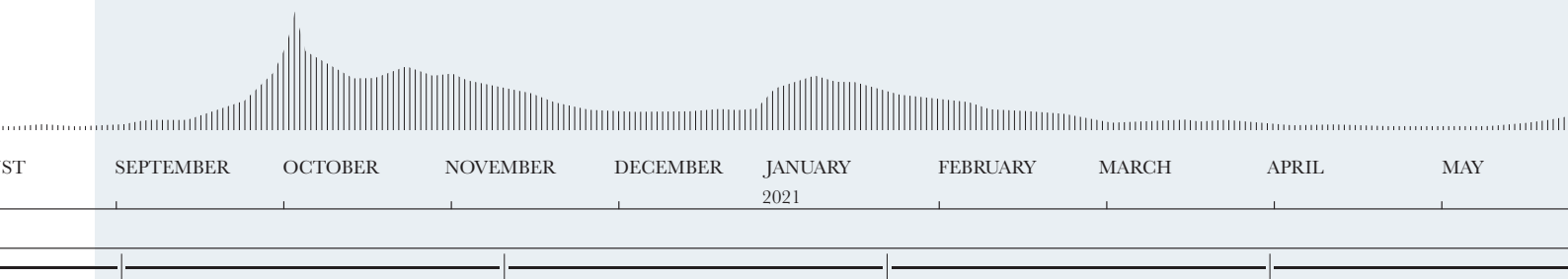


MANCHESTER CITY COUNCIL PUBLIC HEALTH ANNUAL REPORT

January 2020 — June 2021



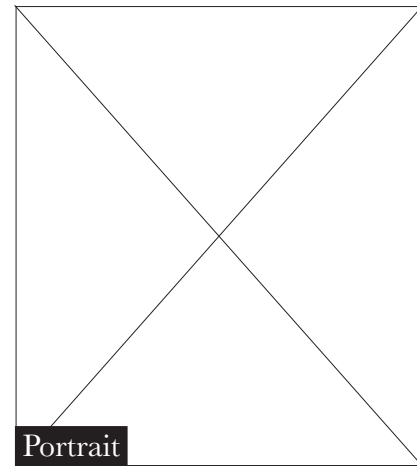
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FOREWORDS



This annual report is one that truly belongs to our city, as it charts the response to an unprecedented pandemic - and how Mancunians rose to the challenge of keeping one another as safe as possible.

When I look back and think of those initial stages in January 2020, it's hard to describe all the different phases, and where we are 18 months later. It's a passage of time that no-one will forget and it has left its mark on many.

Suffice to say that I can only pay tribute to the resilience and generosity of the people of this city, even in the face of unspeakable loss.

That willingness to make sacrifices and think of others as we went into uncharted waters is humbling. All efforts and sacrifices helped: from personal actions, to citywide support like the start of the community hub with food and essentials and other vital help; to the way we've seen our volunteers come

forward to help the vaccination programme, and the way all our health and care teams worked together for a united response.

It's also worth remembering that Manchester has had more lockdowns than other parts of the country. In fact, we only had 25 days from March 2020 where we weren't under some sort of restrictions – yet we are now coming to the final stage of the national roadmap and preparing to live alongside Covid for the future.

Yes, we've still got our challenges. And yes, we've still got the Delta variant; and yes, and there's still more people to vaccinate. So, we cannot be complacent.

But, I think people can now also see that all their efforts and sacrifices are having an impact and we will get through this. Using the words of Sir Michael Marmot, we will build back fairer in our city, in the things that we have control over. This means bridging gaps and reducing, wherever possible, the

health inequalities that mean some people don't have the same life chances as others.

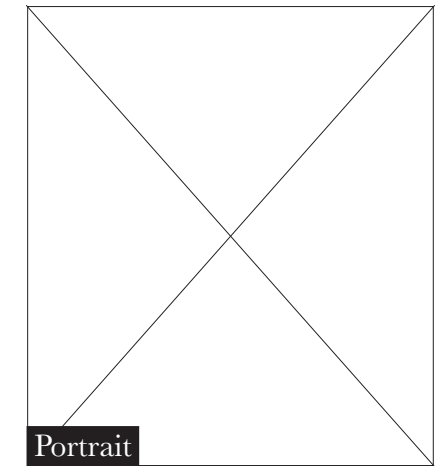
That care and reflection must also include all those who have lost loved ones or faced life-changing times during the pandemic.

Nothing can ease that loss. But, I hope an element of comfort will be seeing how the city builds on the sense of community and pulling together that we have seen so clearly during the last year and a half.

And, so, my final words have to be thank you.

Thank you for showing the very best that Manchester spirit can offer. That, combined with resilience and determination means we will all face the next steps together – and there is definitely light at the end of the tunnel.

David Regan
DIRECTOR OF PUBLIC HEALTH FOR MANCHESTER



I am delighted that the Manchester Public Health Annual Report covering the period January 2020 to June 2021 provides a detailed record of the city's fantastic response to the COVID-19 global pandemic. The pandemic has thrown into the spotlight the vital role that Public Health services play in keeping our residents safe and well. I want to take this opportunity to thank our residents and staff working across all organisations in what has been an extremely challenging period. However, the successful

roll out of our local Vaccination Programme and our wider local service response does give me real hope that we are learning to live with COVID-19 in Manchester and we can start to return to do so many of the things that will improve our mental health and wellbeing and help bring our wonderful city back to life.

Councillor Joanna Midgley
**EXECUTIVE MEMBER FOR HEALTH AND CARE
MANCHESTER CITY COUNCIL**

It hit us harder.

We helped
each other.

We fought
back stronger.

THE MANCHESTER DIFFERENCE

INTRODUCTION

[A year] on from our first reported Manchester COVID case on 7 March 2020, 50,349 people had tested positive for the virus and nearly 1,000 Manchester residents had sadly lost their lives through COVID.

Our region saw the highest COVID death rate in the UK as coronavirus exposed and inflamed decades-old inequalities. We saw the biggest drop in life expectancy since World War II.

50-60% of admissions to some GM hospitals in the first wave were people on the lowest incomes, compared to 26% nationally. Black people made up 25% of admissions to Manchester Royal Infirmary and North Manchester General Hospital, compared to 9% nationally.

There's a long history in Public Health of pointing to why enduring transmission rates of disease are found where structural inequalities are embedded. Our people's ability to control their exposure to health risk was higher – for domestic, social and work reasons. Conditions made it difficult for them to maintain good infection prevention and control. The virus spread more quickly and hit us harder.

Many of our residents continue to experience long-term effects from COVID.

Our thoughts are with those who have lost their lives and their loved ones, and with people struggling as a result of the pandemic, for health, economic or social reasons.

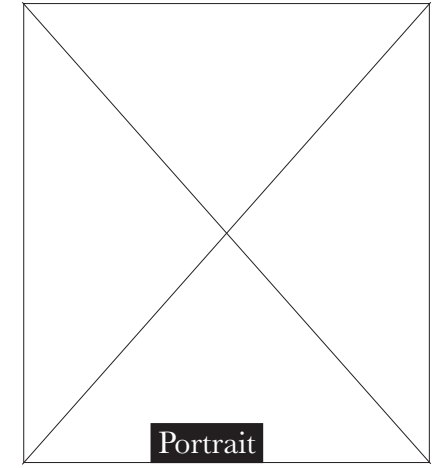
We are proud of the way our residents and people working in Manchester have worked together and supported one another through this. The number of volunteers coming forward to support essential work has been staggering.

We've built on their achievements and in line with the national roadmap, worked for a safe exit out of lockdown for the people of our city.

Our commitment to preventing and reducing COVID transmission and saving lives was unfaltering, as is our focus on reducing inequalities that COVID feeds on.

RESPONDING EVERY DAY WITH COMMITMENT, PASSION AND DETERMINATION

Sarah Doran



My work on COVID-19 started in January 2020.

Our Population Health Team, with colleagues from Public Health England and others in emergency planning and resilience, were hoping for the best, but preparing for the worst.

At first, each individual case of COVID-19 in the UK was classed as a national incident and measures were put in place to try to contain the virus.

When I gave a briefing about COVID-19 to the Council's Health Scrutiny Committee meeting on 4 February 2020, none of us could ever have begun to imagine what was to come, and the impact this would have on all our lives.

As we moved into the pandemic phase it was recognised just how serious this was: the worst public health crisis for a generation and probably the single largest thing we would ever do in our careers.

It has been relentless. But we have responded every day with commitment, passion and a determination to do the best we can for Manchester residents.

I am so proud of everyone involved and of what we have achieved so far.

Sarah Doran,
Consultant in Public Health
**LEAD FOR HEALTH PROTECTION AND
SENIOR RESPONSIBLE OFFICER FOR
MANCHESTER TEST AND TRACE.**

JANUARY 2020

PHASE 1
PRE-PANDEMIC

Manchester prepares to respond to COVID-19 following assessment of the emerging situation in Wuhan (Manchester’s sister city) and Hubei Province.

31 DEC 2019

12 JAN 2020

29 JAN 2020

30 JAN 2020

31 JAN 2020

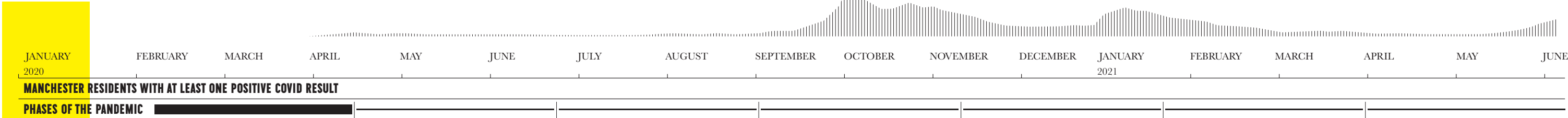
WHO is told of a cluster of pneumonia cases of unknown cause in Wuhan City, Hubei Province, China.

Novel coronavirus announced. Virus referred to as SARS-CoV-2, and the disease COVID-19.

Tests on people returning to Manchester from Wuhan/Hubei (all negative).

WHO declare a public health emergency of international concern — highest level of alarm.

There are 98 cases – no deaths – in 18 countries outside China.



FEBRUARY 2020 PHASE 1
PRE-PANDEMIC

Situation evolving. 99% of cases are in China, the rest of the world has only 176 cases.

14,000 tested nationally with 40 positive results, one in GM.

4 FEB 2020

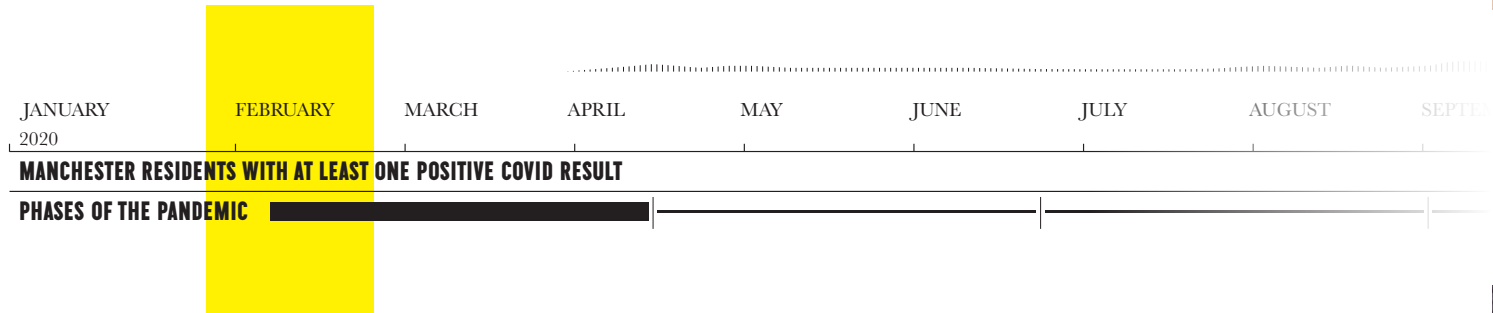
We're regularly updating advice and information on our Public Health website. We have good plans in place. Greater Manchester partners work together on system-wide health plans, such as the GM Multi-Agency Outbreak Plan which detail multi-agency response to a 'high consequence infectious disease' like this new coronavirus.

We also have our own Manchester outbreak plan for operational arrangements. And we're fortunate to have Regional Infectious Disease Unit in North Manchester.

GM organisations work together on health protection systems to respond to the virus. Our health staff work with Public Health England and the local NW PHE team plus:

- Manchester Health and Care Commissioning
- North Manchester General Hospital Infectious Diseases Unit
- Northern Care Alliance
- Manchester University NHS Foundation Trust
- Manchester Local Care Organisation
- North West Ambulance Service; and
- Greater Manchester Health and Social Care Partnership.

Greater Manchester Resilience Forum coordinate local multi-agency preparation for incidents and emergencies, alongside GM Local Health Resilience Partnership's focus on preparedness for public health-related incidents.



Listening ear,
shoulder to cry
on: supporting
care homes from
the start

Helen Fabrizio

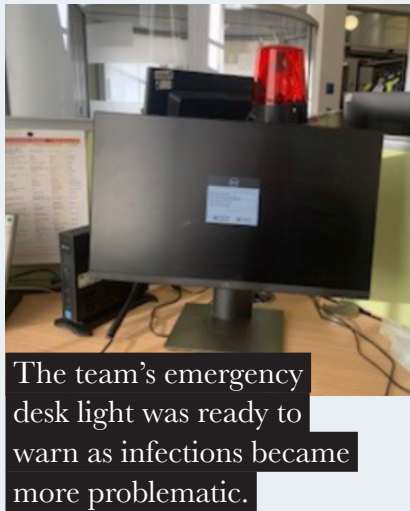
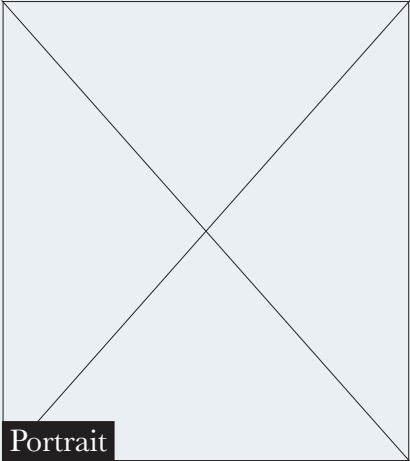
2020 began much as any other year. We were busy planning flu season, distributing flu kits and dealing with diarrhoea and vomiting outbreaks. Then came mention of another infection: Coronavirus, in a faraway Chinese province.

As cases and outbreaks in care homes increased, our small team was becoming swamped, advising on:

- Infection prevention and control with limited and ever-changing official guidance.
- Managing suspected or confirmed cases and identifying and managing contacts.

- Testing in the absence of an established pathway and promptly communicating results.
- Daily monitoring of homes with outbreaks and arranging further testing.

At the same time, we were trying to develop a better system and new processes to cope with the volume of work. It was becoming increasingly difficult emotionally to support managers who were themselves drained through the devastation of losing residents and staff too, and increasingly frustrated, working flat out to keep their home running safely.



Fourteen months on, we'd improved the local system to monitor care home outbreaks. We now have dedicated teams to lead on testing and contact tracing. Our team has grown from four to eleven-strong and national systems now make sure there's adequate PPE and testing for staff and residents.

Helen Fabrizio,
**DEPUTY LEAD NURSE,
COMMUNITY HEALTH PROTECTION TEAM**

"2020 began much as any other year."

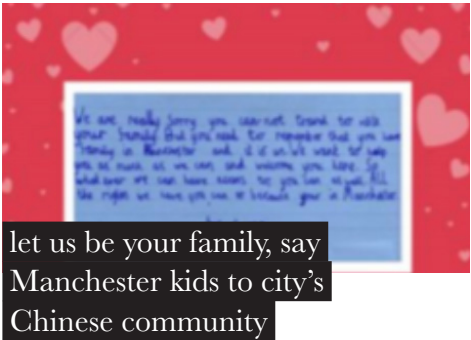


Phases of the Pandemic 1:
Devoted sisters

As we prepare, there are reports of discrimination and stigma against our Chinese community because of the outbreak in China. As an open, international welcoming city, Manchester commits to solidarity with our Chinese community and to tackling business impacts on the Chinese community.

We reach out to our sister city, sharing translations of these messages with the Wuhan consulate, who in turn translate the replies back to us.

We work with the Manchester China Forum to tackle stigma and to support businesses.



images
needed



10 FEB 2020

Public Health team invited to the Chinese Health Information Centre to talk to community and business leaders about COVID-19, strengthening relationships and showing support for our Chinese community.

The local Chinese community would soon respond with generous donations when our city needed PPE.

11 FEB 2020

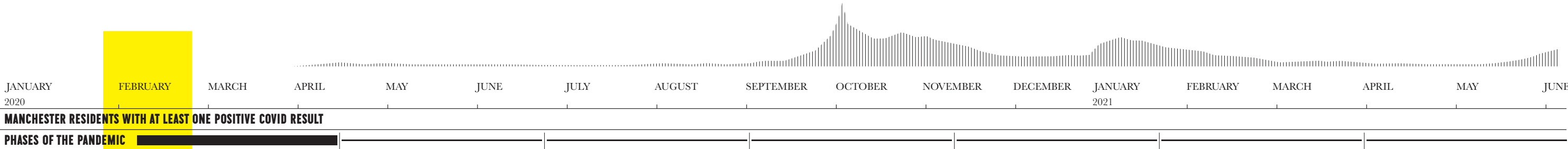
WHO name the syndrome caused by this novel coronavirus COVID-19 (Coronavirus Disease 2019) chosen to avoid inaccuracy and stigma.

First meeting of the Manchester Coronavirus Oversight Group, chaired by David Regan, Director of Public Health attended by:

Our Population Health Team, PHE, Northern Care Alliance, North Manchester Infectious Diseases Unit, MFT, The Christie, GM Health and Social Care Partnership, MLCO Adult Social Care Community Health Services, Primary Care, Medicines Optimisation, Manchester City Council Education, Environmental Health, Council resilience, universities and AGMA CCRU.

As the pandemic develops, members of the Oversight Group create strategic planning groups to deliver Manchester's response to COVID-19, these groups include the city's voluntary sector community organisations (VSCO).

The Manchester Coronavirus Oversight Group will become the COVID-19 Locality Planning Group on 11 March 2020 and then turn into our current Manchester COVID-19 Response Group, our COVID Health Protection Board.



Situation evolving. 99% of cases are in China, the rest of the world has only 176 cases.

14,000 tested nationally with 40 positive results, one in GM.

3 MAR 2020 4 MAR 2020 7 MAR 2020

3 MAR 2020 Government publish Coronavirus Action Plan’s four phases: Contain, Delay, Research, Mitigate. Plan is to provide best care possible for people who become ill, support hospitals to maintain essential services and ensure ongoing support for people ill in the community, to minimise overall impact on society, public services and the economy.

People advised to regularly wash hands and ‘catch it, bin it, kill it’. National public health campaign to be rolled out.

‘Delay’ stage would mean self-isolation, social distancing and working from home to protect vulnerable groups. Legislation would allow additional measures such as closing schools and cancelling large scale events, to cut risk of infection.

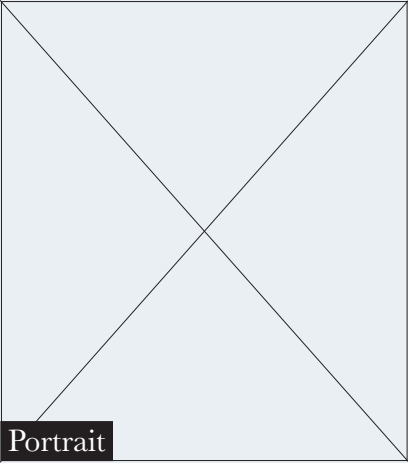
Workshop for emergency services, reps from the 10 GM authorities and health services looks at range of scenarios moving through the containment, delay and mitigation phases of the virus’s spread.

First reported Manchester COVID case. 100,000 COVID-19 cases globally.

PERSONAL STORY

Amanda: My unborn son’s kicks and wiggles kept me going.

Amanda Dixon



When it comes to data, all models are wrong – but some are useful! So early in the pandemic, I sought out any information to help understand how Manchester’s residents may be impacted. We needed to estimate the potential scale of the infection, hospitalisations and potential deaths to plan an effective response.

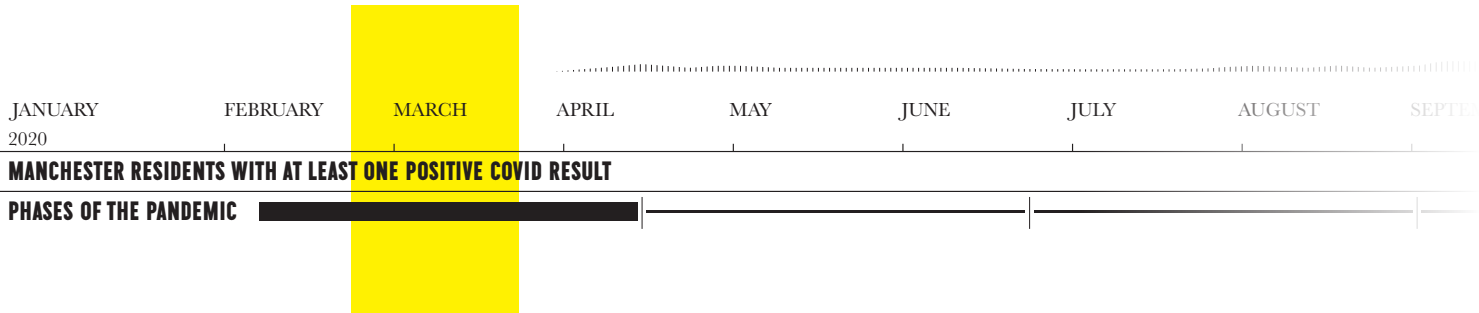
After reading research from experts across the country, I applied a set of assumptions to Manchester’s data, including terms we’re all now familiar with, such as ‘R number’.

This gave us a range of figures to determine a Reasonable Worst-Case Scenario – a terrifying figure. Thankfully, local and national efforts to control the spread made it an overestimate.

My work to understand academic modelling, apply it to Manchester and inform seniors and the various workstreams was vital. It meant we could plan for the worst, understand that there would likely be multiple waves, and devise an early warning system for managing them.

I was also pregnant in 2020; my son Robert was born in early November and his kicks and wiggles kept me going on the more difficult days.

Amanda Dixon,
PUBLIC HEALTH PRACTITIONER



●

11 MAR 2020

WHO declares COVID-19 outbreak a pandemic because of its alarming spread, severity, and ‘alarming inaction’: “... countries can still change the course of this pandemic if they detect, test, treat, isolate, trace, and mobilize their people”.

Manchester’s COVID-19 Locality Planning Group established to meet regularly to monitor emerging situation and review key actions.

Local response to include mobilising staff for community testing. Current approach: self-isolation. Plans for more locality testing.

Locality Planning Group establishes workstreams, including communications, schools and early years settings, homelessness and street-based services, business continuity and Primary Care work.

