to the service last week. The most frequent reason for presenting is family and friends no longer willing to accommodate (66). In March, on average 44 people per week presented for this reason, this is up to 59 per week on average in June. Link to data here.</p> <p>Presentations for domestic violence have nearly doubled over lock down, during March average of 10.2 presentations per week, over June 19.9 on average per week. Last week 17 people presented to the service for this reason.</p>	<p>rented sector. Although numbers moving directly into the private rented sector are currently low.</p> <p>Improving access to the private rented sector through the Help2Rent scheme, live in the next couple of weeks. will allow the GM LAs to provide an insurance product to Private Rented Sector landlords covering rent arrears and damage. The scheme is funded by the Ministry of Housing, Communities and Local Government and GMCA but will be administered by Salford. Each LA has been allocated the funds for 50 policies, any remaining funds will be used by MCC and Salford. The initial response from landlords has been positive and will hopefully allow for a greater number of PRS units acquired for homeless applicants.</p> <p>Meetings with RPs for funding via the Homes England prospectus (£130million capital, £30million revenue) are ongoing.</p> <p>Survey circulated to all staff working at hotel sites to capture key learning and inform future delivery of services.</p>
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Resilient communities			
	Resilient Communities	Focus of Our Manchester has been a strengths based approach, which has been somewhat reversed by the need to get people to stay at home and deliver food, medicines & support to their doorsteps creating a higher level of dependency as a result. However, over recent weeks, the Teams Around the Neighbourhood have been working together and developed partnerships to actively support some of our most vulnerable residents at neighbourhood level	A multi-agency Bringing Services Together (BST) Team Around the Neighbourhood (TAN) workshop has been held to review strategic/operational working in responding to Covid at a neighbourhood level. The focus was on what has worked well, learning and what agencies need to amplify going forward. The outcomes will now influence the development of a shared narrative / priorities for each of the 13 TAN areas, linked with Ward Co-ordination processes.
	Libraries, Galleries and Culture (Communities)	Eight libraries reopened 4th July.- open 3 days per week, 4 hours per day. 4097 visits to date, 376 over 60's attended dedicated hour session in neighbourhoods. Over 6000 books issued and 831 PC bookings, 1874 calls to the library - 1541 F2F enquiries.	<p>Plans to reopen Manchester Art Gallery and Central Library on 20 August with reduced hours.</p> <p>Reviewing remaining libraries for reopening September - in conversation with partners.</p> <p>Covid-19 Culture Recovery Board Meeting was last held on 1st July. The board in collaboration with sector partners is proposing a recovery plan with outline costs (£71m) for interventions designed to:</p> <ul style="list-style-type: none"> a) stabilise the sector ensuring venues and cultural companies can

			<p>survive, especially where extended closures are likely and</p> <p>b) stimulate recovery with targeted interventions for parts of the sector including employment programmes.</p> <p>Consultation with sector task groups is underway and a consultation document is being designed by the comms team for circulation.</p> <p>Re-opening of galleries, museums & libraries</p> <p>Update on planned reopening dates:</p> <ul style="list-style-type: none"> • Museum of Science & Industry - 14th August • Manchester Central Library (in addition to the City Library open 4th July) - 20th August • Manchester Art Gallery - 20th August • National Football Museum - 23th July • People's History Museum - 1st September • HOME - 4th September (cinemas, bars and restaurant) • The Whitworth - September (date to be confirmed)
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Parks, Leisure & Events (Communities)	<ul style="list-style-type: none"> • Maintain redeployment of staff & volunteer for food response whilst looking at options to step down. • Refocus programmes for online channels and continue to engage with residents through programmes such as allsorts to do at home. • Support the VCSE groups with access to advice and grants as well as Information and advice on returning to work safely. • Ensure no protected characteristic group is adversely impacted by access to local exercise facilities. 	<ul style="list-style-type: none"> • Staff deployment for food response remains in place - staff beginning to be withdrawn to focus on service priorities as workload intensifies on remobilising services. • VCSE support - Good progress with funding distribution to VCSE providers across the sport and leisure sector - Over £420K accessed to date across 70 plus organisations. £897K distributed from the We love MCR Charity to over 270 community groups, organisations and charities. • Equality impacts of service changes - The phased reopening of further exercise facilities has commenced in parks and there are no concerns with adverse impacts for protected characteristic groups. Bowls, outdoor gyms and play areas have started to be phased in. Reopening of indoor leisure facilities can now progress from 25 July. A paper setting out the options for this has been produced for Exec Member sign off. The recommendation is for mobilisation and reopening of some (about half) of indoor facilities from August 1st.
Youth (Communities)	<ul style="list-style-type: none"> • Increased numbers of young people present in larger groups, not adhering to social distancing guidelines, holding the 	<ul style="list-style-type: none"> • National Youth Agency guidance for re-opening of youth provision issued

