

RESIDENTS AND COMMUNITIES WORKSTREAM

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

SRO: Fiona Worrall supported by Angela Harrington

Objectives

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

Expected Outcomes

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

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

Cross Cutting Workstream - Intelligence and evidence

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

COVID-19 PLANNING AHEAD

Residents and Communities

Residents at Risk

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

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

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

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

Exit Rough sleepers from hotels into sustainable next step provision

Resilient Communities

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

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

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

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

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

VCSE

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

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

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

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

Equalities and Inclusion

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

Consider options to minimise or address adverse impacts

Consider how socio economic impacts inform wider recovery strategy

Ensure alignment between recovery activities and statutory equality duties

Reporting will be through this structure of four workstreams

RESIDENTS AT RISK

ANGELA HARRINGTON

KEY ISSUES TO COVER / LINES OF ENQUIRY

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

MAY - JUNE 2020 PRIORITIES

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

JULY 2020 - MARCH 2021

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

BEYOND APRIL 2021

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

MIKE WRIGHT

KEY ISSUES TO COVER / LINES OF ENQUIRY

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

MAY - JUNE 2020 PRIORITIES

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

JULY 2020 - MARCH 2021

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

BEYOND APRIL 2021

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

KEY ISSUES TO COVER / LINES OF ENQUIRY

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

MAY - JUNE 2020 PRIORITIES

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

JULY 2020 - MARCH 2021

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

BEYOND APRIL 2021

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

KEY ISSUES TO COVER / LINES OF ENQUIRY

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

MAY - JUNE 2020 PRIORITIES

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

JULY 2020 - MARCH 2021

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

BEYOND APRIL 2021

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

EQUALITIES IMPACT

KEIRAN BARNES

KEY ISSUES TO COVER / LINES OF ENQUIRY

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

MAY - JUNE 2020 PRIORITIES

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

JULY 2020 - MARCH 2021

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

BEYOND APRIL 2021

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

Children and Young People - SCHOOLS

PAUL MARSHALL / AMANDA CORCORAN

KEY ISSUES TO COVER / LINES OF ENQUIRY

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

MAY - JUNE 2020 PRIORITIES

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

JUNE 2020 - MARCH 2021

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

BEYOND APRIL 2021

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

KEY ISSUES TO COVER / LINES OF ENQUIRY

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

MAY - JUNE 2020 PRIORITIES

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

JULY 2020 - MARCH 2021

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

BEYOND APRIL 2021

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

KEY ISSUES TO COVER / LINES OF ENQUIRY

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

APRIL - JUNE 2020 PRIORITIES

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

JUNE 2020 - MARCH 2021

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

BEYOND APRIL 2021

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

KEY ISSUES TO COVER / LINES OF ENQUIRY

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

APRIL - JUNE 2020 PRIORITIES

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

JUNE 2020 - MARCH 2021

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

BEYOND APRIL 2021

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

EVIDENCE AND INTELLIGENCE (CROSS-CUTTING)

JAMES BINKS

KEY ISSUES TO COVER / LINES OF ENQUIRY

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

MAY - JUNE 2020 PRIORITIES

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

JUNE 2020 - MARCH 2021

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

BEYOND APRIL 2021

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