

BURY SYSTEM COVID RESPONSE v.4

Vulnerable Groups Annex

In Bury, we have used the government's definitions of vulnerability in order to stratify our residents and ensure that support is being provided at all levels. Alongside the three government definitions of **Clinically Extremely Vulnerable**, **Clinically Vulnerable** and **Vulnerable People** we also consider the **Economically Vulnerable**. The below annex describes how we are helping each of these groups and organisations.

Group	Explanation	Current & Continuing Guidance	Government support
Clinically Extremely Vulnerable People (All this cohort will have received communication from the NHS)	People defined on medical grounds as clinically extremely vulnerable, meaning they are at the greatest risk of severe illness. This group includes solid organ transplant recipients; people receiving chemotherapy; renal dialysis patients	Follow shielding guidance by staying at home at all times and avoiding non-essential face-to-face contact. This guidance is in place until the end of June	Support available from the National Shielded Programme which includes food supplies (through directly delivered food boxes and priority supermarket deliveries) pharmacy deliveries and care. Support is available via the NHS Volunteer Responders app
Clinically Vulnerable People	People considered to be at higher risk of severe illness from Covid19. Clinically vulnerable people include those aged 70 or older, people with liver disease, people with diabetes and pregnant women	Stay at home as much as possible. If you do go out take particular care to minimise contact with others outside your household	Range of support available while measures in place, including by local authorities and through voluntary and community groups. Support is available via the NHS Volunteer Responders app
Vulnerable people (Non-clinical)	There are a range of people who can be classified as 'vulnerable' due to non-clinical factors such as children at risk of violence or with SEN; victims of domestic abuse; and rough sleepers	People in this group will need to follow general guidance except where they are also clinically vulnerable or clinically extremely vulnerable where they should follow guidance as set out above	For those who need it, a range of support and guidance across public services and the benefits system, including by central and local government, and the voluntary/community sector.

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Clinically Extremely Vulnerable

Groups	Number	Responsible Organisation	Accountable Team or Lead	Support Response
Those shielded	9,705 (28 May 2020)	MHCLG and LA	n/a	<p>National Shielded Programme as outlined by government on 16th March 2020 for those at increased risk of severe illness from Covid19.</p> <p>Practices have also been applying their own clinical expertise to the national criteria to identify those patients that should shield but aren't on the national very vulnerable list' https://www.gov.uk/coronavirus-extremely-vulnerable</p> <p>Community Hubs established in response to government instruction as per narrative. 1,105 Shielded residents have asked for direct food and medication support from the hubs in addition to those receiving direct support from central government via food provision or prioritised supermarket delivery slots.</p> <p>Local Authority responsibility to target "uncontactable" and "inconclusive" cohorts. Data process underway to establish if these cohorts are already in contact with services. Those who are not will be targeted directly by the hubs.</p> <p>As at 28 May, 2020 463 shielded people who were "uncontactable" or "inconclusive" from the national shielding programme were successfully contacted by the Community Hubs or through a visit at home by GMFRS.</p> <p>Primary Care practices have been working through the ever changing NHSE guidance around shielded patients. Patients identified nationally have received letters and text messages centrally.</p>

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				<p>Government guidance on specific conditions (as of 18th May 2020:</p> <ul style="list-style-type: none"> i. Solid organ transplant recipients ii. People with specific cancers <ul style="list-style-type: none"> a/ people with cancer who are undergoing active chemotherapy b/ people with lung cancer who are undergoing radical radiotherapy c/ People with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment d/People having immunotherapy or other continuing antibody treatments for cancer e/ people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors f/ people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs ii/ People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary (COPD) iii/ People with rare diseases that significantly increase the risk of infections (such as SCID, homozygous sickle cell) iv. People on immunosuppression therapies sufficient to significantly increase risk of infection. v. Women who are pregnant with significant heart disease, congenital or acquired. <p>The Government is currently advising people to shield until 30 June 2020 and is regularly monitoring this position.</p>
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Clinically Vulnerable