		<p>belief that lockdown is now over.</p> <ul style="list-style-type: none"> • Re-opening of youth clubs / centre based provision - young people & families are asking for centres to be reopened alongside school provision. Current guidance does not permit this. Key messages are still being shared - National Youth Agency rating has now changed to Amber • Youth Voice & Engagement - how we ensure we are reaching a large proportion of young people across the City, and how they use their voice to influence decisions being made about provision moving forward. • Summer provision - how we provide youth and play provision across the city adhering to social distancing guidelines and potentially without buildings. Children, young people and families are already contacting providers for information about activities throughout the summer. The challenge will be how we maintain universal access. • Funding & Investment - a challenge for our youth and play providers is continued investment into services and access to unrestricted funds. 	<p>17th June - this has now been shared with all providers with support offered..</p> <ul style="list-style-type: none"> • Youth Strategy working alongside youth providers to ensure risk assessments are up to date and Covid specific, as well as, ensuring safeguarding policies and procedures have been reviewed. • Mapping the support provided for people with different risk characteristics. • Youth Centres can open and operate provision indoors as long as they are Covid secure and adhere to track and trace and ratio guidance. • Cross sector (Leisure, Libraries, Youth, Culture & Schools) provision being uploaded to Council website this week with press release planned from comms. • Summer proposal has been approved, Neighbourhoods & Children's Services are now working together to activate school sites for play schemes throughout August, as well as, additional positive activities. • Youth voice feedback collated and shared with Education colleagues to
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			aid discussions about summer provision in schools.
VCSE (Communities)	<p>Funding has and continues to be one of the main concerns for VCSE groups/organisations - e.g OMVCS 2021+ future funding decision. A number of emergency Covid 19 funds available but less medium to long term funds available as yet.</p> <ul style="list-style-type: none">• As part of the emergency response to Covid 19, the We Love Mcr charity has invested £897,070 made up of approval to 270 applications from Manchester's community groups, organisations and charities including Food Poverty, Advice & Protection, Mental Health & Wellbeing and Positive Engagement with Children & Young People• The National Lottery funding to Manchester VCSE groups/organisations:<ul style="list-style-type: none">○ Coronavirus Community Support Fund: £745k to 24 organisations.○ Reaching Communities Fund: £653k to 22 organisations.○ Awards for All: £91k to 9 organisations.	<p>Manchester VCSE Covid 19 Funding Strategy and Group being progressed. Second meeting held 09.07.2020 focused on key priorities and development of an action plan - ongoing.</p> <p>OMVCS 2021+ budget discussion being progressed</p> <p>OM Funds team data and intelligence gathering, includes latest round of catch up calls to all funded groups, summary report now available. Key areas highlighted</p> <ul style="list-style-type: none">○ Access to future (longer term) funding and loss of income○ The potential increase in demand for services both now and in the future○ The wellbeing and welfare of service users, staff and volunteers○ Reopening safely and PPE○ Advice and guidance on digital inclusion for residents <p>Next steps, feeding this work and further engagement into the R&C workstreams and plans. Meeting with Cllr BC, Cllr AS, AH, JB, SK and MS agreed at last EMG Sub Group to discuss/progress further.</p>	

