

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

Neighbourhoods & Environment Scrutiny (2.00pm) - Wednesday 22 July

Workstream	Impact / challenges experienced	Key planning and recovery activity being undertaken**
Residents at risk		
	<p>Shielded Residents and the Food Response (communities)</p>	<p>Government announced an additional £63 million nationally on 11 July for local authorities to provide food and support to those people who are struggling financially as a result of Covid-19. We are waiting for details of the allocation for Manchester.</p> <p>There are around 2,200 Manchester residents who have been receiving a food box from the Government scheme, but not local food support, who will be most affected by the pausing of the national scheme on 31 July.</p> <p>Government is sending a letter and calling all shielded people to inform them of the changes and asking them to contact their local authority if they need support after 31 July, i.e. the Manchester hub. We will follow this up with contacting the 2,200 residents most affected.</p> <ul style="list-style-type: none"> From week commencing 6th July, the Helpline has taken a total of 18,185 calls. Calls to the helpline have decreased in recent weeks.

		<ul style="list-style-type: none"> ● Since 30 March the Food response has received 6807 requests to support 14105 residents. ● Currently 1563 households are in receipt of support (3204 people) ● Numbers of new requests each day remain low. ● Analysis of supply and demand is in place, this will help to inform next steps. 	<p>Call centre scripts have changed to help residents that are requesting food support to consider other options before a referral is made for the Food response offer to ensure we prioritise those that need it most.</p>
	<p>Domestic Violence & Abuse (communities)</p>	<p>There continues to be difficulty funding refuge accommodation for single women with no recourse to public funds (NRPF), with Manchester Women's Aid currently accommodating 2 women with nil income</p> <p>Services continue to be largely provided online, via telephone, video conferencing or social media apps. While this has largely been successful, planning for recovery is necessary</p> <p>Referrals into Community Outreach services in Q1 (770) were higher than in the same quarters in 2018-19 (578) and 2019-20 (562), and in any other</p>	<p>Manchester Women's Aid have been successful in securing £38k from the Ministry of Justice Covid fund to help with costs incurred in maintaining service since March</p> <p>Domestic Abuse Forum meeting on 25th June took place with focussed discussions and position updates on what the move towards recovery would look like across the various areas of provision</p> <p>Services are conducting risk assessments and developing safe working practices to enable a return to more face to face working with clients, liaising as necessary with landlords of their office premises</p> <p>MWA outreach workers have been continuing to provide short-term support to the IDVA service but it is intended that they return to their primary contracted function. (NEW) To support this, Ministry of Justice funding will provide short-term</p>

		<p>quarter in 2018/19 or 2019/20. They are expected to continue at similar levels into Q2</p> <p>Volumes of high risk referrals to Multi Agency Risk Assessment Conference (MARAC) continue to remain high (511 in Q1), placing significant pressures on Independent Domestic Violence Advocate (IDVA) service (188 referrals in April, 192 in May, 204 in June)</p> <p>Will consider Comms output to be revised or added to as lock down measures reduced</p>	<p>support to facilitate increased Independent Domestic Violence Advocate (IDVA) capacity at least until 31/10/20, with proposal for utilisation of a portion of Violence Reduction Unit grant monies to continue through to 31/03/21</p> <p>MARAC steering group agreed to step down the Emergency Delivery model from 20/07/20 to return to multi agency discussions on a virtual platform</p> <p>MCC Community Safety and Comms colleagues working together on identifying any reshaping of output that is required, while continuing to put out regular and varied local messaging, and amplify national campaign material, including Home Office translated comms material, which has been shared across the partnership and wider networks</p>
Welfare Provision (communities)		<p>Uptake of Local Welfare assistance for unpaid carers lower than expected.</p> <p>Identified that Local Welfare emergency funding was not being used as part of MCC's offer to vulnerable residents contacting us via the community response helpline</p> <p>Digital Exclusion has been one of the reasons that medically or financially vulnerable residents have</p>	<p>Letter due to be sent by 17 July to 3,200 unpaid carers to highlight the scheme.</p> <p>Community Response Hub and Neighbourhood teams have been made aware of the support and there is an increase in the number of applications, which are within budget</p> <p>£100k of the Covid welfare funding has been agreed to support the purchase of devices & data</p>