Groups	Number	Responsible Organisation	Accountable Team or Lead	Support Response
Over 70s National	24,843 MYE 2018	Bury LA	Jon Hobday	<p>Initial government guidance in March 2020 outlined shielding and support via community hubs for all over 70s. Guidance in April and updated in May 2020 then differentiated between general over 70s population as being clinically, but not extremely clinically vulnerable. In this clinically vulnerable category people are advised to stay at home as much as possible and, if you do go out, take particular care to minimise contact with others outside your household but the guidance for this cohort doesn't explicitly reference shielding.</p> <p>Direct food and medication support remains available from the hubs where no other support available.</p> <p>A letter has been sent (w/c 11 May) to all those aged 76 and over outlining local support available and tips to stay well at home. A further exercise is to take place with GMCA to identify 70-75 year olds for further targeted communications.</p>
People with underlying health conditions as per Government Guidance	<p>Flu Eligibility Groups:</p> <p>At risk 0-65: 22,386</p> <p>At risk 65+: 32,019</p>	Primary Care, Social Care	Primary, Secondary, Community and Social Care	<p><i>Government classification of vulnerable people under 70 (as of 11th May 2020) with an underlying health condition listed below (that is, anyone instructed to get a flu jab each year on medical grounds):</i></p> <p><i>a/ chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis</i></p> <p><i>b/ chronic heart disease, such as heart failure</i></p> <p><i>c/ chronic kidney disease</i></p>

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National	<p>At risk pregnant: 1,536 At risk carers: 1,777</p> <p>Total 57,718</p> <p>Or</p> <p>Chronic Heart Disease – various QOF registers for cardio vascular below (Total 136,071 – maybe on multiple registers):</p> <p>Atrial Fibrillation: 3,868 Blood Pressure: 90,034</p> <p>Cardio Vascular Disease: 554</p> <p>Chronic Heart Disease: 6,854</p>			<p><i>d/ chronic liver disease, such as hepatitis</i> <i>e/ chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy</i> <i>f/ diabetes</i> <i>g/ a weakened immune system as the result of certain conditions, treatments like chemotherapy, or medicines such as steroid tablets</i> <i>h/ being seriously overweight (a body mass index (BMI) of 40 or above)</i> <i>– we don't seem to have data on this?</i> <i>i/ pregnant women</i></p> <p>Positive impact from hubs by providing additional local based support through Council staff and volunteers including collection/ delivery of medication. Extra work to be done to ensure not disadvantaged by additional focus on digital resources and dissemination.</p> <p>Referrals into Beacon Service – Bury's social prescribing service has link workers across the neighbourhoods, funded through the Primary Care Networks. Link workers are involved in each Community Partnership call which has begun weekly with each hub and the community sector.</p> <p>On occasion the hubs have supported referral onto primary care including GP registration when engaging with an at risk individual</p> <p>Cross matching exercise of patient data from dementia advisory service and hub data to identify potential gaps in support.</p> <p>For pregnant women there has been information a social media campaign and two leaflet drops. This could be strengthened by specific information on current peri-natal, pregnancy and maternity/paternity support in current circumstances in the context of the five neighbourhoods (and as such clarity in referral routes into health services).</p>
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	Heart Failure: 2,035			
	Hypertension: 28,893			
	Periphial Arterial Disease: 1,359 Stroke and TIA: 3,833			
	Respiratory:			
	Asthma: 13,341			
	COPD: 4,475			
	Chronic Kidney Disease: 7760			
	Chronic Liver Disease:			
	Chronic Neurological Conditions:			
	Dementia: 1,866			

