



Mobilising Civil Society Gold Performance Report

Introduction

Purpose:

The purpose of the report is to enable the Mobilising Civil Society Gold Group to make timely and efficient decisions.

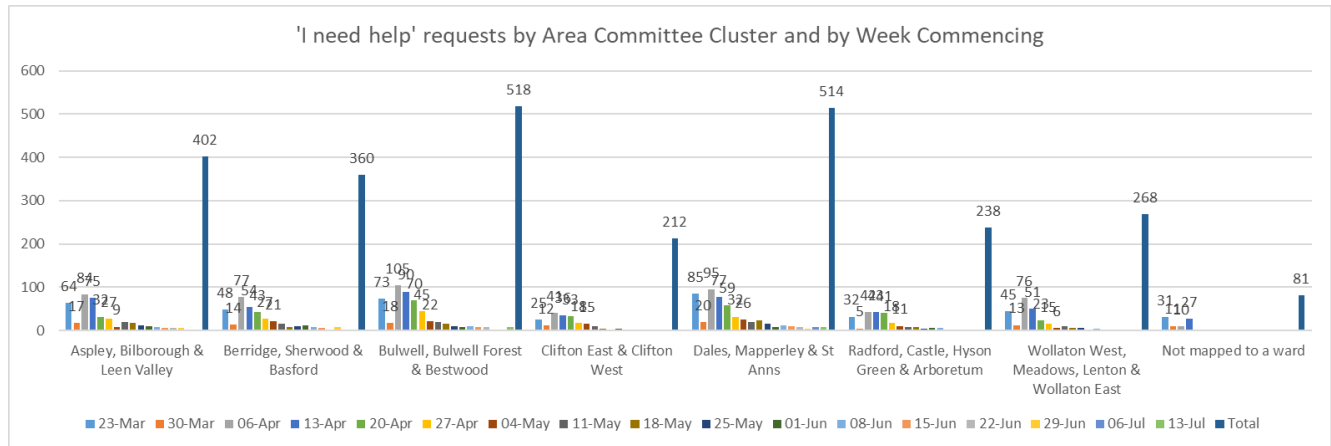
Summary

- All of the 18,069 individuals who are either medically or socially vulnerable to Covid 19 have been contacted or accounted for
- The Customer Hub team are proactively re-contacting citizens currently shielding who have been identified as most vulnerable with respect to food needs and medicine delivery to link them with alternative support
 - (a) 1,510 have been successfully contacted or accounted for
 - (b) 1,314 are in the process of being contacted
- 2,633 free emergency food parcels (including requests via Neighbourhood Development Officers, medically vulnerable and socially vulnerable) requests processed from 28th March 2020 – 17th July 2020.
- 173 requests for the paid for food parcel service from 25th March 2020 – 17th July 2020
- 73 volunteers have been assigned to a cluster between the 4th April 2020 to the end of June 2020 out of 116 enquiries received. From July onwards, these volunteers are being linked up with volunteering agencies within the community to strengthen the network of volunteering groups within the Nottingham City Council area.



