

Clifton East and Clifton West Area Committee
24 September 2020

Title of paper:	Ward Report – Covid-19 Response	
Director(s)/ Corporate Director(s):	Andrew Errington, Director of Community Protection	Wards affected: Clifton East and Clifton West
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Date of consultation with Portfolio Holder(s) (if relevant)	Not applicable	
Relevant Council Plan Key Theme:		
Nottingham People		<input checked="" type="checkbox"/>
Living in Nottingham		<input checked="" type="checkbox"/>
Growing Nottingham		<input checked="" type="checkbox"/>
Respect for Nottingham		<input checked="" type="checkbox"/>
Serving Nottingham Better		<input checked="" type="checkbox"/>
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 two wards, Clifton East and Clifton 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 (Appendices 1-9).	

1 Reasons for recommendations

- 1.1 It became apparent week commencing 16 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.
- 2.4 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.
- 2.5 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.

- 2.6 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.
- 2.7 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.
- 2.8 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.
- 2.9 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.
- 2.10 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 colleague 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 colleague 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 An 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.

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.

Appendix 1.

The Customer Hub team proactively contacted the citizens who were shielding or were identified as most vulnerable with respect to food needs and medicine delivery to link them with alternative support.

All of the 18,069 individuals who were either medically or socially vulnerable to Covid 19 and were contacted or accounted.

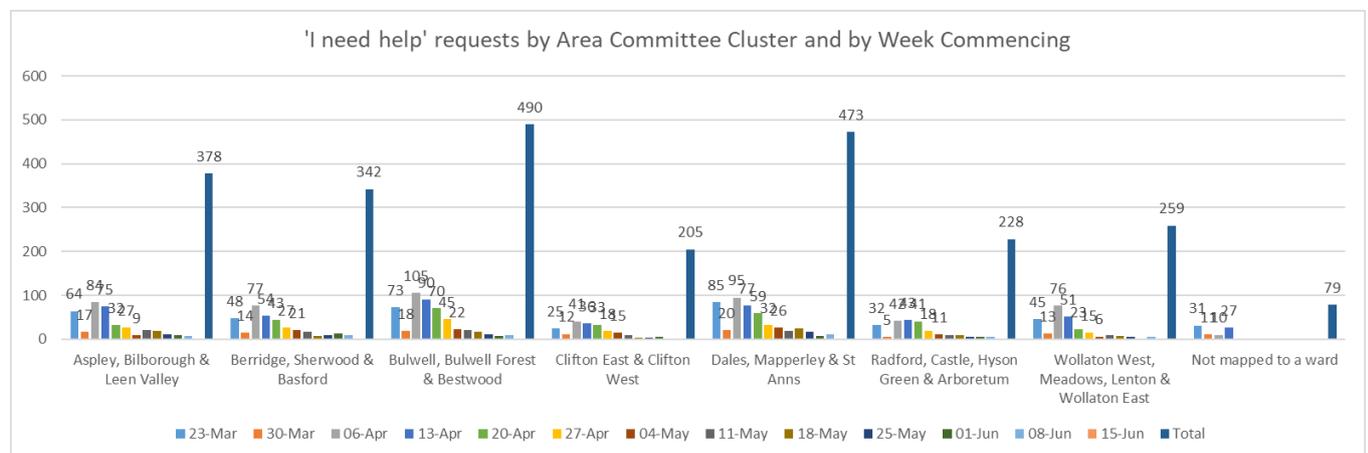
- (a) 1,510 have been successfully contacted or accounted for
- (b) 1,314 are in the process of being contacted

