

Scrutiny Covid Sitrep Updates - August 2020 (information correct at 28th August 2020)

Communities & Equalities Scrutiny (2.00pm) - Thursday 3rd September

Workstream	Impact / challenges experienced	Key planning and recovery activity being undertaken**
<b>Residents at risk</b>		
Shielded Residents and the Food Response <b>Communities</b>	<ul style="list-style-type: none"> <li>As the Government shielding programme came to an end at the end of July, there were circa 2,000 residents in receipt of national Government food parcels, which has led to a small increase in demand;</li> <li>National Government has issued a draft advisory framework for local authorities to consider in the event of future local or national lockdowns that will require people to shield. This is expected to be published by Friday 29 August;</li> <li>Resourcing continues to be an issue, as MCC staff are needed to plan for recovery &amp; business as usual.</li> </ul>	<ul style="list-style-type: none"> <li>We are calling the c2,000 residents who were in receipt of food parcels at the end of July to ensure that they have access to an appropriate food offer. To date 565 have been contacted this is slower progress that we would have liked but no additional resources have been available to support this. All residents have received a letter from the Government and MCC so should be aware how to access support should they need it.</li> <li>We have responded to Government on the draft advisory framework guidance for future lockdowns</li> <li>We have reviewed the implications of this framework for the food response;</li> <li>Work is ongoing with food organisations to plan for transition back to a community model with the right level of resource &amp; support</li> </ul>
Domestic Violence & Abuse <b>Communities</b>	<ul style="list-style-type: none"> <li>Latest report from Independent Choices indicates that the volumes of calls into the helpline remain higher than pre-lockdown levels (88 last week). Visits to the EndTheFear website have dropped slightly over recent weeks but still</li> </ul>	<ul style="list-style-type: none"> <li>The helpline continues, via Covid funding, to be able to operate an additional phone line for most of not all of the week to meet increased demand;</li> </ul>

		<p>number over 400 per week. 73% of calls relate to requests for refuge accommodation. 28% of calls featured people affected by some form of immigration control issue</p> <ul style="list-style-type: none"> <li>● The LGBT Independent Domestic Violence Advisory Service [IDVA] is supporting GMP with a Facebook Q&amp;A session on 27th August.</li> <li>● Volumes of referrals into Multi Agency Risk Assessment Conferences [MARAC] and the Independent Domestic Violence Advisory Service remain high as does the waiting list for support.</li> <li>● Refuge accommodation remains limited in availability in Manchester and across GM, while referral volumes remain high.</li> <li>● Planning for recovery and return to pre-covid delivery by our service providers is in hand.</li> <li>● Supply chain issues are hampering the ability of services to spend MoJ Covid funding in time for the October deadline</li> </ul>	<ul style="list-style-type: none"> <li>● Additional capacity is being sustained via Ministry of Justice Covid emergency funding</li> <li>● Adult Social Care have identified funding to recruit a further short term Independent Domestic Violence Advisory Service [IDVA] post to support the in-house team. The new Independent Domestic Violence Advisory Service [IDVA] is now in post.</li> <li>● Funding has been agreed this week from the Violence Reduction Unit to recruit a further IDVA post until March 21 Recruitment to this post is in progress.</li> <li>● Pankhurst Trust and Manchester Women’s Aid have a formal recovery plan in place that will enable Covid-safe workplaces, refuges and children’s services.</li> <li>● A new 1-1 ‘Covid Measures Groupwork’ programme has replaced the normal face to face offering, providing up to 4 support sessions, depending on their need and support plan</li> <li>● Lobbying of the Ministry of Justice has been successful in that the period by which the funding must be spent has been extended to 31st March 2021. Similar dialogue is ongoing with the Ministry of Housing, Communities and Local Government regarding the terms of their emergency funding for refuges.</li> </ul>
	<p>Welfare Provision Scheme <b>Communities</b></p>	<ul style="list-style-type: none"> <li>● Uptake of Local Welfare assistance for unpaid carers lower than expected.</li> </ul>	<ul style="list-style-type: none"> <li>● A total of £24,494 has been paid to 195 carers to date out of an identified ‘carers’ budget of £100k. Further work with Adult Social Care may be undertaken in September with a view to increasing take-up.</li> </ul>