		<p>been dependent on MCC for support during the crisis e.g. unable to shop online</p>	<p>for disadvantaged residents, who are also supported with the basic skills to get online.</p>
	<p>Homelessness (neighbourhoods)</p>	<p>Covid Hotels: Six hotels providing 'Everybody In' accommodation have now closed with residents supported to move on, three of the sites continue to run in the short term and three sites have become A Bed Every Night phase 3 accommodation. 158 people are currently accommodated across these 6 sites, with move on and reconnection activity continuing. A Bed Every Night phase 3 provision will operate until 31st March 2021 providing 135 units of accommodation. In addition to this, 30 units of accommodation for people who have No Recourse to Public Funds has been created, bringing the total number of beds to 165. Victoria Warehouse will close in Aug 2020 move on plans have been created for all 22 residents currently in situ. The challenge of moving people on will remain, given the pressures within Manchester's housing market - affordability of the private rented sector and availability of Social Housing and Supported Housing.</p> <p>Presentations to the service: have started to increase to similar levels as before lock down, 189 singles and families presenting to the service last week. The most frequent reason for presenting is family and friends no longer willing to accommodate (66). In March, on average 44 people per week presented for this reason, this is up to 59 per week on average in June. Link to data here.</p> <p>Presentations for domestic violence have nearly doubled over lock down, during March average of</p>	<p>Team Around the Neighbourhood information has been shared with each hotel site to create a link between neighbourhoods and people moving out of hotels into the private rented sector. Although numbers moving directly into the private rented sector are currently low.</p> <p>Improving access to the private rented sector through the Help2Rent scheme, live in the next couple of weeks. will allow the GM LAs to provide an insurance product to Private Rented Sector landlords covering rent arrears and damage. The scheme is funded by the Ministry of Housing, Communities and Local Government and GMCA but will be administered by Salford. Each LA has been allocated the funds for 50 policies, any remaining funds will be used by MCC and Salford. The initial response from landlords has been positive and will hopefully allow for a greater number of PRS units acquired for homeless applicants.</p> <p>Meetings with RPs for funding via the Homes England prospectus (£130million capital, £30million revenue) are ongoing.</p>

		10.2 presentations per week, over June 19.9 on average per week. Last week 17 people presented to the service for this reason.	Survey circulated to all staff working at hotel sites to capture key learning and inform future delivery of services.
Resilient communities			
	Resilient Communities	Focus of Our Manchester has been a strengths based approach, which has been somewhat reversed by the need to get people to stay at home and deliver food, medicines & support to their doorsteps creating a higher level of dependency as a result. However, over recent weeks, the Teams Around the Neighbourhood have been working together and developed partnerships to actively support some of our most vulnerable residents at neighbourhood level	A multi-agency Bringing Services Together (BST) Team Around the Neighbourhood (TAN) workshop has been held to review strategic/operational working in responding to Covid at a neighbourhood level. The focus was on what has worked well, learning and what agencies need to amplify going forward. The outcomes will now influence the development of a shared narrative / priorities for each of the 13 Team Around the Neighbourhood areas, linked with Ward Co-ordination processes.
	Libraries, Galleries and Culture (communities)	Eight libraries reopened 4th July.- open 3 days per week, 4 hours per day. 4097 visits to date, 376 over 60's attended dedicated hour session in neighbourhoods. Over 6000 books issued and 831 PC bookings, 1874 calls to the library - 1541 F2F enquiries.	Plans to reopen Manchester Art Gallery and Central Library on 20 August with reduced hours. Reviewing remaining libraries for reopening September - in conversation with partners. Covid-19 Culture Recovery Board Meeting was last held on 1st July. The board in collaboration with sector partners is proposing a recovery plan with outline costs (£71m) for interventions designed to:

