

## Covid-19 Sitrep Summary

### Residents and Communities Workstream

Date: 17 July 2020

Workstream	Impact / challenges experienced	Key planning and recovery activity being undertaken**
<b>Residents at risk</b>		
Shielded Residents and the Food Response	<p><b>New information:</b></p> <ul style="list-style-type: none"> <li>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. £956k will be allocated to Manchester</li> <li>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.</li> </ul> <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 an MCC letter contacting the 2,200 residents most affected to ensure that they are signposted to the most appropriate support</p>	<p>Step down calls are continuing with numbers reduced by around 3,000. Stepping down demand is resource intensive and requires personalised follow-up calls with those receiving food, to ensure that they are connected to the best option for them, and staff (many of whom are MCC volunteers) are needed to continue both the food response and step-down. However, many staff now need to return to their substantive roles.</p> <p>Options for future provision are being considered that do not lead to additional dependency. A sustainability group is looking at unlocking surplus food supplies.</p> <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.</p>

<p>Domestic Violence &amp; Abuse</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 quarter in 2018/19 or 2019/20. They are expected to continue at similar levels into Q2</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>Manchester Womens Aid 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. To support this, Ministry of Justice funding will provide short-term 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</p>
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	<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>Need to consider whether Comms output needs to be revised or added to as lock down measures reduced</p>	<p>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	<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 been dependent on MCC for support during the crisis e.g. unable to shop online</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 &amp; data for disadvantaged residents, who are also supported with the basic skills to get online.</p>
Homelessness	<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</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>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 <a href="#">here</a>.</p> <p>Presentations for domestic violence have nearly doubled over lock down, during March average of 10.2 presentations per week, over June 19.9 on average per week. Last week 17 people presented to the service for this reason.</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> <p>Survey circulated to all staff working at hotel sites to capture key learning and inform future delivery of services.</p>
<p><b>Resilient communities</b></p>			
	<p>Resilient Communities</p>	<p>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 &amp; support to their doorsteps creating a higher level of dependency as a result. However, over recent weeks, the Teams Around the Neighbourhood</p>	<p>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</p>

		<p>have been working together and developed partnerships to actively support some of our most vulnerable residents at neighbourhood level</p>	<p>agencies need to amplify going forward. The outcomes will now influence the development of a shared narrative / priorities for each of the 13 TAN areas, linked with Ward Co-ordination processes.</p>
	<p>Libraries, Galleries and Culture</p>	<p>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.</p>	<p>Plans to reopen Manchester Art Gallery and Central Library on 20 August with reduced hours.</p> <p>Reviewing remaining libraries for reopening September - in conversation with partners.</p> <p><b>Covid-19 Culture Recovery Board</b> 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> <ul style="list-style-type: none"> <li>a) stabilise the sector ensuring venues and cultural companies can survive, especially where extended closures are likely and</li> <li>b) stimulate recovery with targeted interventions for parts of the sector including employment programmes.</li> </ul> <p>Consultation with sector task groups is underway and a consultation document is being designed by the comms team for circulation.</p> <p><b>Re-opening of galleries, museums &amp; libraries</b> Update on planned reopening dates:</p>

			<ul style="list-style-type: none"> <li>● Museum of Science &amp; Industry - 14th August</li> <li>● Manchester Central Library (in addition to the City Library open 4th July) - 20th August</li> <li>● Manchester Art Gallery - 20th August</li> <li>● National Football Museum - 23th July</li> <li>● People's History Museum - 1st September</li> <li>● HOME - 4th September (cinemas, bars and restaurant)</li> <li>● The Whitworth - September (date to be confirmed)</li> </ul>
	Parks, Leisure & Events	<ul style="list-style-type: none"> <li>● Maintain redeployment of staff &amp; volunteer for food response whilst looking at options to step down.</li> <li>● Refocus programmes for online channels and continue to engage with residents through programmes such as allsorts to do at home.</li> <li>● Support the VCSE groups with access to advice and grants as well as Information and advice on returning to work safely.</li> <li>● Ensure no protected characteristic group is adversely impacted by access to local exercise facilities.</li> </ul>	<ul style="list-style-type: none"> <li>● Staff deployment for food response remains in place - staff beginning to be withdrawn to focus on service priorities as workload intensifies on remobilising services.</li> <li>● VCSE support - Good progress 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 We love MCR Charity to over 270 community groups, organisations and charities.</li> <li>● 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.</li> </ul>

			<p>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		<ul style="list-style-type: none"> <li>• Increased numbers of young people present in larger groups, not adhering to social distancing guidelines, holding the belief that lockdown is now over.</li> <li>• Re-opening of youth clubs / centre based provision - young people &amp; 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</li> <li>• Youth Voice &amp; 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.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• National Youth Agency guidance for re-opening of youth provision issued 17th June - this has now been shared with all providers with support offered..</li> <li>• 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.</li> <li>• Mapping the support provided for people with different risk characteristics.</li> <li>• Youth Centres can open and operate provision indoors as long as they are Covid secure and adhere to track and trace and ratio guidance.</li> <li>• Cross sector (Leisure, Libraries, Youth, Culture &amp; Schools) provision being uploaded to Council website this week with press release planned from comms.</li> <li>• Summer proposal has been approved, Neighbourhoods &amp; Children's Services are now working together to activate school sites for play schemes throughout August, as well as, additional positive activities.</li> </ul>

