Responding to vulnerable residents - creation of a central hub

To respond to the COVID-19 crisis and meet the needs of vulnerable residents in the city, a local hub is being established to provide support to the most vulnerable in the city. This includes:

- Over 70s that are self isolating
- Shielded/ Medically Vulnerable
- Self isolating with no support of friends or family

Whilst, it is expected that this will be the main cohort, it does not prohibit support for other groups that may include young carers, carers, care leavers for example.

It is proposed that the call centre operate 6 days a week (Monday to Saturday*) during the hours of 8.30am - 5.30pm. * May be half day on Saturday. A free phone number is preferable.

The call centre will be resourced using re-deployed MCC employees. Due to the limitation of working from home in this situation, the call centre will need to be located in the THX with safe working practices.

The offer

Callers will be able to request support and expectation is that this will be in three main areas:-

- Provision of food
- Fuel assistance - top up payment card
- Loneliness and the need to talk to someone
- Support with medication

The call handler will obtain the needs of the caller and log onto a google form. This information will be captured in a master spreadsheet that will enable the creation of a monitoring dashboard so the number, type of calls etc can be monitored.

Provision of food

For request of provision of food this will be diverted through to the food response model. This will help manage the supply and distribution of food packages and meals to those in need. This is a partnership response, led by the Council will be agile to meet changing needs and build on the existing infrastructure.

The Manchester model will include support in the following areas

- Co - ordination of offers of support from the local business community
- Attraction, screening and deployment of volunteers
- Supporting Food Safety
- Coordinate communications to communities to help direct their offers of support through trusted food providers
- Develop clear referral pathways into food provision as part of welfare support
- Provide intelligence to support the identification of the most in need
- Support the management of supply and demand of food/meals and identify unmet need
- Development of a funding model to support increase in supply as required

Any queries from Manchester based businesses or VCSE partners can be directed to food.response@manchester.gov.uk

Fuel assistance and isolation support

Fuel assistance and support and will be routed through to the relevant Team Around the Neighbourhood. Each of the 13 neighbourhoods have stood up a multi agency team (RPs, H&SC, Neighbourhood Team, GMP) who are meeting virtually to review areas of demand and resolve issues collectively (see Appendix 1). This way of working has already been stood up and they are working together to respond to support those in need.

As more people are affected by CV-19, a callout to MCC staff to volunteer to undertake phone calls with those that are lonely is likely to be required. Full training will be provided.

Support with medication

Calls will be routed through to the community pharmacy service.

Supporting the shielded vulnerable group

A consignment of food will arrive to each locality within GM who will then manage their own distribution to the shielded vulnerable group. Food will be stored and distributed from New Smithfield Market. Work is progressing to mobilise this activity with the support of MCC Events team and a military planner - this is a shared resource across GM.

As this food is non-perishable it means that this cohort of individuals will not have access to fresh produce. Through the food model described above we will supplement with fresh provisions.

Contact has been made with Military Planner across GM. An ask of support around logistics, distribution and management of supply has been discussed in areas where they can support. He has requested that any future perceived issues are fed through so that they can plan and make the system as resilient as possible. The GM Logistics cell is also due to be stood up imminently to support this work.
Appendix 1 - Example Work plan for Team Around the Neighbourhood

Bringing Services Together (BST) for People in Places

CV19 Approach (Working Plan)

Area: Old Moat & Withington

Aim of the Structure / Working Plan:

- Given the CV19 response is not just for the short-term and changing on a daily basis, this document is about providing a consistent structure and clarity for key agencies / groups working at a neighbourhood level across the City (Bringing Services Together-BST with a number of link leads providing a core leadership team around the neighbourhood);

- Given there is so much already happening / planned at a neighbourhood level, gaps being identified etc, the aim is to make sense of this and facilitate a “Working Plan”, led by that core team that will change on a daily/weekly basis. It is not about mapping, reinventing things, halting existing working / responses- it is about bringing it together, strengthening / helping each other, deploying collective resources, understanding the common issues, risks and trends locally/across the city;

- Building on the strong relationships already in place (strategically/operationally), the Agency Lead for the plan will vary based on the current capacity in each organisation (either the MCC Neighbourhood Manager or the Integrated Neighbourhood Team Lead). Lead role is not about bureaucracy, but about driving this working plan, having oversight, facilitating discussion, recording actions (or other member does this), escalating issues/ideas, feeding back (ideas only and can be refined, as we are all learning here day by day);

- Overall, 1) the approach would be to use this document as a brief baseline position only so everyone is clear of the starting point given all the work (& ongoing) over the past couple of weeks; 2) hold a weekly (virtual) meeting of the core leadership team; 3) use the “key agenda items” highlighted in Section 7 as the basis for discussion at that virtual meeting; and 4) from the discussion, provide a short weekly report (Wednesday) to the leadership in each of the Agencies involved (can provide consistency and quality assurance, and avoid the need for duplicate requests for updates / information).
1. **CV19 Community Response Objectives:**