			<p>a) stabilise the sector ensuring venues and cultural companies can survive, especially where extended closures are likely and</p> <p>b) stimulate recovery with targeted interventions for parts of the sector including employment programmes.</p> <p>Consultation with sector task groups is underway and a consultation document is being designed by the comms team for circulation.</p> <p>Re-opening of galleries, museums & libraries</p> <p>Update on planned reopening dates:</p> <ul style="list-style-type: none"> ● Museum of Science & Industry - 14th August ● Manchester Central Library (in addition to the City Library open 4th July) - 20th August ● Manchester Art Gallery - 20th August ● National Football Museum - 23th July ● People's History Museum - 1st September ● HOME - 4th September (cinemas, bars and restaurant) ● The Whitworth - September (date to be confirmed)
	Parks, Leisure & Events (communities)	<ul style="list-style-type: none"> ● Maintain redeployment of staff & volunteer for food response whilst looking at options to step down. ● Refocus programmes for online channels and continue to engage with residents 	<ul style="list-style-type: none"> ● Staff deployment for food response remains in place - staff beginning to be withdrawn to focus on service priorities as workload intensifies on remobilising services.

		<p>through programmes such as allsorts to do at home.</p> <ul style="list-style-type: none"> • Ensure no protected characteristic group is adversely impacted by access to local exercise facilities. 	<ul style="list-style-type: none"> • Equality impacts of service changes - The phased reopening of further exercise facilities has commenced in parks and there are no concerns with adverse impacts for protected characteristic groups. Bowls, outdoor gyms and play areas have started to be phased in. Reopening of indoor leisure facilities can now progress from 25 July. A paper setting out the options for this has been produced for Exec Member sign off. The recommendation is for mobilisation and reopening of some (about half) of indoor facilities from August 1st.
	<p>Youth (communities)</p>	<ul style="list-style-type: none"> • Increased numbers of young people present in larger groups, not adhering to social distancing guidelines, holding the belief that lockdown is now over. • Re-opening of youth clubs / centre based provision - young people & families are asking for centres to be reopened alongside school provision. Current guidance does not permit this. Key messages are still being shared - National Youth Agency rating has now changed to Amber • Youth Voice & Engagement - how we ensure we are reaching a large proportion of young people across the City, and how they use their voice to influence decisions being made about provision moving forward. 	<ul style="list-style-type: none"> • National Youth Agency guidance for re-opening of youth provision issued 17th June - this has now been shared with all providers with support offered.. • Youth Strategy working alongside youth providers to ensure risk assessments are up to date and Covid specific, as well as, ensuring safeguarding policies and procedures have been reviewed. • Mapping the support provided for people with different risk characteristics. • Youth Centres can open and operate provision indoors as long as they are Covid secure and adhere to track and trace and ratio guidance.

		<ul style="list-style-type: none"> • Summer provision - how we provide youth and play provision across the city adhering to social distancing guidelines and potentially without buildings. Children, young people and families are already contacting providers for information about activities throughout the summer. The challenge will be how we maintain universal access. • Funding & Investment - a challenge for our youth and play providers is continued investment into services and access to unrestricted funds. 	<ul style="list-style-type: none"> • Cross sector (Leisure, Libraries, Youth, Culture & Schools) provision being uploaded to Council website this week with press release planned from comms. • Summer proposal has been approved, Neighbourhoods & Children's Services are now working together to activate school sites for play schemes throughout August, as well as, additional positive activities. • Youth voice feedback collated and shared with Education colleagues to aid discussions about summer provision in schools.
VCSE (Communities)		<p>Funding has and continues to be one of the main concerns for VCSE groups/organisations - e.g OMVCS 2021+ future funding decision. A number of emergency Covid 19 funds available but less medium to long term funds available as yet.</p> <ul style="list-style-type: none"> • As part of the emergency response to Covid 19, the We Love Mcr charity has invested £897,070 made up of approval to 270 applications from Manchester's community groups, organisations and charities including Food Poverty, Advice & Protection, Mental Health & Wellbeing and Positive Engagement with Children & Young People 	<p>Manchester VCSE Covid 19 Funding Strategy and Group being progressed. Second meeting held 09.07.2020 focused on key priorities and development of an action plan - ongoing.</p> <p>OMVCS 2021+ budget discussion being progressed</p> <p>OM Funds team data and intelligence gathering, includes latest round of catch up calls to all funded groups, summary report now available. Key areas highlighted</p>