	<ul style="list-style-type: none"> ○ <u>New</u> Climate Action Fund: £207k to 1 organisation/partnership ○ Overall total National Lottery funding to Manchester (May to June) = £1,696m ○ This funding covers a range of groups/organisations, existing and new and Covid 19 specific activity, services and partnership work in communities. <p>Planning to reopen, recovery and risk assessment information, support and guidance for the VCSE sector</p> <p>Communication and engagement with the VCSE sector as part of the response and recovery plans - how can the VCSE and public sector work together.</p> <ul style="list-style-type: none"> ● Information, advice, guidance and support being provided by Macc and via the relationships between the OMVCS, Young Manchester, Culture, Neighbourhoods and other Council teams (such as Carers and Homelessness). <p>Good news stories and examples of local adaptation from VCSE groups including recently set up mutual aid groups</p>	<p>OM Funds Team building centralised funding database using MCC, MHCC, National Lottery, Housing Association, Young Manchester and We Love Mcr data sources. Part of this data has been used as part of checks for the MCC Discretionary Grant process.</p> <p>A series of planning to re-open sessions have been delivered by Macc over the past 2 weeks, including virtual and physical support activity in North (connected to North Manchester Together working group). North Manchester VCSE grab bags are being made available for pick from 4CT and Northwards Housing.</p> <p>Third MCC and VCSE sector engagement sessions hosted by Macc with R&C SRO and workstream leads delivered 09.07.2020 - Population Health - Track & Trace theme. Information and guidance well received from Population Health lead and being made available across comms channels.</p> <p>OMVCS year 2 annual report inc examples of VCSE Covid 19 response work being progressed with comms with a view to being released by August 2020.</p> <p>Equality and Inclusion working group to</p>
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	<p>Key challenge around equality and inclusion both in terms of engagement and support to/from VCSE groups and also the service users that they work with e.g vulnerable residents and/or particular communities of identity (such as BAME).</p>	<p>include OM Funds Team/VCSE representation, data and intelligence from the sector - propose to focus on a limited number of cross sector issues/ themes e.g digital inclusion.</p> <ul style="list-style-type: none"> VCSE Funding C19 Equality Analysis template to be completed by OM Funds Team
Equalities and Inclusion (Communities)	<p>The growing rate of activity around equality and inclusion matters in the Council has led to capacity issues in the Equality, Diversity and Inclusion Team to progress recovery-related work. These are being managed in the immediate term and consideration is being had for how this is effectively managed / coordinated across services moving forwards.</p> <p>The publication of the Greater Manchester Big Disability Survey, in which disabled residents across GM have reported their experiences of access to Covid services and information, has led to a further strand of Covid-related work.</p>	<p>The Covid-intelligence gathering piece of work has been completed in first draft form and shared with Cllrs Craig and Akbar for consideration.</p> <p>The first meeting of the MHCC Covid-19 Health Equity Group has been held. This agenda setting meeting had MCC representation, and will help the Council and MHCC to harmonise approaches.</p> <p>Initial conversations between MCC and a representative of the Greater Manchester Disability Panel have taken place, to prioritise activity in response to the Big Disability Survey. More detailed planning in response is scheduled w/c 20 July, this will need to link back into the Equalities and Inclusion workstream.</p> <p>Conversations being progressed to tie up Our Manchester Strategy reset and equalities engagement priorities, ensuring minority</p>

		representative groups are included in the reset engagement plan and that Covid-impacts for those groups are considered.
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** There is clear evidence that COVID-19 does not affect all population groups equally. Many analyses have shown that older age, ethnicity, male sex and geographical area, for example, are associated with the risk of getting the infection, experiencing more severe symptoms and higher rates of death (*Beyond the Data: Understanding the Impact of COVID-19 on BAME Communities, PHE, 2020*). It remains vital that those who are frequently the most disadvantaged in society do not then take a 'double hit' from decisions taken to mitigate the impacts of COVID-19. Please include detail of the activity you are planning to undertake to ensure recovery activity considers the impact of COVID-19 on different population groups. For example, undertaking an Equality Impact Assessment to support the planning for longer term changes to service delivery.

RESIDENTS AND COMMUNITIES WORKSTREAM

Purpose: Enable residents and communities affected by COVID-19 to live independent and fulfilling lives, through effective engagement and support from services where required, and being connected to the opportunities created by the economic recovery in the city

SRO: Fiona Worrall supported by Angela Harrington

Objectives

- Ensure effective and sustainable support for residents and communities across the city that are most affected by COVID-19 including social and economic impacts as well as health impacts
- Effective and inclusive engagement with communities
- Enable universal services to be reintroduced effectively
- Develop effective future funding and support arrangements for the voluntary and community sector
- Using data and local intelligence to understand and look to minimise the impacts of C19 on the most disadvantaged communities