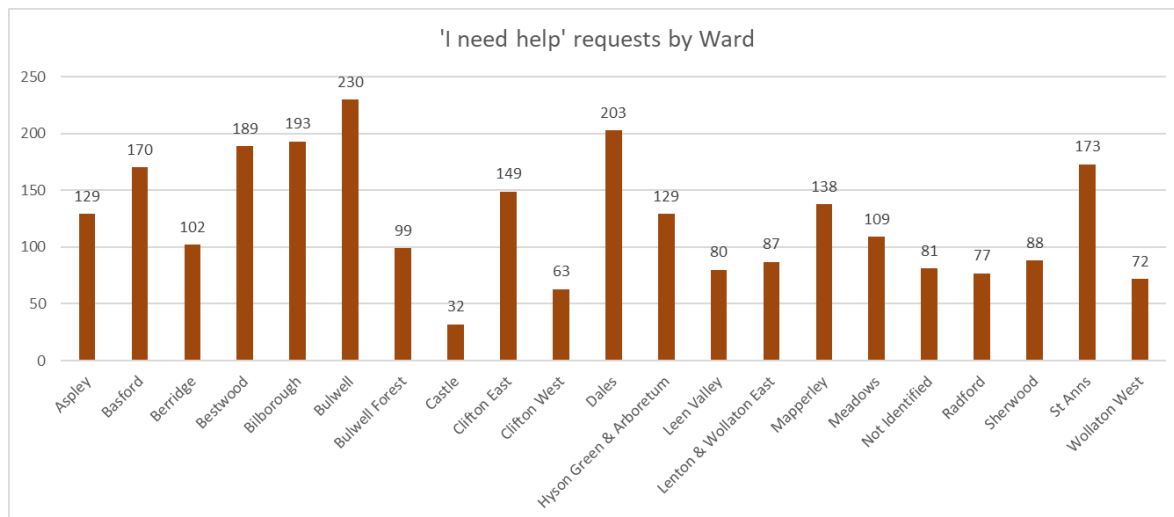
Analysis

Table 1: 'I need help' requests by Area Committee Cluster and by Week Commencing



➔ Highest volume of requests from Bulwell, Bulwell Forest & Bestwood (518)

Table 2: Number of 'I need help' requests by ward



➔ Top 3 highest volume of requests are from Bulwell (230), Dales (203) & Bilborough (193)

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Table 3: No of requests by the method of contact



→ 2,593 requests to date, 75% of which are via telephone

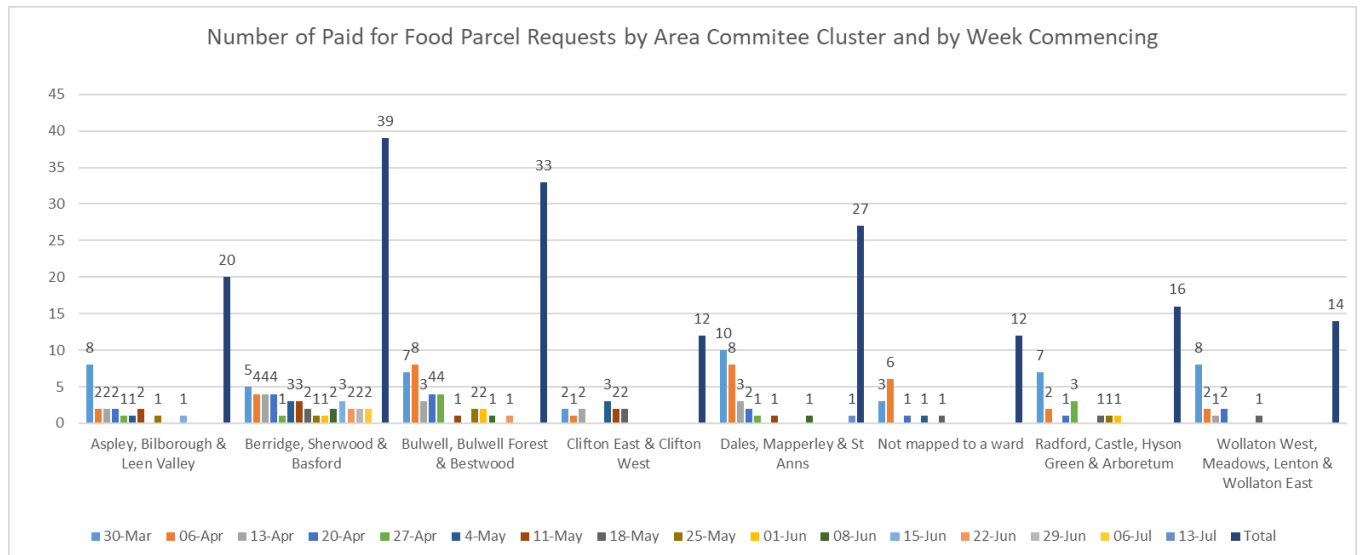
Table 4 Number of Free Food Parcels Requests via NDOs by week

| Week Commencing | Number of Free Emergency Food Parcels Requests made via NDOs |
|-----------------|--|
| 30-Mar | 11 |
| 06-Apr | 5 |
| 13-Apr | 7 |
| 20-Apr | 10 |
| 27-Apr | 3 |
| 04-May | 2 |
| 11-May | 1 |
| 18-May | 2 |
| 25-May | 2 |
| 01-Jun | 4 |
| 29-Jun | 1 |
| 06-Jul | 2 |
| Total | 50 |