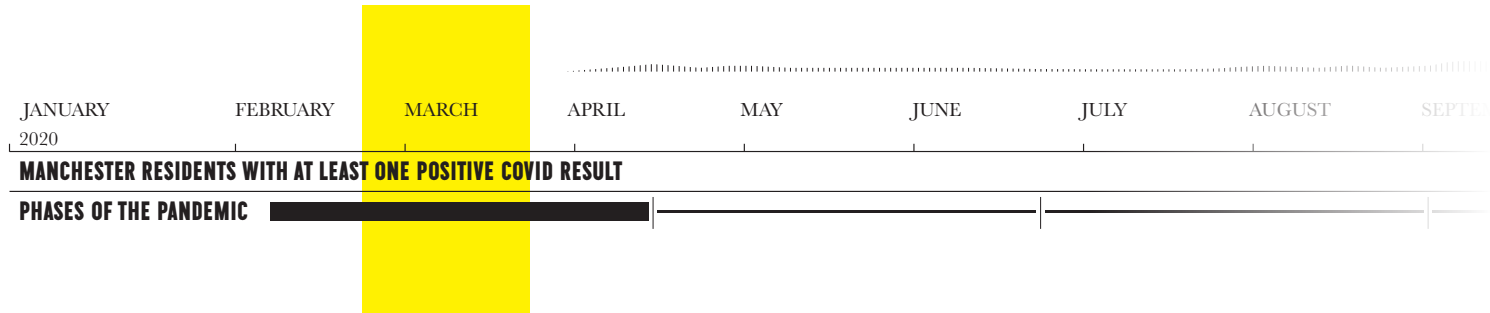
Nationally: 382 cases reported, rising less sharply than other European countries.

Restricting spread of the virus amongst Adult Social Care and Care Homes remains a priority.

Reported cases in Manchester: 3. Further two people treated in Manchester hospitals not residents.

THE MANCHESTER DIFFERENCE

Manchester and Trafford tested hospital patients being discharged to care homes before the rest of the country. Thanks to this close collaboration with hospital trusts, the rise in care home outbreaks was not as significant in Manchester as in other parts of the country.



First COVID outbreak at a dementia nursing home: March 2020

Bev Lamb

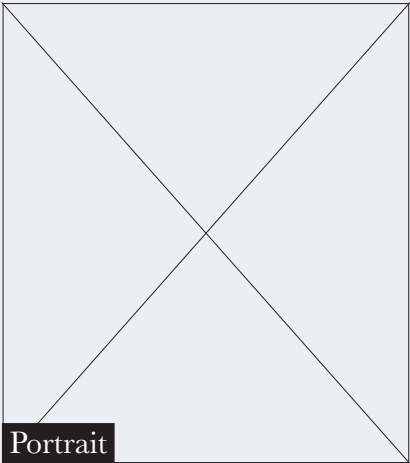


Image of Marion Lauder required

Marion Lauder is a large 79-bed nursing home providing nursing and residential care for people with dementia. On 10 March 2020 a respiratory outbreak was reported. We monitored the situation daily from then until September 2020, recording multiple cases in those months.

There was no pathway for testing in care homes at that time except for hospital admissions. Nor did we have national guidance.

Staff were routinely unable to wear masks, or had only inappropriate versions. The care home had no supplies of

its own with limited access to the pandemic stock prioritised for secondary care.

Residents were discharged from hospital without testing. GP assessments proved difficult to arrange.

Throughout 2020 the home suffered from:

- An unreliable outbreak testing pathway with a complex range of systems for reporting results and poor communication of positive results resulting in delays.
- Constant changes to, and lack of clarity in, national guidance for care homes. One home said they had at

least 500 pieces of guidance by December 2020.

- Complex symptoms – residents with dementia, COPD and risk of aspiration.
- Challenging complex behaviours: presenting difficulties in swabbing and isolation of residents.
- Staff anxieties increased by managing residents with aggressive or challenging behaviour.

Bev Lamb,
SPECIALIST HEALTH PROTECTION PRACTITIONER, COMMUNITY HEALTH PROTECTION TEAM.



Government moves from
‘Containment’ to ‘Delay’ phase.

12 MAR 2020

Manchester messaging moves rapidly from ‘contain the virus’ to leading a community response:

- Plans to deal with impacts at regional as well as local level, across council and health sectors.
- Scenario-planning for potential escalation of the impacts tested so partners can mitigate issues.
- Council website redesigned for changed circumstances:
 - how to help vulnerable groups in your area
 - support for those who may lose their job because of cancelled events
 - new health guidance
 - support for schools and businesses.

- Individual organisations handle their internal communications, but all communication leads meet frequently for consistency and support.

Health partners continue to manage health issues, Council focusses on sharing information on:

- support for businesses
- people in financial difficulty through self-isolation or business failure
- how communities can support foodbanks and other local resilience groups
- advice for schools, and
- acting as a hub for voluntary and community sector information.

Information on rapidly changing situation updated and shared from Manchester.gov.uk website, shared across social networks, and amended in line with most recent guidance.

13 MAR 2020

Europe declared epicentre of pandemic with more reported cases and deaths than the rest of the world combined, apart from China.

15 MAR 2020

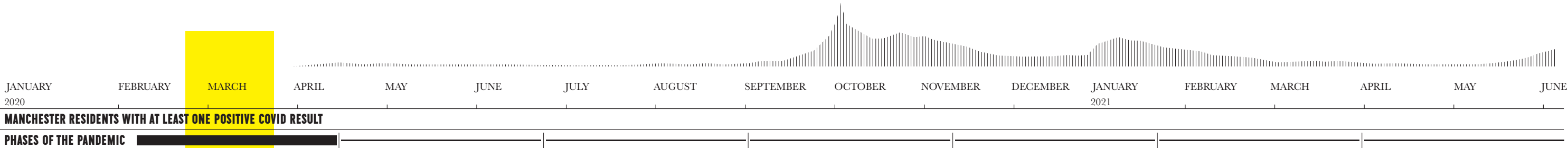
1,52k+ cases diagnosed in 147 countries and areas (including mainland China), with a total of over 5.7k deaths. Of these, 72k+ cases and more than 2.5k deaths outside mainland China.

16 MAR 2020

44,105 people have been tested in the UK.

42,562 negative, 1,543 positive and 35 deaths.

80 cases in Greater Manchester, including 9 in Manchester.



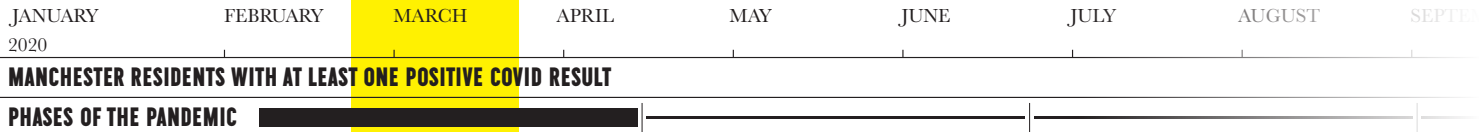
18 MAR 2020

WHO and partners launch international clinical trial to find most effective treatments for COVID-19. Randomized clinical trials normally take years to design and conduct, this will accelerate the process.

20 MAR 2020

Manchester and GM declare a major incident activating the multi-agency response arrangements in line with the GM generic response plan and the pandemic flu plan.

Schools close ‘for the foreseeable future’.



PERSONAL STORY

School’s out:
But the School
Health Service
continues

Peter J Cooper

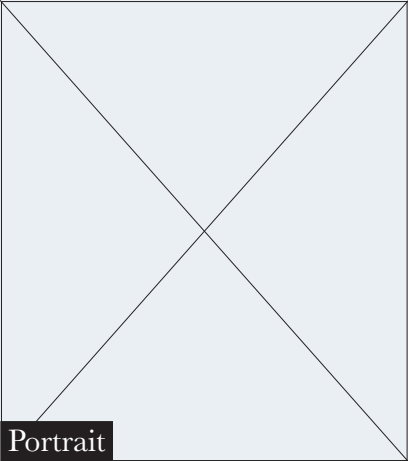
Schools may have been closed, but the School Health Service were busy as ever making sure pupils got essential school aged immunisations and referral to young people’s health services.

With thousands schooled from home and nurses diverted to the Nightingale Hospital, delivering the school vaccination programme was a challenge – as was responding to children and young people whose mental and physical health were affected by lockdown.

The school nurse service responded magnificently to clear a backlog of school

immunisations, running a huge clinic in the summer holidays at the Etihad Campus as well as Christmas and evening catch-up clinics for over 10,000 pupils. (Pic)

We also had a rare face-to-face meeting at the Etihad Stadium open concourse for partners of the Childhood Obesity Safeguarding Pathway steering group as we responded to the caseload of children whose unhealthy weight puts them at significant risk, making sure that COVID restrictions didn’t stop support for these children.



Peter J Cooper
COMMISSIONING MANAGER
(HEALTHY CHILD PROGRAMME 0–19)

MANCHESTER POPULATION HEALTH TEAM

MANCHESTER HEALTH AND CARE
COMMISSIONING

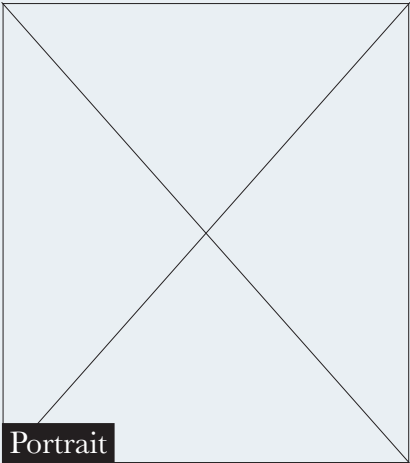
Infection Control Team spread the knowledge

Nicola Jepson

Lockdown forced us to cancel the training arranged for primary school teachers on important health topics. But we felt this training and advice was so relevant in a pandemic that we contacted PHE colleagues who modified the course into a free, COVID-safe, ‘train the trainer’ session.

The e-Bug project – a free educational resource for classroom and home – makes learning about hygiene, infection spread and responsible antibiotic use fun and accessible. 14 schools joined the virtual session. We covered an introduction to microbes, hand and respiratory hygiene, and antibiotic awareness – all backed up with free resource packs that teachers could use to bring the lessons to life in their classrooms.

Nicola Jepson, Health PROTECTION PRACTITIONER, COMMUNITY HEALTH PROTECTION TEAM



Teachers created their own microbes.



Cavendish Primary School pupils watch Teaching Assistant, Miss Ridgard-Cloake demonstrate the ‘super sneeze experiment’



National Lockdown 1.
Supporting those who
must self-isolate.

23 MAR 2020

8.30pm. Prime Minister’s
unprecedented announcement:

First national lockdown: leave
home only for food shopping,
exercise once a day. Non-
essential goods and shops close.
Events including weddings
cancelled. Nearly 1,000 dead.

Manchester begins 15 months
under restrictions, apart from 25
days in July 2020.

Challenges

COVID-19’s threat is not real to
everyone. Many don’t identify
with the Government health
campaign. Lockdown is a new
way of life with:

- school closures
- furlough
- supporting vulnerable people
and those shielding, and
frontline workers.

Supporting residents:

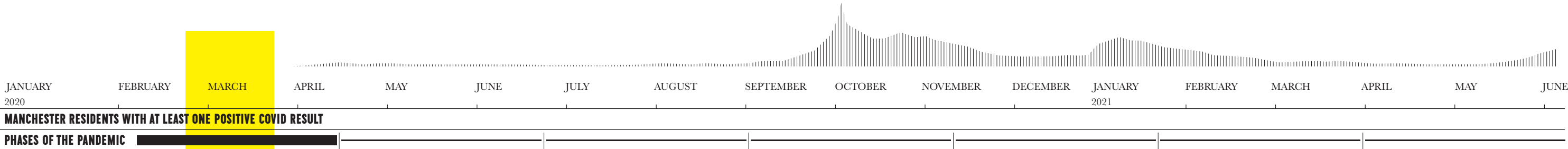
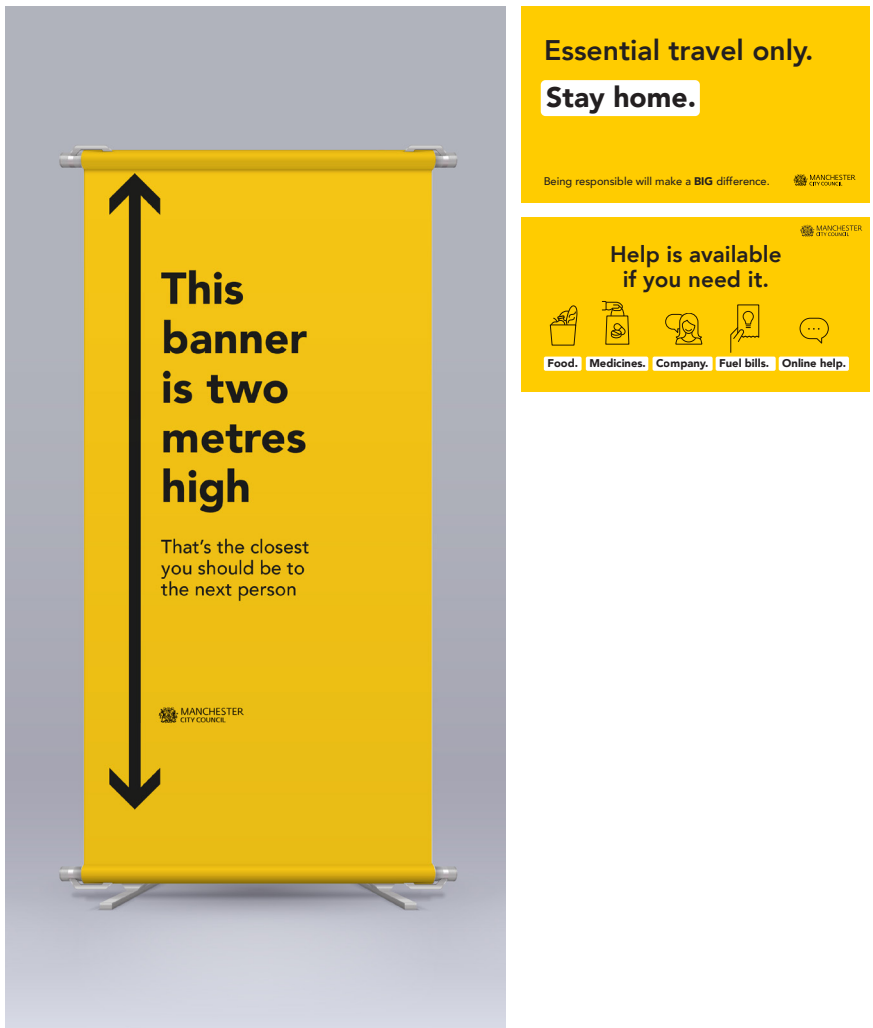
- Communications with local
key messages ready to share
with our communities
- COVID e-bulletin for people
to subscribe to
- COVID pages on manchester.
gov.uk with latest advice in one
place
- News and articles highlighting
food, financial and other help.

Supporting our city:

- Clear stay-safe advice in public
settings like GP surgeries
- Frontline staff PPE training
and handwashing videos.

Supporting businesses:

- Government grants and
local business support is
set up, administered and
communicated.
- News bulletin to business
signposting important advice,
help and support.
- Key messages: Stay safe. Wash
hands. Social distancing. Stay
home. Work from home. Limit
travel.

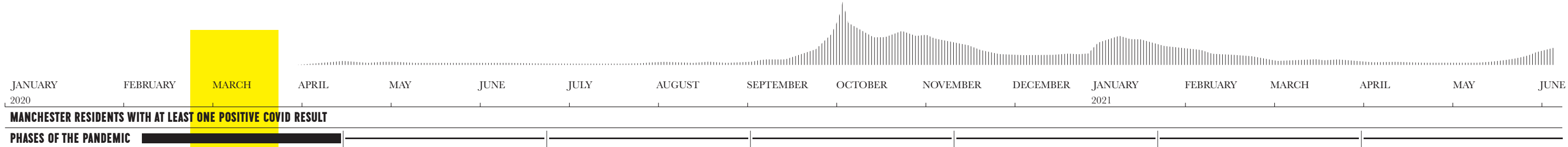
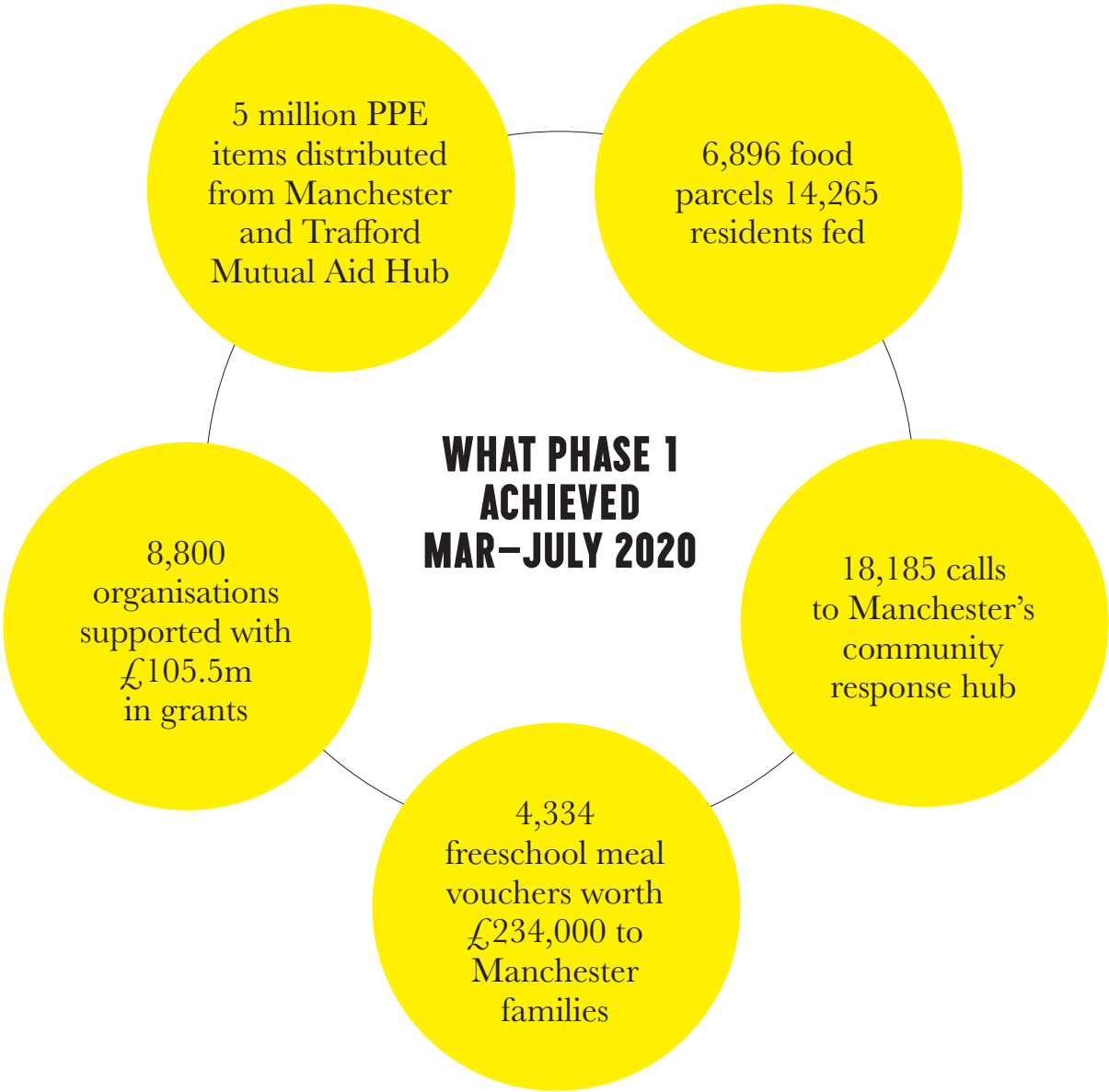


Manchester Community Response Service launched:

- Food donations and delivery
- PPE donations for care homes
- Support for the lonely
- Stay connected – help to get online
- Visit www.manchester.gov.uk/coronavirus
- Will take 17,000 calls up to mid-June.
- Volunteer staff who can't do their day-job due to lockdown.

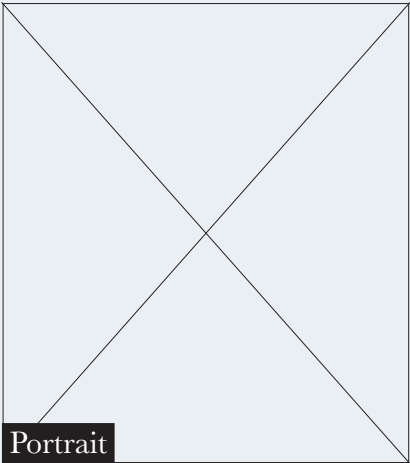
What we learnt from phase 1.

- Make communications accessible, especially for black, Asian and minority ethnic communities:
- Community leaders easily share MP4 format with audio files, easy-read graphics and subtitles on social media like WhatsApp.
- Films in 12 languages with audio- and subtitle translations and easy read graphics in MP4 files explain Covid symptoms, how to get a test and where to get help.
- 300 downloadable items in 23 languages get 2,700 visits between July and October 2020.



Long days, evenings and weekends ... getting emergency PPE to where it was needed

Tim Keeley



As the pandemic began to take hold, my manager asked for my help with “a PPE issue”. That issue turned out to be a complete breakdown of the PPE supply chain on an international scale!

Locally, that meant a potential crisis: individuals in non-hospital settings – like care homes, home care providers, GPs, council services and the voluntary and community sector – could not be guaranteed safe care. This brought a real threat of those in care being moved into hospitals already facing an overwhelming capacity crisis.

Alongside colleagues in Population Health, plus Risk, Internal Audit and Procurement, we worked up an emergency strategy – rapidly setting up logistics to get PPE to care providers and GPs.

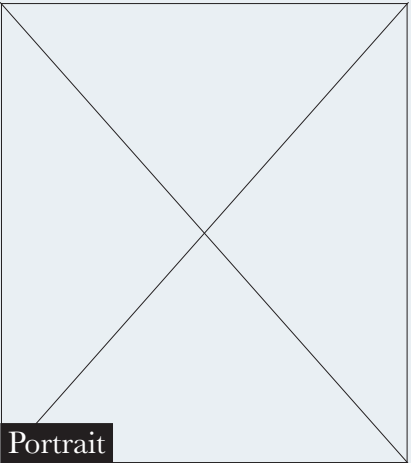
It took long days, evenings and weekends establishing a service which, up to May 2021, delivered 14 million items of vital PPE that would otherwise have been impossible to get hold of, ensuring the safe care of residents in Manchester and Trafford.

It was tough but extremely rewarding and I believe I’ve witnessed the very best in truly collaborative and supportive working, with everyone involved determined to achieve the best possible outcome.

Tim Keeley
PROGRAMME LEAD – TESTING
MANCHESTER TEST AND TRACE

‘Be Smoke Free’ goes live as first national lockdown starts!

Julie Jerram



Manchester’s new Tobacco Addiction Service was designed to be based in the community and work face to face with clients. We would treat smoking as an addiction, with appropriate medication. We also wanted our service to work in a holistic way to help smokers understand and address triggers and behaviour making it hard for them to stop.

‘Be Smoke Free’ (provided by Change, Grow, Live), went live on the 1 April 2020. Unfortunately, the first national lockdown started and in line with many other services, we were instructed not to carry out face-to-face appointments!