	<ul style="list-style-type: none"> ● The National Lottery funding to Manchester VCSE groups/organisations: <ul style="list-style-type: none"> ○ Coronavirus Community Support Fund: £745k to 24 organisations. ○ Reaching Communities Fund: £653k to 22 organisations. ○ Awards for All: £91k to 9 organisations. ○ <u>New</u> Climate Action Fund: £207k to 1 organisation/partnership ○ Overall total National Lottery funding to Manchester (May to June) = £1,696m ○ This funding covers a range of groups/organisations, existing and new and Covid 19 specific activity, services and partnership work in communities. ● The Council has been activity supporting VCSE groups within the Parks, Leisure, Youth and Events sector throughout lock down to access advice and grants as well as information and advice on returning to work safely. Good progress has been made with funding distribution to VCSE providers across the sport and leisure sector. Over £420K accessed to date across 70 plus organisations. £897K distributed from the 	<ul style="list-style-type: none"> ○ Access to future (longer term) funding and loss of income ○ The potential increase in demand for services both now and in the future ○ The wellbeing and welfare of service users, staff and volunteers ○ Reopening safely and PPE ○ Advice and guidance on digital inclusion for residents <p>Next steps, feeding this work and further engagement into the R&C workstreams and plans. Meeting with Cllr BC, Cllr AS, AH, JB, SK and MS agreed at last EMG Sub Group to discuss/progress further.</p> <p>OM Funds Team building centralised funding database using MCC, MHCC, National Lottery, Housing Association, Young Manchester and We Love Mcr data sources. Part of this data has been used as part of checks for the MCC Discretionary Grant process.</p> <p>A series of planning to re-open sessions have been delivered by Macc over the past 2 weeks, including virtual and physical support activity in North (connected to North Manchester Together working group). North Manchester VCSE grab bags are being made available for pick from 4CT and Northwards Housing.</p>
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	<p>We love MCR Charity to over 270 community groups, organisations and charities.</p> <p>Planning to reopen, recovery and risk assessment information, support and guidance for the VCSE sector</p> <p>Communication and engagement with the VCSE sector as part of the response and recovery plans - how can the VCSE and public sector work together.</p> <ul style="list-style-type: none"> Information, advice, guidance and support being provided by Macc and via the relationships between the OMVCS, Young Manchester, Culture, Neighbourhoods and other Council teams (such as Carers and Homelessness). <p>Good news stories and examples of local adaptation from VCSE groups including recently set up mutual aid groups</p> <p>Key challenge around equality and inclusion both in terms of engagement and support to/from VCSE groups and also the service users that they work with e.g vulnerable residents and/or particular communities of identity (such as BAME).</p>	<p>Third MCC and VCSE sector engagement sessions hosted by Macc with R&C SRO and workstream leads delivered 09.07.2020 - Population Health - Track & Trace theme. Information and guidance well received from Population Health lead and being made available across comms channels.</p> <p>OMVCS year 2 annual report inc examples of VCSE Covid 19 response work being progressed with comms with a view to being released by August 2020.</p> <p>Equality and Inclusion working group to include OM Funds Team/VCSE representation, data and intelligence from the sector - propose to focus on a limited number of cross sector issues/ themes e.g digital inclusion.</p> <ul style="list-style-type: none"> VCSE Funding C19 Equality Analysis template to be completed by OM Funds Team
<p>Transport and Infrastructure (Neighbourhoods)</p>	<p>Work with TfGM to agree a broad overall transport plan to support gradual opening up of the city with a focus on pedestrian movement and safe use of public transport linked to an agreed package of</p>	<ul style="list-style-type: none"> ARUP are working with highways, city centre regeneration and TfGM to develop a strategic medium term plan to support