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Table 5 Number of Paid for Food Parcel Requests by Area Committee Cluster and by week commencing



→ 173 requests for the paid for food parcel service

- (a) Highest volume of paid for service food parcel requests Berridge, Sherwood & Basford (39)



Table 6A - Number of volunteers

| | |
|--|-----|
| Number of volunteering enquires received from members of the public between 4 th April 2020 to end of June 2020 | 116 |
| Number of volunteering application forms returned | 86 |
| Number of volunteering application forms awaiting references | 13 |
| Number of volunteers assigned to a cluster based on where they live to comply with central government guidance with regard to unnecessary travel | 73 |

Numbers of volunteers vary across the City due to connections with the VCS and a strong local community response. Individuals wishing to volunteer will do so directly with the organisations and groups in that area and not contact either NCVS or the council directly. Similarly, there are lots of mutual aid groups that have been established which are less formal so will appeal to some.

Table 6B - Number of roles performed by volunteers

| Role | Delivery of items (driving/ cyclist) | Phone support | Dog walker | Any support needed (Combination of other three roles) | Total |
|-------------------------|--------------------------------------|---------------|------------|---|-------|
| No of volunteers | 50 (49%) | 17 (16%) | 16 (15%) | 20 (20%) | 103 |

(*Note each individual volunteer may perform more than one role)

From July onwards, these volunteers are being linked up with volunteering agencies within the community to strengthen the network of volunteering groups within the Nottingham City Council area.



Table 7 – Good News Stories by Ward

| Area | Ward | Update for w/e 17/07/20 |
|------------------------------------|------------|---|
| Aspley, Bilborough and Leen Valley | Aspley | An Aspley resident said someone at Loxley House had told her they could sort out getting food for her and her cat, as she had been advised to shield. The officer checked and although she is in the vulnerable category, she is not on the extremely vulnerable list. The officer asked how she had been getting her food since first isolating and she said that “the lad in the flat below” had been getting shopping for her. The officer advised her that we do not have the resources for someone to go shopping for her and gave her the priority supermarket telephone numbers to arrange her own deliveries. She was fine with this, and said she will ask her neighbour if he can pick up her prescriptions when they are needed. |
| Aspley, Bilborough and Leen Valley | Bilborough | A request came in to call an elderly lady who needed advice as she and her husband had been instructed to shield. She was expecting a food parcel and has been doing her shopping online but was struggling to get an online slot. Her grand-daughter has been picking up prescriptions for them, but she is also working and volunteering. The officer explained that it was advisable for family members to collect prescriptions if available, and suggested that she contact the supermarket know that she is shielding. After some conversation, the citizen said she would call her GP to check what arrangements could be made about her prescriptions, as they were needed the following day. The officer agreed to telephone back in half-an-hour to see if it was sorted out. By the time the officer rang, the citizen had arranged with her GP to transfer the prescription to a different pharmacy to make it easier for her grand-daughter to collect. She had also secured a delivery slot at her preferred supermarket and was happy for the case to be closed. |



