

# Adults and Safer City Scrutiny Panel Meeting

Tuesday, 15 September 2020

Dear Councillor

## ADULTS AND SAFER CITY SCRUTINY PANEL - TUESDAY, 15TH SEPTEMBER, 2020

I am now able to enclose, for consideration at next Tuesday, 15th September, 2020 meeting of the Adults and Safer City Scrutiny Panel, the following reports that were unavailable when the agenda was printed.

Agenda No	Item
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7a	<u>Supporting our Community</u> (Pages 3 - 8)
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[Lynsey Kelly, Head of Community Safety, to present briefing]

If you have any queries about this meeting, please contact the democratic support team:

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# Adults and Safer City Scrutiny Panel - Supporting our Community

15 January 2020

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Agenda Item No: 7a

Lynsey Kelly

Head of Community Safety

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# Find, support, shield...

**FIND: evidence-based, local partnership approach...**

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- **8,000** residents identified as most clinically vulnerable by Government
  - **28,500** further clinically vulnerable with 2 underlying conditions written to by city partners
  - **50,000 more** with one underlying condition written to by city partners
  - Later, expanded support to **14,000** financially disadvantaged families







# Find, support, shield...

## **SUPPORT: Stay Safe, Be Kind' hotline (launched 23 March 2020)**

- Redeployed council staff have responded to **over 16,000 calls and emails** for support such as for emergency food parcels, help with shopping and medication, debt advice and wellbeing support
- Over **2,500** individuals referred for emergency food parcels and over **1,200** shops were carried out
- Over **1,000** people connected to volunteers who shop or get their medication for them
- Over **9,000** outbound calls made since 1 May 2020

**Stay Safe,  
Be Kind**

# Supporting our Community

- Working with commissioned services to ensure that they can keep services running safely, moving to virtual platforms where necessary
- Commissioning targeted youth services to deliver virtually or with small groups to offer diversion for young people who may be vulnerable to exploitation – linking with wider ‘Virtual Squad’ offer
- Ensuring a robust response to domestic abuse – contributing to a regional comms campaign, regular meetings with The Haven to understand demand and mitigate potential risks to victims, infection prevention advice for refuge, continued security visits where safe to do so
- Supporting and running virtual campaigns to ensure that vulnerable people know how to access the support they need
- Supporting faith and community groups to ensure they can access virtual platforms and continue to support their communities
- Ongoing communication with residents, giving them a platform to raise concerns
- Food bank forum - supporting foodbanks to build capacity and coordinate their offer.

# Moving forwards

We will continue to work with communities to support the recovery process by:

- Reinstatement of our **place-based approach** to support recovery – data driven and targeted activity at street and area level working with communities most affected by COVID-19
- Continue to work with **faith and community groups** to reopen safely, providing targeting of key messages and continue to support their communities
- Working with **commissioned services to increase face-to-face** contact with the vulnerable whilst maintaining the flexibility that digital communication has enabled
- **Virtual community meetings** being arranged to increase community engagement and opportunity to share information.
- Enhance the community spirit built throughout lockdown to continue to build **community capacity and resilience**.

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