		<ul style="list-style-type: none"> <li>• Crisis support to residents impacted by Covid-19</li> <li>• Use of Discretionary Housing Payments to provide additional support to residents claiming Housing Benefit or Universal Credit (Housing Element)</li> </ul>	<ul style="list-style-type: none"> <li>• Between 16/3 and 23/8/20 413 applications citing Covid-19 as the reason for requesting assistance have been paid to a value of £26,539 out of an identified 'Covid-19' budget of £100k. A proportion of other cases supported by Welfare Provision awards will also relate to Covid-19 but the reporting system does not offer a process of identifying these.</li> <li>• Recognising the impact of Covid-19 on residents, 503 DHP awards that had been due to end during April through to the end of August have been extended for a further 26 weeks.</li> <li>• Around 160 September cases are also being extended and a proportion of 169 October cases are also in scope (some of the October cases have already been extended for an initial 26 weeks and these will be reviewed in more detail). A decision on whether to extend cases due to end in November and beyond will be made in October based on budget availability and projected spend.</li> </ul>
Homelessness		<ul style="list-style-type: none"> <li>• Victoria Warehouse Hotel has closed, with all residents having been safely moved on.</li> <li>• All A Bed Every Night, Covid Hotel and supported accommodation is full, and therefore moving additional people from the streets is challenging. A bid has been submitted to MHCLG for additional accommodation over the winter period and to create longer term accommodation to improve flow through the system. Whilst we wait the outcome of the bid vacancies are created through turn over and through movement into supported</li> </ul>	<ul style="list-style-type: none"> <li>• Future ways of working for the directorate are being co produced with the voluntary sector, which will include continued use of technology.</li> <li>• The service continues to work in a covid safe way. Support workers continue to discuss and remind people of the latest guidance. Staff are working closely with public health to ensure contact tracing works for the homeless population and all hostels and hotels are working within the new guidance. A couple of teams will be returning to Etrop Court and the Town Hall Extension as a pilot. Additional</li> </ul>

		<p>accommodation. The latest count of people sleeping rough is 49, and so remains lower than last year. This cohort mainly consists of people who have already been in accommodation and multi agency work is being progressed to help address their needs.</p> <ul style="list-style-type: none"> <li>• The challenge of moving people on from temporary accommodation will remain, given the pressures within Manchester's housing market - affordability of the private rented sector and availability of Social Housing and Supported Housing. The lack of 1 bed accommodation in the city remains a challenge.</li> <li>• Presentations continue to be high, data is on the link <a href="#">here</a>. This is expected to increase as the economic recession continues. The blanket delay on evictions for another month is becoming a concern as people will put off addressing rent arrears and it will become too late to be able to do any proper preventative or mediation work. Significant work with comms is progressing to encourage people to access advice and help before it becomes an unmanageable issue for them. Work with landlords is also progressing as many small landlords are reliant upon the income, and therefore are at risk of debt themselves.</li> </ul>	<p>space will be needed to bring all teams into the Town Hall Extension for 2 days a week.</p> <ul style="list-style-type: none"> <li>• The Ministry of Housing, Communities and Local Government bid was submitted last week with funding requested for the covid hotels, move on into the PRS and additionality of accommodation to improve flow through the homeless system. Capital funding for the acquisition of one bed flats was also requested.</li> </ul>
<b>Resilient communities</b>			
	<p>Resilient Communities <b>Communities</b></p>	<ul style="list-style-type: none"> <li>• The volume of calls has remained fairly consistent over the last couple of weeks, with call volumes over the last two weeks at the lowest levels we have seen since the helpline opened - c 300 calls per week.</li> </ul>	<ul style="list-style-type: none"> <li>• Planning taking place in relation to the community hub moving forward and a review of pathways to ensure residents continue to get support in a timely manner.</li> </ul>

		<ul style="list-style-type: none"> <li>• Work is progressing to support resourcing requirements as we plan for any potential changes in demand as we move into the autumn/ winter.</li> <li>• The Teams Around the Neighbourhood are supporting engagement activity in neighbourhoods across the city undertaking community conversations with a focus on prevention messages. Very much a partnership approach to this work.</li> </ul>	<ul style="list-style-type: none"> <li>• Links made to localisation of test and trace to ensure anyone who needs to isolate and needs support will receive it.</li> <li>• Planning for any further shielding arrangements where support for individuals is likely to come via the Local Authority rather than nationally as was seen previously.</li> </ul>
	<p>Libraries, Galleries and Culture <b>Communities</b></p>	<ul style="list-style-type: none"> <li>• Nine libraries across the city have been open 3 days per week, 4 hours per day since 4th July and Central Library reopened on 20th August - 30 hours per week. <ul style="list-style-type: none"> <li>➢ 223,893 visits to date</li> <li>➢ 1849 over 60's attended dedicated hour</li> <li>➢ 29,315 books issued</li> <li>➢ 4989 PC bookings,</li> <li>➢ 4001 calls to the library</li> <li>➢ 7516 F2F enquiries.</li> <li>➢ 21% of all visits are to access PCs</li> </ul> </li> </ul> <p>Data being currently gathered on ward breakdown and also sites being accessed to understand demand and use.</p> <ul style="list-style-type: none"> <li>• Challenges include Beswick Library - in conversation with scholar use of space, Northenden Library - housing office not opening until at least November.</li> <li>• A challenge being faced by the city is the level of digitally excluded people who are more vulnerable during the pandemic. People most</li> </ul>	<ul style="list-style-type: none"> <li>• Re-opening of galleries, museums &amp; libraries underway across the city:</li> <li>• Manchester Central Library reopened to the public on Thursday 20 August - with limited capacity to enable social distancing.</li> <li>• Opening hours will initially be limited with the library closed on Fridays and evenings, to allow regular deep cleans, on top of an enhanced daily cleansing regime.</li> <li>• A maximum of 250 visitors will be allowed into the Central Library at any time. The library's Performance Space will be available to book for events, maximum of 21 attendees. Organisers will need to provide a plan and risk assessment in advance.</li> <li>• Manchester Art Gallery reopened on 20th August 2020 with reduced opening and limited numbers; 50 at a time.</li> <li>• Next phase of reopenings (dependent on discussions with partners) include: 13 libraries - run by Manchester City Council located in shared buildings with other amenities and the six community partnership libraries.</li> </ul>