		<ul style="list-style-type: none"> <li>Funding &amp; Investment - a challenge for our youth and play providers is continued investment into services and access to unrestricted funds.</li> </ul>	<ul style="list-style-type: none"> <li>Youth voice feedback collated and shared with Education colleagues to aid discussions about summer provision in schools.</li> </ul>
Children's Services	<p>Performance in key areas over the last two weeks remains strong with 93.6% of children subject to child protection seen on time and 96.5 % of LAC seen within timescale</p> <p>Child protection reviews in time equates to 88 % ( it should be noted that this report is not as yet signed off )</p> <p>Looked after children (LAC) review in times in time equates to 95.9 %</p> <p>Staff briefing on the refreshed directorate plan occurred on the 10th of July</p> <p>Directorate have engaged in the planning and financial resourcing for the summer offer and have agreed a ring fencing of placements within the offer for vulnerable children</p> <p>Referral rates to the service have continued to increase ( slightly and manageable) The service is preparing for an increased level of referrals as schools close this week</p>	<p>The service is focussing on business as usual i.e. continuous improvement with practice improvement being a major feature of this work in this reporting period auditing has continued across the service , CLT have agreed a commitment to language and improvements in recording additionally we have launched a consultation with staff on a service review.</p> <p>We have planned virtual staff engagements throughout the year</p>	
Schools and settings	<p>Attendance at school seems to have plateaued this week - 12% of school population. Letter sent out to parents/carers via schools today reminding them that attendance in Sept is compulsory and</p>	<p>Working with Public Health and Health and Safety team to update step by step guidance for schools ready for September based on learning to date.</p>	

		<p>responses to FAQ agreed with PH</p> <p>2400/3000 laptops allocated to schools for children known to social care - has been a very challenging process. Remaining 600 to go out to care leavers and children not attending a Manchester school. Looking at how MCC can out software onto these laptops.</p> <p>2500 Education health and care plans have reasonable endeavors letters uploaded to file. Still a number to be chased up. 65% compliance with completing new Education health and care plans in 20 week timescales ( which has currently been eased due to COVID19 but team still working towards this target)</p> <p>Risk assessments for September have started to be sent in from schools and H and S team are checking them and confirming if appropriate. Common issue so far seems to be managing staggered start and finish times at schools.</p>	<p>Planning for September to ensure all school have good remote offer in place as part of their business continuity planning.</p> <p>Planning attendance campaign for summer to ensure communities are aware that their children need to return to school in September.</p> <p>Planning with Health and Camhs mental health offer and pathway for schools in autumn.</p>
VCSE		<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"> <li>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</li> </ul>	<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>Food Poverty, Advice &amp; Protection, Mental Health &amp; Wellbeing and Positive Engagement with Children &amp; Young People</p> <ul style="list-style-type: none"> <li>● The National Lottery funding to Manchester VCSE groups/organisations: <ul style="list-style-type: none"> <li>○ Coronavirus Community Support Fund: £745k to 24 organisations.</li> <li>○ Reaching Communities Fund: £653k to 22 organisations.</li> <li>○ Awards for All: £91k to 9 organisations.</li> <li>○ New Climate Action Fund: £207k to 1 organisation/partnership</li> <li>○ Overall total National Lottery funding to Manchester (May to June) = £1,696m</li> <li>○ This funding covers a range of groups/organisations, existing and new and Covid 19 specific activity, services and partnership work in communities.</li> </ul> </li> </ul> <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>	<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"> <li>○ Access to future (longer term) funding and loss of income</li> <li>○ The potential increase in demand for services both now and in the future</li> <li>○ The wellbeing and welfare of service users, staff and volunteers</li> <li>○ Reopening safely and PPE</li> <li>○ Advice and guidance on digital inclusion for residents</li> </ul> <p>Next steps, feeding this work and further engagement into the R&amp;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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	<ul style="list-style-type: none"> <li>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).</li> </ul> <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&amp;C SRO and workstream leads delivered 09.07.2020 - Population Health - Track &amp; 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"> <li>VCSE Funding C19 Equality Analysis template to be completed by OM Funds Team</li> </ul>
<p><b>Equalities and Inclusion</b></p>	<p>The growing rate of activity around equality and inclusion matters in the Council has led to capacity issues in the Equality, Diversity and Inclusion Team to progress recovery-related work. These are being managed in the immediate term and consideration is being had for how this is effectively managed / coordinated across services moving forwards.</p>	<p>The Covid-intelligence gathering piece of work has been completed in first draft form and shared with Cllrs Craig and Akbar for consideration.</p> <p>The first meeting of the MHCC Covid-19 Health Equity Group has been held. This agenda setting meeting had MCC representation, and will help the Council and MHCC to harmonise approaches.</p>

	<p>The publication of the Greater Manchester Big Disability Survey, in which disabled residents across GM have reported their experiences of access to Covid services and information, has led to a further strand of Covid-related work.</p>	<p>Initial conversations between MCC and a representative of the Greater Manchester Disability Panel have taken place, to prioritise activity in response to the Big Disability Survey. More detailed planning in response is scheduled w/c 20 July, this will need to link back into the Equalities and Inclusion workstream.</p> <p>Conversations being progressed to tie up Our Manchester Strategy reset and equalities engagement priorities, ensuring minority representative groups are included in the reset engagement plan and that Covid-impacts for those groups are considered.</p>
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\*\* There is clear evidence that COVID-19 does not affect all population groups equally. Many analyses have shown that older age, ethnicity, male sex and geographical area, for example, are associated with the risk of getting the infection, experiencing more severe symptoms and higher rates of death (*Beyond the Data: Understanding the Impact of COVID-19 on BAME Communities, PHE, 2020*). It remains vital that those who are frequently the most disadvantaged in society do not then take a 'double hit' from decisions taken to mitigate the impacts of COVID-19. Please include detail of the activity you are planning to undertake to ensure recovery activity considers the impact of COVID-19 on different population groups. For example, undertaking an Equality Impact Assessment to support the planning for longer term changes to service delivery.