- Co-ordinated multi-agency response at a neighbourhood level (linking in with citywide processes/offers);
- Deploying collective multi-agency resources where needed (ensuring the most vulnerable are supported);
- Harnessing the support/offer from volunteers, residents, businesses, VCS+;
- Consistent / clear communication / messaging;
- Sharing information to continually adapt the response (e.g. issues, risks, opportunities, service gaps, what is working well);

2. **Core Leadership Team (Link Leads- Team Around the Neighbourhood)**

- (Link Leads are already known, *but other Agency staff will help here*)

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3. **Locality Context**

- Share any relevant agency knowledge / context that has arisen since the start of the CV issue to help shape the community response

**Anything specific to this neighbourhood?:**

1. *e.g. linked to demography, VCS is struggling, Food Banks are closed/no volunteers*
### Vulnerable People in the area:

1. Confirm the scale in the neighbourhood / type (Government & TAN organisation categorisation)- MCC, NHS, Southway, GP+;
2. From the plans in/being put in place, are there any support gaps / collective help needed?
3. Need to also consider those self-isolating.

#### Neighbourhood Assets (public, vcs, private-supermarkets):

1. Many public services/VCS buildings are now closed or reduced hours, or telephone/online based- any community focal points remain- any issues?
2. Any offers from local businesses, supermarkets- prioritising groups/opening hours etc?
3. Need to understand the establishment of hubs announced by B Johnson for the vulnerable/shielding (more info to come)

#### Any Other Considerations for the area?

4. **Our Offer**
VCS / Groups / Residents / Businesses / Public Services offering support:

1. Mapping completed by HOor Manchester (Macc) and shows groups across the City / neighbourhoods- Local / Citywide Mutual aid groups, Good Neighbour Groups, Foodbanks (& MCC Food Response Model), Timebanks, local community support groups, OMVCS groups+ (use this to keep identifying gaps/duplication, as a basis to ensure the right support is going where needed);

2. Public Services (any additional CV19 offer).

Any Other Considerations?:

●

●

5. Harnessing the support/offer of Our Communities

1. The local channels below have been developed to help people offer their support, as well as groups to ask for help so they can help others;

2. Priority is how we make sense of all this and channel the offer/support where needed (and should be informed by the area’s context in section 3)- need links with Macc/MVC;

3. Need to understand the Government’s NHS 250,000 Volunteers focus via www.goodsamapp.org/nhs (more info to come)
Volunteer GM- [www.volunteergm.org](http://www.volunteergm.org) (single point of entry for everyone-residents, businesses who want to be part of the community response. However, this will just direct everyone to their local volunteer centre (Manchester Vol Centre led by Macc)- [https://www.manchestercommunitycentral.org/volunteer-centre-manchester](https://www.manchestercommunitycentral.org/volunteer-centre-manchester)

- Other local channels given the mutual aid/facebook groups that have been set-up (channelling the HOur Manchester mapping)

6. Communication Channels

*Clear & consistent messaging (key points to consider):*

- **Citywide comms v more localised**- how local groups help push out (vice-versa); *(need messages first)*
- **Connect with social network admins** where appropriate to promote sharing of messages;
- **Consider target audience/area context** (not all may be on social media);
- **How we use the channels of the team around the neighbourhood / VCS channels**;
- **Promote the support offer**;
- **Promote the channels where people can sign up to help (volunteering) / want help**;

7. BST Governance & Reporting
1. Agency lead (driving this structure/working plan, oversight, facilitating discussion, recording actions (or other member does this), escalating issues/ideas, feeding back on any updates etc (ideas only and can be refined, as we are all learning here day by day));
2. Confirm virtual working arrangements (Zoom/telephone conferencing+);
3. Confirm escalation channels in each Agency (blockages / ideas / risks - how we deal with them).

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### Proposed key Agenda Items for the weekly virtual meeting and update reports (each Wednesday and template provided)

- Feedback on actions from last meeting;
- Update on team members/cover (any capacity issues?)
- Feedback on the changing picture / measures / delivery requests (each agency will have info being fed down);
- Review of neighbourhood intelligence (latest data on health, community safety, cohesion, crime, VCS position, food supply+), and impact on vulnerable residents/all (each will have info, some more than others, what does it mean?).
  - For Food supply (linking with the Manchester Food Response Model)- scale of requests for assistance (residents or groups), what’s up and running (food banks etc), are local shops still operating?;
- Review the response needed- any agency pressures/needs/gaps/VCS issues from requests or capacity in place, agree how collective resources can be deployed (Agencies / volunteers+)- (need to understand the link with the Manchester Volunteer Centre/Macc);
- Highlight any issues/obstacles to delivery- can they be resolved locally?;
- Escalate any significant risks, which cannot be resolved locally/through existing resources (to the identified leadership in each Agency);
- Communication channels- are messages getting out (all audiences)- address gaps (need to ensure the leads have the messages to push out / linkages with relevant Comms Teams)
**APPENDIX 1:**

**Wider Team: Neighbourhood Partnership+**

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<td>Be Well Link Worker/Coach</td>
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