

City of London Corporation

Local lockdown and transition plan

1. Background and Context

In response to COVID 19 and national lockdown in March 2020 City of London (CoLC) acted quickly to respond and support the needs of those residents who were identified as Shielding. The NHS Shielded list was provided to CoLC to identify those that had a clinical condition that made them extremely vulnerable and were advised by government to isolate. CoLC responded by undertaking welfare calls directly to all identified on the list to ensure they had enough supplies of food and were managing with essential needs such as shopping and medication collection. CoLC also developed an in-house service to provide Befriending Calls to those who were feeling isolated.

Welfare checks were also undertaken with those not on the NHS Shielded list but were determined as being vulnerable by City of London Corporation (CoLC). This included residents known to be in receipt of Telecare services and those identified through estates teams for the Barbican and Golden Lane. Welfare checks were also taken directly by the estate's teams for Mansell Street and Middx Street.

Community Resident Networks (CRNs) volunteers established themselves across each of the large estate areas of Barbican, Golden Lane and Mansell St/Middx St. These volunteers supported those identified through CoLC welfare check that needed help with essentials.

The government has now paused the Shielding programme and ended the food package delivery scheme. Shielded vulnerable are now able to go to shops themselves and form social bubble groups with friends and family.

The demand in the City for support for shielding and non-shielding vulnerable during the national lockdown was managed and all residents that asked for support were signposted to service offers established. From March through to end of July there were 209 residents identified on the NHS Shielded service and ten people asked for support with grocery shopping and nine for medication collection. There were no requests for emergency food packages through CoLC. For the 255 CoLC identified non-shielding vulnerable residents that were contacted directly, ten requested help with grocery shopping and three for collection of medications. The Befriending Call service was requested and provided to eight for shielding and seven for other non-shielding vulnerable residents.

Whilst restrictions on lockdown are easing there is a need to ensure there is continued access, for the NHS Shielded, the CoLC non-shielded vulnerable and those experiencing financial hardship, to food packages, essential support for grocery shopping, medication collection and wellbeing due to isolation. There is a need to look at lessons learned from CoLC's initial response and ensure continued support for access to food and be ready to remobilise areas of our initial response to support any future national or local lockdown.

This plan outlines the proposals to support food transition in easing of lockdown together with the key functions / services to be maintained during this period. It also considers the key actions to be completed to support a remobilisation of service areas in response to a local lockdown.

2. Transition of service provision in easing of lockdown

In immediate response to COVID 19 CoLC and its community volunteer networks established service offers to support residents to enable them to Shield and offered these services to others that had been identified as vulnerable. In transition planning these service areas have been reviewed and actions identified to support the continuation in transition of easing of lockdown and readiness to remobilise for any future local lockdowns enforced.

The service areas that will be continued through transition are:

- Identifying needs through the CoLC COVID 19 email and online request for support through website.
- Food packages and food voucher scheme for those experiencing financial hardship or in immediate need of supplies due to an enforced local lockdown.
- Grocery shopping for residents who are experiencing difficulties in getting out to shops themselves.
- Medication collection for residents who are unable to collect prescription medications themselves. This service provision also include collection and deliver of non-prescription medications.
- Wellbeing contacts for those experiencing difficulties due to being isolated and not having a direct support network.

3. Continued functions/services, assumptions, mitigations and identified actions to support gaps in provision

In support of transition the key functions / services below will be continued with potential gaps and issues identified to support an increased demand due to local lockdown. Considerations have also been given to assumptions with working with NHS and volunteer partners and mitigations identified through learning for CoLC during national lockdown.

CoLC have used existing commissioned services, local volunteer networks and some staff to support service offers for food and essentials during lockdown. The scale to support food transition and potential local lockdown can be absorbed back into existing commissioned services.

The table below outlines the key actions identified to support continued operation for food transition and remobilisation for a local lockdown with an identified CoLC Officer to lead in each function / service provision.