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	<p>Depression: 13,113</p> <p>Epilepsy: 1,534</p> <p>LD: 1,140</p> <p>Mental Health: 2,107</p> <p>Diabetes: 12,233</p> <p>Weakened immune system eg cancer: 6,641</p> <p>Overweight or obese: QOF 18,060</p> <p>Pregnant women – 1165 as of February 2020 – Immform 115 at Pregnant and in an at risk group.</p>			
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<p>Learning Disabilities and Mental Health (Childrens and Adults) including those accessing community mental health services</p> <p>Local</p>	<p>LD 2848 (LD Baseline for Bury according to POPPI and PANSI is 3450, 602 are supported by the council.)</p> <p>MH 20,868 (21200, 18-60 year old predicted to have a common Mental Health disorder in Bury [PANSI], 332 are supported by the council.)</p> <p>240 children supported through short breaks</p> <p>Adult CMHT: 3,930 (No of people in contact with a CMHT at end of</p>	<p>Bury LA</p>	<p>Public Health (Jon Hobday)</p> <p>Pennine Care (Keith Walker)</p> <p>CCG (Kez Hayat)</p> <p>Adults CMHT, Heathy Minds and HYMS</p>	<p>LD/Autism - Those on waiting lists have been risk assessed to establish need with welfare calls and offer of support to all on lists, as well as contact calls to offer similar support to those discharged in the last 12 months.</p> <p>Working with primary care to identify shielded patients with LD and provide them with support to understand the guidance and the importance of self-isolating. More broadly Circulating COVID resources in easy read to help keep the LD community informed</p> <p>Expanded referral system in MH.</p> <ul style="list-style-type: none"> • Children will have access through their existing plans to MH support, in line with business continuity procedures. All children have been risk assessed and are reviewed on a weekly basis. • Fast track processes are in place for short breaks, and a one off grant is available to support parents with equipment • All families been contacted by their social worker • Mental Health Channel available, covering from self-help to crisis support, on Bury Directory. • Update on link between Community Hub and Mental Health Services provided to Partnership Leadership Group meeting on 6th May 2020 and will present to Bury Faith Forum. <p>CMHT and EIT Risk stratification of is ongoing on a daily basis; each service has stratified patients by risk (MH/Physical) and identification of vulnerable patients, including those shielding to inform mode of intervention and support needs.</p> <p>IAPT - All psychological therapy services including IAPT , have ceased group work in line with national guidance and where possible are using digital solutions along with therapy being delivered over the phone.</p>
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Jan: Source: MHSDS monthly files)				
CYP Community: 1,140 (No of CYP in contact with community services at end of Jan: Source: MHSDS monthly files)				
LD/Autism: 435 open referrals as at end of Jan (Source: MHSDS monthly files)				
Perinatal: 55 open referrals as at end of Jan (Source: MHSDS monthly files)				
Early Intervention in Psychosis: 165				

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	<p>open referrals on an EIP Pathway (Source: MHSDS monthly files)</p> <p>IAPT: 2023 (made up of 1302 people in treatment and a 721 who have had assessment and are awaiting treatment) Source: Service Manager</p>			
Children and young people who have not had a formal diagnosis of a mental health condition	Unable to obtain			<p>Guidance provided to schools to support and where a young person is identified as having some form of low level MH issues, they are being followed up on a daily basis through social care staff. Email set up for schools to report on a daily basis for any vulnerability concerns.</p> <p>If already known to schools, school based plans are in place and continuing through Business Continuity arrangement.</p>

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along with their family or carers				
Local				
Care/personal (health) budget recipients	2563, Adult Social Care Support Plan	Primary Care, Social Care, Secondary Care	Julie Gonda, ASC – Adrian Crook – ASC Operations CCG – PHB Team	<p>We are following government issued advice on support to people with direct payments including the flexible use of these and ongoing payment of PAs rather than the use of furlough.</p> <p>Contingencies have been put in place where PA unavailable as per existing business continuity arrangements.</p> <p>Budgets have been increased to cover specific extra costs including provision of PPE – this has been provided centrally in cases where it hasn't been able to be sourced.</p>
Local				
Those with physical disabilities	Census 2011 – one person in household with long term health condition/disability: 21244 households			<p>Where not already being addressed through the support for clinically extremely vulnerable, the hubs are providing support in relation to food, medication and wider wellbeing (including comfort calls) for those who are shielding, as per the the government guidance published on 16th March and most recently updated on 5th May.</p> <p>Functionality of the Bury Directory, which includes Covid support and advice including browsealoud for those with visual difficulties.</p> <p>Volunteering information formatted in large print for easy reading.</p> <p>Bury Society for Blind and Visually Impaired have included hub information within large-print information bulletin circulated to nearly 500 homes across the Borough.</p>
Local				

