

Covid-19 Sitrep Summary

Residents and Communities Workstream

Date: 20 Nov 2020

Workstream		Impact / challenges experienced	Key planning and recovery activity being undertaken**
Residents at risk			
	Shielded Residents and the Food Response	<p>Whilst shielding hasn't been re-introduced, guidance has been sent via a national letter to all those that are defined as Clinically Extremely Vulnerable. This is being followed up by a local letter sent via GPs with more detail about how to access support locally via the Covid Helpline.</p> <p>There is a move away nationally from direct food provision to supporting self sufficiency. Those who are CEV will be able to register on line to obtain a preferential supermarket slot and request to be linked in to a local support offer. We are very mindful that there will be a number of residents that are digitally excluded and will not be able to access this offer. The helpline will be available to offer support needed</p> <p>Small increase in demand due to National / Local Clinically Extremely Vulnerable instruction letters.</p>	<ul style="list-style-type: none"> Numbers coming through to the food response are slowly increasing, but for now we are confident in the capacity within the system to meet need The food response will continue to support people with either a clinical or financial vulnerability The focus for the food response will remain on providing access to a holistic support offer which looks at issues beyond food support needs / root causes. Key referral pathways established with CAB, Be Well Service, Early Help, Digital Volunteers and other provision Demand is being monitored daily and appropriate measures put in place to scale up as required, there is the potential for this to have implications on resources. Call Handlers have been pro-actively contacting identified CEV residents / households to provide food support if needed (based on intelligence from PRI). 26 residents have been contacted so far,

			<p>with 4 requiring immediate food response support</p> <ul style="list-style-type: none"> • Work is underway to ensure that digital support is integrated so that more residents can benefit from online options • The New Smithfield Market function is on standby subject to demand increasing – a project and finance plan has been drafted and can be stood up quite quickly. However, ongoing discussions with providers has suggested that capacity can be met through additional volunteer and (les significant) financial support • The new Food Response Team is now largely in place – the final role (Volunteer Manager) will be filled 25/11 • The Our Manchester Food Partnership has launched, and 3 themed webinars have taken place. The objective of this is to increase skills and knowledge of food providers, and to help make food providers make connections with other support services. • Planning for Christmas period has begun, and we are mapping provision and referral pathways to services (some providers have a cut-off point for Christmas referrals). Call Handlers will where appropriate signpost to additional Christmas VCS provision as well as general brokerage and allocation
--	--	--	--

			<ul style="list-style-type: none"> As well as calls to CEV residents re food, calls are also being made to those who have registered on the National Shielding website and asked to be connected into a local support offer.
	Domestic Violence & Abuse	<p>Domestic abuse community services are working at and in some cases over capacity. Previous lockdown saw a steady increase in referrals to DA services apart from the IRIS services which links GPs directly to the DA advocate.</p> <p>Staff resilience continues to be a risk given the length of previous and new restrictions. Consideration to be made as to what support providers may need to maintain staff wellbeing in order to continue with service delivery</p> <p>At a meeting with providers, they report there has not been an immediate increase in demand since the new lockdown measures, however most DA providers are now seeing higher than pre-covid referral levels.</p>	<p>MWA to continue to support high risk referrals from MARAC until 31 March 21.</p> <p>Additional covid funding provided to the MCC IDVA service to provide a further temporary manager post and a temporary IDVA post to manage demand and support the staff team.</p> <p>Comms have been reviewed to reinforce message that services are still open and victims can leave the home to escape an abusive relationship. This includes messaging in relation to the IRIS service</p>
	Welfare Provision	Half-Term Free School Meals	The WPS Team administered the Council's Free School Meals replacement scheme for the half-term week. The scheme was open from 23/10/20 to 13/11/20. We made payments for 6,616 children at a total cost of £99,240. There may be

		Test and Trace Support Payments	<p>some final adjustment to the reported numbers following a data cleansing exercise.</p> <p>At 16 November we have:</p> <ul style="list-style-type: none"> • Received 2,616 eligible applications • Paid £356,500 to 713 main scheme applications • Paid £105,500 to 211 discretionary cases • Declined 1,433 applications (615 main scheme and 818 discretionary)* • Pended 261 cases while awaiting further information • Allocated all applications received <p>*The main reasons for refusals are where the income is above the threshold based on the agreed AGMA model</p> <p>The government estimated that the scheme would generate 12 applications per day for an authority the size of Manchester. We are receiving an average of 53 per day.</p> <p>Consideration is being given at a senior level to contacting the DWP to request an increase in the discretionary budget (£227k) provided within the scheme and the amount provided to administer the scheme. Based upon the DWP position there is limited confidence that the discretionary budget would be increased.</p>
--	--	---------------------------------	--