Expected Outcomes

- Sustainable offer in place to effectively support residents and communities most impacted by COVID 19
- Team around the neighbourhood embedded in 13 neighbourhoods linked to BST PIP programme - this includes MCC, MLCO, GMP, Housing Providers and VCSE
- Universal services including schools effectively supported to reopen post restrictions
- Communities effectively engaged in their local areas
- VCSE funding strategy agreed
- Refreshed approach to tackling Inequalities and building inclusion and equality going beyond protected characteristics and addressing socio economic impacts

Residents At Risk	Homelessness and rough sleeping	Resilient Communities	Universal Services, Schools Libraries, Youth	VCSE	Equalities (cross cutting)
Lead: Angela Harrington Members: Ian Haliday, Delia Edwards, Victoria Harper, Mark Rainey, Matthew Hassall	Lead: Mike Wright Members: Rosie Rees Bann	Lead: Shefali Kapoor Members: Mark Rainey, Anne Taylor, Lily Hall, Philip Bradley, Neil Fairlamb, Neil McInnes	Leads: Amanda Corcoran Neil Macinnes Nel Fairlamb Sean McKendrick	Lead: Michael Salmon Members: Mike Wild, Nigel Rose, Justin Watson, Thorsten Mayer, Seb Gooderson, Jess Waugh	Lead: Keiran Barnes Members: Lorna Young, Jo Johnston, Jess Waugh, Jackie Driver

Appendix 1, Item 5

Cross Cutting Workstream - Intelligence and evidence

Lead: James Binks **Members:** Paul Holme, Tim Robinson, Elisa Bullen

COVID-19 PLANNING AHEAD

Residents and Communities

Residents at Risk

Ensure ongoing support for residents identified as vulnerable through COVID 19 data mapping

Effective use of data and Intelligence to consider how demand is increasing and changing for different services across MCC and partners

Work with supermarkets and food hubs to step down & mainstream the model for contact and distribution of food and medicine

Understand and commission support for new Domestic Violence and Abuse demand emerging from COVID 19

Exit Rough sleepers from hotels into sustainable next step provision

Resilient Communities

Further develop Bringing Services Together for People in Places (BST PIP) including Teams around the Neighbourhood (TatN)

Use the OM comms and campaigning framework to develop new models of engaging with communities that is as inclusive as possible and does not just rely on digital methods

Develop new and refreshed models of delivery including face to face taking account of the impact arising from COVID 19

Refresh MCR VIP to support and engage residents in volunteering to enhance skills and develop community capacity

Enable Universal services: **Schools, libraries, leisure, culture, Youth** to be reestablished once restrictions are lifted

VCSE

Use learning from COVID 19 response & evaluation of impact of Covid19 on VCSE organisations to inform future reqs for support to and from the VCSE sector

Develop comms and engagement between MCC and VCSE leaders and wider sector

Develop VCSE funding and support with key partners and commissioners (short-term may need to pick up some of the step down for vulnerable residents back to BAU structures)

Outline approach for next phase of funding from OMVCS for 2021 and beyond

Equalities and Inclusion

Work with partners and communities to understand the impact of COVID 19 on different population groups including young people the City

Consider options to minimise or address adverse impacts

Consider how socio economic impacts inform wider recovery strategy

Ensure alignment between recovery activities and statutory equality duties

Appendix 1, Item 5

Reporting will be through this structure of four workstreams

RESIDENTS AT RISK

ANGELA HARRINGTON

KEY ISSUES TO COVER / LINES OF ENQUIRY

- Support for shielded group while still shielded and as they come out of that process
- Sustain the food response to meet demand in the short & longer term for medically & financially vulnerable residents
- Allocation of Covid-19 Hardship Funds & impact on HB/CTS, DHP and Discretionary Council Tax budgets longer term
- Impact of Covid-19 on demand across the city, including domestic violence and abuse, and short and longer term support for those affected
- Impact of digital exclusion for residents at risk

MAY - JUNE 2020 PRIORITIES

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Use Welfare Provision Scheme & Council Tax support to provide hardship payments to residents at risk & monitor increase in HB/CTS caseload / impact on resources

- Greater intelligence / understanding of the needs of the expanded shielded group to plan longer-term support
- Scope and begin data and intelligence work on how demand for more intensive support is changing across the Council and the City
- Maintain staff & volunteer resources for food response whilst looking at opportunities to step down demand
- Understand the numbers, impact & response for residents experiencing Domestic violence & abuse
- Scope the impact of Covid-19 on digital exclusion & access to support & services.