		<p>likely to be facing this have one or more of the following protected characteristics: Elderly, first language is not English, disabled, low income.</p> <ul style="list-style-type: none"> <li>• Device giving is being progressed to those residents with no digital access.</li> <li>• Transition read gifted to over 7000 school children leaving primary school.</li> </ul>	<ul style="list-style-type: none"> <li>• Digital device scheme being progressed in conjunction with the Work &amp; Skills team, targeted at residents without digital access</li> <li>• Citizens Advice free phones introduced to selected libraries to enable vulnerable residents, who may not be able to use digital devices to access support</li> <li>• Covid-19 Culture Recovery Board in collaboration with sector partners is proposing a recovery plan with outline costs (£71m) for interventions designed to: <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. Consultation with sector task groups is underway and a consultation document has been created.</li> </ul> </li> <li>• Cultural Recovery Funds administered by Arts Council England are now open and a number of applications are being developed.</li> </ul>
	<p>Parks, Leisure &amp; Events <b>Communities</b></p>	<ul style="list-style-type: none"> <li>• Support needed for the VCSE sector to provide sports &amp; leisure activities</li> <li>• Ensuring facilities &amp; services for groups with protected characteristics are not adversely affected by service changes</li> <li>• Issues with maintaining social distancing in high footfall areas, affecting sites such as Heaton Park</li> </ul>	<ul style="list-style-type: none"> <li>• VCSE support - Issues flagged in sport and leisure venues outside of MCCs control (ie 5aside pitches and cricket) regarding COVID measures and need for additional messages to be communicated. A meeting is taking place on Wednesday 26 August between MCC comms and MCRactive to agree a plan for addressing this.</li> <li>• Equality impacts of service changes - The phased reopening of further exercise facilities</li> </ul>

		<ul style="list-style-type: none"> <li>Leisure centres mobilisation from 01 Aug with a restricted offer.</li> </ul>	<p>continues in parks and there are no concerns with adverse impacts for protected characteristic groups. Bowls continues to be phased in.</p> <ul style="list-style-type: none"> <li>Poor weather has helped to alleviate some of the pressures with high footfall in parks over the last 2 weeks, however plans are in place for high numbers over the bank holiday weekend, which includes additional marshalling of play areas and pinch points at Heaton Parks. Proactive messaging is going out to groups where there is none compliance of large gatherings without consent.</li> <li>A briefing note is being developed and will be submitted to the Exec Member by 28 August on the next phase of leisure centre mobilisabilsation from the 7th September. Further sites will be proposed for reopening.</li> </ul>
	<p>Youth <b>Communities</b></p>	<ul style="list-style-type: none"> <li>Re-opening of youth clubs / centre based provision - young people &amp; families are asking for centres to be reopened.</li> <li>Current guidance is Amber. Providers are only using buildings for summer provision, not generic youth club sessions.</li> <li>Current guidance states that those 11+ must wear face covering in youth centres - this is creating an extra barrier for young people with some choosing not to attend.</li> <li>Reduced numbers accessing provision since the reintroduction of restrictions in Manchester.</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</li> </ul>	<ul style="list-style-type: none"> <li>We are working with providers to ensure provision is still accessible to those young people who do not wish to wear face coverings, whilst ensuring the safety of young people and youth workers. Centres are planning to provide targeted provision indoors, but conduct street based work for more generic sessions</li> <li>Working with comms team and providers to push messages of safety to children, young people and parents. Ensuring all providers are Covid compliant and this is clear to parents. Raising the positive profile of provision.</li> <li>Working to clarify guidance so that it aligns to public health messages, as well as, being</li> </ul>