		Covid Winter Grant Scheme	<p>The DWP are providing a budget of up to £2.6m to Manchester to deliver a Covid Winter Grant Scheme up to 31/3/21. The details of the scheme are being worked through at strategic and operational levels. The primary focus is to provide food support for families with children during the Christmas and February 2021 half-term holidays. Flexibility is also offered to allow support for families without children and single people. DWP require authorities to provide data returns to show how the fund is being directed and the total grant received is dependent on the assurance provided by these returns. Current thinking / activity to deliver the scheme includes:</p> <ul style="list-style-type: none"> • Vouchers to a value of £15 per week provided to schools to allocate • Up to 34,000 vouchers available per holiday period to meet estimated need • A rapid tender process to identify partner supermarkets with a view to achieving an element of uplift to the value of the voucher • SMT colleagues involved in identifying and implementing preferred options for providing support across other key groups that may include care leavers; homeless families; carers; college students: and may include food / utilities / other key needs support.
	Homelessness	Increase in presentations to pre-Covid levels has continued, presenting additional pressures as access to move-on and temporary accommodation	Working with partners to maximise access to move-on accommodation, including targeted interventions in the private rented sector. This will

		<p>remains limited. Re-start of s21 evictions not being seen as a major factor yet, but this process has only recently re-started and pent-up demand will be seen in the system again soon. Increases in domestic abuse presentations has been sustained. Currently in the process of identifying arrangements for winter provision for people who sleep rough. Numbers have shown a slow but consistent trend of increase. Commitment to not use night shelters wherever possible, but concern as to the availability of self-contained accommodation, its cost and the availability of adequate staffing and support services, including a food offer.</p> <p>Concerns with finding sufficient suitable accommodation for people who are positive, and a testing process for people who sleep rough</p> <p>Challenges with more staff testing positive, or needing to self isolate</p>	<p>remain a significant challenge, particularly in light of national lock down.</p> <p>Regular meetings with partners are considering the options for the city for winter. There is a strong view that shelters should not be used though an absolute commitment to this cannot be made, it is a shared aspiration. The scale of provision required and the additional cost will be continuing challenges, as will the availability of adequate staffing should a prolonged period of provision be required.</p> <p>Working with contract tracing steering group to agree processes. Public Health have agreed for homelessness to have access to testing kits. Working with Salford City Council to identify an accommodation site for people who are covid positive.</p> <p>Contingency plans are in place to ensure sufficient staffing across the portfolio, this may include increase in overtime or agency.</p>
Resilient communities			
	Resilient Communities		<p>Calls into the helpline have not seen an overall increase since the lockdown period began on 5th</p>

			<p>November. Lots of calls are about general queries eg covid guidance, how to access test and trace isolation payment.</p> <p>The partnership approach at a neighbourhood level continues to work well, with the Team around the Neighbourhood working collectively to engage with residents re Covid in hotspot areas as well as supporting those most at risk.</p> <p>MCRVIP continues to promote opportunities for volunteers to support with the covid response.</p>
	Libraries, Galleries and Culture	<p>National lockdown has resulted in Museums, Galleries and Cultural venues being closed across the city including Manchester Art Gallery. Currently planning for reopening 3rd December in line with future government guidance and restrictions.</p> <p>We have temporarily closed the following libraries:</p> <ul style="list-style-type: none"> • Arcadia Library (Levenshulme) • Barlow Moor Community Library • Burnage Library • Central library (City Library on the lower ground floor is open) • Fallowfield Community Library 	<p>Following government guidance, the range of services at our libraries has been temporarily reduced. The following libraries remain open:</p> <ul style="list-style-type: none"> • City Library (part of Central Library) • Abraham Moss Library • Avenue Library • Beswick Library • Brooklands Library • Chorlton Library • Didsbury Library • Gorton Library • Longsight Library • Newton Heath Library • North City Library • Withington Library • Wythenshawe Forum Library