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| Area | Ward | Update for w/e 17/07/20 |
|------------------------------------|-------------|--|
| Aspley, Bilborough and Leen Valley | Leen Valley | A very elderly lady who has dementia had been staying with her daughter but had recently come home to Leen Valley. She then realised that she needed some food shopping, although she said she could manage for a day. She was also asking for some over-the-counter medication for a cold. She particularly likes the blackcurrant version. Measures were put in place to support her needs. |
| Basford, Berridge and Sherwood | Basford | A very elderly lady resident in Basford was referred by her Independent Living Manager (ILM), as her next of kin live many miles away. She has memory issues but no formal diagnosis of dementia. She was struggling to get out to collect her shopping and had only milk, bread and cereal. An officer spoke to her and arranged an emergency food parcel from NG Church to be dropped off food parcel in the interim. A follow-up call established that she would struggle to pay for food deliveries online and there were concerns that she was not getting enough to eat. A further follow-up call confused her because of her short-term memory issues and she did not seem to understand why the officer was calling. CP made a safe-and-well check and established that she was OK and had received food. The CPO was able to deliver an Easter egg at the same time. She was referred by her ILM again as they had further concerns. The officer leading on the case spoke to the ILM direct, and established that Disability Support (DS) had been put in contact with the citizen, who stated that she did not need any help with shopping. The ILM has previously spoken to Social Services about the lady's vulnerability and memory issues and it was agreed that this would be followed up. The ILM also agreed to follow up with DS to explain that support shopping is required. The ILM agreed to get back in contact with the lead officer if there are further difficulties. |



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|--------------------------------|----------|---|
| Basford, Berridge and Sherwood | Berridge | An elderly Berridge couple who started self-isolating at the beginning of lockdown contacted the helpline when they were running out of food. The husband was going out to do some basic shopping, but this made his wife feel very unsafe. She asked for help in getting basics and fresh produce, as she had very little food in. The officer had a long chat with her and gave her the list of local shops that deliver. The resident mentioned that she had been offered help by a nurse and she was encouraged her to take up the offer. The officer stressed that her husband should not go out at all. The lady was very grateful for the help and advice. |
| Basford, Berridge and Sherwood | Sherwood | A shielding resident in a Sherwood independent living scheme got in touch because he had run out of money and had no support or family available. He also has no transport and struggles with walking as he has a heart condition and has suffered a stroke. He was expecting a benefit payment in the next week and he was referred to Mesopotamia for an interim food parcel. The officer e-mailed him the list of local shops who will deliver and also the contact details for the Disability Support befriending scheme. |



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|--------------------------------------|----------------|--|
| Bulwell, Bulwell Forest and Bestwood | Bulwell | The support team were asked to check up on a Bulwell resident whose father was very worried about him. His father is usually his carer and was doing his shopping for him, but is now isolating so cannot support his son. He said his son had received a shielding letter but was still going out to get food despite not being able to walk very far. An officer rang the resident and gave him the priority Morrisons number, as he is able to pay by bank card. He stated that his prescriptions were delivered by the pharmacy. He had not received a letter from the NHS but had been told to shield by his GP, so he was assisted to register him on the Government portal see if he could obtain food. It was agreed that the officer would follow up with another call in a week's time. The officer did so and found that the gentleman had no problems using Morrisons and no longer needed to go out shopping. He was not sure whether to go out for a walk and he was advised to check with his GP. No further help was required. |
| Bulwell, Bulwell Forest and Bestwood | Bulwell Forest | An elderly Bulwell Forest resident who has been told to shield by the NHS was running low on basic items and wanted advice on how to go about getting food. An officer rang her and agreed to email a list of the local shops offering delivery service. The officer rang back the following day and established that she had already booked a delivery, and was going to be using the Morrisons doorstep delivery service. She is now confident that she can obtain what she needs and she thanked us for our help. |



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| Bulwell, Bulwell Forest and Bestwood | Bestwood | We were contacted by a gentleman on behalf of his diabetic friend who lives in Bestwood and was struggling. After a long conversation, the officer was able to advise and signpost to give him the tools to support his friend going forward. A check showed that his friend was not yet on the steering list, and the officer asked whether the GP had been in contact. After a follow-up call, it was established that the citizen had contacted his GP who sent a letter to confirm that he is very vulnerable: his friend was then able to register him on the Government website. His friend was also able to use the Morrisons priority order number to order food, since the citizen has a debit card. He was also referred to Bestop Kitchen for hot food. The officer made one more follow-up call to the friend to ensure that necessary measures were in place before closing the case. He said that no further help was required at the moment and he would ring back if anything else was needed. |
| Clifton East and Clifton West | Clifton East | We were contacted by a Clifton East resident with a novel problem: she kept on getting an essential food box delivered, despite have gone online four times to record that she can get food supplies. She said that every week she got another box and, as she lives on her own she cannot get through all this food. She tried to cancel direct with the delivery driver, but he said he would have to throw it away, so she accepted it and gave it to her neighbour. An officer spoke to her and explained that we cannot cancel the Government parcels. After discussion it was agreed that, as she had done everything she could to stop the parcels herself, she will contact the local foodbank and donate the surplus. She was happy to do this as she has a personal contact at the foodbank. |