Item	Function / Service	Assumptions / service continuations	Mitigations	Actions	CoLC Lead Officer
1	Identifying needs:				
1.1	Maintain COVID 19 Email and MS webform for Contact Centre to record identified need from resident calls	<ul style="list-style-type: none"> Access to the web link and COVID 19 email will continue and reviewed regularly to determine continued need for this access 	<ul style="list-style-type: none"> This is still operating and being monitored regularly for new resident requests for support. Managed through DCCS Business Unit. 		Head of Strategy and Performance
1.2	Up to date Shielded Patient List (SPL) data list – cross reference with Government Digital Services (GDS) data lists that will be sent through to LAs on weekly basis	<ul style="list-style-type: none"> Final self-registration for to the government shielding programme was on 17 July. There may be changes to data lists with new names and residents being removed 	<ul style="list-style-type: none"> The CoLC master SPL / NSV data list is reviewed regularly with one identified Lead to manage this. 	<ol style="list-style-type: none"> Cross reference of incoming data through GDS / CCG on weekly basis and/or as data is submitted to CoLC 	Project Manager Integration
1.3	Contacting the SPL residents in response to local lockdown for a wellbeing check	<ul style="list-style-type: none"> Expectation that GPs will undertake a direct contact with resident in event of local lockdown. If there is an additional requirement to make direct contacts with these residents the Contact Centre and/or Libraries staff can again be redeployed to make direct contacts on behalf of CoLC. 	<ul style="list-style-type: none"> All residents on the SPL were contacted through 1st lockdown and needs identified and responded to. Follow up calls made to over 70s on SPL and the Non-Shielded Vulnerable (NSV) lists in June and there were not additional / new needs identified with residents. 	<ol style="list-style-type: none"> Confirm through CCGs if there will be a specification for GPs to undertake contacts for SPL in local lockdown Develop and distribute a brief to GPs for C&H and Tower Hamlets to notify them of offers available for residents in terms of essential and key contacts and 	Project Manager Integration

			<ul style="list-style-type: none"> Of the 464 residents contacted through SPL and NSV lists 20 (4%) needed help with grocery shopping and 12 (2%) with medication collection. 	<p>referral process to CoLC</p> <ol style="list-style-type: none"> Brief for Contact Centre / Libraries staff in readiness for a potential direct welfare check through CoLC. Adopt a strengths-based approach to best understand residents needs and signposting to support when they make direct contact to CoLC. Training through (Making Every Contact Count (MECC) programme. Develop communication plan for all DCCS teams lead and Contact Centre staff to provide information on service offers, criteria for access and referral process 	
1.4	Engagement with Housing Associations within Mansell Street / Middx Street Estates to support welfare checks on vulnerable residents	<ul style="list-style-type: none"> Estate managers for these housing estates undertook welfare checks for their identified vulnerable residents 	<ul style="list-style-type: none"> This information was shared with CoLC and could be picked up again for a local lockdown 	<ol style="list-style-type: none"> Reinstated connection with these estates for a local lockdown 	Project Manager Integration
2	Access to Food:				

2.1	Food support packages	<ul style="list-style-type: none"> The government food package scheme being provided to the Shielded ended on the 31st July. There are no plans by government to reinstate this in the event of a local lockdown and it will be up to Local Authorities to support any identified need At the start of the Shielding programme a food depot was set up at the Guildhall. One food package was made up and delivered on request for emergency need. 	<ul style="list-style-type: none"> There is no evidence to support the need for CoLC to establish an emergency food depot in support of local lockdown based on learnings from 1st lockdown. Emergency food supplies will be prepared in advance and be ready to be delivered direct from the Guildhall. 	<ol style="list-style-type: none"> Determine required contents for an emergency food package. Prepare boxes in advance and store at Guildhall in readiness for potential distribution. Confirm a process for delivery of food package/s. Communication for key DCCS staff teams on availability, access criteria and process for emergency food packages. 	AD Commissioning and Partnerships / Project Manager Integration
2.2	Grocery Shopping for those that can pay				
2.2.1	Ensuring there is access to support for grocery shopping for those recommended to self-isolate during a local lockdown	<ul style="list-style-type: none"> Continuation with the current Community Resident Networks (CRNs) volunteers to provide support with shopping. Continuation with the same referral process from CoLC to CRNs for any additional requests for support. 	<ul style="list-style-type: none"> The demand for grocery shopping was proportional during the 1st lockdown with 4% of residents across both the SPL and NSV lists requesting support with grocery shopping. A defined referral process has been established and is 	<ol style="list-style-type: none"> Review with CRN leads on volunteer capacity to support a local lockdown Confirm access process to NHS Volunteer Responders Scheme to supplement any shortage of local volunteers. Communication Plan for DDCS Team Leads (see action 6). 	Partnerships and Engagement Assistant