	measures to support safe pedestrian access.	<p>city centre business re - opening, safe pedestrian movement and public transport connections. This will draw on national and international best practice. Initial outputs due to be discussed at the City Centre Infrastructure Working Group on 23/7/20.</p> <ul style="list-style-type: none">● Analysis of predicted transport requirements- TfGM undertaken a 'Future Travel' Survey" to gather the public's views on using public transport after lockdown. 14,000 responses received and initial findings have been shared with members of this group and the Business Reopening Analysis group (including MCC reps). A summary of the complete results from the survey is attached for members' information.● Data from this Tuesday (14/7) shows the following differences with the position on Monday 9th March and 29/6 showing a gradual but slow increase in public transport usage across Greater Manchester with car travel still reduced
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		<p>but much closer to pre lockdown levels.</p> <ul style="list-style-type: none"> ○ Metrolink patronage 9/3/20 = 122,613 “ 29/6/20 = 19,668 14/7/20 = 31,884 ○ Bus 9/3/20 = 515,309 “ 29/6/20 = 143,795 14/7/20 = 191,093 <p>Rail 9/3/20 = 104,795 29/6/20 = 21,859 14/7/20 = 28,759</p> <p>GM Highway 9/3/20 = 5,082,000 29/6/20 = 3,700,000 14/7/20 = 4,032,000</p> <p>Data has also been made available from NCP on year on year changes in car park usage for the period until the end of June which is attached. More up to date data for the last week has been requested.</p>
	<p>Analysis of businesses' plans for reopening, working with TfGM, CA, Chamber, Growth Company</p>	<ul style="list-style-type: none"> ○ TfGM linked into Day Time Economy recovery group work especially re Social Distancing

	<p>Identify and implement interventions that support social distancing and procure necessary equipment to facilitate this.</p>	<ul style="list-style-type: none">● Deansgate temporary closure to motor vehicles implemented on 16th May.● Thomas Street temporary closure was implemented on 31st May.● Temporary closure of Ducie Street and Stevenson Square and one way system on Withy Grove were introduced from Friday 3rd July to create safer conditions for pedestrians and support business reopening.● Temporarily widening pavements in a number of locations across the city to support safe pedestrian movement and social distancing. Measures and have already been introduced on London Road and Princess Street learning lessons as we progress. Other schemes delivered: Cheetham Hill Road, Chorlton- Manchester Road- Claridge Road and Warwick Road, Wilmslow Road in Rusholme, Withington Village (Wilmslow Road), Openshaw- Ashton Old Road. Sites being discussed at Hulme High
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Street and Ashton New Road Phase 2 in Openshaw.

- Tasked our CCTV monitoring staff to monitor how the public act on returning to work to support reacting to events and that is supported by the TfGM control room.
- Decluttering pavements where we can using a new find and fix team to carry out audits, bearing in mind need to support businesses reopening who may need to use pavements (eg for tables and chairs)
- Welcome Back Manchester campaign launched on 12 June, to provide confidence to encourage people back into the city centre and district centres.
- Emergency Active Travel Fund - GM awarded £3.1 million as part of the first phase of funding. It supports pedestrian and cycling measures and which take pressure off the public transport network. Work underway with GM to determine which schemes are to be delivered.

		<ul style="list-style-type: none"> ● Guidance has just been received regarding bidding for resources for phase 2. A bid needs to be submitted by the combined authority by 7/8/20..
	<p>Continue with highway works that can be undertaken during lockdown</p>	<ul style="list-style-type: none"> ● Continuing with all our major projects that are on site and continuously monitoring government guidance about construction ● Finding ways to accelerate all our programme of walking and cycling schemes aiming to have early starts on all our programmed projects ● Maintaining our roads at business as usual levels by inspecting them and making repairs ● Resurfacing and treating many more main roads than originally planned to take advantage of lower traffic levels ● Working with TfGM to review bus stops and increase pedestrian phasing at signalised crossings.