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| Clifton East and Clifton West | Clifton West | <p>A lady with very complicated health problems recently came home from hospital to Clifton East. She is elderly, with COPD and has had pneumonia, also systemic infection and a broken wrist. She is under close medical scrutiny from both the hospital and her GP, so her medical needs are being met, but her dietary needs are very specific. She has family who can get to see her occasionally and has also been in touch with the Vineyard. She said she would be very happy with any contact from volunteers. She was aware that the Government food parcels would be ending shortly but hoped that she would receive more before this happens; she had only received one to date. In fact, a food parcel arrived while the officer was speaking on the telephone, although she said she could not lift it and it was still outside. The officer agreed to see if they could find a volunteer to help, but rang the lady back as it was starting to rain and suggested that she carry the food into the house a little at a time. In view of the rain, she agreed to do this. The Wilford Support Group have a volunteer who lives on the same road and it has been agreed that they will be put in touch, so that help can be arranged going forward.</p> |
| Dales, Mapperley and St Anns | Dales | <p>A lady contacted us about her vulnerable and elderly father living in Dales ward. He had received a food parcel but did not know where from and was not sure if he was on the shielding register. An officer made some checks and rang for a chat with her. Her father was not on the register and she was advised to check with his GP and how best to register him. The officer rang through all the other options available if her father was in need of help and support, including Age UK, Meals at Home local volunteer groups. She was very happy with all of these options and said we at NCC are doing a really good job. She said she would come back to us if necessary.</p> |



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| Dales, Mapperley and St Anns | Mapperley | <p>A gentleman contacted us on behalf of his very elderly mother, who lives in Mapperley. He is not able to get to visit at the moment but had concerns about the household, as his mother is receiving kidney treatment three times a week, and he has a very disabled sister who is not currently able to attend her normal day centre. His other sister cares for both of them. Long term plans are in place, but in the short term, the carer is self-isolating to protect her mother.</p> <p>They have the means to pay for food, and were referred to Disability Support to ask for support with shopping in the short term, and for hot meals at the weekend. This was agreed and put in place. The officer spoke to the carer who said everything had worked well and it had been extremely helpful to have the weekend meals; she wondered if these could possibly continue. The officer discussed the Age UK telephone befriending service for her mother, but this was declined as she is hard of hearing. She also discussed other support options including specific support for carers.</p> <p>The officer followed this up a week later and confirmed that Disability Support they will provide ongoing meals and a fortnightly shop for this family until the disabled daughter can return to the day centre. Contact numbers have been provided to the carer for Age UK, Meals at Home and Disability Support, as well as for the Carers Hub who should be able to offer respite care for her sister. She also has the Social Services number in case of need. She was very happy with the support provided by the customer hub</p> |
| Dales, Mapperley and St Anns | St Anns | <p>An elderly St Anns resident reported having no food in the house and asked for some urgent help with shopping. An officer checked with the citizen and found that he had sufficient food to last the day. He was referred to Disability Support who agreed to do his shopping on the following day. The officer rang to check with him and DS had carried out his shopping. He was very happy.</p> |