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				<p>Proposal made to GMHAG to commission Manchester Deaf Centre to act as SPOC for the 10 contact centres for deaf people, and pass on any requests to hubs/contact centre. Proposals under discussion with GM colleagues for regional Textline facility.</p> <p>Consideration to be made of an Easy read leaflet outlining how to access support will be produced and made available online and in alternative formats to outline support available through the hubs and new models of working. This resource will also be shared with local Disability and Advocacy Support Groups to cascade to their members.</p>
<p>People accessing drug and alcohol services</p> <p>Local</p>	<p>Drug and alcohol service numbers:</p> <p><i>NDTMS Adults</i> Opiate: 480 Non-opiate: 94 Alcohol: 293</p> <p>Alcohol & Non-Opiate: 112</p> <p><i>NDTMS Young People -</i> Numbers in treatment: 112</p>	Bury LA	<p>Jon Hobday</p> <p>Early Break</p> <p>Achieve</p>	<p>Covid 19 Bury leaflet in relation to substance misuse which was circulated to all community hub leads and others due to increased risk to cohorts.</p> <p>Referral pathways being developed into GM Substance Misuse Provider response work.</p> <p>Children with Social Workers will have a plan already in place and cross checked with drug and alcohol provision.</p> <p>Partnership Leadership Group generated positive partnership working at Fairway Lodge site including provision of sharps box.</p>

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Vulnerable

Groups	Number	Responsible Organisation	Accountable Team or Lead	Support Response
<p>People at risk of abuse or neglect, including domestic Abuse and People experiencing or at risk of experiencing domestic abuse, which is likely to increase due to the pressures created by the emergency response</p> <p>National</p>	<p>144 – Adults with a current open safeguarding enquiry and at risk of abuse or neglect</p> <p>High Risk Numbers – Victim Support Referrals 88 up to 20/04/2020 In 2019/20 150 cases were opened</p>	System	BISP	<p>The increased risk and severity of domestic abuse when there is a requirement to stay home. Self-isolation is likely to shut down routes to support and safety for women/ men, who may face even greater barriers to finding time away from the perpetrator to seek help. As such Council & CCG Workforce (and Councillors) issued with guidance on how to pick up on signs of domestic violence taking place and how to report it. This included the re-issuing of the Domestic Violence Policy re-issued, including useful contacts and also how to deal with if experiencing DV themselves. (23rd April 2020) – this will have been received by staff in the Community Hubs and contact centre (for those calling x5353)</p> <p>Bury Integrated Safeguarding Partnership have produced guidance via Mandy Symes on safeguarding which has been sent to the community hubs</p> <p>Bury Council actively engaged with community safety meetings locally and regionally, including liaison with GMP who are holding daily meetings, which noted an initial spike in numbers which have since stabilised. GMP sit on the Partnership Silver group to cascade messages to public sector partners.</p> <p>Communications have been circulated to outline where those at risk of abuse can seek help including chemists, supermarkets (akin to the 'Ask for Angela' scheme in place with Bury Pubwatch. and places of refuge.</p> <p>Within the Community Hubs, Bury Asian Women's Centre are to be approached to play active role engaging local VCSE organisations and outreach into our local communities.</p>

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	where the main reason for loss of last settled accommodation was due to domestic abuse. This will include people from out of the borough too.			
Victims of modern slavery Local	<p>0 – Adults with this safeguarding category</p> <p>0 – children currently with this category</p>	Bury LA / GMP	BISP	<p>Vulnerable Adult will be supported via standard Adult Safeguarding Procedures, which will include, where appropriate, police intervention and support via the National Reporting Mechanism process.</p> <p>Children will be subject to a plan and social workers will maintain contact as per existing business continuity planning arrangements.</p>