		<p>influence decisions being made about provision moving forward.</p> <ul style="list-style-type: none"> <li>● Summer provision - how we provide youth and play provision across the city and ensure we reach the right audience and capture the voice of children and young people. The challenge will be how we maintain universal access.</li> <li>● Funding &amp; Investment - a challenge for our youth and play providers is continued investment into services and access to unrestricted funds.</li> </ul>	<p>comparable to the expectation in leisure provision.</p> <ul style="list-style-type: none"> <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. Youth Strategy Team conducting regular visits to summer provision to provide support and guidance, as well as, quality assurance.</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. All centres only operating in centres for summer provision. All Covid compliant.</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> <li>● Youth voice feedback collated and shared with Education colleagues to aid discussions about summer provision in schools.</li> </ul>
--	--	--	--



<p>VCSE <b>Communities</b></p>	<ul style="list-style-type: none"> <li>• OM Funds Programme Lead is working with the Covid Health Equity Group, jointly chaired by Population Health and MHCC, with work underway around quickly setting up and distributing a participation and engagement grant for up to date and ongoing comms and engagement (messaging and guidance) with targeted communities of identity delivered via VCSE leads. This will be based on data and intelligence that is coming through and key priority groups.</li> </ul>	
<p>Equalities and Inclusion <b>Communities</b></p>	<ul style="list-style-type: none"> <li>• The Council continues with the Our Manchester Strategy reset, which is out to consultation at the time of writing. In addition to the public consultation, further engagement will be required to ensure a representative spread of feedback. The Council has been challenged in inclusion-focused partnership forums (Our Manchester Disability Board, Inclusion and Social Value Panel etc.) about the extent of its Covid-related engagement.</li> </ul>	<ul style="list-style-type: none"> <li>• In addition to the three pronged engagement model underpinning the Our Manchester Strategy reset (see sitrep of 14.08.20), work has commenced to assess when and where the Council is engaging with equality groups on its recovery plans, and who this is with. The internal engagement review will assess across Directorates whether there is the scope and / or need to engage further with equality groups, and the extent to which good practice is already being applied. A summary of the finding will be reported through the Residents and Communities workstream.</li> <li>• In addition, interviews were held in w/c 17 Aug for an Our Manchester Disability Plan Project Manager. Working to Breakthrough UK in a fixed term MCC funded role, the project manager will strengthen the governance, connectivity and engagement of the Board, and will link up with the Council to strengthen</li> </ul>

	<ul style="list-style-type: none"> <li>● The Council has been urged by the Age Friendly Manchester Older people’s Board to adopt new measures to embed age friendliness in its communications and recovery approaches. A report to the Council outlining the main issues and proposed responses was requested as a first step in this approach.</li>   <li>● The Greater Manchester BIG Disability Survey, conducted earlier this year to understand the impact of Covid and response work on disabled people across GM, was underpinned by a set of recommendations. The Council has been asked to respond to GMCA outlining its actions and approaches to address the recommendations of the survey.</li>   <li>● Digital Inclusion is being progressed as a cross cutting priority; this work pre-dates the Covid-19 outbreak, but has gained scrutiny and</li> </ul>	<p>engagement between parties on the Our Manchester reset (scheduled to be considered by the Board at its next meeting), as well as Covid-related and mainstream disability equality work. The project manager starts on 7 September.</p> <ul style="list-style-type: none"> <li>● A start-up report looking at the Council’s priorities and activities to embed age friendliness in its Covid-related and mainstream approaches has been prepared by officers. This is being considered by the Age Friendly Manchester Older People’s Board at its meeting of 16 September and will be considered at a scrutiny committee meeting following that, committee and date to be confirmed.</li> <li>● In order to advise the GMCA of its responses to the GM BIG Disability Survey recommendations, the Council has assessed current and proposed activity against each. This process has found that in most instances, the Council is progressing activity in each of the thematic areas, and that the work was already planned or in train pre-Covid.</li> <li>● The survey and its findings will continue to be used to measure and coordinate progress, but is not the driver for the Council’s activity in these areas. Work in this area will be reported through the Residents and Communities workstream as relevant, but overseen by the City Solicitor in her capacity as SMT lead for equalities.</li> <li>● The Work and Skills Team and Equality, Diversity and Inclusion Team are working to jointly coordinate a workshop with disabled</li> </ul>
--	--	---

	<p>momentum in recent months. Feedback and research highlights issues around affordability of devices and data as priority areas for attention, along with the physical accessibility of technology and web content.</p>	<p>people and their organisations to assess the issues and options around digital inclusion from a disabled people’s perspective, involving groups representing a wide range of conditions and impairment types to give the most representative input available. This session is being planned for October.</p> <ul style="list-style-type: none"> <li>• A parallel piece of work is being undertaken to assess the access and inclusion priorities for the Customer Service Organisation review, with the EDI Team supporting the CSO management team to model a refreshed accessible service offer.</li> </ul>
--	--	--

\*\* 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.