JULY 2020 - MARCH 2021

- Monitor take-up of Welfare Provision, CTS & HB & maximise uptake for residents at risk, making adjustments where necessary
- Joint delivery with Health & Social Care to meet the needs of shielded group
- Maintain food response beyond the end of the furlough period, reducing demand with other offers & a longer term plan for a more effective food response through VCSE orgs
- Comprehensive offer for residents experiencing domestic violence and monitor effectiveness
- Undertake data and intelligence work on how demand for more intensive support services is changing across the city

BEYOND APRIL 2021

- This will depend upon any further government initiatives during 2020/21 & longer-term economic impacts
- Step down & sustain responses to residents at risk through existing structures e.g. health & social care, welfare reform board, family poverty, BST neighbourhood teams etc
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HOMELESSNESS

MIKE WRIGHT

KEY ISSUES TO COVER / LINES OF ENQUIRY

- Provide accommodation and support to people who have been sleeping rough to enable them to self isolate safely and reduce potential fatalities and transmission of Covid-19.
- Plan for appropriate move on accommodation and reconnection for people in hotel accommodation.
- Impact of Covid-19 on measures on residents living within the private rented sector who may be at greater risk of eviction from financial hardship
- Impact of Covid-19 on demand across the city, including domestic violence, and short and longer term support for those affected

MAY - JUNE 2020 PRIORITIES

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Understand profile of support needs and demand for different move on accommodation for people accommodated in hotels.

- Identify people to move out of existing supported housing and temporary accommodation to create capacity to move people into hotel accommodation.
- Manage the closure of 5 of the hotels ensuring guests are either: moved across hotels sites, moved into appropriate accommodation and support or reconnected back home.
- Understand the numbers, impact & response for residents experiencing Domestic Violence

JULY 2020 - MARCH 2021

- Plan preventative action and messaging to tackle anticipated increase in demand when CV-19 measures are lifted (Sept) for communities where residents may be at greater risk of eviction.
- Conversion of hotel sites into A Bed Every Night Schemes to enable continued support for people accommodated within hotels.
- Close monitoring and planning support and response specifically for people presenting for domestic violence and abuse.

BEYOND APRIL 2021

- Potential continued use of some of the hotel sites as ABEN provision.
- Continued work with people accommodated to identify potential move on.
- Continued proactive work to tackle impact of covid within vulnerable communities living in the private rented sector.

KEY ISSUES TO COVER / LINES OF ENQUIRY

- Maintain momentum and build on the positive work that has happened at a neighbourhood level through the response phase
- Ensure engagement with communities is inclusive
- Development of the MCRVIP approach to support the building of capacity and resilience at a very local level
- Ensure universal services are able to operate safely and continue to provide different access routes for residents

MAY - JUNE 2020 PRIORITIES

- Team around the Neighbourhood - embed the BST PiP principles and ways of working. Begin to establish priorities for each neighbourhood
Use data and intelligence derived from helpline/ food response/ shielded list to help understand totality and complexity of demand at a neighbourhood level
- Campaigning and Engagement framework review - re-state areas of focus
- Use the intelligence obtained from the helpline and information re the shielded group to help inform future engagement approaches, particularly to those that are at higher risk and traditionally more difficult to engage
- MCRVIP launch to support with the Covid Response - local volunteering opportunities to support local people

JULY 2020 - MARCH 2021

- Understand impact of contact tracing in terms of self isolation and peaks in demand for services
- Maintain helpline to support any re-surge (from contact tracing or a second peak) and align with food response
- Review and refresh MCRVIP strategy - targeting in areas where support is required
- Undertake mini review of the Team around the Neighbourhood activity - lessons learnt and what to build on - each neighbourhood to develop narrative and place priorities
- Begin to utilise toolkits and develop ways of working/engaging with communities in line with the revised Campaigning and Engagement Framework

BEYOND APRIL 2021

- Look to step down from the helpline but this will depend on a range of factors
- Continue to build and develop neighbourhood based working

KEY ISSUES TO COVER / LINES OF ENQUIRY

- Capturing the response of VCSE sector to Covid 19
- Support for funded groups through the OMVCS, Cultural Partnership and Young Manchester teams
- VCSE infrastructure offer - information, advice, guidance, support, comms and engagement delivered via Macc
- Review impact on the VCSE sector and develop short, medium and long term plans
- Funding and wider support needs - VCSE funding strategy and other wider needs e.g training, equipment, access to offers
- Comms and Engagement with VCSE leaders and wider sector - Two way support around recovery planning and delivery