		<ul style="list-style-type: none"> • Hulme High Street Library • Miles Platting Community Library • Moss Side Powerhouse Library • New Moston Community Library • Northernden Community Library <p>Expected Impact of New national lockdown measures. All cultural venues closed to the public and those with reopening plans have been suspended. It is understood venues as places of work can remain open allowing for the rehearsal of work and performance for broadcast.</p> <p>Financial impacts on cultural organisations will include loss of income from audience based and participatory activities that were planned. Costs in terms of cancellation fees and loss of income from hospitably services.</p>	<p>Libraries can remain open to provide access to IT and digital services - for example for people who do not have it at home - and for click-and-collect services.</p> <p>Some organisations have benefited from Cultural Recovery Fund Grants which for may would have included income assumptions based on being open and delivering a reduced, but emerging, public facing programme. We expect ACE to apply flexibilities to the grant management process, but losses of projected income will impact on financial forecasts.</p>
	Parks, Leisure & Events	Significant closures of sports and leisure centres and cancelling of events in line with covid restrictions currently in place.	<p>Sport & Leisure</p> <p>The following permitted activities are currently operating:</p> <ol style="list-style-type: none"> 1. Elite Training Centre sites are open for elite athletes only – this includes sites such as the National Cycling Centre, the National Taekwondo Centre and the Manchester Aquatics Centre.

			<p>2. Some facilities are open or are being mobilised for the provision of NHS activities such as COVID testing, vaccination and general support – This includes sites such as Denmark Road, Abraham Moss, Wythenshawe Forum and the Tennis Centre.</p> <p>3. Dual use leisure/ education sites are open for use by the Schools for curriculum PE – This includes sites such as Abraham Moss (temporary sports hall), Whalley Range and Belle Vue.</p> <p>4. Northcity Family & Fitness Centre is open for access to formal child care provision only.</p> <p>5. Swimming Pools are open for Primary School Education Swimming only.</p> <p>Parks</p> <p>Services that remain operational are as follows:</p> <ul style="list-style-type: none"> · Play areas · Cafes (as a takeaway service only) · Ice cream vendors (as a takeaway service only) · Toilets · The Garden Centre at Heaton Park · Allotments (access to outdoor areas only, with limitations on individuals meeting in line with guidance)
--	--	--	--

			<p>Services that remain closed are:</p> <ul style="list-style-type: none"> • Athletics tracks • Formal baseball, cricket, football and rugby pitches. • Heaton Park boat hire. • Heaton Park Tree Top Trek. • Wythenshawe Park Horticultural Centre • Flat and crown green bowling greens • Golf courses • Stables (livery services and animal care can still continue) • Outdoor gyms • Multi use games areas, tennis courts, BMX and skate parks • Voluntary activity that is not essential (i.e. linked to health and safety of visitors or providing care to animals). <p>Events</p> <p>Event companies are permitted to progress construction and planning activities. Events such as Lightopia at Heaton Park are continuing to progress lighting installations with the expectation that restrictions will lift and their activity will be permitted over the Christmas period.</p>
	Youth	<p>1.Following the Government announcement on 31/10/2020 – all youth provision operating inside buildings will have to close.</p> <p>2.Reports of increased numbers of young people</p>	<p>1.We are working closely with the 4 hubs to understand what 1:1 & support provision they will be providing; supporting with risk assessments and interpretation of the guidance. Monthly meetings planned with the sector to ensure they</p>

		<p>congregating on the streets due to the closure of youth, leisure and sports facilities.</p> <p>3. Challenge of providing support to young people following incidents in the area – effective youth work versus management of restrictions.</p> <p>4. Closure of provision could increase the financial risk for youth and play partners – furloughing of staff members, reduction in donations and income.</p>	<p>have the support needed to continue providing provision for young people.</p> <p>2.We will support partners to increase their detached / street work provision. Support provided around risk assessments and virtual training.</p> <p>3.We are working closely, particularly in the North, with Police, Youth, CSP, and community to leaders to ensure young people have the support they need following a fatal incident, but also to ensure providers can still be covid compliant.</p> <p>4.We will meet regularly with partners to understand and support with the furlough process, as well as, understanding the financial impact on organisations. Our funding to partners will continue as planned. Mapping process will continue to understand the ‘state of the sector’ during and post lockdown.</p>
	Children’s Services	<ul style="list-style-type: none"> • Referrals to both early help and children's services have seen incremental increases in the past month and the past two weeks • Performance has slightly dipped in terms of visits set against national performance indicators • Marginal increase in respect of residents requesting immediate financial assistance • In this lockdown period we have re-established our family time services 	<p>Requirement to flex the early help offer to address increasing requests for parenting support These are generally still high – child protection 91% Looked after children 96% - there is significant performance management activity to track the gap and remedial action identified</p> <p>Ongoing maximisation of the third sector offer in this regard Adherence to public health messages, limitations on offer due to restricted availability</p>