Early evidence coming from places like China, indicated, unsurprisingly, that smoking and smoking-related disease could be linked to worse outcomes for COVID-19. We felt that this was not the time to scale back support for smokers in Manchester.

Thanks to the expertise and flexibility of CGL we quickly designed an alternative model.

Throughout the pandemic, the Be Smoke Free team assessed and supported all patients by phone or video call, offering the same twelve-week offer of support. Dedicated nurses managed to ensure

that all clients still received a personalised package of Nicotine Replacement Therapy, by physically delivering medications to all clients’ homes, weekly.

Despite all of the challenges, the service achieved great results and “quit rates” well in excess of what we had hoped for.

Julie Jerram.
PROGRAMME LEAD, MANCHESTER
POPULATION HEALTH TEAM,

DIRECTORATE OF POPULATION HEALTH,
NURSING AND SAFEGUARDING,

MANCHESTER HEALTH AND CARE
COMMISSIONING.



Images needed

National Lockdown 1.
Supporting those who
must self-isolate.

24 MAR 2020

GM has 161 positive cases, 25 Manchester residents. A number of deaths reported by the three Manchester hospitals over the past fortnight, most GM residents.

25 MAR 2020

Prince of Wales tests positive. Prime Minister boasts he “shook hands with everybody” at a hospital.

27 MAR 2020

PM & Health Secretary test positive.

29 MAR 2020

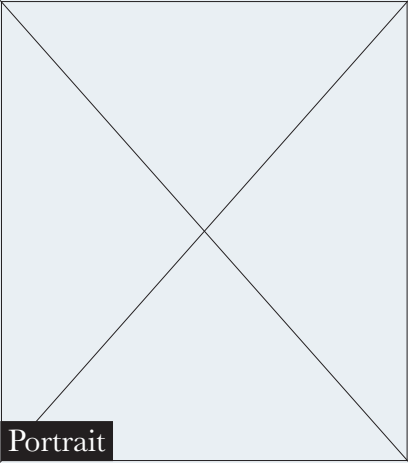
First NHS worker death.

31 MAR 2020

First child death.

Supporting the
PPE Mutual
Aid Hub

Gareth Nixon



Towards the end of March 2020, I was asked by Tim Keeley if I could lend a hand setting up a hub to support out-of-hospital care providers with emergency PPE. “It should only be for a few weeks,” he said!

Four months later, as I was moving back to my day job, I reflected on what a dynamic and interesting “few weeks” it had been.

My role had been to lead on Comms and be part of the Hub team prioritising and processing orders. I had some intense conversations with social care colleagues, voluntary sector providers,

housing, and even funeral directors.

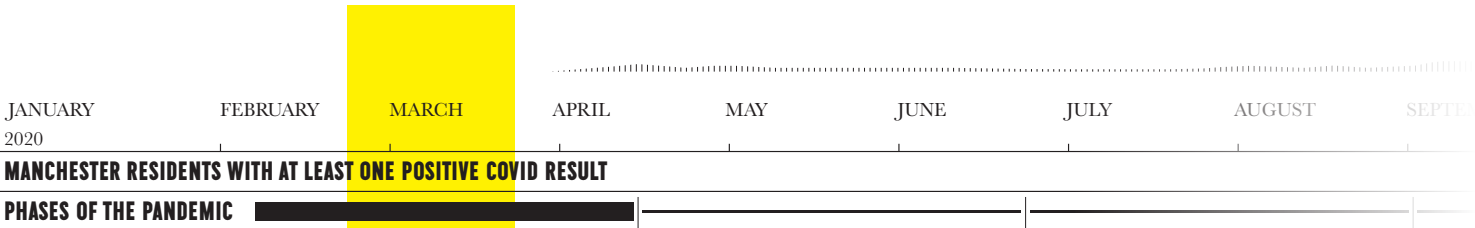
My abiding memory of the summer of 2020 is one of relationships and connecting with colleagues, a feeling that we were all in it together. I got to know some ‘stars’ from other MCC teams including Warren ‘Sid’ Siddall, and Yvonne George who was invaluable in helping me get across some key messages.

Everybody pulled together to support our communities during the pandemic and I’m extremely proud to have played a small part and working with such a great group of people.

Gareth Nixon
PROGRAMME LEAD – ACES AND TRAUMA
INFORMED PRACTICE

MANCHESTER POPULATION HEALTH TEAM

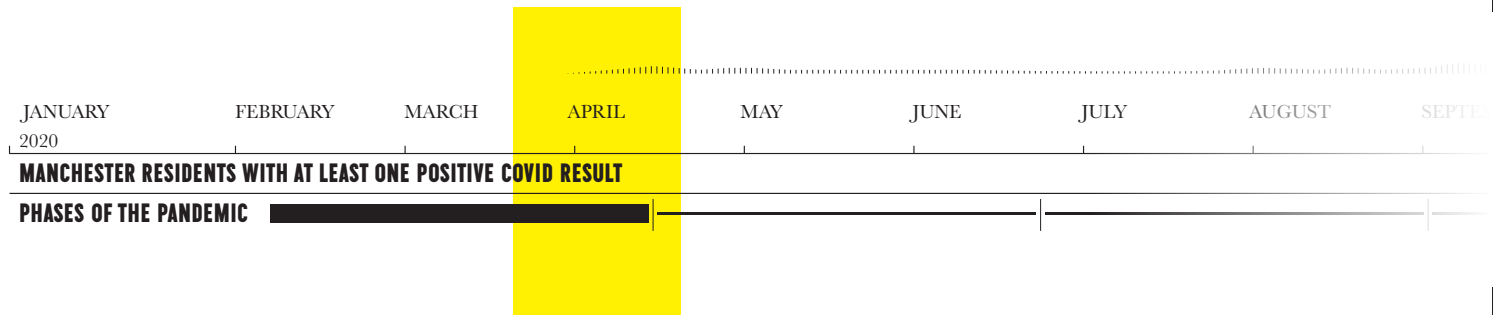
MANCHESTER HEALTH AND CARE
COMMISSIONING





THE MANCHESTER DIFFERENCE

Manchester was one of the first places in the country to have a locally developed and delivered testing site – at the Tennis Centre, Etihad Stadium. Pulled together by a Manchester team over the Easter bank holiday, it laid foundations for what became a regional testing site, making testing more accessible for local key workers before the national programme was established.

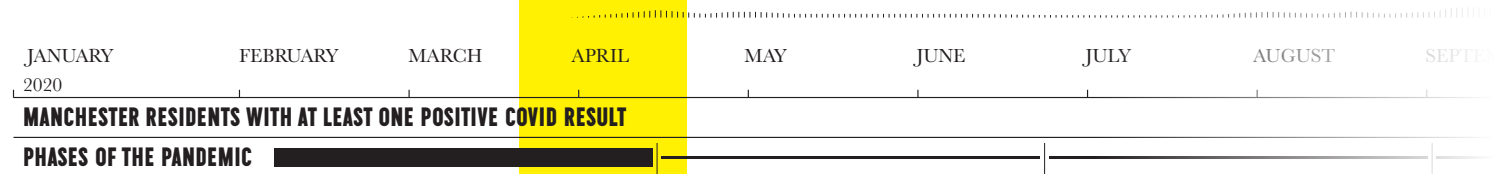


12 APR 2020

17 APR 2020

737 deaths. UK total passes 10,000. PM discharged from hospital.

2,000 care home deaths recorded. (community deaths added to count).



PERSONAL STORY

Manchester Test and Trace – a local response to protect residents and save lives

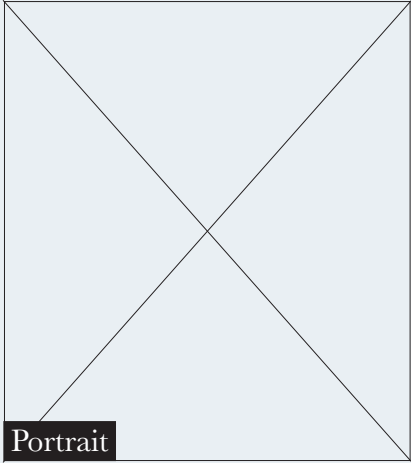
Sarah Doran

I knew early on that our existing local Infection Prevention Control team and our colleagues in health protection at Public Health England would need more capacity to respond to the challenges we were facing. Dr Cordelle Ofori led the work to set up our local testing offer and we strengthened our team by bringing in more expertise from our Population Health team, Environmental Health and NHS staff from the Manchester Local Care Organisation.

The teams worked together and formed Manchester Test

and Trace to lead COVID-19 testing, contact tracing, outbreak management, infection prevention control and self-isolation support at a local level.

It was a privilege to lead this exceptional team who have given their all to protect residents from COVID and save lives, responding quickly and professionally, setting up new and ever-changing services. This team has special qualities that got them through tough, exhausting and sad times. They respect each other, care for each other and look out for each other, exemplifying



the ‘Our Manchester approach’.

It was a real honour for Manchester Test and Trace to win our Council division’s Awards for Excellence nomination during the pandemic.

Sarah Doran

CONSULTANT IN PUBLIC HEALTH – LEAD FOR HEALTH PROTECTION AND SENIOR RESPONSIBLE OFFICER FOR MANCHESTER TEST AND TRACE

W/E 24 APR 2020

Public Health Team, with Council’s Registration and Coroner Service, build picture of deaths outside hospitals in care homes and other community settings: Estimate approx. 9% of all deaths registered in Manchester involving COVID-19 occurred outside hospital, with majority of these in care homes.

23 APR 2020

First human trials of vaccine at Oxford.

27 APR 2020

989 Manchester residents positive in hospital.

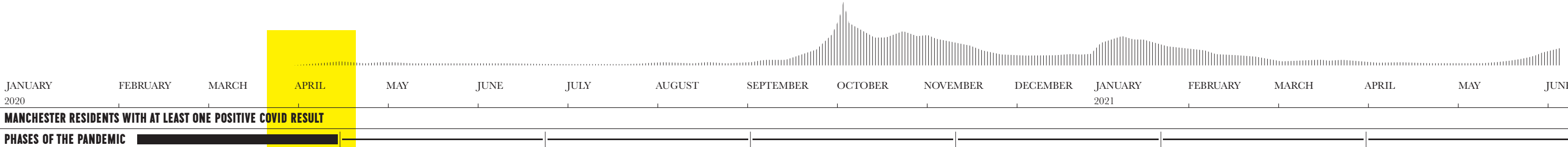
353 cumulative total of deaths reported by Manchester hospitals – includes non-Manchester residents.

30 APR 2020

PM declares “country past the peak of this disease.”

END APRIL

Council establishes workstream bringing together work to meet the needs of Manchester residents at risk and further disadvantaged by COVID-19 to make sure what we’re offering is appropriate, joined up and sustainable.



5 MAY 2020

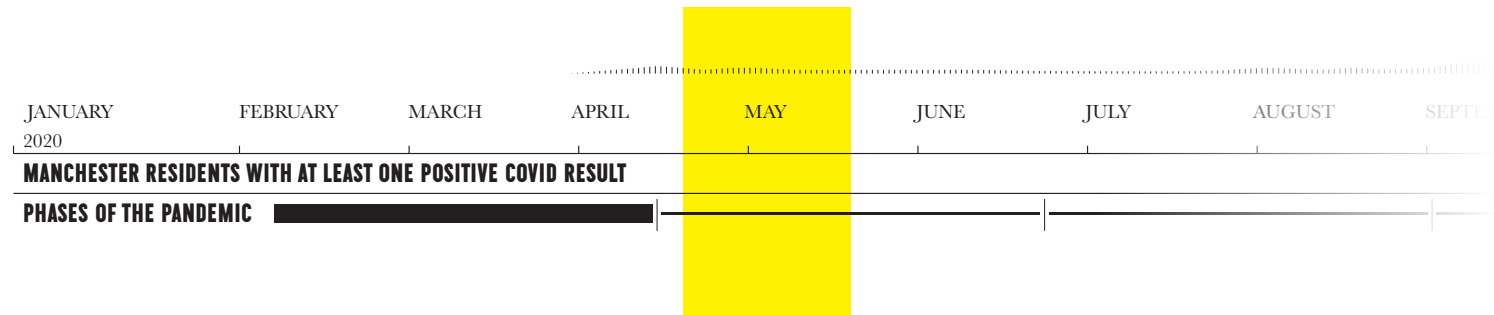
UK deaths 32,000. Europe’s highest.

10 MAY 2020

First easing of England lockdown 1. Gvt message ‘stay home’ becomes ‘stay alert’. Back to work for those who can’t WFH. Sunbathing in parks and more than one exercise outing a day.

UP TO 15 MAY

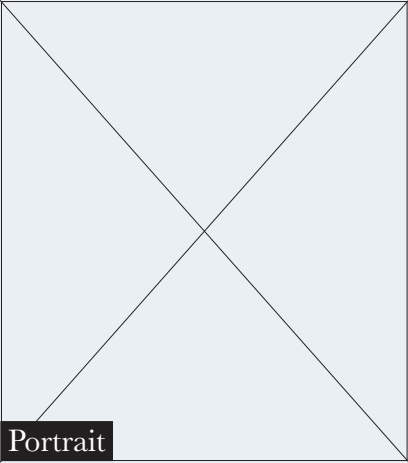
2020. 325 registered deaths involving COVID-19 amongst Manchester residents: 70, or 21.1%, in care homes.



PERSONAL STORY

Setting up local ‘complex’ contact tracing for COVID

Christine Raiswell



In early May 2020, I was asked to help to set up a contact tracing service for Manchester. National Test and Trace (T&T) was still in development and Greater Manchester was starting to build a regional version.

We needed a local service for complex contact tracing – cases that couldn’t be managed by national T&T, such as those at a high risk setting or people with difficult circumstances needing extra support.

We needed to bring together staff from different teams and organisations into one coherent service with a shared vision and understanding, as well as engaging all other support services that could help.

Having worked in public health on many different issues really helped me identify and build relationships with the right partners. For example, my previous work on domestic violence helped identify who to involve in supporting contact tracing for people in these circumstances and what some of the issues and barriers were. The trusting relationships were there – we weren’t starting from scratch.

We set up a service in quick time thanks to passionate and committed staff across organisations: MLCO sexual health contact tracers, environmental health officers supporting businesses, our own community health protection team as well as the support

of Communications and Neighbourhoods colleagues from the Council. From its inception, the service developed into a fully-fledged Test and Trace service that was recently recognised in the Council’s Awards for Excellence.

It’s one of the most challenging but rewarding things I’ve worked on – I never imagined I would be at the heart of such an historic and life changing event and am grateful to have been able to play a part.

Christine Raiswell

STRATEGIC LEAD
MANCHESTER TEST AND TRACE
MANCHESTER POPULATION HEALTH TEAM
MANCHESTER HEALTH AND CARE
COMMISSIONING

18 MAY 2020

Everyone 5yrs+ eligible for test if symptomatic.

Reports that PM’s senior aide Cummings broke lockdown rules.

25 MAY 2020

Cummings defends his behaviour as ‘reasonable’.

28 MAY 2020

Infection rate and deaths involving COVID-19 in Manchester continue falling.

1,558 confirmed cases of COVID-19 in Manchester, 284.5 per 100,000 population.

1,944 residents in care homes: 77 (3.99%) residents have tested positive and 65 (3.4%) have COVID-19 symptoms.

MCC continues support to care homes with daily contact and access to dedicated email addresses for guidance and support: Vast majority self-reporting “green” status. None reporting red and only 3 amber – same as previous week. Main issues – availability of PPE but being resolved through escalation. Other main challenge is staff shortages.

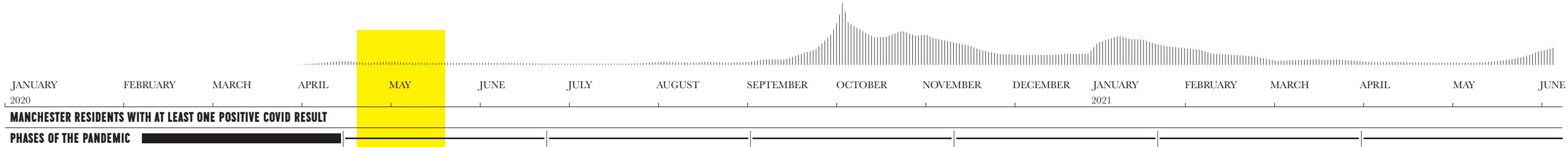
UP TO 29 MAY 2020

National contact tracing service (NHS Test and Trace) launches.

People who test positive for COVID-19 now automatically referred to the service.

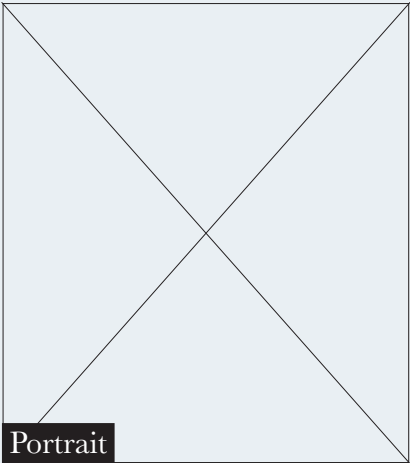
Councils start getting daily data on the number of residents who’ve been contacted.

362 registered Manchester resident deaths involving COVID-19 up to 29 May 2020. Of these 73, or 20.2% in care homes.



Support to self-isolate essential to stop the spread

Sophie Black



The instruction to self-isolate often comes out of the blue. It can be lonely and overwhelming. And as restrictions eased, and the chances of infected people mixing with others rose, the urgency of supporting those self-isolating grew.

We’ve made an immediate difference with our calls offering support to isolate – for example by ending the genuine risk of onward transmission from households who said they’d otherwise have to use taxis to shop.

Our pre-COVID roles were invaluable. For example, following my time at Age Friendly Manchester, I could consider support from an age perspective. So, our contact tracers encouraged older residents to do the ‘Super Six Strength and Balance exercises’ while isolating!

Our knowledge of key local services was also vital. Through summer 2020 we built a network of support we could call on for tailored support where necessary: from Women’s Aid to Health Visitors, from Manchester Mind to the Council’s domestic abuse advice.

This meant that from April 2021, when we took on responsibility locally to proactively call anyone who said they had a support need during their contact tracing conversation, we could tailor support for each household – 30% of which include young children, for example, and 10% of which needed interpreters.

Sophie Black
PROGRAMME LEAD – CONTACT TRACING
MANCHESTER TEST & TRACE
POPULATION HEALTH TEAM

1 JUN 2020 2 JUN 2020 2 JUN 2020

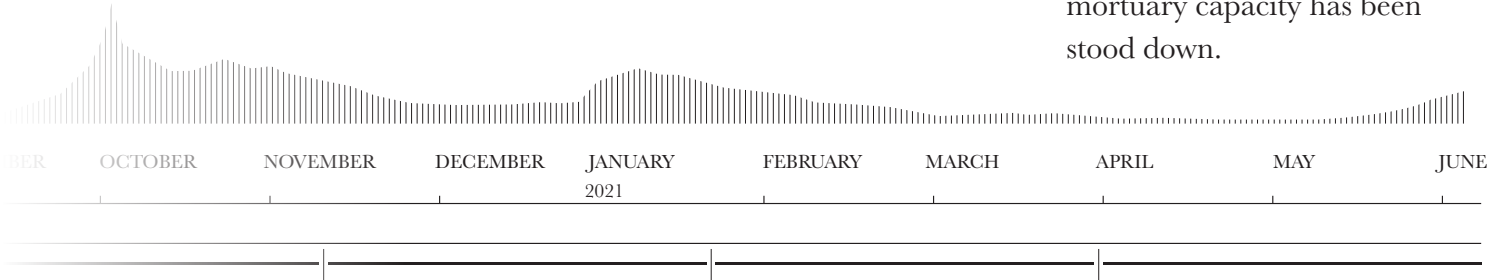
Lockdown 1 ends. Schools back for Reception, Y1 and Y6. Meeting six others from separate households outdoors allowed.

Public Health England report confirms impact of COVID-19 has replicated existing health inequalities and, in some cases, increased them, particularly in black and minority ethnic communities. Recommendations will be considered by Manchester ‘Addressing Inequalities’ workstream of the Manchester COVID-19 Response Group which will collate local data and intelligence and ensure that local action is taken across all partner agencies.

Supply of personal protective equipment (PPE) across GM improving. COVID-19 caused a huge surge in demand. Manchester and Trafford PPE hub still delivering to every service who contacts it thanks to local procurement rather than national supply chain.

As of 2 June, 2020 all out-of-hospital and primary care settings have at least a 4-day supply of PPE.

Week ending 12 JUN 2020. Infection rate and the number of deaths involving COVID-19 in Manchester continue falling from peak of 80 deaths in week ending 17 April to 9 deaths in the week ending 12 June. This reflected in the fact that there is now 48.1% capacity in Manchester hospital mortuaries and the planned additional mortuary capacity has been stood down.



13 JUN 2020

Support bubbles created for single households outdoors. [CHECK detail].

14 JUN 2020

1,671 confirmed cases of COVID-19 in Manchester – 305.1 per 100,000 population.

15 JUN 2020

Non-essential shops re-open.

16 JUN 2020

Cheap steroid Dexamethasone hailed as breakthrough to reduce deaths.

19 JUN 2020

CMO(?) downgrades alert level from 4 to 3.

20 JUN 2020

GMP announce crackdown on illegal raves.

25 JUN 2020

[from Local Prevention and response plan June 2020]

Impact of COVID-19 in Manchester significant. Up to 25 June 2020, there have been:

- 1,720 positive cases of COVID-19 identified based on tests carried out in NHS and PHE laboratories1 (314.1 per 100,000 population)
- 383 deaths involving COVID-19 in Manchester residents - just over a fifth 20.9% of all deaths registered since the beginning of 2020.

Health Secretary Hancock’s breaking of lockdown exposed by Sun newspaper.

29 JUN 2020

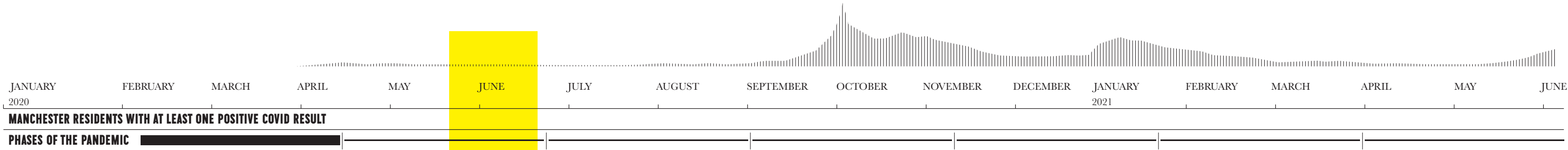
1,740 confirmed cases of COVID-19 in Manchester - 317.7 per 100,000 population.

383 registered deaths of Manchester residents involving COVID-19 (deaths occurring up to 12 June and registered up to 20 June). Of these, 76 (19.8%) in a care home.

30 JUN 2020

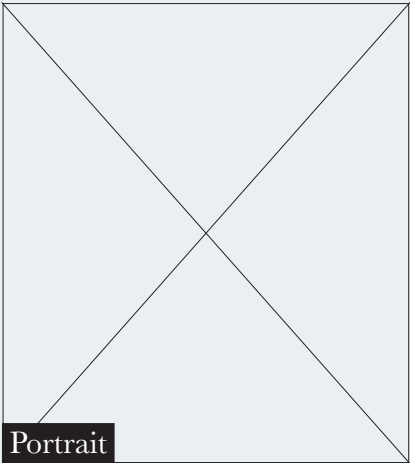
MCC Outbreak plan published.