			ready to be remobilised if needed.		
2.2.2	Access to online supermarket shopping – providing support and guidance to those who want online shopping but are struggling with priority slots	<ul style="list-style-type: none"> Government is encouraging signposting residents to utilise online shopping. SPL residents do have priority slots with supermarkets participating in government scheme. Their data has been shared with supermarkets through DEFRA CoLC is registered for the DEFRA online supermarket priority scheme for the NSL now. This means resident details can be onboarded directly to participating supermarkets namely Iceland and Tesco. 	<ul style="list-style-type: none"> Following 1st and follow up CoLC welfare calls the general response was people who wanted to use online shopping were registered with supermarket of choice and were managing this to receive weekly groceries. There is now an extended offer for those not prioritised on the SPL list through the DEFRA supermarket online delivery scheme for NSV. 	<p>15. Complete registration for DEFRA onboarding scheme for NSV for priority slots – DEFRA DPIA and data sharing agreement to be signed off by Legal. CoLC DPIA produced for this scheme.</p> <p>16. Determine CoLC criteria to access this scheme.</p> <p>17. Communication Plan for DDCS Team Leads (see action 6).</p>	Project Manager Integration
2.3	Grocery Shopping for those that cannot pay				
2.3.1	Food vouchers – access to support for food shopping through Food Voucher Scheme	<ul style="list-style-type: none"> There will be an extension of food voucher scheme to support potential increased demand. The food voucher scheme is now fully embedded within the City Advice service pathway which gives residents access to 	<ul style="list-style-type: none"> Since March 2020 17 referrals and triaged for food voucher scheme and 12 residents have received vouchers 	<p>18. Include within communication brief to DCCS team leads on process to and criteria for access.</p> <p>19. Obtain weekly monitoring on issue of food vouchers for</p>	Project Manager Communities and Children’s

		wider advice and support to manage with financial difficulties.		reporting to BECC Weekly SitRep.	
2.3.2	Access to Morrisons Supermarket scheme for direct purchase of food packages by CoLC for residents	<ul style="list-style-type: none"> Access to this support offer would be for those who are struggling with finances 		<p>20. Research Morrisons Scheme to onboard CoLC for access</p> <p>21. Determine criteria for referral to this offer for residents</p> <p>22. Communication Plan for DDCS Team Leads (see action 6).</p> <p>23. Data monitoring on referrals to scheme.</p>	Partnerships and Engagement Assistant
2.3.3	Food Banks				
	Mutual aid food bank service established in Lilac room in Barbican – providing access to food for those in financial hardship across Barbican, Golden Lane and Aldgate areas.	<ul style="list-style-type: none"> This service is available to those that can leave their houses but are struggling with finances 	<ul style="list-style-type: none"> No direct referrals have been made in welfare contacts with SPL or NSV to the food bank. Self-referrals directly to food bank 	<p>24. Partnership working with mutual aid group to determine demand, criteria for access and monitoring of use. Ensuring there is enough supplies to support a potential surge in demand.</p> <p>25. Negotiation with partner food bank within Tower Hamlets to secure more resilience for this service and the residents located on the East side of the City.</p>	AD Commissioning and Partnerships

3 Access to medications:					
3.1	Delivery of prescription and non-prescription medications to Shielding residents	<ul style="list-style-type: none"> Currently prescriptions delivered directly from local pharmacies (contractual agreement between Government and NHS Pharmacies). There is an expectation that this agreement will be continued with extension of the contract for pharmacies. CRN volunteers will continue to support residents with collection of non-prescription medicines on request. NHS Volunteer Responders scheme is still in place to support any additional demand for CoLC 	<ul style="list-style-type: none"> The demand for medication collection was proportional during the 1st lockdown with 2.5% of residents across both the SPL and NSV lists requesting this help. 	<p>26. Review government framework for LAs in responding to local lockdown when issued to ensure continuation of local pharmacy delivery contract.</p> <p>27. Review capacity of CRN volunteers to continue with this offer in event of local lockdown.</p> <p>28. Identify process to access NHS Volunteer Responders scheme to support additional demand.</p> <p>29. Communication Plan for DDCS Team Leads (see action 6).</p>	Project Manager Integration
4 Meeting wider needs:					
4.1	Befriending Contact Service	<ul style="list-style-type: none"> In response to 1st lockdown an in-house Befriending Call Service was developed with delivery through Librarian staff. This service has now ceased with transfer our partner voluntary service City Connections. 	<ul style="list-style-type: none"> The demand for regular befriending calls was proportional during the 1st lockdown with 3.4% of residents across both the SPL and NSV lists requesting this support 	<p>30. Brief City Connections on and the requirements of this service if there is an increased demand.</p>	Project Manager Integration