		<ul style="list-style-type: none"> Impact of track and trace on workforce availability 	Although not a major concern less staff available impacting on morale within the service
	Schools and settings	<p>Half term 1 attendance data shows that excluding children who are required to be at home self isolating attendance was 94% for this period which is much higher than anticipated.</p> <p>Requests for elective home education are continuing to rise with 30 new requests last week.</p> <p>W/b 16th November process for tracking and tracing with schools and Early years settings was reviewed and brought in house – this has been successful in week and positive feedback from schools.</p> <p>1 secondary school closed last week due to high staff absence and high numbers of positive cases for pupils – children accessing remote learning.</p> <p>Starting to see increases in perm exclusion from secondary schools since half term – mostly persistent disruptive behaviour.</p> <p>Schools concerned about impact of last week of school term on Christmas leave.</p>	<p>Planning for FSM support over Christmas holidays using COVID Winter grant.</p> <p>Working with schools leaders and TUs re end of term arrangements. Asking DFE for clarity on what they are planning./allowing schools to do.</p> <p>Monitoring impact of new T and T processes and what the data is telling us. Ensuring schools/settings access advice when requests to support decision making and have outbreak meetings in response to closures.</p> <p>Monitoring school exclusions and roll out of training on wellbeing and Manchester Thrive model.</p> <p>Discussions about testing in schools.</p>
VCSE		Ongoing communication and engagement with the VCSE sector around Covid response and recovery plans, particularly around current lockdown restrictions and guidance.	Following on from a session held on 04.11.2020 with VCSE venue groups around the latest lockdown guidance, Macc released a bulletin across their mailing list and channels on the 06.11.2020 containing further information and

	<p>Impact of Covid 19 on the VCSE sector (and those that they serve) – Winter lockdown / Tier restrictions</p> <p>VCSE future funding (both MCC and external) - Good range of emergency Covid response funds made available during first wave but concerns around longer term funding of the sector e.g. MCC OMVCS grant</p> <p>Covid Health Equity - communication and engagement and key messages to communities of identity</p> <p>Overall strategic leadership of the work with the VCSE - work takes place across a number of officers, teams and departments. This can create communication issues, duplication of effort and lack of clarity around priorities, accountability and progress and what is being expected of Macc and other VCSE partners.</p>	<p>guidance for groups and latest MCC and NHS comms material.</p> <p>The high-level plan around next steps for the OMVCS grant fund is underway and will include the undertaking of an Equality Impact Assessment. This is being aligned to the VCSE funding (across the Council) mapping work currently being conducted to help support future budget discussions and decisions.</p> <p>Further scoping work taking place at pace around the development of VCSE Covid Winter Fund focussed supporting mental health and wellbeing and reducing isolation. A targeted engagement and grant approach is being considered to ensure that these funds are able to be released quickly using thematic areas and forums for Disability, Mental Health and Older People. A summary of this proposal is being shaped by the Head of Neighbourhoods and OM Funds Programme Lead to request a funding allocation to support this work. This will form part of the wider request to SMT Gold covering the 4 key areas identified for the Tier 3 funding allocation from central government.</p> <p>Covid Health Equity Manchester (CHEM) group-partners (including the VCSE sector) across the city working together to improve experiences of</p>
--	--	---

		<p>and outcomes for communities that suffer disproportionate adverse impacts from Covid-19. Local sounding boards involving VCSE organisations, local people, Health Development Coordinators and MHCC comms and engagement have been set up for Black African and Black Caribbean and Pakistani communities. This has been supported by the release of engagement grants (£500 – £2000) aiming to strengthen the Covid messaging and challenge some of the myths/information being shared in communities, utilising local people and leaders. This work is being progressed and will continue to be monitored via the Covid Health Equity workstreams (new normal)</p> <p>Strategic conversation with the VCSE sector meeting scheduled to take place at the end of the month with senior officers across departments and VCSE leaders in the city. This will be managed by BAU arrangements with Policy, Performance and Reform.</p>
Equalities and Inclusion	<p>Equality impacts related to the response to lockdown and the winter effects of Covid need to be managed through BAU processes (i.e. EIAs and actions in response). These will interplay with the Council's budget decision making (also subject to EIAs) and will need to be considered in the round.</p>	<p>Need refreshed commitment for any new activity related to response to be equality impact assessed on the Covid-19 EIA template, across workstream areas.</p> <p>Budget options EIAs are being championed by SMT . Revised budget-specific Equality Relevance Assessment and EIA templates have been produced and shared with SMT, uploaded</p>

		<p>to the intranet and promoted through internal comms. These require a further push before the end of Nov.</p> <p>It has been agreed that the equality analysis process will run concurrently with assessments of poverty impact: these are associated pieces but do not lend themselves to coming together as one combined one. In January, the two processes will be brought together to provide a cumulative assessment of poverty and equality impact.</p>
--	--	---

** 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.