Covers management of outbreaks in care homes, schools and the workplace. Focus on groups at particular risk, such as the homeless population.



Teams join forces to halt vast potential spread.

Brighton Karimakwenda



An outbreak in a detox facility with transient clients really put a spotlight on the collaborative working that various teams in Community Health Protection have adopted in the pandemic.

There was no testing regime at this facility, for clients or staff, because they didn't qualify for the national testing programme. So by the time an outbreak was discovered, some clients had moved on to the next part of their rehabilitation, some had been discharged. The likelihood of increased transmissions over a vast geographical spread was real, and alarming.

Working with the Test and Trace team and the commissioning manager we helped manage the situation. An outbreak control meeting organised testing while the facility agreed to close to new clients until things were back under control. We helped establish a testing regime alongside new measures for clients being admitted, which meant this important service could soon re-open safely.

Brighton Karimakwenda
HEALTH PROTECTION PRACTITIONER
COMMUNITY HEALTH PROTECTION TEAM
MANCHESTER POPULATION HEALTH TEAM
MANCHESTER HEALTH AND CARE COMMISSIONING

Restrictions eased.

City moves into recovery. Staff returning to main roles. Longer-term future of the hub explored.

As lockdown is eased, need to shift focus of local COVID-19 monitoring systems towards the early identification of an emerging 'second wave' of coronavirus in Manchester.

4 JUL 2020

Restrictions eased for hospitality and weddings in England. Cinemas, hairdressers open.

Eight libraries reopen 3 days a week, 4 hours a day. By mid-month:

4,097 visits. 6,000+ books issued and 831 PC bookings, 1,874 calls to the library – 1,541 F2F enquiries.

Challenges

- Make sure people keep following the guidance – life is NOT back to normal!
- Support the city's reopening – our businesses and retailers.

Supporting our residents

- Over-70s and those (?shielding) digitally contacted with support to get online.

Supporting our city

- Safety and PHE messages on high streets – strongly branded.
- 'Welcome Back' campaign supports city centre businesses, schools and other strands of daily life, AND helps tackle loneliness.

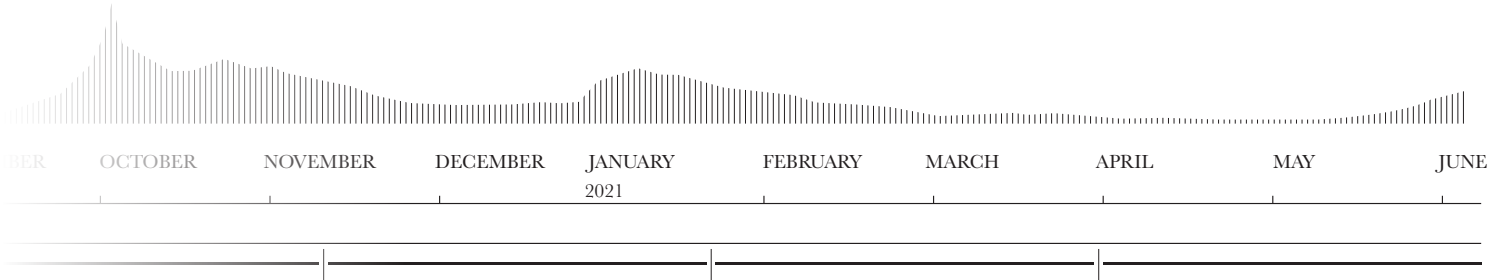
Working together

- Translated and accessible versions of our materials shared with partners.
- Community networks grown.

Supporting our businesses

- Government support grants for local businesses set up, administered and communicated.
- Welcome back materials for employers and staff support public health messages and local outbreaks.

Key messages: Stay safe. Wash your hands. Social distancing. Stay home. Work from home. Limit travel. Food donations and delivery. PPE donations for care homes. Stay connected – help to get online. Welcome Back Manchester – Mcr Hug.





Community Hub

Food help and other support publicised on social media and print in 21 different languages plus Braille and a British Sign Language video. These assets shared with community groups.

Intelligence from hub gives us better understanding of demand, driving conversations with food banks and other VCSE and support organisations on their future offer:

Neighbourhood-led approach key part in response: recognising strengths in local assets.

Response led by group of professionals who know the area and have built strong relationships enabling them to connect residents to local assets.

Working in this way means a joined-up approach, reduced duplication and supported the development.

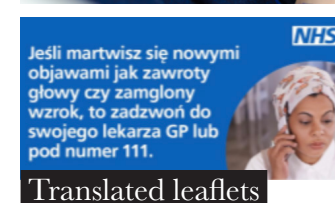
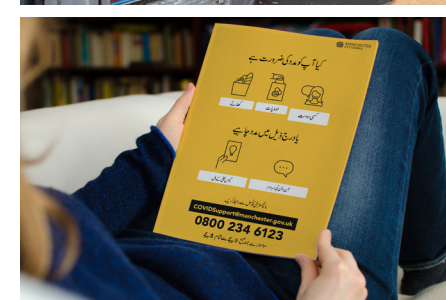
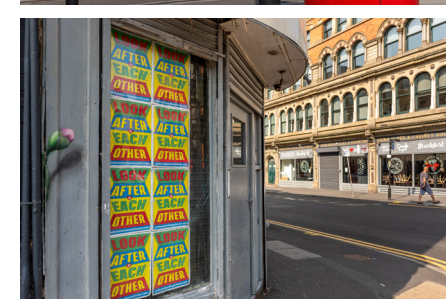
Welcome Back Manchester campaign.

Welcomebackmanchester.com campaign mini-site hosts campaign materials for downloaded and sharing:

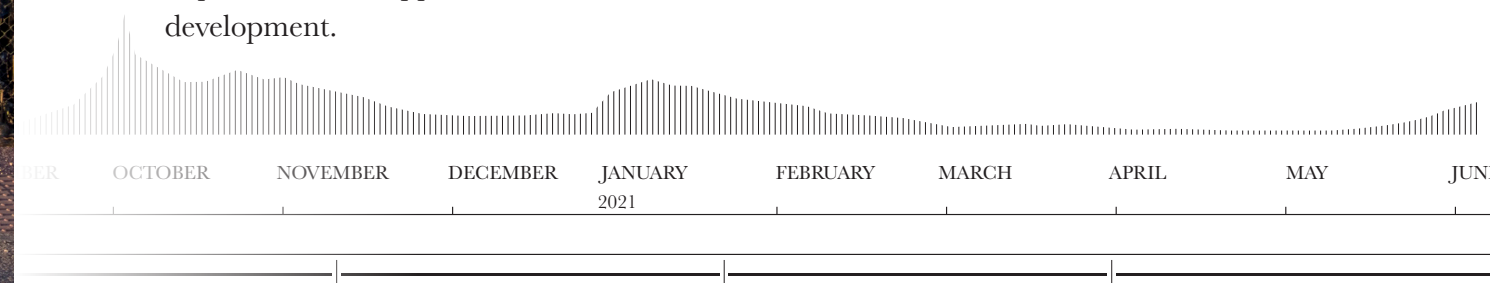
4,213 total views.

1,561 views on the download page.

Total cost: £150 a year plus 20 hours officer time.



Translated leaflets



11 JUL 2020

Government contact all shielded people to inform them of changes and asking them to contact their council if they need support after 31 July. MCC to follow up with letter to the 2,200 most affected to make sure they're signposted to the most appropriate support.

16 JUL 2020

Infection rate and deaths involving COVID-19 in Manchester continue falling, from peak of the week ending 17 April 2020: 2,983 confirmed cases in Manchester – 544.7 per 100,000 population.

401 registered deaths of Manchester residents involving COVID-19. Of these, 78 deaths (19.5 %) in a care home.

17 JUL 2020

Letter to be sent by 17 July to 3,200 unpaid carers. Uptake assistance for unpaid carers lower than expected. Digital exclusion 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.

Community Response Hub and Neighbourhood teams made aware of the support and applications increase.

Domestic violence presentations nearly doubled over lockdown:

- March average: 10.2 presentations a week.
- Over June 19.9 on average a week.
- Last week 17 people presented to the service for this reason.

PERSONAL STORY

Wide web of support thanks to close-knit community

Charli Dickenson

Portrait

Because they're grounded in local communities, our community-led Initiatives at Winning Hearts and Minds really helped us support people when COVID struck.

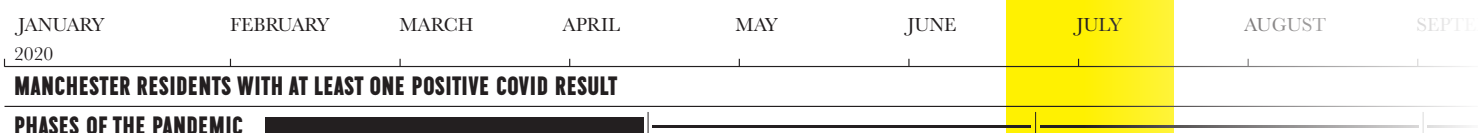
I saw the positive impact going way beyond the enjoyable activities that first attract people to join us – in this case knitting packs and online sessions designed to support people's mental wellbeing.

A woman who had experienced domestic abuse was referred to the project by her GP. Having joined, she felt able to open a wider conversation about her needs, and we were able to connect her to other local people and projects providing

practical help. Between us and the local church, the Lalley Centre, and the Council's Digital Inclusion team, we supported her with a whole range of things from a laptop, furniture, and activities to do with her children.

This left her GP in a better position to help with specific health needs, thanks to our support with those many other factors.

Charli Dickenson
**WINNING HEARTS AND MINDS PROGRAMME
MANAGER**



Equality

w/c JUL 2020. Detailed planning in response to Publication of GM Big Disability Survey. First meeting? of MHCC Covid-19 Health Equity Group to help Council and MHCC harmonise approaches. Publication of the Greater Manchester Big Disability Survey – disabled residents across GM report experiences of COVID services and info. Conversation between MCC and GM Disability Panel to prioritise activity in response to survey.

21 JUL 2020

New model for whole-care home testing and repeat testing from mid-July: all care homes can access testing through the Manchester Testing Hub. Weekday daily ring-around to 218 services providing care and support continues to identify pressures and provide the response and support required to maintain continuity of care and, where possible help providers to self-manage any outbreaks. 91 care homes recorded by CQC in Manchester – contact made through daily ring-around to 81 (remaining 10 combination of empty homes, MFT or MLCO/ MCC direct provision and a children’s service with CQC registration). Engagement and daily contact with care providers allows the Manchester health

and social care system to gather intelligence about available capacity and whether any service users or staff have symptoms of COVID-19 and are being isolated or have tested positive. Across all providers, vast majority are self-reporting as green. Within the self-reported position, care homes are reporting 3 amber and no red. Care Homes continue to be supported by the Community Infection Control Team including managing outbreaks, risk assessments, and ensuring basic infection control measures. Over 421,000 items of PPE now delivered to Care Homes by the mutual aid hub.

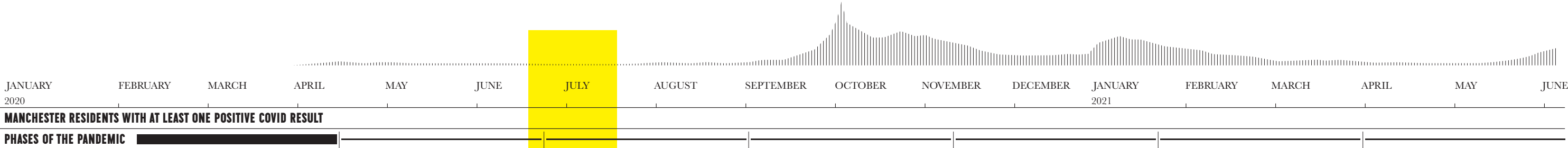
24 JUL 2020

Face coverings mandatory in shops in England. £100 fine for failing.

29 JUL 2020

Case numbers in the north west and GM continue to rise, and infection control restrictions remain in Greater Manchester with more stringent measures introduced in Bolton. Manchester household and community transmission seems main cause of new infections, with new cases spread across the city: 62.8 cases per 100,000 people – about 50 new cases each day. No significant outbreaks or clusters. Many problems with testing arrangements highlighted in national media. Seven sites in the city where residents can get a swab test – not yet at capacity. Schools successfully open at

start of the new term. Priority is to make sure schools are well supported if students or staff have the disease. Concern at possible transmission among returning university students. Work underway with the Council, police and universities to see how on-campus and off-campus incidents could best be contained. Community engagement helping residents understand how best to protect themselves, providing opportunity to get good public health messages to large number of people. Covid Hotels: Six hotels providing ‘Everybody In’ accommodation now closed with residents supported to move on. Challenge of moving people on remains.



30 JULY 2020

Lockdown easing delayed for GM. New local restrictions ‘due to cases spike’.

Late-night Tweet from Health Secretary Hancock announces local lockdown for parts of North including Greater Manchester: ban from indoors mixing with other households.

PERSONAL STORY

Julie learns from lockdown chats with homeless smokers

Julie Jerram,

At the start of the pandemic, GMCA provided accommodation for people without a place to live.

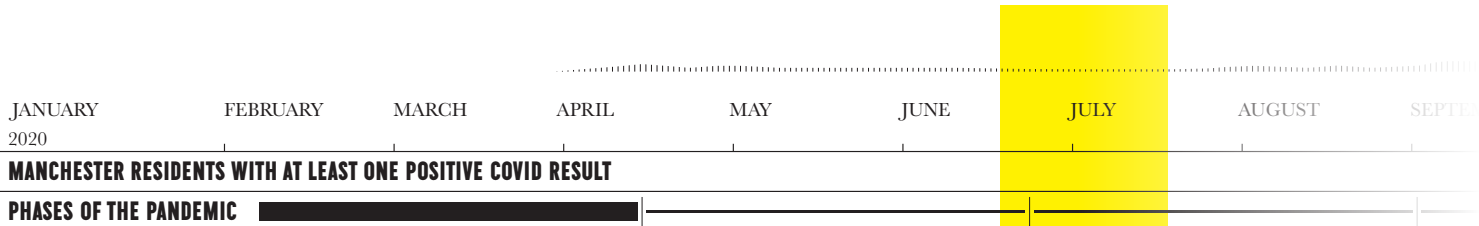
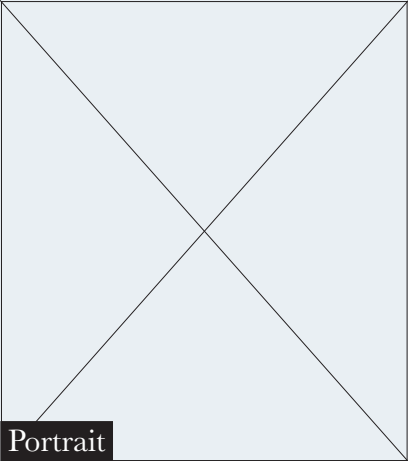
Around 60-70% of people who are homeless do smoke and some were actually smoking inside because rules said they weren’t allowed outside for more than an hour a day at that time. This was unsafe and broke the law. Population Health teams at GM’s Health and Social Care Partnership and the Council saw an opportunity to support residents not to smoke. We thought that a safe, effective way to do this was to give residents who were smokers a free electronic cigarette.

As Tobacco Control Lead for Manchester Population Health team, I volunteered to help

distribute the electronic devices. I visited hotels regularly through the first lockdown and not only gave out E-cigarettes but used the opportunity to talk to residents about how, when and why they’d started to smoke. The project also gave me an opportunity to monitor the effectiveness of devices: did residents like using them, and had they helped them not to smoke.

Some of the conversations I had, and the real desire of many residents to improve their own health and wellbeing, will be something I’ll never forget.

Julie Jerram,
PROGRAMME LEAD,
MANCHESTER POPULATION HEALTH.



Extra restrictions for Greater Manchester

2 AUG 2020

‘Major incident’ declared for Greater Manchester – reflects need for enhanced action.

3 AUG 2020

Government’s Eat Out to Help Out scheme – half-price meals.

17 AUG 2020

Government U-turn on GCSE and A-level results which WILL now be based on teacher assessment.

28 AUG 2020

Government shielding programme ended end of July. c2,000 residents getting national Government food parcels led to a small increase in demand.

Calling c2,000 residents getting food parcels at the end of July to ensure appropriate food offer: 565 contacted – no additional resources to support this. All have had Gvt and MCC letter to say how to get support needed. Work ongoing with food orgs to plan for transition back to a community model with the right level of resource & support.

Domestic Violence & Abuse calls into helplines still higher than pre-lockdown (88 last week w/e 28/8). Visits to the EndTheFear website drop slightly over recent weeks to over 400 pw: 73% relate to refuge accommodation. 28% featured people affected by immigration control.

Referrals to Multi-Agency Risk Assessment Conferences [MARAC] and Independent Domestic Violence Advisory Service remain high as does waiting list for support. Refuge accommodation remains limited.

Uptake of Local Welfare assistance for unpaid carers lower than expected: £24,494 paid to 195 carers to w/e 28/8

PERSONAL STORY

Local contact tracing catches thousands of “not followed up” contacts

Sophie Black

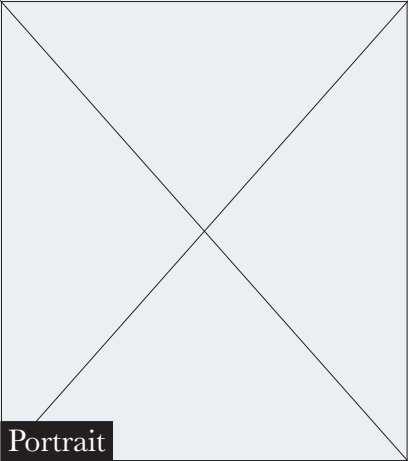
In August 2020, we got the call to launch a new arm of local contract tracing – with a two week turnaround! This is the service getting daily lists of residents who have not engaged with the national NHS Test and Trace service within 24 hours of testing positive.

Setting up in such a short time meant creating brand new roles for council staff and reorganising our contact tracing team. We had to plug into and learn national IT systems; data protection sign-off, and modelling data and intelligence to anticipate demand.

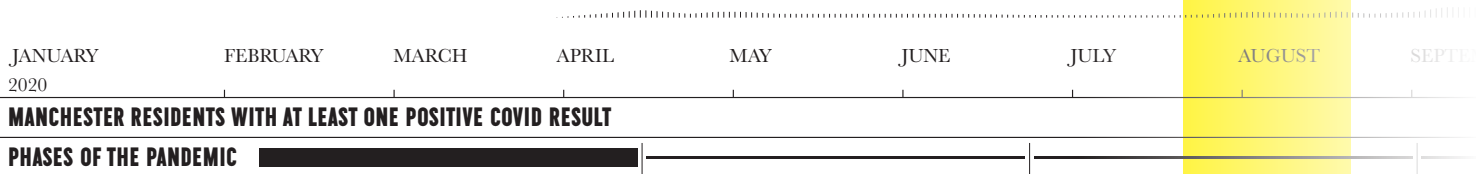
We use a range of communications: phone calls, texts, letters and door knocking, clearly identifying ourselves as the local Test and Trace team to get people’s trust.

Nine months later, we’d reached and successfully traced over 4,500 residents who otherwise would have been left as “failed-to-follow-up” by the national service.

Sophie Black
PROGRAMME LEAD – CONTACT TRACING
MANCHESTER TEST & TRACE
POPULATION HEALTH TEAM



Portrait



Avoid a local lockdown – DO YOUR BIT

Challenges

- Avoiding a local lockdown
- Safe reopening of schools and universities
- Test, Trace and Isolate advice and app.

Supporting our residents

- Raising awareness of the NHS Test and Trace mobile app.

Supporting our city

- Targeted communications to specific high-risk groups based on public health data:
 - 16-25 year-olds and students.
 - Communities around religious holidays.

Working together

- Creating resources for community groups and partners to share
- Joined up approach with other councils to engage the Jewish community

Supporting our businesses

- Ensuring the business community (especially hospitality) understand their role around test & trace, isolation, enforcement of restrictions.

Key messages

Act now, do your bit to avoid a local lockdown. Hands Face Space. Test, Trace and Self-Isolate if you have symptoms. NHS services like GPs still available to support public with non-COVID conditions. Get the NHS app. Celebrate safely, follow the guidance. Rule of 6.

Working with culture and hospitality

Challenges

- Making sure pubs, bars and restaurants are run safely.
- Making sure venues stick to relevant government COVID guidance.
- Supporting rollout of the NHS COVID app.
- Making sure people stick to COVID guidance when they're out.

Supporting our residents

- Raising awareness of the NHS test and trace app and the venue check-in facility in use
- Create information for the public about the safety measures they should expect from establishments they are visiting

Supporting our city

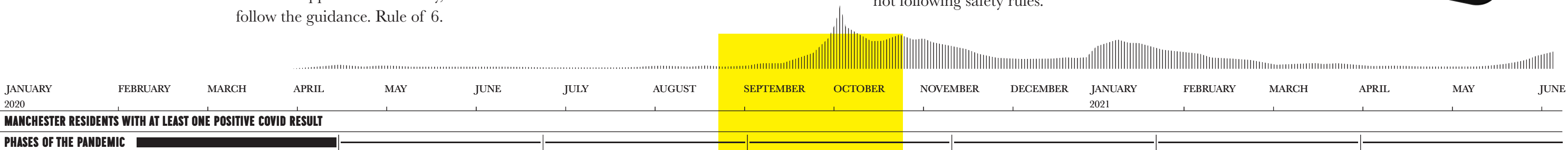
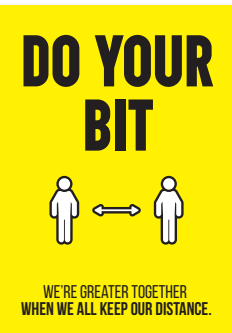
- Create information to advise businesses on what measures to put in place in order to operate in a Covid compliant way

Working together

- Developing sector specific messaging alongside partners and MCC teams (Cityco, Licensing, Enforcement) • Working with partners and MCC teams to understand pressure points • Sharing messages across networks

Key Messages:

- COVID's on the rise. Follow these guidelines to run COVID-secure.
- Stay safe in pubs, bars and restaurants – checking they have the right measures in place
- Report concerns about places not following safety rules.

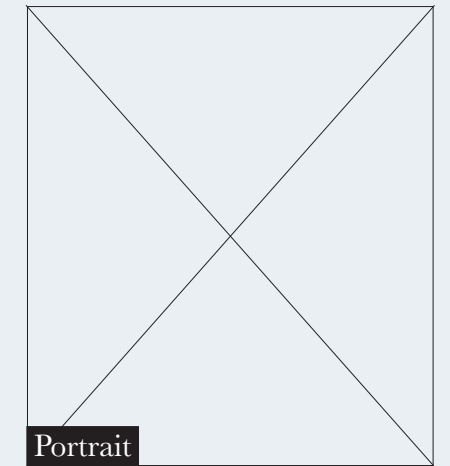




PERSONAL STORY

Substance misuse support for people who sleep rough

Lindsay Laidlaw



COVID restrictions did not stop drug and alcohol services accepting referrals or providing treatment to this highly vulnerable group at such a critical time.

