

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee – 10 February 2021
Communities and Equalities Scrutiny Committee – 11 February 2021

Subject: Residents and Communities Recovery Situation Report Summary

Report of: Strategic Director (Neighbourhoods)

Summary

This report is a summary of the Residents and Communities recovery workstream for information. The information contained in the report is up to date as of 22 January 2021.

Recommendations

The Committee is asked to note the report.

Wards Affected: All

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

Our 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	

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Background documents (available for public inspection):

None

1.0 Residents at Risk

1.1 Shielded Residents and the Food Response:

- Since 31st December, 162 people have registered on the National Shielding Service website for support. Most have registered for a supermarket slot and information on support available. 24 people have asked for food support.
- A letter was sent to all CEV (clinically extremely vulnerable) in Manchester w/c 11th January with information on the local support offer.
- The third lockdown saw an initial increase in demand for food support, which has tapered off.
- Step down measures include: 337 referrals to community provision, 8 to universal provision, 115 referrals to CAB, and 58 referrals to Be Well service.
- Better links with Adult and Childrens' Social Care, and Early Help have been established for intelligence sharing and referral to statutory services.

1.2 Domestic Violence and Abuse:

- Analysis indicates that incident volumes recorded by Police have fallen back to pre-Christmas levels. Levels over Christmas and New Year were not untypical of year-on-year trends. Numbers of incidents with children present also fell back to pre-Christmas levels.
- Refuge referral volumes are broadly typical of those seen throughout the pandemic. The Priority Move-On Project has continuing support until 31st March and has enabled almost 90 victims and 50 children to move on.
- Community Safety Unit is allocating a fund of £50k over the next four to six weeks from Covid Impact monies to support DVA providers.

1.3 Poverty and Welfare Provision:

- Increase in demand for the Test and Trace Support Payment scheme - average number of new applications up from 31 a day (Mid Nov to end Dec) to 58 a day in the first three weeks of January.
- The T&TSP scheme has been extended until 31/3/21 with £63,828.64 confirmed in addition to the initial discretionary fund of £226,671.36 making a total discretionary budget of £290,500.
- Under the T&TSP scheme, as of 18/01/2021 we have:
 - Received 4,570 eligible applications
 - Paid £586,000 to 1,172 main scheme applications
 - Paid £151,000 to 302 discretionary cases
 - Declined 2,666 applications (1,100 main scheme and 1,566 discretionary)
 - 187 cases pending awaiting further information
 - 184 applications unallocated
 - 72% paid within three days

1.4 Homelessness:

- Numbers presenting as homeless have risen from the usual seasonal drop over Christmas:

- Moratorium on evictions continues to be in place.
- With the RPs, MCC is purchasing units of accommodation to move people on from housing related support into longer term accommodation.
- Additional funding from MHCLG to accommodate people who sleep rough until the end of March. A further 36 people are being accommodated in hotel accommodation during the lockdown.
- Plans to begin vaccinations of more entrenched people who sleep rough and sex workers next month.

2.0 Mitigating the Impacts of Covid 19 on Communities and Adults

2.1 **Team around the Neighbourhoods Engagement** continues to support the response, including residents engagement, contacting CEV and vaccination roll out.

3.0 Digital Inclusion

- Digital skills learning provision going back to remote / fully digitally – excluding low skilled residents not able to access/ fully utilise the internet.
- 400 chromebooks donated to digitally excluded residents – all receiving support from a digital champion.
- 600 residents provided with skills support via the digital support telephone service managed by libraries since May 2020.
- Waiting list for devices is over 300 residents.
- 50k GM LA Grant Funding – to be spent on providing data for those on the waiting list and those receiving a refurbished device that is given within data.
- £10k funding from The Reading Agency for devices and engaging people in online reading groups and reminiscence groups.
- Libraries designated as an essential service and remain open for some services.
- Adult learning providers are delivering online learning using a range of synchronous (live) asynchronous (flexible/independent) approaches.
- MAES has currently loaned circa 700 devices to learners.

4.0 Mitigating the Impacts of Covid 19 on children and young people

4.1 Schools and Education:

- Schools open for vulnerable children and critical worker's children – higher demand for places from critical workers in south Manchester.
- Overall places offered is 27% primary, 9% secondary, 72% special.
- Overall attendance 13.3% on site; 32.1% of EHCP cohort; 42% of children with SW.
- Secondary schools have paused daily testing until further notice.
- IT and internet access audit completed - MCC will match offers of IT to schools where there is a significant gap.
- Special school staff notified re vaccinations.
- Info on winter fuel offer provided.
- Expanding SEND offer for families.

- Ensuring all vulnerable pupils with an offer of a school place are attending.
- Recording all EHCP children who have an offer but have declined in place.

4.2 Children's Services and Early Help:

- Pre-existing roll-on roll-off arrangements re-instituted and working well.
- Ongoing monitoring of new referrals to social care which have plateaued
- Numbers of Early Help Assessments have increased, after dropping throughout 2019.
- Large increase in requests for support from the EH Hubs compared to 2019.
- Increase in need for referrals for food support and financial.
- Plans for fund to alleviate hardship during covid.

4.3 Youth:

- All open access centre-based provision ceased in line with regulations.
- All 4 hubs have continued daily provision for young people with high needs.
- Hubs have an offer for schools to refer to for young people who they are concerned about during lockdown - pre booked provision for 15 young people each day.
- Detached, outreached and virtual provision will be increased.
- Providers still offer 1:1 support & targeted group work to the most vulnerable.
- All providers are offering food support.

5.0 VCSE

- Covid Impact Fund (Mental Health & Wellbeing) went live at the start of Jan '21, with a focus on BAME communities, Disabled people, LGBTQ+ communities, North Manchester residents and Older People.
- Information on vaccinations and testing for VCSE sector frontline health and care staff are being communicated to VCSE organisations via Macc and the Covid Health Equity Manchester engagement.

6.0 Equalities

- The ONS Opinions and Lifestyle Survey (15/01/21) indicates a compounding effect of the pandemic on levels of poor mental health and social isolation.
- The Mental Health Foundation reports this is exacerbated for children and young people by school and higher education closures. Young carers and children living locked down in complex home settings are particularly high risk
- Across all identity groups, the adverse impact on mental wellbeing creates a pressure on support services and functions.
- The longer-term impacts on residents' mental health remain a concern.