MAY - JUNE 2020 PRIORITIES

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- Follow up funding conversations (via CPA, OMVCS, YM) to assess and review impact and needs of VCSE groups
 - Information and advice to VCSE groups on returning to work safely - including adaptations and equipment, changes to service user access
 - Development of ongoing VCSE leaders (and wider sector) discussions for example via OMIB
 - Draft VCSE funding strategy to be shared with key partners and follow up meetings to be arranged to progress
 - MCC input/connectivity to GM Funders Forum development
 - Plans and adaptations of service delivery e.g OMVCS - MHCC commissioned work

JULY 2020 - MARCH 2021

- OMVCS 2021+ funding decision and comms
- Capturing VCSE sector work - celebrating the impact of the sector during the crisis and collecting some facts and figures and case studies e.g OMVCS year 2 annual report
- Young Manchester - Development and implementation of a full Manchester response to 'The State of the Youth and Play Sector in Manchester: Risks and Challenges During Covid-19'
- Plan and delivery of phased return of access to provision e.g cultural provision and community centres
- Working closely with the Equality Impact workstream to include data and intelligence from VCSE sector - focus on a limited number of cross sector issues/themes e.g digital inclusion
- Progress VCSE funding strategy work

BEYOND APRIL 2021

- Delivery and management of agreed OMVCS 2021+ arrangements - comms and engagement
- Continuation of phased return of access to provision e.g cultural provision and community centres
- Work to enhance Youth and Play (2020-22) foundation funding for the sector.
- Progress wider VCSE funding strategy work - action plan

EQUALITIES IMPACT

KEIRAN BARNES

KEY ISSUES TO COVER / LINES OF ENQUIRY

- Understand equality impacts of C19 across the City and the Council; assess 1) short term impacts on different communities / key groups (including people living in poverty); 2) learning from these to be taken forward into recovery; 3) impact on our equality duties; 4) options to mitigate adverse impacts
- CV-19 Equality Impact Assessment (EIA) approach: ensure relevant services and projects complete CV-19 EIAs
- Align MCC equality impact work with that of stakeholders including public and VCSE partners
- Ensure connection between this work and emerging matters across all recovery workstreams

MAY - JUNE 2020 PRIORITIES

- Produce and promote CV19 EIA tool
- Commence high level iterative impact assessment - short term impacts, options and narrative on impact on our equality duties
- Gather intelligence and data with partners public and VCSE to inform assessment and recovery plans
- Consider an EDI engagement forum across health and social care ('Inclusion Manchester')
- Embed an equality monitoring approach at the Community Response Hub to inform future provision

JULY 2020 - MARCH 2021

- Identify practical actions that can support equalities objectives across the City including with health and social care
- Feed outcomes of EIAs and high level assessment into recovery work; use equalities evidence base to inform and ensure an inclusive, equitable and accessible approach to recovery
- Maintain work on iterative assessment - focus on recovery and impact on our equality duties
- Ensure connection between these to other work-streams to a) understand interdependencies and b) steer and influence progress in both direction

BEYOND APRIL 2021

- Continue MCC commitment to EIAs with strengthened QA and governance arrangements
- Ongoing engagement with key stakeholder groups stemming from Campaigning Engagement Framework review: maintain focus on continuing/reducing/emerging equality impacts; monitor, report and respond
- Maintain role of equality considerations in decision making post-recovery - CV19 learning to help mitigate future risks

Children and Young People - SCHOOLS

PAUL MARSHALL / AMANDA CORCORAN

KEY ISSUES TO COVER / LINES OF ENQUIRY

- Clear communication to all schools, settings and colleges in City and residents
- Support for planning, health and safety and logistics of increasing access to schools
- Ensuring children and young people in Years 6 and 11 are able to successfully transition to a destination in Sept
- Children and young people with Education, health and care plans
- Safeguarding and emotional resilience and wellbeing of children and young people