Services for people with opiate dependency – like community pharmacies for prescriptions, needle and syringe programmes (NSP) and wider treatment support services – became harder to get and to give, posing additional risk for those needing daily medically assisted treatment (MAT) and clean injecting equipment to prevent blood-borne viruses.

We changed our support for people who sleep rough and

who inject drugs. With our community treatment provider Change Grow Live, we came up with new ways to support those most affected: we moved casework online and worked remotely, assessing each individuals' risks. We took our harm reduction advice into temporary accommodation and offered remote and postal needle and syringe programmes. We delivered safe storage 'lock boxes' and mobile phones and increased distribution of medication to block the effects of opioids, backed up with staff training.

All of this took a much more aligned approach from

commissioners in public health, substance misuse and mental health services, and homelessness support services; a positive development that will continue to underpin future relationships and joint working.

Lindsay Laidlaw
**COMMISSIONING MANAGER
POPULATION HEALTH TEAM
MANCHESTER HEALTH & CARE
COMMISSIONING**

Engagement in our
neighbourhoods

Proud of our city’s cultural diversity, we work with community partners on communications about celebrating religious festivals such as Eid safely, minimizing risk to vulnerable members of the community.

Supporting our residents

Stay safe information in 13 languages and accessible formats on celebrating religious festivals safely.

Supporting our city

Work with community leaders sharing messaging through mosques, community radio and outdoor digital screens.

Working together

Council, NHS and voluntary sector organisations share messages across networks, using translations to reach vulnerable people through the NHS text messaging service – part of wider door-to-door and engagement exercises, called ‘Every Contact Counts’.

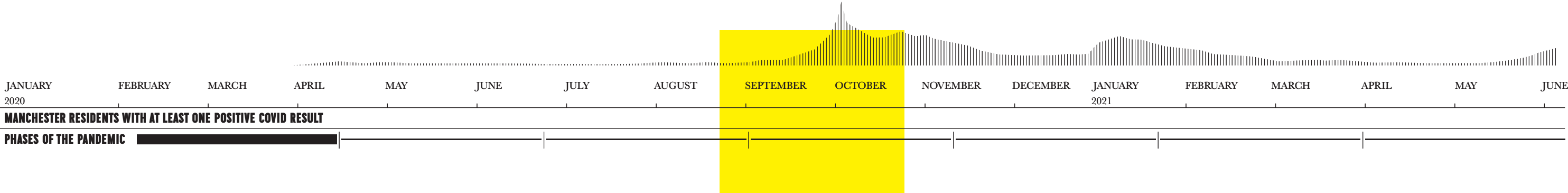
Results

- 9,000 contacts a week from Health and Council teams talking to residents or door-knocking.
- Feedback shows residents very receptive.
- Visits to Friday prayers at mosques and information sharing with other places of worship.

- Over 200 businesses spoken to by neighbourhood teams, councillors and local trade associations.
- Around 600 visitors communicated with
- Over 300 leaflets distributed
- Work with schools, parents and children, reaching 120 families.

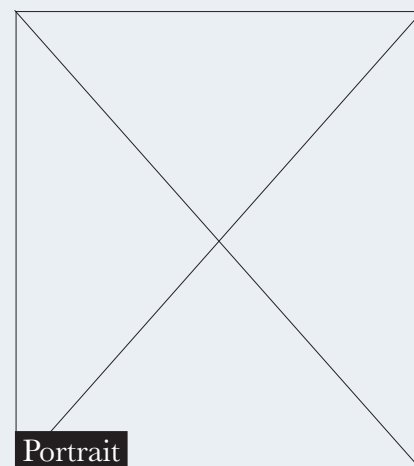
What we learnt from phase 3

- With all GM in additional restrictions, working together is key.
- Toolkits for community contacts are well received and shared.
- New approach to communications is needed. People are tiring of instructional communications. COVID rates are increasing across the north. Manchester Hearts and Minds campaign will tell real stories of Manchester people and how COVID’s affected them and their hopes for the future.



Re-discovering the voice of older people – online

Dave Thorley



Every two months since 2004 The Age Friendly Manchester (AFM) Older People’s Board has met as the representative voice of older people, shaping policies and responses to an ageing population.

But those meetings came to an abrupt halt when COVID struck – many members lacked the experience or the kit to switch from physical to video meetings showed that members felt isolated and concerned about COVID’s impact on older people and their negative portrayal in the media.

At the same time the Board lost its ability to speak up on older people’s behalf.

The AFM team moved quickly, supporting members to get digital devices up and running with trial events to boost confidence with video conferencing. Bi-monthly business meetings soon resumed on Zoom, with informal meetings in between. The Board could now come together to set out recovery priorities for older people which were unanimously adopted by the Council.

The AFM team were so happy to see Board members for the first time in months, not just from a work perspective, but also because we’d missed them as people we’ve grown close to.

Members had clearly felt that loss of contact too and our first meeting was quite emotional.

Having the Board up and running made us feel we could really do something to help in the crisis. Sometimes it’s been a place for members to share and get support if they’re going through a difficult time. It’s also been a springboard for some who’ve gone on to speak at digital conferences and meetings on subjects such as climate change, Black Lives Matter, and cultural recovery.

Dave Thorley
PROGRAMME LEAD
AGE-FRIENDLY MANCHESTER
MANCHESTER POPULATION HEALTH TEAM
MANCHESTER HEALTH AND CARE
COMMISSIONING

SEPT-OCT 2020 PANDEMIC PHASE 3

Second peak – restrictions

8 SEPT 2020

Health Secretary warns of second peak: “concerning rise in cases”

New restrictions for worse affected areas in England expected.

Test and Trace Payment Scheme – new fund to support individuals on low income (UC or tax credit recipients) to self-isolate announced. awaiting details from govt before payments can be made.

In light of rising infections, a scenario-planning workshop arranged with the Residents At Risk Group for 14 October to work through what the scenarios might be, changes in circumstances and the potential longer-term impacts.

DV&Abuse providers continue to meet demand and adapt to new restrictions as quickly as possible to ensure safety for staff and users.

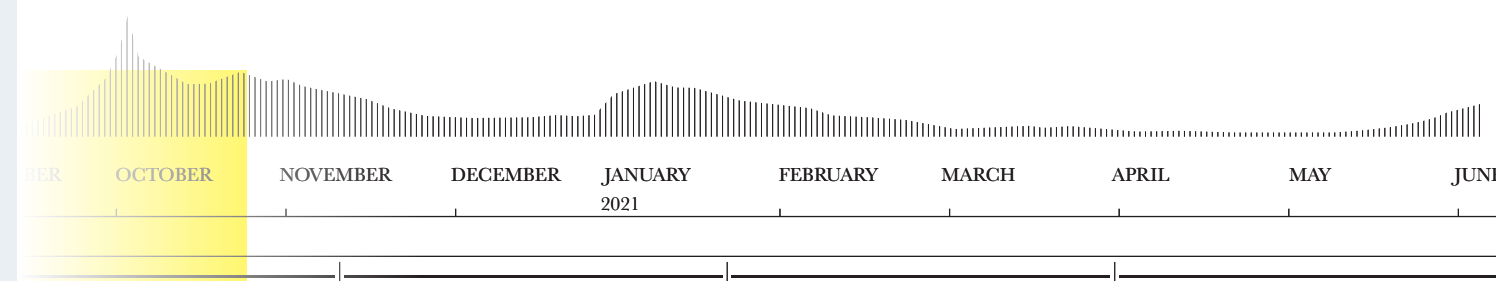
Uptake of Local Welfare assistance for unpaid carers lower than expected: £34,264 to 259 carers to date out of an identified ‘carers’ budget of £100k. 8 SEPT – indicates progress.

14 SEPT 2020

Rule of 6 for social gatherings.

15 SEPT 2020

Storm Christophe threatens to flood parts of the city.



STORM CHRISTOPHE + COVID: A PERFECT STORM RESPONSE

January’s lockdown saw Manchester leading the evacuation of thousands of homes as flooding struck the Mersey basin.

credit?

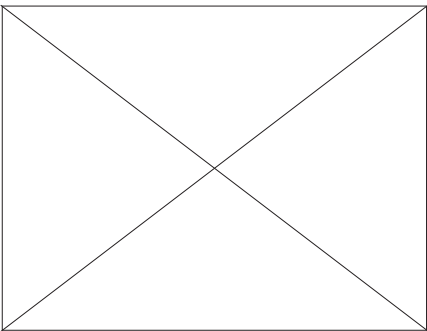
We’d already updated the GM evacuation plan to take account of COVID-19. Safeguarding life remains the priority of all emergency response, and where there’s an imminent threat to life from not evacuating, the priority is to evacuate safely and accept the COVID-transmission risk. In this case, we had time to plan a COVID-secure evacuation.

With high local COVID rates and lockdown in place, we

decided against giving residents the usual advice: shelter with family and friends. Instead we would evacuate using COVID-secure transport to various hotels and rest centres, depending on people’s needs.

Making this a COVID-secure evacuation was challenging given that Manchester Test and Trace were already overseeing 136 settings with cases in 65 clusters and 30 outbreaks. The

Public Health Knowledge and Intelligence Team interrogated Public Health England COVID datasets to identify residents at high risk of infecting others.



The area housed some vulnerable residents: a centre supporting people who are homeless, a supported living scheme and a hotel for people seeking asylum. And there was added complexity: an ongoing COVID outbreak at the hotel for asylum seekers also had to be managed throughout the evacuation.

We knew that clinically and extremely clinically vulnerable groups would need separate accommodation from residents at high risk of infecting others ie COVID-positive or self-isolating due to a recent positive test result, symptoms of COVID or close contact with a confirmed case.

We secured three hotels:

- Hotel A for individuals and households at high risk of infecting others
- Hotel B for residents in clinically extremely vulnerable groups (high risk) and clinically vulnerable groups (moderate risk)
- Hotel C for residents seeking asylum living in the hotel housing (with an ongoing outbreak)

We also established a COVID-secure reception centre with checks for residents before they came in, social distancing, face coverings and contact details

collected for any future contact tracing.

We encouraged residents who were COVID-symptomatic without a test result (ie not on COVID databases) to contact the Council to arrange their hotel evacuation accommodation.

We worked with Neighbourhood and Communications teams to agree approaches for sharing information with clinically extremely vulnerable residents and those isolating because of COVID.

Manchester Test and Trace Central Coordination Team phoned and texted residents who were COVID-isolating to alert them to the evacuation risk, checking they were well enough to evacuate and providing clinical advice. We gave them details of Hotel A and offered COVID-secure transport.

We evacuated clinically vulnerable and extremely vulnerable groups to Hotel B. Residents seeking asylum living at the hotel with an ongoing outbreak were evacuated to Hotel C.

We found 24-hour placements for housebound residents with complex health and social care needs.

Other residents were evacuated to the COVID-secure reception centre.

A fantastic range of skills, knowledge, experience and expertise came together for this: Public Health England, Manchester Test and Trace, Public Health Knowledge and Intelligence, Communications, Neighbourhood and Adult Social Care Teams, working with GM Resilience Teams, Environment Agency and Emergency Services.

The COVID-secure evacuations were successful. There were no reported cases of COVID in residents who used the reception centre or stayed in the hotels used for clinically vulnerable and extremely clinically vulnerable groups following the evacuation.

17 SEPT 2020

Dido Harding denies National Test and Trace is failing.

22 SEPT 2020

PM gives 2 days’ notice of new restrictions on pubs and restaurants: 10pm curfew.

24 SEPT 2020

6,634 new cases reported – highest since start of outbreak.

1,700 students told to self-isolate after 127+ positive tests in halls.

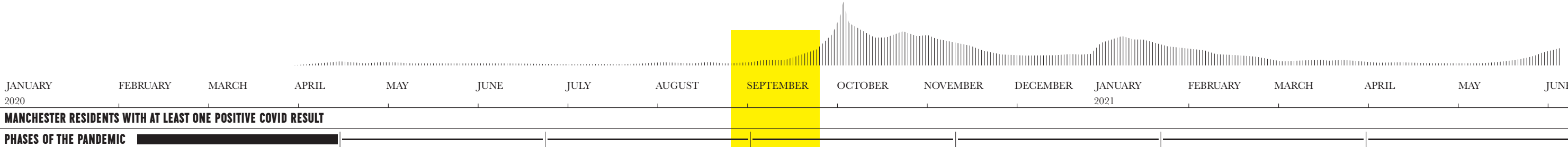
24 SEPT 2020

DV&A Recovery plans reviewed – providers in a position either to move forward further towards BAU or back into emergency modes of delivery should need arise.

2 OCT 2020

Manchester has the highest rate of COVID in the country in the 7 days up to and including 2 October 2020 (552 per 100,000 population). New cases more than double the previous 7-day period and this increase is driven by cases in the 17-21 (higher education) age group.

Online university learning took effect from 7 October and decision made to continue until rates reduce.



UNIVERSITIES – AN OBJECT LESSON IN LOCAL OUTBREAK CONTROL

credit?

Three large outbreaks in student accommodation were managed thanks to close working with the University of Manchester, Manchester Metropolitan University, Unite student accommodation and Public Health England.

Manchester's very large 80,000-plus student population is well integrated into the wider community, and Manchester Met students returned earlier than others in England (from late August onwards) so Manchester was at the forefront of this phase of the pandemic.

Preparation

We developed plans and safety measures with University of Manchester and Manchester Metropolitan University including:



- COVID-secure campuses
- Managing arrivals into student halls of residence in COVID-secure way
- Local testing sites near student areas
- Adapting the ‘freshers’ period to allow for a more staggered and socially distanced return with virtual events
- Extensive communications and engagements
- A blend of virtual and on-campus teaching with 25-30 students in study groups rather than 300-plus, with plans to switch quickly to online learning if students needed to isolate or cases increased
- Support for students needing to self-isolate
- Attendance and engagement monitoring using the Safezone app
- Daily multi-agency tactical meetings with the universities and partners including the police
- Community night-time patrols.

Assessment

In the week up to and including 2 October 2020, Manchester had the highest incidence rate of COVID in the country (552 per 100,000 population). New cases were more than double

the previous seven-day period – driven by a growing number of cases in the 17-21 (student) age group.

The incidence rate in this age group (3,264 per 100,000) was nearly six times higher than the rate in the population as a whole. By 5 October, over 2,000 students had tested positive, with thousands self-isolating as contacts.

There were three significant outbreaks affecting students living in halls of residence and purpose-built student housing. We were concerned that there may be transmission from the student population into the communities students live in, which have high levels of deprivation and poor health.

Ooubreak control

All three outbreaks had a formal Outbreak Control Team process led by the Director of Public Health, Consultant in Public Health, Public Health England and representatives from the universities and communications leads.

Communication

Communication with students gave information about the outbreak, support to isolate,

including getting food and essentials, mental health support and testing arrangements. Communication with others was essential and included briefings with local councillors and information for university staff and local residents. There was also significant national and local media attention to be managed.

Response

At Birley Fields campus and Cambridge Halls:

With high and rapidly rising case numbers in these halls of residence we asked all students to self-isolate for 14 days to control the spread.

We quickly developed and ran a national pilot, delivering testing kits to all students in a COVID-secure way. Control measures also included more effective management of the halls themselves, with better social distancing amongst the students and tailored support for everyone’s mental health and wellbeing.

At Unite student accommodation

We extended the testing pilot from Birley and Cambridge here and opened a mobile testing unit next to the blocks with the

highest case numbers.

Mass testing meant we identified asymptomatic cases so that they and their contacts could self-isolate to cut asymptomatic transmission.

University of Manchester Fallowfield campus

Peaking on September 29 and 30, we saw the university’s highest number of cases concentrated in self-catered shared flats at Oak House and Unsworth Park on the Fallowfield campus. The Outbreak Control Team agreed a ‘contain’ strategy for this campus including mass testing.

Because of the very high risk of further transmission and potentially devastating impact on the university and wider community the Director of Public Health, his senior team and the Chief Executive of the City Council in partnership with the two universities, supported by Public Health England, all kept the control measures under review.

From October 7 it was agreed to move to online learning only for most courses, in line with guidance from the DfE. Face-to-face teaching would only happen

for accredited and professional programmes, for on-campus laboratory research and practical work, and for clinical and practice-based teaching.

Outcome

By early November student case numbers would be falling. Our response to the outbreaks and control measures worked well and reduced local rates, albeit at the cost of some student unrest at the two halls of residence asked to isolate at Manchester Met.



COVID alert tiers
Manchester placed in HIGH alert – then GM placed in VERY HIGH alert.

Key focus: self-isolation and grants, and rules around household mixing.

CHALLENGES

Tier system introduced across the country. Manchester in HIGH alert. GM then placed quickly in VERY HIGH alert as cases rise. Media attention on Greater Manchester as leaders lobby Government.

Need to make sure people understand Tier 3 and can get support such as self-isolation grants.

Supporting our residents

- Debt, bills, and borrowing advice as households come off furlough and redundancies rise.

Supporting our city

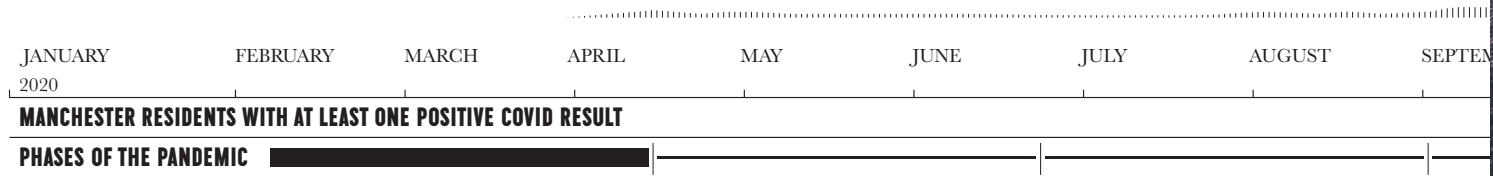
- Targeted digital campaign for young people on risks of gatherings and house parties.

Supporting our businesses

- Communicating changes to Government support for businesses.
- Advice for businesses on Local Restriction Support Grants.

Key messages

Wash your hands, social distancing, get tested. What you can and can't do in law – Tier 3. Pubs closed, restaurants and retail open. Look after each other. Get the app, get a test. Celebrate at home – don't mix households.



Risk-aversion won't stymie Crumpsall rebuild: Jo has the evidence

Jo Hobbs

North Manchester General Hospital is to be transformed into a state-of-the-art 'health campus' bringing world-class facilities alongside new homes, local jobs, and public spaces.

This is a once-in-a-generation multi-million-pound project to improve health and wellbeing through outstanding health and care services alongside economic regeneration. But this ambitious model of mixed services is unusual – and its success as yet unproven. So legally, we must submit evidence substantiating the model.

I was commissioned to undertake a literature review to evidence whether similar schemes – 'co-located health services, wellbeing services

and other community-focused services' – have been undertaken elsewhere and to analyse and assess the quality and robustness of the available evidence.

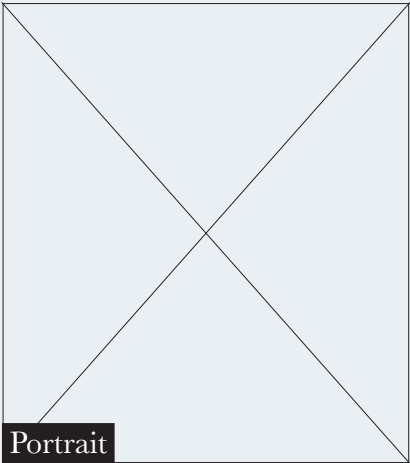
But because this is such a groundbreaking concept I could find no actual evidence of the co-location of diverse services. Instead, I was able to demonstrate that a lack of evidence can lead to risk aversion which frequently stymies innovation in health service delivery.

I showed that other ambitious projects that use innovative approaches to health and wellbeing have reduced costs, improved patient access, increased efficiencies, contributed to climate-action

and enhanced the local ecology and economies.

These research findings continue to be used by the consortia planning the £600m project to create this exciting, mixed-use, health-focused community and hospital site.

Jo Hobbs
MANCHESTER HEALTH AND CARE COMMISSIONING



Planning for autumn 2020

- Manchester COVID-19 10 Point Plan setting out the key actions to be progressed over Autumn/ Winter - given very distinct work required for schools, universities and care homes is now a 12-Point Plan.
- 1

Ensure that strategic and operational decisions in respect of COVID-19 are informed consistently by high quality data and intelligence
- 2

Increase access to and uptake of testing
- 3

Increase capacity to respond to local outbreaks including infection control, contact tracing, environmental health and non-specialist support
- 4

Develop and implement community engagement plans for targeted work in specific areas and with specific groups
- 5

Reinforce basic public health messages and amplify key communication messages in relation to the restrictions
- 6

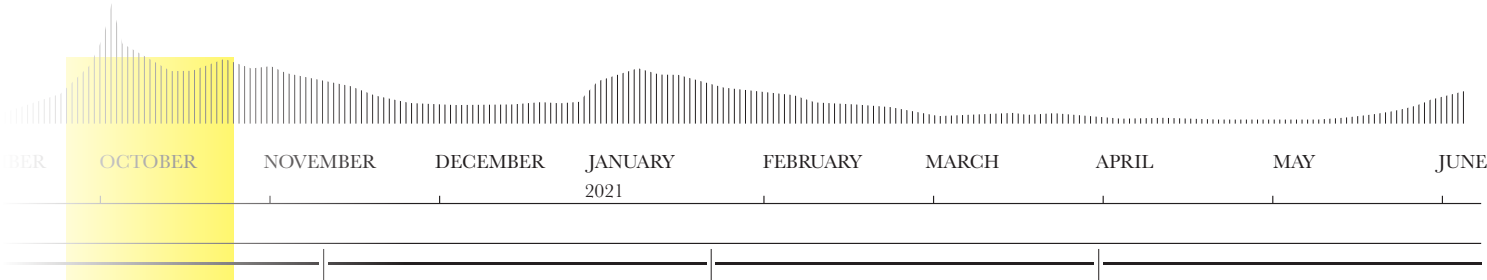
Work with and support the hospitality sector in responding to changing guidance and regulations when they are agreed
- 7

Continue to support residents and patients who are vulnerable and ensure health equity issues are addressed
- 8

Provide advice to organisers of events planned for August and September
- 9

Work collaboratively with Early Years settings, Schools and Colleges to ensure these settings remain open up to the Christmas break
- 10

Work collaboratively with Universities on COVID secure arrangements for both on and off campus activities with focus on outbreak management



12 OCT 2020

PM launches 3-tier system of local alerts in England.

14 OCT 2020

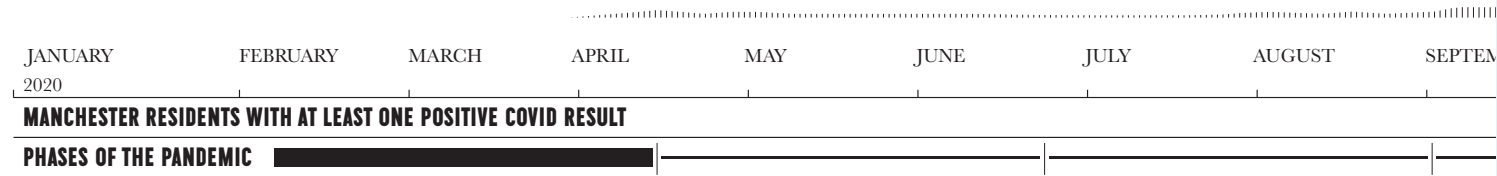
Government urge GM to accept Tier-3 in GM. GM resist and put forward proposals and actions as a more effective way to contain the outbreak and reduce other health and economic damage that Tier-3 restrictions would cause.