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| Radford, Castle, Hyson Green & Arboretum | Radford | Nottingham on Call referred an elderly and shielding Radford resident to the customer hub. He had come through on his lifeline alarm advising them that he cannot shop and had no groceries. His carers had managed to shop for him in the interim and an officer arranged for a volunteer to buy him some specific items on the same day. An order was placed with Hope Food Bank to deliver a food parcel. |
| Radford, Castle, Hyson Green & Arboretum | Castle | There are no new cases to report in Castle ward. |
| Radford, Castle, Hyson Green & Arboretum | Hyson Green & Arboretum | A couple in Hyson Green and Arboretum were referred to the helpline by a member of the Deputyship team. The husband has learning disabilities so they are under Deputyship scheme although not Adult Social Care. They received a food parcel put in place by the Deputyship team, but no letter from the NHS to self-isolate. The deputy was calling to raise the concern that they only had a few days food remaining and to ask for help on their behalf. Officers were asked to ring and speak with the wife, as the husband struggles on the telephone. An officer contacted the couple and ordered a food parcel from Hope until measures could be put in place to help them. |
| Wollaton West, Meadows, Lenton & Wollaton East | Lenton & Wollaton East | A lady in Lenton and Wollaton East was self-isolating with no support. She reported that someone had given her a telephone number to register on the NHS site, but she was struggling to do so. She has a learning disorder and cannot use the internet. In addition, she is on blood thinners for cardiovascular conditions. She said that a local Councillor had directed her to the helpline. She had food at the moment, but felt she would need support later on. The officer reported that she got muddled up several times while they were talking. She said she did not need food, but then asked for fresh produce at the end. She has been referred to St Mary's Church for volunteers who are supporting her. |



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|--|---------------|--|
| Wollaton West, Meadows, Lenton & Wollaton East | Meadows | <p>A shielding resident in the Meadows was concerned because he pays a regular amount for his electricity and, now he is at home all day, he has gone into arrears. Robin Hood Energy had asked him to call. An officer discussed his needs and his options. He was given the Nottingham Energy Partnership telephone number to contact direct and offered the telephone number for the Meadows Advice Centre. He had sufficient food as he was in receipt of Government food parcels.</p> |
| Wollaton West, Meadows, Lenton & Wollaton East | Wollaton West | <p>A vulnerable Wollaton West resident had gone into arrears with her fuel bills, so an officer contacted Nottingham Energy Partnership who agreed to get in touch with her about her gas and electricity requirements. She was also in need of a prescription collection and some support with food.</p> <p>Over a space of several days the officer checked with various agencies to make sure that support was being put in place. NEP were helping the lady with switching her energy suppliers as well as assistance with reducing her fuel bills. They will also support her with a Big Difference water discount application and referred her to the MAG for debt advice. In addition, they arranged a food bank voucher for her. In the interim a food parcel was arrange from Hope Food Bank.</p> |



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Appendix A – Notes on the data

What data is included?

→ Government Shielding Programme data is downloaded from the Government Data Source

→ eHealth Scope data comes from local GPs and is based on the following definition:

- (a) Diagnosed dementia cases
- (b) Severe frailty (frailty index: >0.36)
- (c) Known housebound (records will be flagged)
- (d) Over 70's and living alone (records will be flagged)

→ 'I need help requests' consists of **requests** via two channels

(a) Nottingham City Council's Customer Hub 0115 915 5555*

- (i) ASC referrals (press 1)
- (ii) Food (press 2)
- (iii) Basic needs like shopping (press 3)
- (iv) Volunteers (press 4)
- (v) Everything else (press 5)

(b) Internet online forms <https://www.nottinghamcity.gov.uk/coronavirus-covid-19/help-for-residents-self-isolating/>

Note * Nottingham City Council Customer Hub telephone number 0115 915 5555 is open from 9-5 Monday to Friday. The Contact Centre is the name given to the team who answer the telephone during the opening hours.

→ Free Emergency food Parcels Requests consists of requests for food parcels via a variety of channels.

→ Paid for Parcel Requests consists of **requests** via the internet online forms <https://www.nottinghamcity.gov.uk/coronavirus-covid-19/request-a-food-parcel> (charged at standard £21 per pack and family pack charged at £33). There could be multiple packs in a request. The data is based on the number of requests only and not the number of actual packs ordered.

→ Volunteering data comes from Nottingham City Council Volunteer Coordinator

→ Good News Stories – anecdotal anonymised cases that gives a human flavour behind the statistics and relies on personal testimony.



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