		<ul style="list-style-type: none"> • Agreement and referral process in place with City Connections to take additional referrals for those identified as wanting a befriending call • Referral to City Connections will provide wider access to their service packages 			
4.2	Wider Mental Health needs	<ul style="list-style-type: none"> • Identified needs for wider mental health needs signposted to referral to local GP • Signposting to local and integrated partner services: <ul style="list-style-type: none"> ○ IAPT – GP and self-referral ○ 24hr mental health crisis helpline ○ Hackney Talks ○ City & Hackney CAMHS ○ MIND – City, Hackney and Waltham Forest ○ NHS Choices ○ Mental Health Foundation ○ Bereavement Support Services 	<ul style="list-style-type: none"> • Established integrated working with these services for advice on referrals and access 	<p>31. Ensure website update with relevant links and information on regular basis</p> <p>32. Communication Plan for DDCS Team Leads (see action 6).</p>	Project Manager Integration / Communication Support Officer

4.3	Welfare and debt advice, local hardship support, tenancy sustainment and housing maintenance	<ul style="list-style-type: none"> • Integrated service delivery through City Advice service • Integrated pathways with CoLC housing support services 		<p>33. Developed brief for City Advice in response to food transition plan and support for increased demand</p> <p>34. Communication Plan for DDCS Team Leads (see action 6).</p>	Project Manager Communities and Children's
5	Communication Planning:				
5.1	Develop communication plan for DCCS team leads across ASC, CSC, Education, Housing and Contact Centre Staff	<ul style="list-style-type: none"> • Plan will provide information on offers available to support those who need to Shield again • Include information on contacts for services, referral process and criteria • Briefings for partner organisations on support available through CoLC and referral / access processes 		<p>35. Align with existing internal communication channels and team leads</p> <p>36. Determine and align to other communications from government and NHS – NHS Looking after yourself in coronavirus, NHS Test and Trace toolkit, MHCLA Shielding guidance comms toolkit</p>	Project Manager Integration / Communications Support Officer

4. Concerns, gaps and potential risks

In mobilising this plan there are some gaps and potential risks. These gaps have been identified through learning from the initial response programme to support the NHS Shielded residents and the CoLC identified non-shielded vulnerable residents. To support preparedness for a potential local lockdown there are actions that need to be undertaken now. These are identified in the table above and will be developed into a more detailed action tracker which identifies responsible officer which timelines for response.

Other areas that need to be considered ensure assurance of the plan include:

4.1	CoLC DPIA for processing of GDS shielded date list	<ul style="list-style-type: none"> DPIA drafted and reviewed by Information Officer. Ready for sign off by Legal w/c 10th Aug 2020
4.2	Making Every Contact Count (MECC) training for Contact Centre staff and wider staff groups that will support direct resident contact for welfare checks during a lockdown.	<ul style="list-style-type: none"> There is a MECC training programme developed within DCCS. This has recently been made available to staff within ASC and CSC. The expansion of the training programme to wider staff groups namely Contact Centre would align and support the strength-based approach for identifying and responding to resident needs.
4.3	Volunteers supporting CRNs	<ul style="list-style-type: none"> The volunteers working directly with the Community Resident Network leads are not known to CoLC. They galvanised as volunteer groups in early March for immediate response to COVID 19 in providing support for essentials for those on shielded and CoLC non-shielded lists Review with for CRNs volunteer capacity to continue support through transition and support any potential increased demand for a local lockdown
4.5	Redeployment of staff to support plan for increased demand	<ul style="list-style-type: none"> Direct calling to shielded and vulnerable residents Packing of essential food packages and delivery

5. Governance

- CoLC GOLD Command group to inform Senior Officers / Silver Command of any local lockdown being enforced, or to decide related to implementing a local lockdown
- This preparedness for local lockdown plan to be managed through Bronze Command Group who will oversee mobilisation of areas outlined.

- CoLC Silver Command will support identified gaps in plan to support full mobilisation in event of a local lockdown. Identified lead from Silver to ensure continued relationship with London Food Alliance.
- Lead Officers are assigned to each area outlined within plan and will be responsible for remobilising / implementing their areas of work. They will report updates and progress through Plan Lead for updates to Bronze
- Bronze will report on progress, risks and challenges to SILVER group, as well as taking key decisions to GOLD.

6. Interdependencies

- City and Hackney Local Outbreak Control Plan
- CoLC wider planning for local outbreak including staff redeployment plan
- NHS SOC Phase II planning
- MHCLG shielding strategy and guidance
- Rough sleepers and homeless transition planning

Annie Roy
Project Manager Integration

Version: 4
06 Aug 2020