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

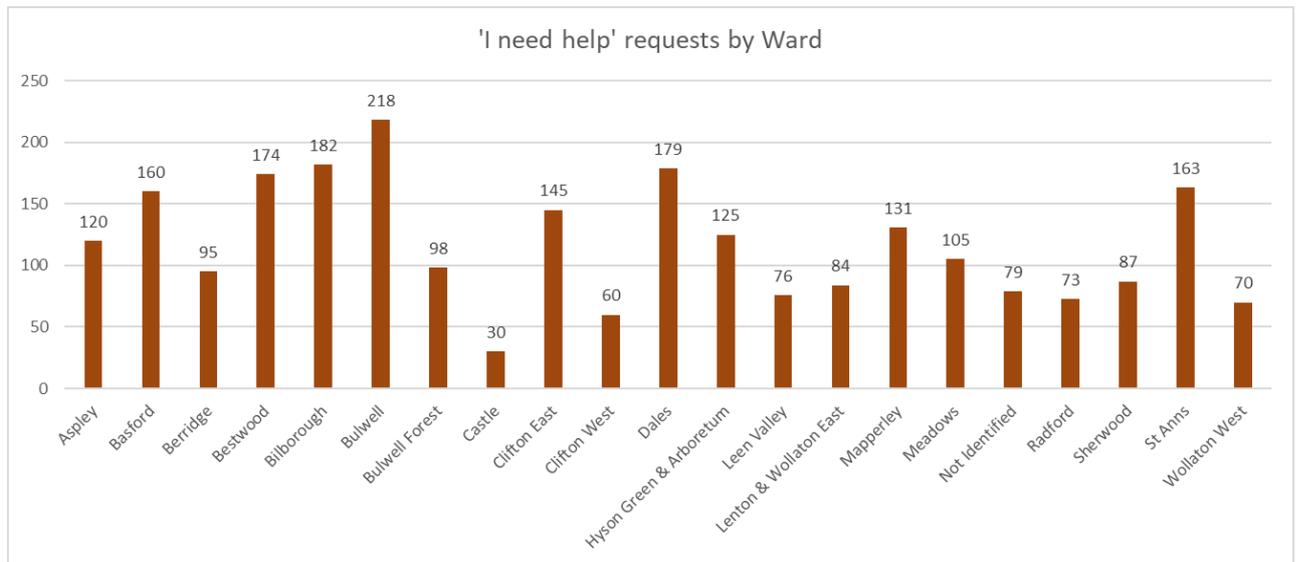
73 volunteers were assigned to a cluster between the 4th April 2020 to the end of June 2020 out of 116 enquiries received. From July onwards, these volunteers were linked up with volunteering agencies within the community to strengthen the network of volunteering groups within the Nottingham City Council area.

Appendix 2.



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

**Appendix 3.
Data by Ward.**



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

Appendix 4: No of requests by the method of contact

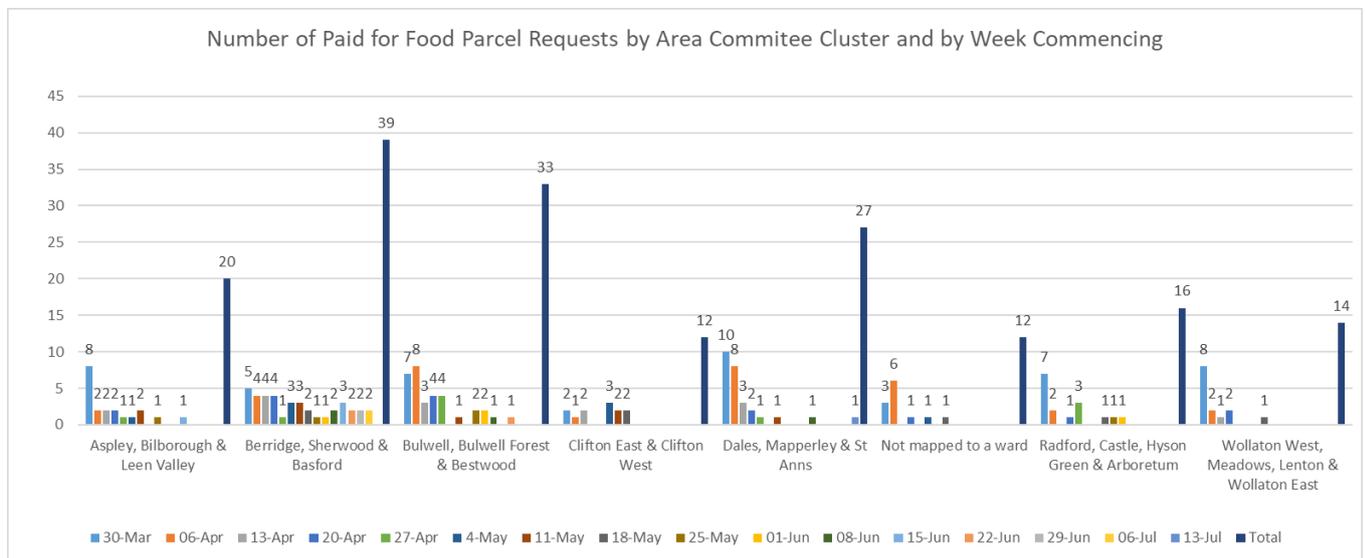


2,454 requests to date, 75% of which are via telephone

Appendix 5. 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

Appendix 6: Number of Paid for Food Parcel Requests by Area Committee Cluster and by week commencing



173 requests for the paid for food parcel service

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

Appendix 7 – Volunteers

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.

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.

Appendix 8: Good News Stories by Ward

Area	Ward	Update for w/e 17/07/20
Clifton East and Clifton West	Clifton East	<p>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.</p>
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>

Appendix 9: 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

- (e) 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)
- (f) 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.