23 OCT 2020

GM goes into Tier-3 after days of intense talks between local leaders and Government.

25 OCT 2020

In seven days up to and including Sunday 25th October, 2,784 new cases of COVID-19 in Manchester residents = 503.2 per 100,000. Gradual decline in new cases 3 –16 Oct but has begun to rise.



PERSONAL STORY

Asymptomatic testing service: all the signs of top-flight teamwork

Tim Keeley

Asymptomatic testing aims to reduce COVID-19 transmission by finding positive cases in those without symptoms. It’s a half-hour process using a ‘Lateral Flow Device’.

In late Autumn 2020, cases and deaths started increasing nationwide, putting hospitals and care providers under enormous pressure.

One of several approaches to reduce the rate of infection was to give Manchester residents asymptomatic tests, and my first task as Programme Lead for Testing was doing just that.

The initial scale of this task meant enlisting the support of our military who worked with the Population Health testing

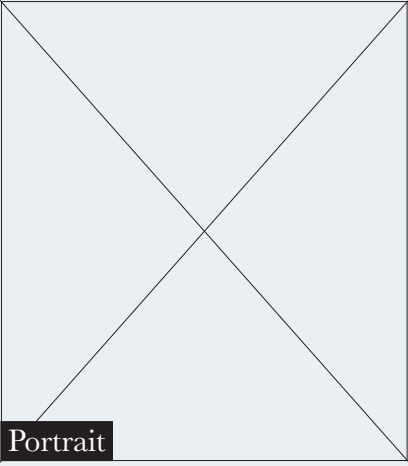
team for several weeks, setting up testing sites across the city.

This hasn’t been without its challenges, operationally and in getting residents to test. But it’s had its rewards too, clearly demonstrating the skills and teamwork needed to establish a brand new, high-quality service.

Our assisted testing sites laid the foundation for making home testing part of everyday life, ensuring residents of Manchester can live safely with COVID.

Tim Keeley

PROGRAMME LEAD – TESTING
MANCHESTER TEST AND TRACE



16 – 23 OCT 2020

Outbreaks and
Contact Tracing

Manchester Test and Trace deals with cases in 151 different settings (an increase from 134 different settings in the previous week). 42% early years and schools, 29% social care settings, 8% hospitality settings, 5% higher education and university settings, 5% business and office settings, the rest in retail.

26 OCT 2020

Much higher volume of referrals than initial modelling projected. Additional resource GM will get in Tier 3 urgently required. Interim solution: Manchester piloting collaborative approach with GM Fire and Rescue Service, who have capacity to trace 10 cases a day, beginning w/c 26 October 2020.

Enhanced community

engagement continues where rates have been high over the past three months: door knocking, conversations with residents and businesses about preventative measures. COVID Health Equity Group has initiated work with different community groups based on the evidence from first wave that highlighted inequalities in health outcomes.

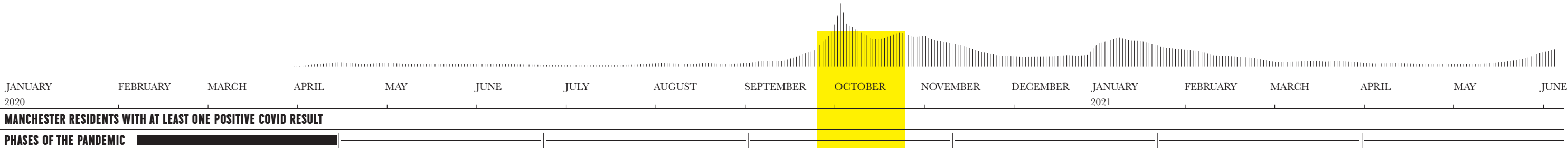
Compliance and
Enforcement

Licensing and Out of Hours staff visit licensed premises to advise on changes to regulations and reinforce messages around closing times, collecting contact information and avoiding household mixing.

31 OCT 2020

One million cases announced - 21.9k in last 24 hours.

Second national lockdown announced for Nov 5 – 2 DEC.



NOV 2020

Cases in Manchester declining and stabilising: just under 440 cases per 100,000 people.

However, situation in the health and care system very challenging: hospitals, primary care, GP and mental health services under considerable pressure – suspension of routine non-specialist care in some hospitals.

Press announce highly effective vaccine: Council have been planning vaccination programme for some months.

Announcement of mass testing. Manchester to receive 10,000 tests initially, potentially increasing to 10% of the population each week.

Ongoing support which the Council and community hub provide to those previously classed as shielding to remain in place during second lockdown.

Programme Office for mass vaccination established, with expertise from across health services and the Council. Similar programme about to be established for mass-testing programme.

Shielded Residents and the Food Response

Whilst shielding hasn't been re-introduced, local letter sent via GPs on how to get support locally using COVID Helpline. Move away nationally from direct food provision to supporting self-sufficiency. CEV to register for preferential supermarket slot and to a local support offer. For those not able to use this, our helpline will support.

Numbers using food response slowly increasing. Food response continues to support clinical or financial vulnerability. Focus for food response remains providing access to holistic support which looks at issues beyond food support needs to root causes.

Call handlers pro-actively contacting identified CEV residents to provide food support if needed (based on intelligence from PRI). 26 residents have been contacted so far-4 requiring immediate food.

24 NOV 2020

Christmas bubbles announced for 5 days over Xmas.

25 NOV 2020

Emergency food and support hub on standby for demand increase – New Food Response Team largely in place. Our Manchester Food Partnership launched to increase skills and knowledge of food providers and help food providers make connections with other support services. Planning for Christmas – mapping provision and referrals to services.

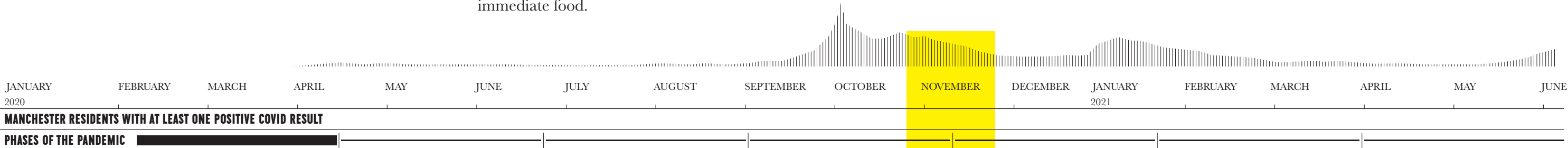
Domestic abuse community services at over capacity. Previous lockdown saw a steady increase in referrals.

Staff resilience continues to be a risk given the length of previous and new restrictions.

Homelessness Increase in presentations. Re-start of s21 evictions. Concerns with finding sufficient suitable accommodation for people who are positive, and a testing process for people who sleep rough. Challenges with more staff testing positive, or needing

to self-isolate remain significant, particularly in light of national lockdown.

Resilient communities. Calls to helpline not increased overall since second lockdown began on 5 November. Partnership approach at a neighbourhood level continues to work well, with the 'Team around the Neighbourhood' working collectively to engage with residents in COVID hotspots as well as supporting those most at risk.



COVID can't stop Peter and colleagues' care for youngest residents

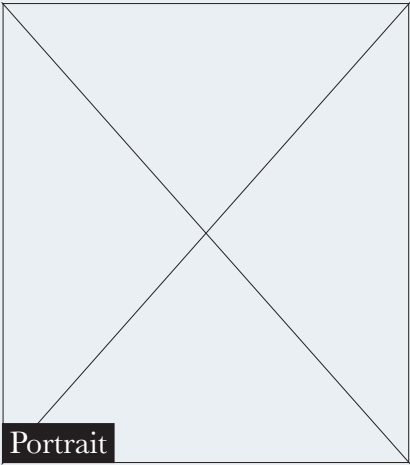
Peter J Cooper

We were determined that babies born in the pandemic wouldn't miss out on their vital health visitor assessments. Our Health Visitors didn't let us down and were quickly on the front line, PPE in place, screening and assessing babies in those crucial first 1,000 days of life, putting any support needed in place.

Our Health Visitors – from Manchester Foundation Trust Children's Community Health Service – were early innovators with digital technology. Manchester' service was praised by the Institute of Health Visiting for adapting the Ages and Stages Questionnaire to digital tablet assessment where shielding meant they couldn't visit homes.

I'm pleased to say that every vulnerable two-year-old in our city saw the benefit of a great bit of collaborative working during the pandemic, involving Start Well Commissioners, Early Years colleagues, Buzz outreach staff and the Oral Health Improvement Team. This took the form of children's tooth brushing packs to counter the risk to children's teeth as COVID put paid to our usual oral health work.

Peter J Cooper
COMMISSIONING MANAGER (HEALTHY CHILD PROGRAMME 0-19)
MANCHESTER POPULATION HEALTH TEAM
MANCHESTER HEALTH AND CARE COMMISSIONING



2 DEC 2020

Start of local tier system.

16 DEC 2020

First vaccination centre opens in Wythenshawe.

21 DEC 2020

Manchester starts rapid testing frontline staff and care home visitors.

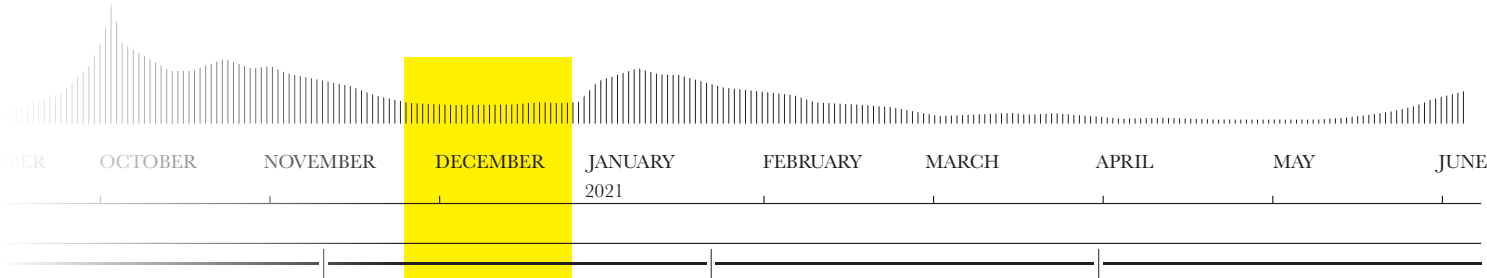
Challenges

Local tier system puts Greater Manchester in Tier 3, then Tier 4.

Relaxation over Christmas scaled back as cases rise.

Hands, Face, Space still applies.

Vaccination starts for most vulnerable. Hubs set up. Testing at scale so people in care homes could see loved ones.



Supporting our residents

Targeted HUMAN comms using residents to show the importance of staying safe and what that means for them – multimedia COVID Stories campaign.

Rules for each tier explained.

Christmas bubble rules explained as Government makes them stricter as cases rise.



Supporting the vaccination programme

- Vaccinations start in Wythenshawe for over-70s and most vulnerable.
- City Centre/High St Christmas Campaign supports businesses and promotes safety.
- Campaign aimed at residents coming off furlough/newly unemployed.

Testing at scale

- Asymptomatic testing starts with care home visitors and a two-stage testing.
- Plans to make sure frontline staff in essential roles get rapid testing easily and quickly.

From Monday 21 December higher-risk groups, care homes and frontline staff invited to test. Next, targeted communications for key workers including health and care, transport and refuse teams.

Tier system explained:

Manchester put in Tier 3 – ‘Very High’.

Community and business support

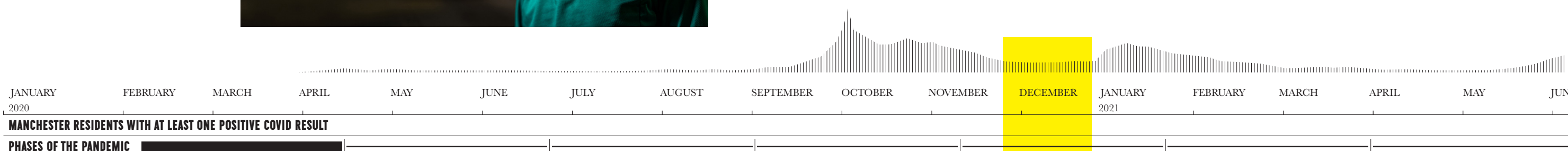


Find your place in the workforce

Are you newly unemployed due to Covid-19? Have you been furloughed? Are you in the process of being made redundant? Do you want to retrain to move into a different type of job?

Manchester City Council and its partners can support you by directing you to employment opportunities, training, advice, guidance, free support sessions, and more.

Visit www.manchester.gov.uk/helptonetwork and complete a short form to request support.



Socially-distanced MASH nurse connects Bobbie* to recovery

Anonymous

35-year-old Bobbie has three children, two are in care and one lives with her grandmother. Bobbie’s been sex working since she was 16 and has never had any other work. Pre-Covid, we’d met and supported Bobbie when she worked in a Manchester sauna. She appeared outgoing, chatty and settled in this working environment.

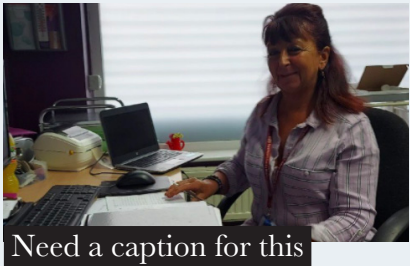
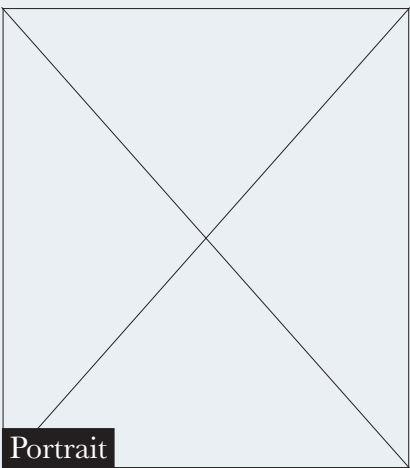
But when MASH’s nurse contacted her during lockdown, Bobbie sounded quiet, withdrawn and depressed. She told us she’s had three pregnancy terminations and has poor mental health, taking medication for paranoia.

During lockdown, her work, income and financial stability reduced. She had increased

anxiety about sexual violence and feared being exposed as a sex worker. She caught herpes which triggered her to self-harm around the affected area. She ended up in A&E and though she was advised to stay, she discharged herself but agreed to weekly visits from a mental health support worker.

Whilst safely social distancing, MASH’s nurse visited Bobbie and listened to her, discussed the risks of street sex working, and gave her an STI testing kit, condoms and a safety alarm.

We continued to follow up regularly to see how she was doing. We found her more settled and in contact with a trusted friend – they’d started working together in Manchester.



Bobbie’s agreed to keep in touch with mental health support and plans to a return to indoor working where she feels safer: “I know I have somewhere to turn to thanks to MASH. I could share what was happening and my worries without fearing judgement. I feel more confident since speaking to MASH and I’ve got more regular income now.”

*Name changed.
MANCHESTER ACTION ON STREET HEALTH

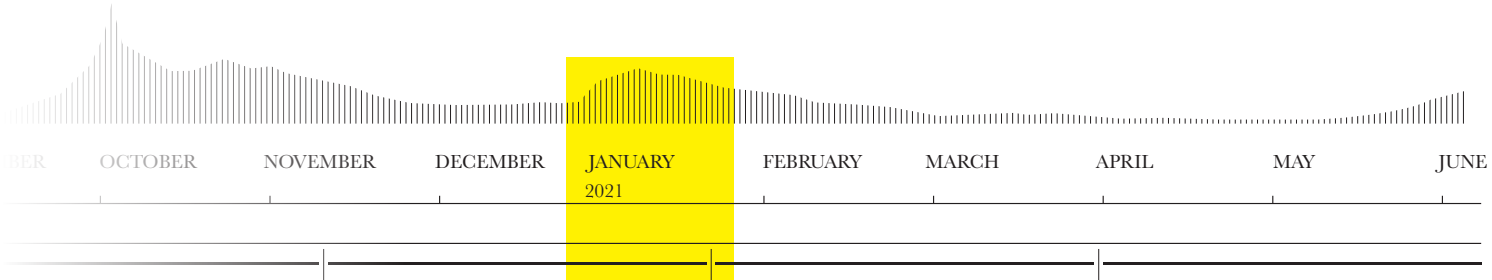
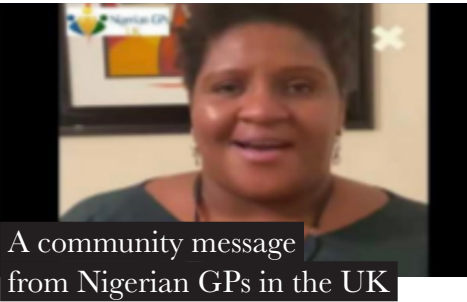
New Year

National lockdown 3 declared
1 January 2021

Challenges

- With national lockdown across the country, stringent laws to be communicated.
- New variant identified in Kent spreading fast.
- Vaccination rollout picking up pace across the city. Takeup is low in some areas and across some of our black and Asian communities – need to reassure them and communicate in ways that was relevant to them.

- 9 JAN 2021**
Eighth-highest daily death toll: 1,325. Queen and Prince Philip vaccinated.
- W/C 11 JAN 2021**
Letter sent to all clinically extremely vulnerable in Manchester with information on local support.
- 12 JAN 2021**
Public advised to continue following all Public Health advice and guidance to bring infection rate down. Reducing rates would reduce pressures in hospitals. Next couple of weeks critical and every attempt is made to safely discharge patients from acute settings to relieve pressure on hospitals.





Supporting our residents

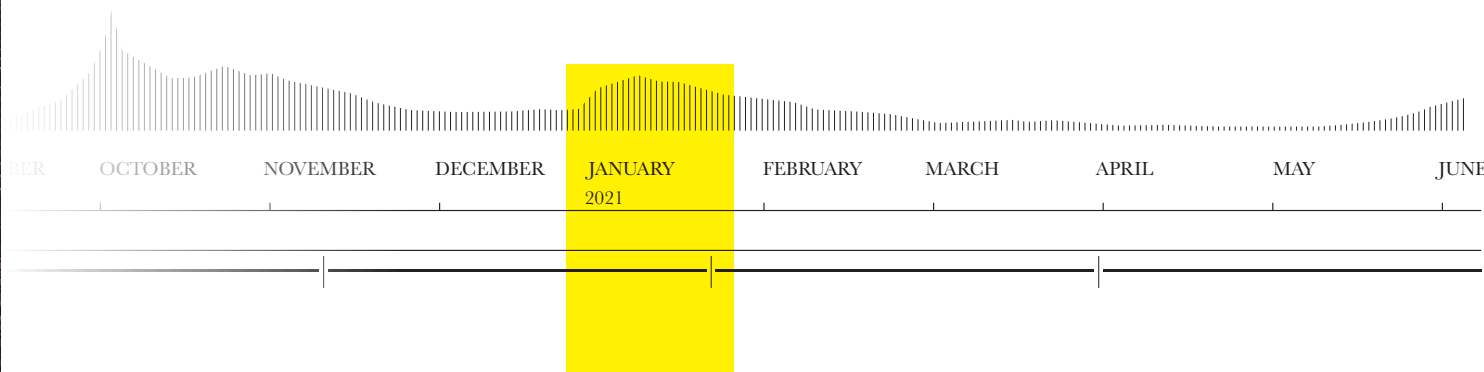
- Communications and PHE guidance ready to share to keep people following lockdown rules.
- Vaccination programme and testing messages continue.
- Communities targeted with communications, translations and films giving confidence and reassurance that vaccine is safe and to encouraging takeup.
- Encouraging frontline staff to get the vaccine.

Financial and community support

- Business grants
- Self-isolation grants
- Winter grants
- Voluntary sector development fund
- Free school meal vouchers.

Key focus

- National lockdown messages – what people can and can’t do.
- Support for people in our communities.
- Numbers increasing. Stay safe and stop the spread.
- New variant is here.



20 JAN 2021

[EXEC]: DPH: Slow, steady decline in infection rates but pressures on local hospitals extraordinarily high. Situation very serious. 445 cases per 100,000 people, rate for the over-60s: 368.

29,000+ at-risk people vaccinated in city, with over 3,500 treated the previous day.

Another mass-vaccination site to open today to help speed-up the overall programme.

Steps to enforce the COVID restrictions for non-complaint businesses.

24 JAN 2021

Target of administering vaccinations in all 56 elderly care homes across the city met.

31 JAN 2021

79,000 people in Manchester have had first vaccination from GP.

Programme on track to inoculate our most vulnerable priority groups by mid-February 2021.

Targeted testing

- Testing centres for those with no symptoms, who can't work from home.
- Army help transform Manchester's Rates Hall into an asymptomatic testing centre.
- Regular briefing notes on programme to community and other groups.
- Key workers identified and invited for twice-weekly testing. Care home and school staff first.
- Testing widened to include all who can't work from home.

PERSONAL STORY

Buzz wellbeing service - engagement with residents during Covid-19

Ruth Helen

Buzz is about bringing residents the physical and mental health benefits of community activities including learning, gardening, physical activity, social connectedness, and public empowerment.

So lockdown was a massive obstacle – but it also gave us an even bigger reason to keep doing what we do – but differently!

We kept up our contact with Manchester's residents through the COVID-19 pandemic by moving online with our community activities and the resources to support people with their physical and mental health and wellbeing.

We joined with community groups to produce resources

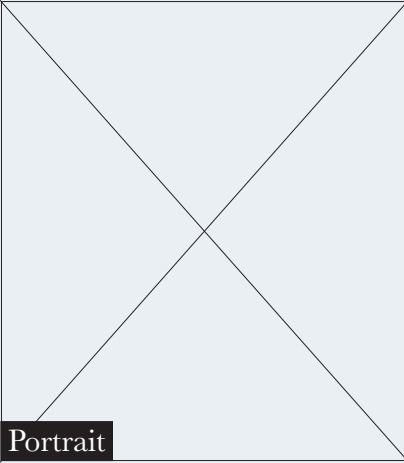
that people could make or use without leaving the house. Successes include strength and balance exercise DVDs, mask making workshops, music classes and multilingual digital access guides.

We produced packs to distribute information and essential items, online exercise sessions, and gardening kits for growing vegetables.

A resident shared this touching reflection:

"I found the pack on my doorstep and it was a lovely surprise! I've been really lonely since I lost my husband so it's given me a lot of pleasure to do something he would have enjoyed if he was still with me ... My husband was an avid gardener so I know if he was here, he would have enjoyed the pack, so I did it in his memory."

