

Lenton & Wollaton East, Meadows, Wollaton West Area Committee – 23 September 2020

Title of paper:	Ward Report - COVID 19 Response	
Director(s)/ Corporate Director(s):	Andrew Errington Director of Community Protection	Wards affected: Lenton & Wollaton East, Meadows, Wollaton West
Report author(s) and contact details:	<p>Abdul Ghaffar, Neighbourhood Development Officer (Meadows Ward), abdul.ghaffar@nottinghamcity.gov.uk Tel: 0796 177 2417</p> <p>Parbinder Singh, Neighbourhood Development Officer (Wollaton West Ward), parbinder.singh@nottinghamcity.gov.uk Tel: 0785 216 9252</p> <p>Mike Cole, Student Action Officer (City), mike.cole@nottinghamcity.gov.uk Tel:</p> <p>Iffat Iqbal, Neighbourhood Management Operations Manager (North Locality) , iffat.iqbal@nottinghamcity.gov.uk Tel: 0798 522 1347</p> <p>Greg Foister, Neighbourhood Management Operations Manager (South Locality), greg.foister@nottinghamcity.gov.uk Tel: 0794 076 1114</p>	
Other colleagues who have provided input:	Heidi May, Head of Neighbourhoods and Community Engagement heidi.may@nottinghamcity.gov.uk Tel: 07983718859	
Date of consultation with Portfolio Holder(s) (if relevant)	Not Applicable.	
Relevant Council Plan Key Theme:		
Nottingham People		X
Living in Nottingham		X
Growing Nottingham		X
Respect for Nottingham		X
Serving Nottingham Better		X
Summary of issues (including benefits to citizens/service users):		
This report informs Committee of the steps and measures taken to date by the Neighbourhood and Community Engagement Team, Partner Organisations, Voluntary Organisations and Volunteers during the COVID 19 pandemic in the three wards, Lenton & Wollaton East, Meadows and Wollaton West		
Recommendation(s):		
1	To note the progress so far offered to citizens during the COVID 19 pandemic by the Neighbourhood and Community Engagement Team and Partners (Appendix 1)	

1 Reasons for recommendations

- 1.1 It became apparent week commencing 16th March 2020 at the height of the COVID 19 Pandemic that there was a need for a city-focused citizen response to the pandemic rather than joining the County offer of a 'Golden Number'. Resources were quickly mobilised and a work stream developed with Customer Services and other key stakeholders to understand the requirement and agree a process to enable citizen needs to be dealt with appropriately.

- 1.2 A new service was designed by creating 7 Area Clusters aligned to the 20 wards and the Area Committee structures to support the Community hub. The website running alongside the hub was operating 7 days a week and cases were coming through late evening and the weekend. NDOs were able to very quickly adapt to the emerging situation by changing their traditional roles to Cluster Leads and Deputies and managing a team of 5/6 staff deployed from multi-disciplinary teams across the council.
- 1.3 The events and activities detailed in the report take into account the work undertaken by Neighbourhood Development Officers (NDO's) with partner organisations within each Cluster.

2 Background (including outcomes of consultation)

- 2.1 To support the Mobilising Civil Society work stream, the Neighbourhood & Community Engagement team delivered two main strands of activities with additional activities supporting the Voluntary and Community Sector whilst working with internal colleagues.
- 2.2 A decision was made that Neighbourhood Development Officers (NDOs), who have unique community based working skills, local intelligence, co-ordination and problem-solving skills as well as strong working relationships with frontline services, community organisations and residents would be best suited to match support for residents.
- 2.3 Neighbourhood Development Officers utilised their strong, close working relationships with local community organisations, residents groups and community champions to create Local Resilience Teams (LRT) in each ward, mobilising volunteers to help and support vulnerable citizens. NDOs already had trust and confidence within the community and knew large numbers of people who wanted to help.

The LRT's were able to offer early intervention and problem solving to meet citizens need at the first point of contact. This often combined support from a number of support services to the need of the individual. This approach has proven highly effective, and minimized the demand for support from the Adult Social Care service.

Volunteers allocated to the Cluster Resilience teams who were recruited by our Policy and Development Officer leading on volunteering with NCVS have been instrumental in collecting and dropping off food parcels from food banks, picking up prescriptions, shopping and offering befriending calls to isolated citizens within the wards. The good will, enthusiasm and community spirit offered from local volunteers was exemplary and able to meet local demand in a matter of hours.

- 2.4 Initially, the increased volume of cases coming through the dash meant staff working 12hr days, and at weekends to meet demand. Some cases were very complicated and emotionally challenging and draining. As a result, rotas were introduced to shorten the working day to support staff's wellbeing, resilience and help staff utilise the toil they had accrued to meet the business need and urgency of the support required. The Neighbourhood Development offer normally retains 12 Fulltime Employees. As demand for support increased in mid-April, additional staff were redeployed from Community Protection, Sport & Leisure, Libraries and Museums. This increased the number of staff responding to calls markedly and there were approximately 28.5 (FTE) staff working in the cluster hubs.
- 2.4 The recruitment of volunteers were managed in partnership with Nottingham Council for Voluntary Service (NCVS) who manage the Nottingham Volunteer Bureau. Already

recruiting citizens to support VCS organisations, NCVS were able to add the council to their recruitment processes.

Volunteers contact NCVS to register (phone or online) for one of a maximum of 4 opportunities that were offered city wide (this was decided at the beginning of the response to simplify things) and once registered, a list of organisations hosting these opportunities were emailed to the potential volunteers for them to contact directly. The registration from NCVS were returned to the Policy and Development Officer (the council lead on volunteering) who processes the application and collected references. Once references were received the Policy & Development Officer sent a welcome email to introduce them to their cluster. The Cluster Leads were responsible for assigning volunteering activities to each volunteer.

2.5 Since the launch of the Community Hub, the Clusters dealt with over 3000 cases to date, not including cases already supported/cleared by N&CE staff.

The main strands of activity were:

- Co-ordination and delivery of support to citizens who have made contact with Nottingham City Council through the customer hub and the online service.
- Recruitment and engagement of volunteers in order to meet the needs of citizens.

3 Other options considered in making recommendations

3.1 None

4 Finance comments (including implications and value for money/VAT)

4.1 The full financial implications are not yet fully realised, as the pandemic is still ongoing. A further report to be presented to Area Committee at the end of the financial year.

5 Legal and procurement comments (including risk management issues, and legal, Crime and Disorder Act and procurement implications)

5.1 None

6 Strategic Assets & Property colleague comments (for decision relating to all property assets and associated infrastructure) (Area Committee reports only)

6.1 None

7 Equality Impact Assessment (EIA)

7.1 Has the equality impact of the proposals in this report been assessed?

No

X

EIA is not required at this time as this service was rapidly formulated due to the COVID 19 worldwide pandemic and its function was set up in response to the government recommendation. A fully assessment will be carried out at the completion of the service, pandemic.

8 List of background papers other than published works or those disclosing confidential or exempt information

8.1 None

9 Published documents referred to in compiling this report

9.1 None