

COVID-19 Community Resilience Framework

March 2020

This document can be made available in other languages and formats.
For more information please contact engagement@torbay.gov.uk

Contents

Introduction	2
Torbay Helpline	2
Framework Structure	3
Tier One – The Wider Community	3
Tier Two – Those people who can no longer cope independently because of the impact of COVID 19	4
Tier Three – People who rely on statutory sector care and support and need this to continue	5

Introduction

This Community Framework outlines the measures being put in place to support the people in Torbay during the COVID 19 situation. This is an equal partnership between everyone who is willing and able to help. Torbay Council is very thankful for the offers of help from individual members of the community and voluntary organisations, who are all stepping forward to do what they can.

The Framework seeks to clarify and support people and organisations in their roles – offering support and guidance to make sure our offer is safe and co-ordinated in Torbay. It is really important we support people to keep safe and not expose themselves to potential danger or exploitation – either by receiving help or volunteering.

Torbay Helpline

Torbay Community and Voluntary Sector Organisations are working together and have organised a helpline, hosted by Torbay Community Development Trust (TCDT) and Brixham Does Care (BDC). Residents are encouraged to go via this route for help or to volunteer.

The helpline can be accessed through an online form (for people needing and offering help) at <https://forms.gle/VGEcYZeGnBB7hFCF8>

Alternatively, the helpline numbers are:

01803 446 022 (mainly Torquay & Paignton)

01803 857 727 (mainly Brixham)

Callers to the numbers can also be provided with up-to-date advice on the virus, using trusted guidance from both the NHS and the Department of Health and Social Care

Local healthcare consumer champion Healthwatch Torbay has set up a dedicated coronavirus webpage – updated regularly using this trusted guidance. This can be found via their website www.healthwatchtorbay.org.uk

A Facebook group and associated website called Torbay Help Hub has also been established and can be assessed at www.torbayhelphub.com. Its purpose is to provide a place for those who may require assistance to ask for help and for individuals and businesses to offer support.

Torbay's approach offers support and co-ordination to those who are willing to help, ensuring that there is an organised response people can assist in rather than acting alone.

Framework Structure

The Framework is tiered in terms of the nature of the issues, and the vulnerability of the clients.

Tier One – The Wider Community

This is potentially everyone in Torbay, including:

- adults who need help because they and/or their families are self isolating and don't have family or friends who can help them;
- people who may experience food or fuel poverty and housing debt because of a reduction in income; and
- anyone who needs help or advice.

In general we will be able to help these people via a co-ordinated response from the community, voluntary sector organisations, community/faith groups and housing providers.

Issue	Torbay Council and Community Response
Need for general information and support	Torbay Weekly newspaper will go out to all Torbay households from the week commencing 23 March 2020. This will include information on the TCDT Helpline; offers and information from Healthwatch and Age UK; and general safety advice. The aim is to also include updates from partner organisations.
	Websites to be updated regularly, including general safety advice.
	Advice to volunteers on infection control and safety to be given via factsheet and online training.
Need for time limited support due to self-isolation (shopping, welfare errands etc). This includes emotional wellbeing support.	Torbay Help Hub will identify volunteers who will be checked and mobilised by the TCDT phoneline. This will include welfare telephone calls from other voluntary organisations and community/faith groups. We will collaborate with supermarkets and food delivery services to assist housebound people.
Food poverty	Funds for food banks will be identified from national monies and other emerging funding sources (i.e. National Lottery). This will be allocated following a mapping and needs analysis to be undertaken urgently by Torbay Council and TCDT.
	The Government has asked schools to make available meal provision for children in receipt of free schools meals (and who are not eligible to attend school). It has been requested

	that this is through the provision of meals or via a voucher which the Government is working to develop.
Fuel poverty	Support to charge gas/electric key meters. Liaison with utilities companies who are beginning this work in light of emerging guidance.
Childcare support for key workers/protection for vulnerable school children	<p>Schools have been tasked with providing an offer during the period of school closure from Friday 20 March 2020. This is to ensure that keyworkers are able to perform the functions required. The keyworker list will be officially announced by the Government and schools will need to adhere to this list.</p> <p>In order to protect the most vulnerable children schools have also been asked to provide an offer to children that are open to social care and/or have an Education Health and Care Plan.</p> <p>The guidance on these measures is due to be released on 19 March 2020.</p>
Identifying and helping people who are moving into Tier Two	Training to Torbay Help Hub to identify those most at risk and develop pathway to more formal support.

Tier Two – Those people who can no longer cope independently because of the impact of COVID 19

We anticipate that some people will experience significant difficulty because of COVID 19. They may be self-funding their own care and support, or relying on an unpaid carers. This group of people would include:

- vulnerable rough sleepers;
- people who need help to access accommodation or remain living in their housing safely; and
- those relying on food banks.

Also, potentially it could include families looking after relatives or disabled children. This group of people may also experience difficulties relating to housing costs, debt and transport.

Issue	Torbay Council and Community Response
People will need practical help from trained volunteers to go into their home and help them with a variety of issues	Key voluntary organisations are stepping down face-to-face services and prioritising telephone contacts. This includes organisations such as Citizens Advice Bureau (CAB), Age UK, BDC, SPACE, Healthwatch, Windmill Centre, TDCT.
	Key voluntary organisations are freeing up experienced/trained volunteer time to be available from 23

	March. These people will have identification and will be trained by the relevant voluntary organisations.
Some people may experience a serious exacerbation of mental health issues and therefore need help.	Devon Clinical Commissioning Group and Devon Partnership Trust are being approached to assist. This will include consideration of a telephone helpline and volunteer welfare phone calls.
	NHS Coaching Network to be approached to help people delivering care and support through paid work and volunteering.
People will need to access help and support from statutory services, if they need them	TCDT Helpline, and other key organisations, to refer to the Adult Social Care contact centre for advice.
People who are self-funding care will need to access help, advice and support	TCDT Helpline, and other key organisations, to refer to Adult Social Care contact centre for advice

Tier Three – People who rely on statutory sector care and support and need this to continue

We are working with Devon County Council, Torbay and South Devon Foundation Trust (TSDFT) and Devon Partnership Trust (DPT) to ensure that care providers, and people who work as personal assistants employed directly by disabled people, are able to continue to provide essential care.

This work is delegated to TSDFT and DPT, who are leading and planning the response via their Incident Management Structures. Torbay Council commissioners have been mobilised to support market resilience in residential, nursing and domestic care and access to aids and adaptations.

Issue	Overview of plans in development (to be delivered by TSDFT and DPT)
Availability of care to support people leaving hospital or needing new care at home	<p>Scope commissioning additional interim care from a national company</p> <p>Mobilise in house 'rapid response' to cover high risk gaps</p> <p>Use trained volunteers to do non-personal care activity</p> <p>Domiciliary care agencies to use 'RAG' ratings to prioritise those at highest risk</p> <p>Access to aids, adaptations, equipment and assistive technology to support people at home.</p>

Workforce resilience for care providers to enable them to continue to provide existing services	Above, and: Lobby for testing for care staff Development of childcare for Blue Light and staff in frontline care
Emotional support for carers – unpaid and paid	To be confirmed – TSDFT to offer Wellbeing at Work online support as widely as possible