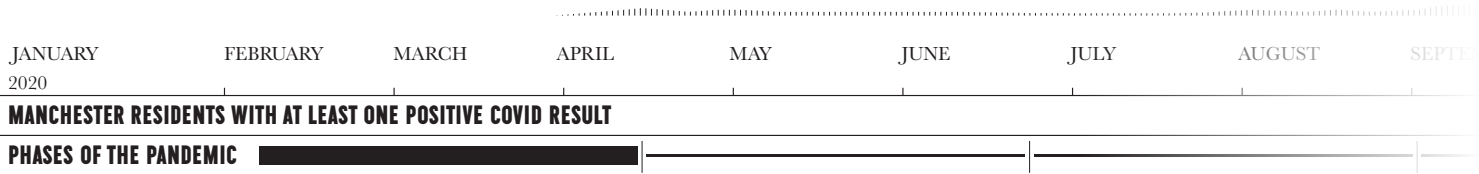
Ruth Helen
COMMISSIONER OF BUZZ – MANCHESTER'S HEALTH AND WELLBEING SERVICE PROVIDED BY GMMH



Portrait



Elements from the packs



THE MANCHESTER DIFFERENCE

COVID-19 Health Equity Manchester (CHEM) group was formed in July 2020 when it became clear that certain communities in our city were experiencing a disproportionate adverse impact from COVID.

African, Caribbean, Pakistani and Bangladeshi people were especially hard hit. We also knew that disabled people, refugees and asylum seekers, and Roma, Gypsies and Irish Travellers would have poorer outcomes. The group developed a new model of engaging with communities and the organisations that support them to make our response to COVID culturally competent and accessible to marginalised communities.

Our BAME community had experienced racism and inadequate health experiences over many years resulting in mistrust of services. Working in partnership, sharing local knowledge and experience, they were collectively seeking to address this and improve the experience and health outcomes for BAME citizens.

COVID Health Equity Manchester (CHEM) Manchester recognised and actively responded to:

- How the pandemic affects different communities and

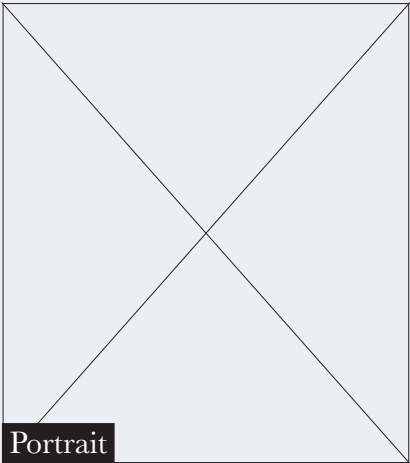
actions to reduce disparities in severe disease and death for at-risk communities.

- Health inequalities and outcomes and the disproportionate impact COVID-19 has on BAME and disabled citizens, residents in vulnerable situations and areas of socio-economic deprivation.
- Failure of Government to acknowledge or respond to these issues.
- Fear in BAME residents because of COVID-19.
- The valued and important role of Voluntary Community and Social Enterprise groups.
- Importance of Covid Community Champions and activity to meaningfully engage with different communities.
- Awareness raising of COVID-19 with appropriate advice for multigenerational households.
- Myths surrounding COVID-19 vaccination so as not to perpetuate them, especially on social media.
- Importance of building and maintaining trust with local communities.

- CHEM webinars were well attended, hosted by GPs from the BAME community. They discussed vaccination with credible, evidence-based information, addressing misconceptions.
- They recognised the importance of being honest and of credible, competent and trusted figures in the community to deliver messages – this included faith leaders, schools and local GPs.

We won't let COVID derail Terry's progress living with HIV

Richard Scarborough



George House Trust's support for people living with HIV became more crucial during COVID restrictions and has continued through the lockdowns.

Terry lives with HIV and several other health conditions, reduced mobility, and complex mental health issues. He lives in unsuitable housing, needs support to manage his finances and is socially isolated. He struggles to keep his various clinic and hospital appointments or keep up with his medication, so he suffers with poor mental and physical wellbeing.

Terry's Intensive Support Worker advocates for him and is the main contact between Terry and organisations

such as the DWP, hospital, and his housing association. They are copied into medical correspondence and Terry trusts them to remind him about key appointments and dates, explain letters and clarify anything he's unsure of.

Now, Terry's 'viral load' is nearly undetectable meaning his health has improved and he can't pass HIV on. He's turning up at more medical appointments and he's taking up treatment for other health conditions. We're advocating for Terry so he has suitable accommodation, has submitted his pension application and his benefits continue uninterrupted. Post-COVID, we'll encourage Terry to attend our groups, such as peer

support and Age+, to widen his social network.

Lucy, Clinical Nurse at North Manchester General Hospital tells us that George House Trust's support with Terry's social issues has been highly beneficial, freeing the hospital to focus more effectively on Terry's health.

Richard Scarborough
**COMMISSIONING MANAGER
MANCHESTER POPULATION HEALTH TEAM
MANCHESTER HEALTH AND CARE
COMMISSIONING**

George House Trust

We quickly reacted to the evolving impact of the pandemic, adapting to new ways of doing things and working to understand COVID'S impact on people living with HIV.

Despite tough challenges, we provided tailored support to 2,000 people living with HIV – a 5%+ increase on the previous year. Key achievements included:

Doubling welfare grants, so struggling service users could get essential equipment and goods.

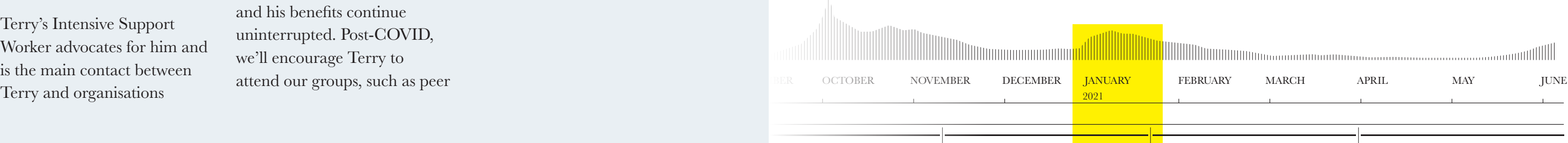
New kinds of support like appointments in public spaces and moving online with services like one-to-one specialist HIV counselling, service advisor appointments and support groups such as the Women's and LGBT Groups.

Telephone Buddies', a new befriending service to prevent loneliness and isolation.

Making sure people got food through our destitution project and delivering formula milk to mums.

Targeting aged 50+ service users to offer support.

All of this is testament to the hard work of the staff and our incredible volunteers, who stayed with us even when COVID made their usual jobs impossible – taking on new or modified roles.



Challenges

- National lockdown continues.
- Vaccination programme continues.
- Urgent surge testing for new COVID mutation identified in Moss Side then Moston and Harpurhey areas.

2 FEB 2021

Capt. Sir Tom Moore who raised +£32m for the NHS dies with COVID.

Supporting our residents

- Vaccination and testing messaging.
- Targeting communities with communications, translations and films giving confidence and reassurance that the vaccine is safe.
- Government roadmap out of lockdown explained.

Supporting our city

- Targeted communications and translations in specific areas.
- Website postcode checker.
- Communications materials for those teams on the ground.
- Briefing materials for city leaders and partners.
- Supporting frontline staff to get the vaccine.

22 FEB 2021

Vaccination for homeless people in accommodation and day centres begins.

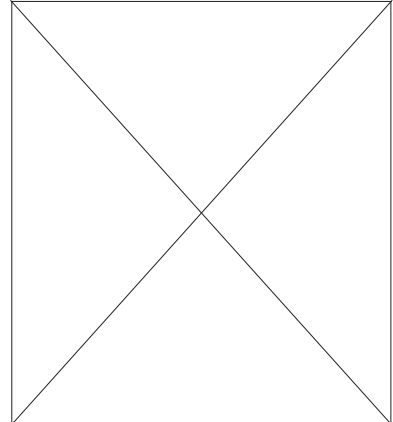
100,000 people have had their first vaccine through GP practices and pharmacies in Manchester.

Government announces roadmap of easing restrictions ‘by June 2021’.

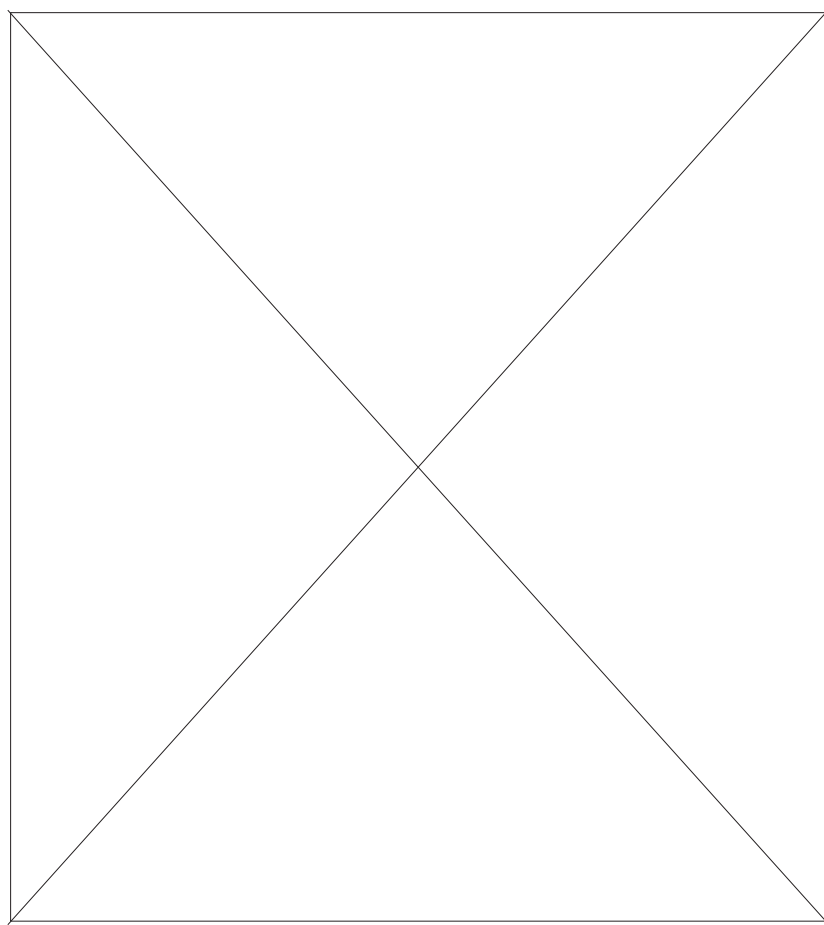
XXX becomes the first Manchester resident to get a COVID vaccine



OPERATION EAGLE – MULTI-AGENCY SURGE TESTING FOR ‘VARIANTS OF CONCERN’



credit?



To fight the virus, we have the vaccine. But the virus can fight the vaccine – by mutating. Mutations are tiny changes in just a few atoms, but with momentous economic, social and healthcare consequences. Mutations could protect the virus from the vaccine, make it more spreadable or make its effects more severe, so we must quickly find and isolate anyone infected with a new variant of coronavirus.

Delivering Operation Eagle took multi-agency collaboration and co-production across key agencies and teams drawing on different skills and disciplines.

Outbreaks

By mid-February 2021 we’d been told by Public Health England about two areas where the same ‘variant of concern’ had been found: two households in Moss Side and one in Moston.

We quickly drew up boundary maps for locally-led contact tracing of thousands of residents in each area and agreed where to set up mobile testing sites. We briefed primary care, education and early years settings, community groups, social landlords, and adult social care and homelessness schemes.

Neighbourhood Teams began door knocking, encouraging residents to come for tests and offering home testing kits to those unable to travel. Letters and emails went out to businesses in the areas too. Teams then collected used home testing kits from residents.

Manchester’s Contact Tracing call was the only voice some heard that day. I found many people anxious and uncertain about what was going on in their neighbourhood. And a number said they just couldn’t look back 14 days and remember everything they’d done – which seems reasonable to me.

While younger people seemed keen to do our online tracing questionnaire – more of them failed to actually complete it. In contrast, many older residents said how pleased they were to speak to the team – it could be the only contact they got that day. And on the whole, people testing positive through Operation Eagle were the most engaged with the tracing process – many were expecting us to call.

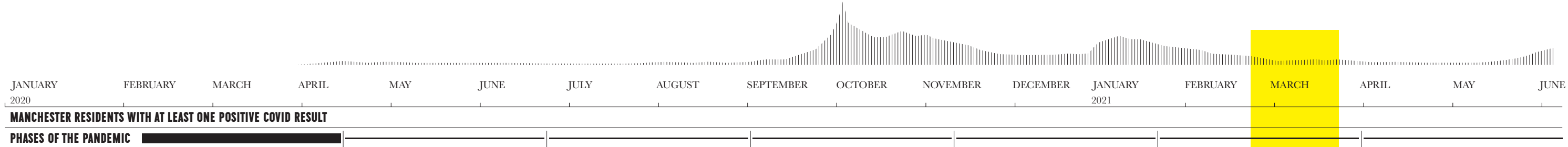
But, understandably, I found people with symptoms often just wanted to rest and be left alone, so were less inclined to answer questions.

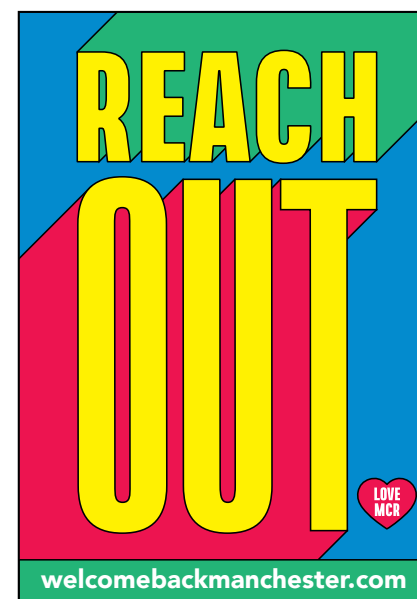
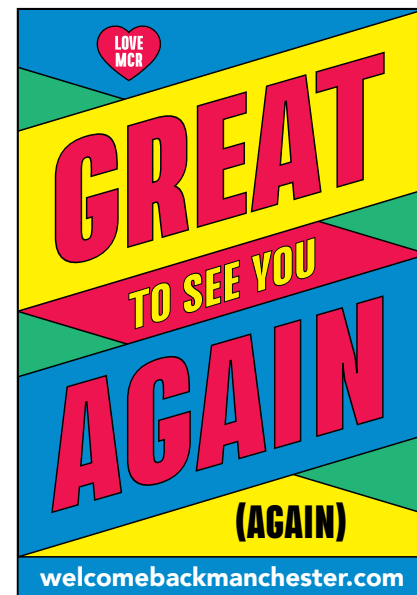
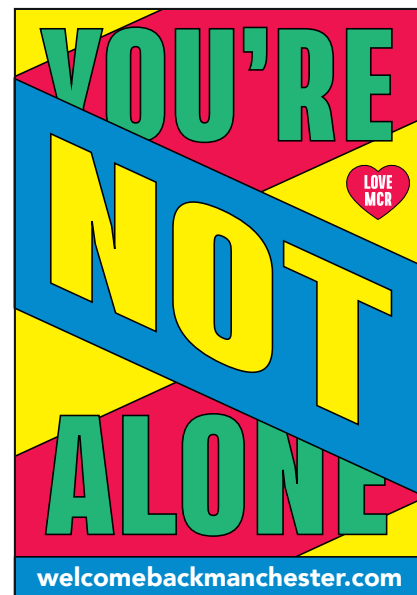
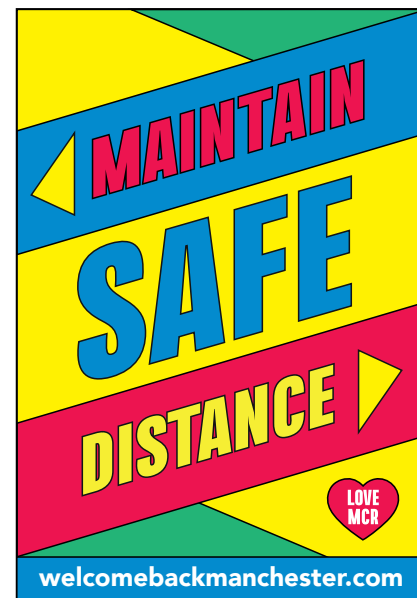
Our approach reflected the diverse community makeup of the areas affected. For example, there are many different languages spoken in the Moss Side area, and letters to residents were translated into 19 languages. Our approach also needed to reflect our understanding of our residents and the communities in these areas, including existing socio-economic factors such as health inequalities, poverty, and digital exclusion.

It felt wonderful to be part of this exercise. For the first time we’re using genetics at a large scale to track and combat the evolution of a virus. One of the lasting legacies for public health in this country after Covid-19 will be that we know the enormous power of doing real-time genomic surveillance of infectious diseases.

3rd national lockdown
easing: Step 1

| Results | Area 2: Moston & Harpurhey: | Revised approach | Challenges | Supporting our residents | Supporting our city |
|--|---|---|--|---|---|
| <p>Area 1: Moss Side, Hulme, Whalley Range & Fallowfield:</p> <ul style="list-style-type: none">Local teams knocked on 6,130 doors. 2,065 received a second visit.3,609 tests in Mobile Testing Units – 64 positive1,084 completed home testing kits – 26 positive72% positive cases successfully traced120 contacts identified97% contacted and supported to self-isolate. | <ul style="list-style-type: none">Local teams knocked on 2,750 doors2,067 tests completed in Mobile Testing Units – 37 positive546 completed home testing kits – 18 positive96% positive cases successfully traced42 contacts identified95% contacted and supported to self-isolate. | <p>We learnt much about the logistic difficulties and high cost of repeat surge testing. In March 2021 we agreed with PHE to ‘switch on’ genomic sequencing for positive tests in designated areas, alongside enhanced contact tracing led by the Manchester team in collaboration with Public Health England.</p> <p>We are working with national colleagues to improve processes for responding to Variants of Concern, sharing our experiences and findings from our work.</p> | <ul style="list-style-type: none">Schools reopening 8 March.Testing for secondary school children.Rapid flow testing widened to include schools and those who couldn’t work from home.Hesitancy in vaccine takeup in some communities and areasSome countries question the safety of the AstraZeneca Vaccine.One-year anniversary of first national lockdown – national day of reflection 23 March. | <ul style="list-style-type: none">Rapid flow testing available across the city.Vaccination for over-50s.Targeting communities with communications, translations and films giving confidence and reassurance that vaccine is still safe and to encouraging takeupFaith leaders unite. | <ul style="list-style-type: none">People encouraged to keep doing their bit.Safety guidelines still in place.Welcome Back campaign supports economic recovery.City’s response to COVID recognised on national day of reflection. |





1 MARCH 2021

Manchester’s overall Covid numbers falling, but in nearly a third of city are up: Covid falling in the South of England compared with North. North West areas struggle to get cases below a baseline compared to London where cases rise and fall in a straightforward way.

Two weeks’ enhanced testing in South Manchester ends with advice to stay vigilant as cases go down. More than 60 asymptomatic cases detected.

Records for domestic incidents decrease slightly. Combined total (210) second lowest since early November 2020.

3 MARCH 2021

Mass testing in Moston and Harpurhey. 31 new cases after discovery of the E484K (Kent) variant there. Since February, 2,650 tests administered in Moston and Harpurhey. Testing remains a vital part of the city’s response to limit the spread of the virus.

8 MARCH 2021

National four-step ‘roadmap’ to lockdown easing starts. Step 1: Face-to-face education restarts. Lateral flow testing for all secondary-age pupils during first week back is a huge logistical challenge for schools. Care home residents allowed one regular visitor. People can leave home for recreation and exercise with household or bubble.

9 MAR 2021

Door knocking as part of mass testing by Council staff and partners very successful, encouraging residents to test; very labour-intensive but opportunity to speak and engage with residents and learning from this would inform future engagement and communications.

Affluent areas see higher vaccination rates among over 65s, while some more deprived areas have particularly low rates. Covid Health Equity Manchester, set up in summer to help areas hit disproportionately by the pandemic, says tackling health inequalities is at the heart of Manchester’s approach. Positive work underway with partners to engage specific community groups such as asylum seekers and travellers to promote vaccine uptake.

10 MARCH 2021

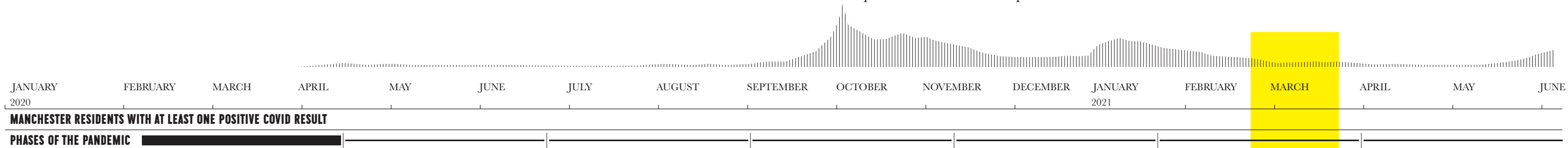
Trusted community figures and voices help overcome barriers. Work continues to counter misinformation. Vaccine hesitancy may be linked to misinformation, along with historic health care inequalities. Religious beliefs and language barriers could also be playing a part.

Backlogs at national labs cause tailback in identifying which cases were positive for the Kent mutation. We continue to escalate concerns.

Meetings with universities to plan for the return of students. Advice to students: test prior to return and again when arriving. Testing site at the Armitage Centre retained.

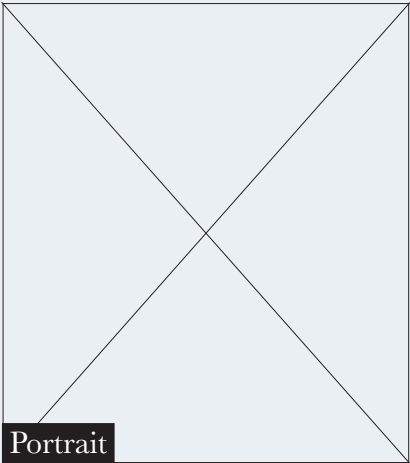
145 new cases found during surge testing out of around 7,700 tests.

110 people with vaccine concern get jab after personal phone calls from volunteers speaking Urdu, Punjabi, Kurdish, Arabic and Bengali.



Richard’s literally driving technology change

Richard Taylor



In the first lockdown I took on an unfamiliar role: giving IT guidance to colleagues who were working from home.

It was challenging – people working from home faced problems with laptops, WiFi or remotely logging on to work systems. And as new people joined our team to deal with the pandemic, I had to make sure they had the right equipment.

So I put together a record of our digital assets to ensure staff had what they needed and I co-ordinated distribution of equipment to new staff – often driving to the NHS digital warehouse to have laptops rebuilt!

It’s been a challenging year: home schooling, new systems, and new ways of working. But I can look back and know that I contributed in my small way to the city’s recovery.

Richard Taylor
POSITION

15 MARCH 2021 — 17 MAR 2021

GM’s millionth COVID jab now given – represents almost half GM’s adult population.

New and already-shielding residents asked to shield until 31 March 2021. Support messages developed through Covid Health Equity group.

Food Response Team supporting about 240 households (490 residents) a week. 38% of households have one person Clinically Extremely Vulnerable. Financial hardship and self-isolation main reasons for referrals.