MAY - JUNE 2020 PRIORITIES

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- Clear position statement on increasing access to schools agreed with headteachers and TUs
- Develop and disseminate risk assessment template for schools/settings to use
- Allocation of PPE for emergency/occasional use to all schools
- Write to all parents/carers of children with EHCPs and complete risk assessments
- Monitor numbers of CYP attending school.
- Letter to all year 11 outlining where to get advice on post 16 options and help/support

JUNE 2020 - MARCH 2021

- Continue to target young people identified at risk of NEET
- Ensure all CYP with EHCPs have been notified of 'reasonable endeavors' to meet outcomes in plan.
- Multi agency Workstream on Emotional resilience and wellbeing to identify universal/targeted/specialist offer.
- Planning with TFGM and highways to ensure CYP are able to travel to and from education settings safely
- Overview of safeguarding procedures in place through COVID19 SEF
- Identify schools which may require additional leadership support going forward.
- Develop a commission with Health for children who need to remain at home due to shielding

BEYOND APRIL 2021

- Monitor impact of missed education on cohorts of children and work with schools/settings/DFE to develop approaches to support 'catch up'.
- Monitor impact on school attendance and exclusions and work with schools/agencies to develop interventions.
- Examine lessons learned and what aspects are taken forward into business as usual.

Appendix 1, Item 5

KEY ISSUES TO COVER / LINES OF ENQUIRY

- Reconnect library services with communities and neighbourhoods
- Combat digital inclusion and support residents who are digitally excluded and support skills & work agenda
- Cultural offer in neighbourhoods and support digital participation - widening access
- Combat social isolation, loneliness and social isolation in neighbourhoods

MAY - JUNE 2020 PRIORITIES

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- Refocus on online channels
- Communication strategy to continue to engage with residents
- Digital support by phone for residents
- Maintain contact with community groups - direct residents to the community response hub - be a friendly ear
- Distribute IT devices to residents
- Provide access to e-content
- Transition read for year 6 pupils
- Re-establish books to go housebound service
- Allsorts to do at home programme of on-line cultural activity
- Contemporary archive collecting to capture COVID - 19 in ~MCR

JULY 2020 - MARCH 2021

- Reopen 8 stand alone libraries for ring a read and click and collect services - afternoon opening to begin with
- Reintroduce managed access to People's Network PCs and printing
- Review city wide provision and considered phased opening of partner buildings
- Review City Centre provision
- Volunteer supported doorstep delivery programme
- Review activities and events that may be possible within physical distancing guidelines
- Develop Business Library offer to support SME and startup
- Refreshing services in support of rebuilding communities and the economy
- Libraries consolidate their role as community hubs to support residents

BEYOND APRIL 2021

- Libraries as pop up spaces for cultural activation
- Revisit opening hours and service offer
- Reintroduce Open + non-staffed opening hours
- Central Library refresh
- Libraries refresh
- Review partner use of buildings and activity programme

KEY ISSUES TO COVER / LINES OF ENQUIRY

- **Residents at Risk** - Ensure ongoing support for organisations supporting residents identified as vulnerable through COVID 19 data mapping.
- **Resilient Communities** - Re-establish service offers to deliver key activities once restrictions are lifted.
- **VCSE** - Develop funding and support with key partners and commissioners.
- **Equalities** - Options to minimise or address adverse impacts.

APRIL - JUNE 2020 PRIORITIES

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- Maintain redeployment of staff & volunteer for food response whilst looking at options to step down.
- Use the intelligence obtained from the helpline to help inform future engagement approaches and direct support from organisations
- Refocus programmes for online channels and continue to engage with residents through programmes such as allsorts to do at home.
- Support the VCSE groups with access to advice and grants as well as Information and advice on returning to work safely.
- Ensure no protected characteristic group is adversely impacted by access to local exercise facilities.

JUNE 2020 - MARCH 2021

- Monitor take-up of provision and continually revisit support for organisations who are distributing funds to vulnerable groups to ensure the approach remains appropriate.
- Plan and delivery of a phased return of access to services and reopening of facilities with social distancing measures embedded.
- Review and refresh offer within neighbourhoods in support of communities most in need.
- Continually review and refresh recovery across VCSE groups and provide access to advice and grants.
- Ensure that decisions to modify, curtail, postpone, consolidated or cancel events does not impact adversely on protected characteristic groups.

