

Appendix 3 – service and support responses

Key themes	Potential risk/impacts	Current service responses	Gaps/opportunities identified
Education	Access to remote education for vulnerable children	<ul style="list-style-type: none"> internet and data provided to households know to services by schools, CSC and education team Virtual programmes have been run by the libraries, including STEM activities and COLTALE, summer reading challenge. Statutory support through Education Health Care Plans (EHCPs). 	<ul style="list-style-type: none"> Capacity within service could be stretched should EHCPs increase significantly from September.
Safeguarding	Local infection impacts on delivery critical services to vulnerable adults and children	<ul style="list-style-type: none"> Additional capacity has been built in the Children's Social Care (CSC) team, who have adapted a mixed model and working collaboratively, this includes video conferencing facilities which has provided flexibility and has saved time in service delivery. Close monitoring of commissioned service capacity (was previously increased to meet Covid demand) 	
	Increase in domestic violence	<ul style="list-style-type: none"> Victim Support service still operational by telephone CSC support to families and Early Help cases Housing management support for tenants Resource directory online Monitoring of incidence through police 	
	Increase in Covid related scams	<ul style="list-style-type: none"> National and local campaigns warning of risk 	<ul style="list-style-type: none"> Need to sustain awareness
Housing insecurity, Rough Sleeping and Homelessness	Increase in rent arrears and risk of eviction	<ul style="list-style-type: none"> Proactive and early engagement of tenants in arrears by Income Recovery Team Tenants support on repayment plans Referral to Tenancy Support Team and City Advice service Use of Discretionary Housing Payments to prevent homelessness 	<ul style="list-style-type: none"> Tenancy Sustainment Team capacity Awaiting details from Guinness Trust on support to their tenants. Better promotion of resources and encouragement to seek early help Financial inclusion training
	Increased homelessness (statutory)	<ul style="list-style-type: none"> dedicated triage role created to provide advice and guidance team delivers response to statutory function to provide advice and assistance, and settled accommodation video conferencing facility available in the interview room at the Guildhall to facilitate face to face meetings - including the virtual presence of an interpreter. 	<ul style="list-style-type: none"> Demand for temporary accommodation may exceed supply across London Review advice available on website – consider linking to diagnostic/budgeting tool. increase awareness of risks and interventions for frontline and call centre staff.

	Increase in the number of rough sleepers	<ul style="list-style-type: none"> • good outreach coverage • additional accommodation secured until 31 March 2021 • hostel and assessment hub proposals being identified • primary care outreach 	<ul style="list-style-type: none"> • Limited options for those without recourse to public funds • Move-on options limited for all local authorities
Financial Security	Rising unemployment or reduced income	<ul style="list-style-type: none"> • Advice and support available for those experiencing financial difficulties/ redundancy: City Advice • Adult Learning employability courses which had an increase in virtual take up. • Working with Early Help to support families who are facing hardship, promoting clothing grants and monitoring the take up of free school meals • Library resources to support job search • City apprenticeship scheme • 100% Council Tax Benefit. 	<ul style="list-style-type: none"> • Redundancy support groups for adults/parents facing financial difficulties • Financial inclusion training tailored to community groups and needs
	Food security/poverty	<ul style="list-style-type: none"> • Foodbank (temporary) • Emergency food voucher scheme through City Advice. • Access to online supermarket for most vulnerable through DFRA scheme. • Emergency Hardship Fund scheme 	<ul style="list-style-type: none"> • Improved food bank offer linked to support and advice.
Mental Health	Increase in mental ill health	<ul style="list-style-type: none"> • Systems are in place to deal with an increase in those who suffer with severe mental illness • lower level cases end (e.g. suffering from high anxiety) signposted to support services or referred to the GP where necessary • City Connections health and wellbeing support and signposting • Child and Adolescent Mental Health Services (CAMHS) • Early intervention and mental health project for the UASC • Support mechanisms are in place via: <ul style="list-style-type: none"> • Welfare checks for shielded people – capacity to reactivate in future lockdown • Befriending and support calls • City Advice • City Connections • Dragon Café • Adult Skills mindfulness and mild mental illness programmes 	<ul style="list-style-type: none"> • Reaching those that are not making contact or do not meet the threshold • The closing of the community centres has impacted on opportunities for social interaction • Tackling digital exclusion