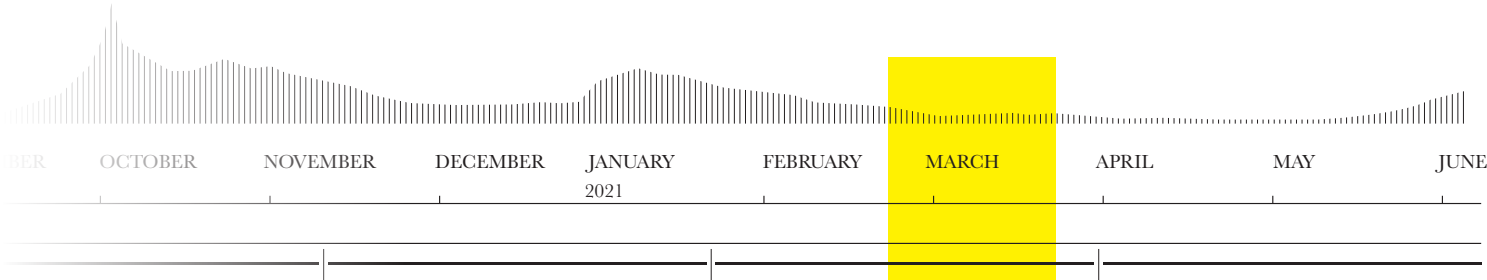
Test and Trace Support Payment applications fall in the last fortnight.

Homeless presentations to the Housing Solutions Service remain high. 87 people accommodated in emergency Cold Weather Provision.

88 people vaccinated during trial offering homeless people with complex support needs the vaccine.

Library sites provide internet to over 3,000 users in the third lockdown, alongside access to Citizens Advice through telephone and video access.

2,500 people have signed up to volunteer at vaccination sites.



24 MARCH 2021

First cases of the strain first identified in South Africa found in Manchester.

Instead of surge testing, all positive cases from known outbreak areas to be sent for ‘genomic sequencing’. Health messages – social distancing, hand washing and mask wearing – reinforced.

26 MARCH 2021

Concern at Manchester’s rising infection rate this week and ‘relatively slow’ falls in GM rates which are still double the national rate of 54 per 100,000.

18 MARCH 2021

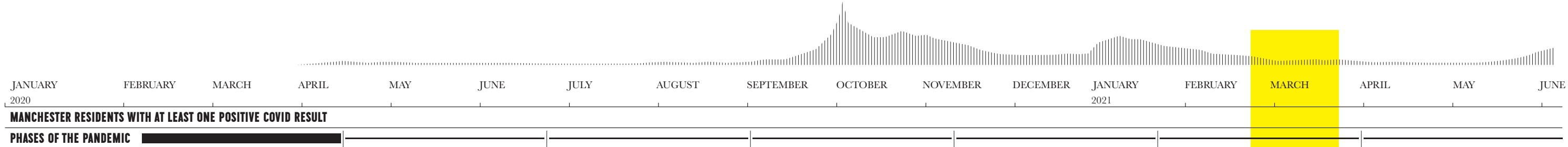
11 Manchester schools report COVID cases since reopening last week

22 MARCH 2021

One thousand Manchester deaths marked as “lowpoint” of the year since first lockdown by Council Leader Sir Richard Leese. GM has endured UK’s longest restrictions –never fully coming out of the original lockdown. Notes frustrations of consistently offering solution to government over issues like Test and Trace, but on positive side, collaboration between health and social care locally was ‘phenomenal’.

29 MARCH 2021

Further Step 1 lockdown restrictions easing. ‘Stay at home’ rule ends. Outdoor gatherings of 6 people or 2 households allowed. Outdoor sports like tennis and outdoor swimming pools allowed.



Social media messages:

- Guidance on restrictions easing.
- Encouragement to stay safe and Do Your Bit.
- Wear face covering, wash hands, make space, stay ventilated.
- Transport guidance.

Vaccination messages:

- Walk-in or pop-up clinics.
- Ramadan reassurance.
- Updated guidance on AstraZenca vaccine and under 30s.
- Get your second dose.

1 APRIL 2021

4 million vulnerable people in England thought at very high risk of serious illness from coronavirus told they no longer need to ‘shield’. Lockdown restrictions in place since 5 January lifted. Advice to keep social contacts at low levels, work from home where possible and stay at a distance from others.

2 APRIL 2021

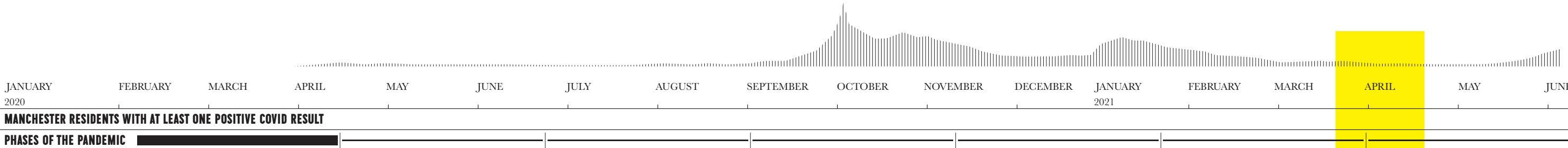
Police call on public to comply with rules in run up to bank holiday and only meet in groups of six or two households outdoors after police are called to large gatherings leaving behind mountains of empty beer cans, bottles and gas canisters.

10 APRIL 2021

Cases in over-60s still high in Manchester – over 50 per 100,000. GM infection rates continue falling with 45.3 cases per 100,000 people – still higher than English average of 27.6.

12 APRIL 2021

Non-essential shops can re-open for the first time since Christmas in latest stage of national lockdown easing - Step 2. Hospitality businesses – pubs, bars, cafes and restaurants can serve outdoors.



13 APRIL 2021

Ramadan marked by advice that Muslims can get COVID jab without breaking fast.



Ramadan vaccination message on Twitter

13 APRIL 2021

Infection rates 8% up in Manchester on last week at 57.2 per 100,000 people. 316 positive tests over the last week, 24 more than in the previous week.

15 APRIL 2021

More than half GM’s over-70s have had second dose. 94% have had first jab. 85% of 50- to-69 year olds have had theirs.

Care home residents with COVID or showing symptoms down to 0.6 per cent.

Weekly admissions to hospitals for Covid-19 rose slightly in the week to April 13, while the number of people in intensive care and general hospital beds continues to fall.

Hospital bed occupancy currently high at 85 per cent – just four per cent occupied by COVID patients.

17 APRIL 2021

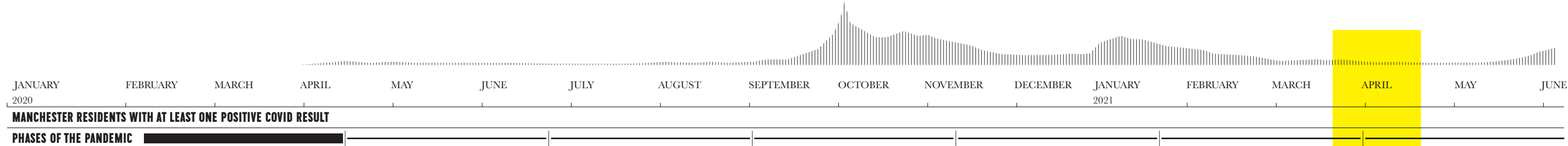
Last 5 days’ footfall on Market Street up 20% compared to pre-pandemic. All outside spaces visited daily by Council and police officers to review management. Council ‘Covid Marshalls’ patrol busy areas such as St Ann’s Square and Piccadilly Gardens. Streets including Thomas Street, Edge Street and Stevenson Square now traffic-free.

20 APRIL 2021

Three cases of variant first identified in India are detected in Manchester.

17 APRIL 2021

Rates fall for third week as 1.3m in GM have received first vaccine. Infections now just 45.2 per 100,000 in the city – still higher than GM and national average. COVID prevalence thinning out amongst all age groups as vaccination rollout and unlocking of hospitality and non-essential retail continues.



MANCHESTER RESIDENTS WITH AT LEAST ONE POSITIVE COVID RESULT

PHASES OF THE PANDEMIC

20 APRIL 2021

Facebook Live event with Director of Public Health David Regan and Medical Director of MHCC, Manisha Kumar answer public’s questions to dispel myths and urge people to get jabbed.

23 APRIL 2021

India added to travel ban list by Government after 103 cases of new variant found nationally.

28 APRIL 2021

Manchester libraries and pharmacies offer free at-home rapid test kits as part of efforts to detect hotspots early when lockdown restrictions start lifting and to prevent future restrictions.



Manchester Council sharing NHS content on Twitter

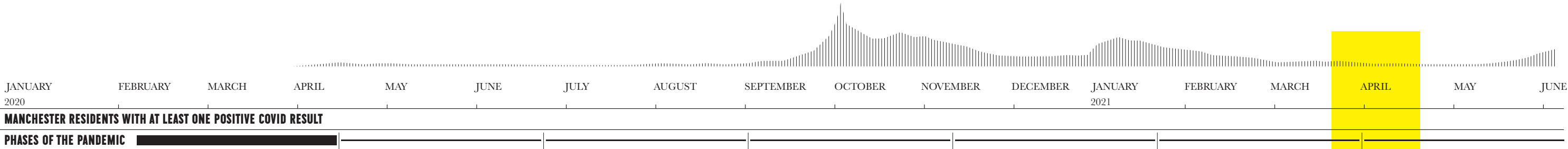
29 APRIL 2021

GM over-60s rate consistently lower. GM cases continue falling. 30% of 18-49-year-olds have had first jab, compared to 85% of 50–69s and 94% of over-70s. Under-45s called for vaccine.

Weekly admissions to GM hospitals for COVID in single figures for first time in weeks.

Intensive care patients down for fourth consecutive week.

Just 0.2 per cent of care home residents in GM have COVID or show symptoms.



3rd lockdown easing:
Step 3

Key messages:

Vaccination:

- Dose updates.
- Importance of second dose.
- Vaccination clinics.

Variants of Concern (VOC)
Plan focused in 8 wards:

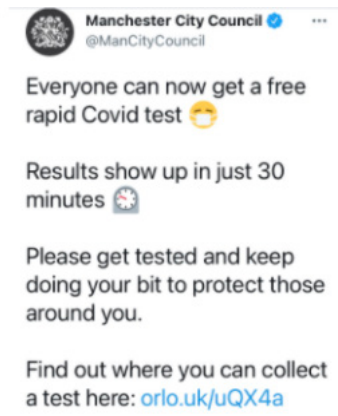
- Easy Read advice on rapid lateral flow testing kits.
- How to self-isolate for 10 days at home.
- Different types of COVID testing.
- Q&A on COVID by Public Health Director David Regan.

4 MAY 2021

A third of 18-49s in GM have had a COVID jab. Almost all over-70s have had both jabs, while three quarters of 50-69s have had at least one vaccine. Weekly admissions to hospitals for COVID doubled to 19 this week while patients diagnosed with the virus in hospital fell. The number in intensive care fell for the fifth consecutive week.



5 MAY 2021

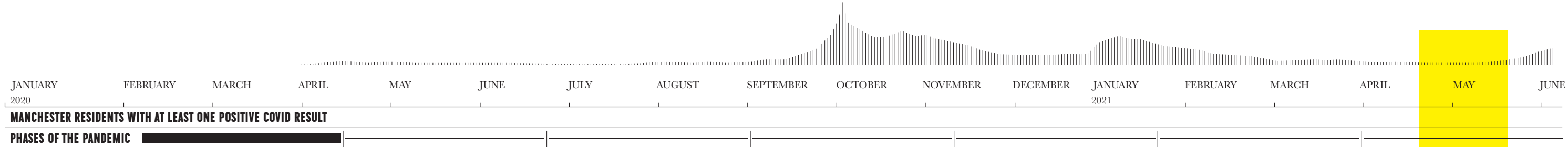


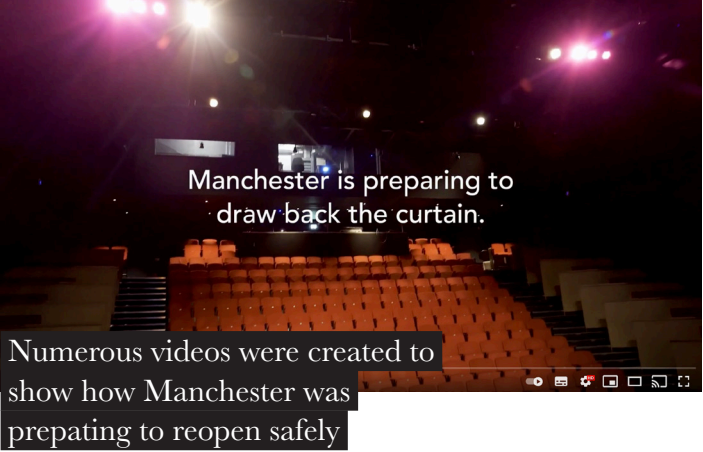
10 MAY 2021

GM push government to let them vaccinate over-16s in specific high-risk communities as sharp rise in cases seen in Bolton, and to provide extra money to help people self-isolate, Ministers remain reluctant to deviate from their plan.

17 MAY 2021

‘Step 3’ of lockdown restrictions easing. Hospitality venues allowed to serve indoors, other entertainment and leisure venues reopen for first time since January. More social contact between family and friends. Social distancing with loved ones now a choice. Care home residents allowed five named visitors and no longer need to self-isolate on return from certain visits.





18 MAY 2021

1,500 students and staff tested at Manchester College’s Ardwick Campus after outbreak using mobile testing units. Described as “part of what will happen as we live with the virus”.

20 MAY 2021

Over-18s in high-risk neighbourhoods offered vaccine through GPs in ‘race against time’ to shield population from sharp rate rises of Delta variant seen in Bolton. Vaccinations to be offered at new walk-in vaccination centres. Vaccinations continue to move down the age brackets as usual elsewhere in the city.

27 MAY 2021



Public Health ... · 27 May ·
The JCVI have advised that it's safe for pregnant women to get the [#COVID19](#) jab.

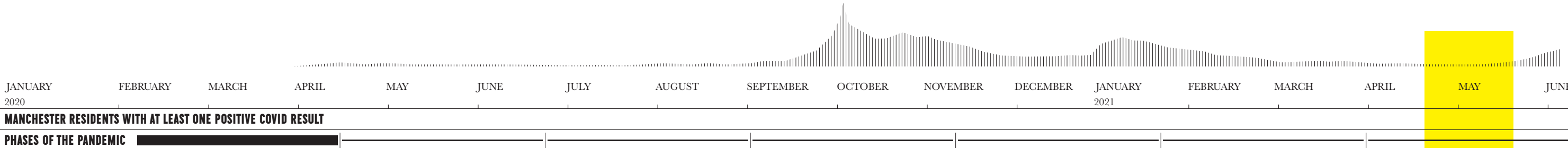
Dr Dianne Addei explains why you should get the jab if you're pregnant, especially if you are from a black, Asian, south Asian or any minority background.

Find out more:
[gov.uk/government/new...](#)

Public health messaging on Social media

31 MAY 2021

Several bars and restaurants close over the bank holiday as staff asked to isolate by Test and Trace.



Addressing the risks of Shisha

Name not supplied

Through the pandemic, we’ve really seen how ‘enforcement’ partners were at the forefront of Public Health by making sure that businesses complied with COVID-19 regulation and guidance.

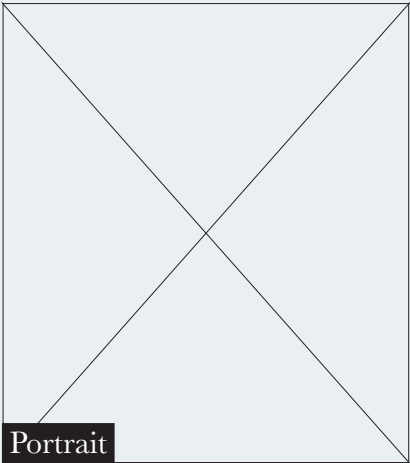
For some years the Council’s Licensing and Out of Hours Team, partners from the police, Fire and Rescue and others have led enforcement on risks associated with Manchester’s indoor Shisha cafes.

A main concern has been breaches of the Health Act, putting people at risk from tobacco smoke indoors. Manchester’s taken a ‘twin track’ approach, combining enforcement, including prosecutions and equipment seizures, and Public Health

advice. During the pandemic, our teams became concerned about the additional risks of aspects of Shisha smoking and identified ‘drive-through’ Shisha cafes being set up!

We quickly adapted pre-pandemic advice material to this new development and enforcement teams supplemented their evidence packs where legal action was needed, with Public Health information.

Name not supplied
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final lockdown easing delayed.

2 JUNE 2021

All over-18s living in 20 Manchester postcodes invited for first vaccine as part of the surge vaccination programme.

3 JUNE 2021

Transmission increase expected after May’s lockdown easing brings steady rise in city’s cases to 125.3 per 100,000, four times England’s average. Delta variant, first recorded in India, accounts for 80% of GM cases. Data shows spike driven largely by school-age children and teenagers.

8 JUNE 2021

Government announce Enhanced Restrictions Area (ERA) for Greater Manchester as part of wider programme of virus suppression and ‘to keep travel in and out of boroughs to minimum’.

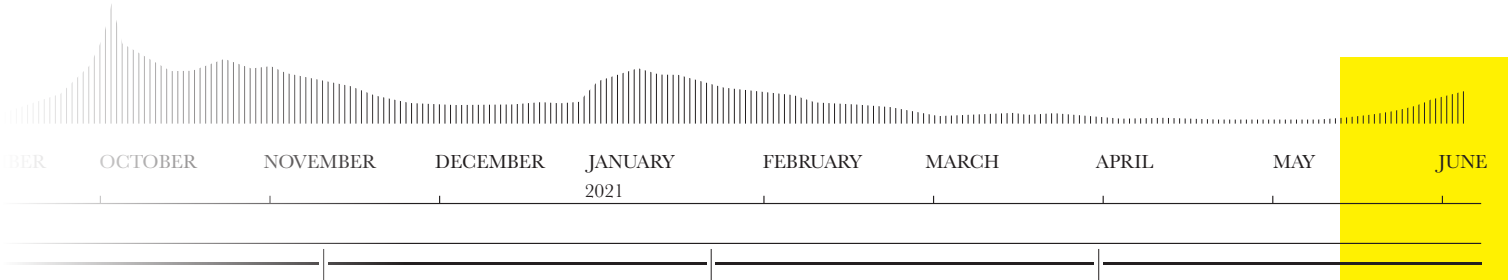
Stats for city show large increase in cases is not translating to large increase in hospitalisations:

229.5 cases per 100,000 people (four times national average),

1,269 positive tests in week to June 5 – up 569 on last week.

In same period, 25,929 vaccines administered across the city – highest weekly since start of vaccine programme.

291,000 people in Manchester have now had at least one vaccine, with more than half also having a second.



10 JUNE 2021

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Manchester Cit...

10 Jun

Misinformation warning

We are aware of misinformation surrounding Covid and the Covid vaccine circulating in the South Manchester area.

Please keep doing your bit to protect yourself and loved ones from the virus, and get your vaccine when it is offered to you.

Misinformation

Warning

Information on misinformation on Manchester City Council's Twitter account

21 JUNE 2021

Government delays final lockdown easing ‘until 19 July’ Limits on social gatherings stay in place, nightclubs remain closed and large events constrained. Guest limits on weddings lifted so 30+ people can attend.

25 JUNE 2021

Additional £10m COVID grants to GM councils to support struggling families with costs like household bills, food and essential items. New allocation to see families through till September is less than was given to cover the shorter December holiday period.

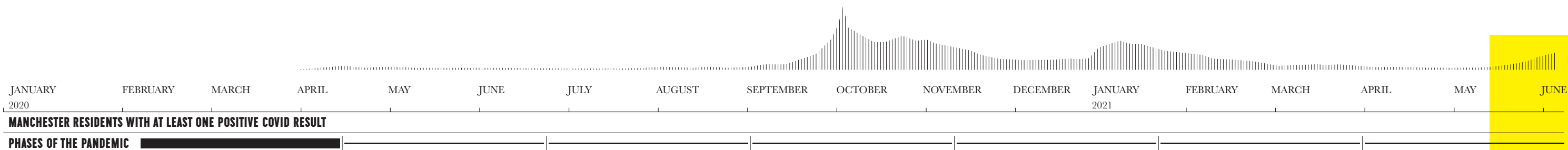
Parents call for school isolation rules to be scrapped or reviewed as some families report they are on their sixth isolation period after children in their bubble test positive. Council to push for daily testing in schools to avoid isolation.

26 JUNE 2021

Any Manchester resident 18+ urged to use three pop-up clinics to get vaccinated. Free transport, no GP registration or ID needed, and no immigration checks. Army medics support three-week surge vaccination in Belle Vue, Moss Side and Heaton Park.

29 JUNE 2021

Schools advised on evidence of wider range of COVID symptoms being found in children. Advice: don’t wait for main symptoms, take PCR test for: diarrhoea, persistent headache, fever and chills. shortness of breath or difficulty breathing, fatigue, muscle or body aches, sore throat, congestion or runny nose, or nausea and vomiting.



Could I feel pride following this shocking year? We will see

Neil Bendel

There’s no getting away from the fact that 2020 was an awful year. WHO have estimated that, globally, there have been more than 3 million excess deaths and, in Manchester, over one thousand people have lost their lives from causes involving COVID.

By May 2021 over 54,000 people in Manchester had tested positive for COVID and thousands more have witnessed the impact of COVID on their families, friends and colleagues.

COVID has widened the divisions in society, shone a harsh light on health inequalities and loosened the ties that bind us. The economy has been shattered and businesses that have survived through world wars and

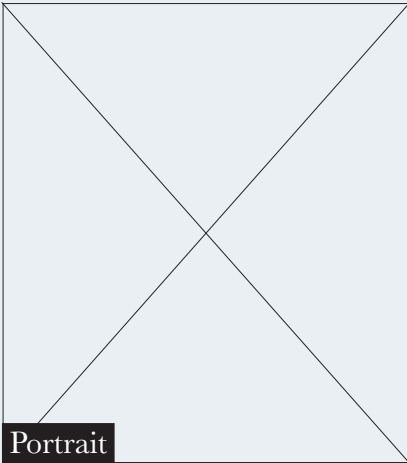
recessions have been forced to close their doors. The physical and economic impact will be with us for decades to come.

Professionally, COVID has come as an enormous shock and I have been forced to work in ways that are alien to me. Months of working from home and the sense of isolation that entails have had a huge impact on my physical health and on my mental and psychological wellbeing.

However, there is some satisfaction to be gained from the fact that my team and I have contributed in a small way to stemming the tide of COVID and minimising its very worst impacts of COVID on our local residents.

I am told that in years to come I will feel a sense of pride in what I have achieved. We will see.

Neil Bendel
PUBLIC HEALTH SPECIALIST (HEALTH INTELLIGENCE)
MANCHESTER POPULATION HEALTH TEAM
MANCHESTER HEALTH AND CARE COMMISSIONING



LOCKDOWN

All alone
With my laptop
And my mobile phone.

Physically isolated
Virtually connected
Life turned upside down
The pandemic wrecked it.

The virus mutates
And our priorities too
But we rise to the challenge
Twenty twenty, twenty one, twenty two ...

Barry Gillespie
Consultant in Public Health
Manchester Population Health Team
Manchester Health and Care Commissioning