BEYOND APRIL 2021

- Step down & sustain responses to residents at risk through existing structures.
- Full return of access to service provision and refresh strategies to ensure they reflect emerging challenges and priorities for residents
- Undertake data and intelligence work on how demand for more intensive support services is changing across the city and to consider the equality impacts
- Examine lessons learnt and what to build on for each service area to further strengthen neighbourhood based working.

KEY ISSUES TO COVER / LINES OF ENQUIRY

- **Residents at Risk** - Ensure ongoing support for organisations supporting residents identified as vulnerable through COVID 19 data mapping.
- **Resilient Communities** - Understand the impact of COVID 19 on young people and consider service offer once restrictions are lifted.
- **VCSE** - Develop funding and support with key partners and commissioners.
- **Equalities and Inclusion** - Develop options to minimise or address adverse impacts.

APRIL - JUNE 2020 PRIORITIES

- Page 27
- Clear position statement on the delivery of youth and play work across the City
 - Develop, disseminate & monitor 'Youth Ask' to the youth and play sector
 - Work with Young Manchester to provide support to organisations.
 - Ensure children and young people are safeguarded during this time,
 - Collaborate with Young Manchester and the wider sector in conducting research into the effect of Covid 19 on the sector,
 - Information, advice and guidance to the sector around risk assessments, PPE, adaptations etc.
 - Support We Love Manchester Fund with due diligence for the CYP Engagement Fund and provide input into the Youth Endowment Fund application
 - Release Skills for Life toolkit to support the sector with alternative provision.

JUNE 2020 - MARCH 2021

- Work alongside Young Manchester and the sector to assess the impact on children and young people
- Production of a live 'recovery' plan for the sector.
- Assess funding and investment to understand the impact of available provision for children and young people - aiming to increase for future years
- Work alongside the youth hubs to develop a plan for re-opening of youth centres
- Monitor the impact of the 'Youth Ask' with colleagues from across the wider sector
- Work alongside equalities groups to understand the impact for services, such as, 42nd Street, The Proud Trust.
- Map youth and play provision across the City, highlighting emerging gaps.

BEYOND APRIL 2021

- Funding & Investment - assess current situation and impact on children and young people.
- Quality assurance and evaluation visits of Youth & Play Fund organisations
- Examine lessons learnt on the sector response and the positive changes achieved.
- Develop & Disseminate a Manchester Play Strategy
- Full opening of all provision.
- Continuation of Digital Youth Work offer.

EVIDENCE AND INTELLIGENCE (CROSS-CUTTING)

JAMES BINKS

KEY ISSUES TO COVER / LINES OF ENQUIRY

- Continually assess the impact on the City and the Council using a set of key metrics that are kept up to date and reported through the COVID-19 Impact Monitor
- Coordinate data on the shielded group and residents at the highest risk of COVID-19, to enable appropriate support to be put in place
- Analysis of how COVID-19 is changing levels, types and patterns of demand across the city, including those communities that are at particularly high risk and spatial concentrations of risk across the city (in Vulnerable Residents and Equalities workstreams), including with partners
- To include in this impacts such as demand from at risk residents being 'missed' during the lockdown period, and the longer term impacts that C19 and the lockdown has had on people's health and well being (Vulnerable Residents)
- Bring together intelligence from neighbourhoods and communities alongside quantitative data (Resilient Communities)

MAY - JUNE 2020 PRIORITIES

- Weekly reporting of key indicators through the COVID-19 Impact Monitor, aligned with Corporate Plan Monitor where possible
- Receive, analyse and cross check the shielded group data from Government, working with H&SC partners
- Scope research to model changes to future demand for targeted and universal support across the city
- Collate neighbourhood intelligence, supporting delivery through TANs/INTs
- Bring together data on the equalities impact of C19

JUNE 2020 - MARCH 2021

- Regularly update COVID-19 Impact Monitor and develop high level M&E framework propositions for how best to support M&E aspirations of each of the workstreams
- Research to model the impact of C19 and future demand for targeted and universal support services, including for example children's services, health and social care services, homelessness and domestic abuse
- Link with economic intelligence workstream to understand the overall changing nature of the population in the city, e.g. health and work
- Collate data, intelligence and case studies from national and local sources including our neighbourhoods and communities
- Inform OM Strategy reset, State of the City and other key strategies that are being refreshed

BEYOND APRIL 2021

- Ongoing development of data and intelligence on changing nature of demand and changing population of the city

Appendix 1, Item 5

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