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<p>Vulnerable children</p> <p>National / Local</p>	<p>@ 24/4/20 CIN: 1245 CPP: 166 LAC: 342</p> <p>SEN: 1,809 EHCPs</p>	<p>Bury LA</p>	<p>Karen Dolton, Tony Decrop</p>	<p>Children & Young People Department Management Team continues to meet daily to address service priorities. Work with vulnerable children continues; Numbers of children in school have dipped slightly this week; this appears to be children of Key Workers. Vulnerable children in school and settings has increased over recent week and is currently static.</p> <p>All Children In Need, those with a Child Protection Plan and Looked After Children have been risk assessed which had determined levels of contact. This is overseen by a manager and is reviewed on a weekly basis. Care planning continues as usual.</p> <p>There continues to be a daily briefing to schools with regular updates, links to DfE Guidance, learning resources etc and fortnightly briefings to Early Help and Social Care Services.</p> <p>We have increased our number of vulnerable children in early years settings to 44 children which represents 58% of our Early Years CIN and CP cohort</p> <p>New temporary SEND legislative changes came into effect on 1 May. As part of the changes, we are required to review the educational and health provision in every EHCP with parents and young people, and use our 'reasonable endeavours' to provide or secure the provision in the EHCP. We currently have 1809 EHCPs which will need to be reviewed over the next 6 -8 weeks and termly thereafter (or until the legislation changes). There are ongoing discussions with the Regional SEND Group in respect of children returning to schools, and the DfE have launched a survey in respect of Vulnerable Children.</p> <p>Bury Council has launched a helpline to provide psychological support to parents and carers during the Covid-19 crisis. The service, which started on Monday (11 May), is aimed at parents whose children have special educational needs or disabilities and whose daily worries have been exacerbated by the current pandemic and the impending return to school. The helpline is delivered by Bury</p>
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				<p>Education Psychology Service and is open on Mondays from 1pm to 3.30pm and on Wednesdays from 9.30am to noon.</p> <p>Young people with a social worker are being visited and contacted as per their risk assessment which is monitored daily and has management oversight. Social distancing is being followed where physical visits required and PPE utilised where refusal to entry had been faced without it. Those without a social worker are predominantly picked up either by early help or schools and receive an individual response</p> <p>We have received the details of the three different allocations of laptops for vulnerable children and are currently undertaking a piece of work to cross reference identified children to ensure these are appropriately allocated, including 576 laptops to be allocated to Care Leavers and Children with a Social worker and 170 Laptops to be allocated to Children in Year 10 at Local Authority Maintained Schools (including voluntary aided).</p>
<p>Young people supported by youth services</p> <p>Local</p>	<p>271 young people from a targeted cohort have accessed the service in a meaningful way since</p>	<p>Bury LA</p>		<p>Given social distancing requirements, a virtual service offered to engaging targeted groups. This has included a ragging exercise undertaken to assess vulnerable young people and offer increased weekly contact and support</p> <p>Universal service devised to offer regular daily informal education and diversionary activities to all young people of Bury</p> <p>Targeted provision, again digitally, has also been produced in terms of project work to better meet specific cohort requirements, eg young carers/LGBT+</p> <p>Project work to encourage youth volunteering facilitated by Youth Cabinet with reach across the borough</p>

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	<p>lock down.</p> <p>With a further 41 contacted for 'check in'</p> <p>We have undertaken 93 group work sessions since lock down</p>			<p>Detached plan devised to support neighbourhoods/police if support with 'youths involved in antisocial behaviour' is needed</p>
<p>Rough Sleepers (those who were already in this cohort) National</p>	25	GM / Bury LA	Phil Cole	<p>The Council have worked with colleagues at the GMCA in response to the government directive to accommodate all rough sleepers, as per the Everyone In letter of 26th March 2020.</p> <p>Additional temporary accommodation has been provided at two locations to enable a safe space during lockdown, so that social distancing can be adhered to and thus reduce the risk of transmission. This accommodation in conjunction to Stepping Stones dispersed properties and re-opened ABEN (A Bed Every Night) facility with a reduced capacity allows independent accommodation to lock down. All these facilities have 24/7 support, food, security and washing options included to self isolate when required, as well as being supported by existing outreach service working with other agencies such as health, drug and alcohol support</p>

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				<p>services – with provision by phone and email to minimise face-to-face contact. Enhanced out of hours provision has been put in place to support the cohort as part of the Covid response recognising that they are a vulnerable group.</p> <p>Work is underway to assess each individual to create personal housing plans to determine if low, medium and high needs and then re-locate into interim supported accommodation based on those needs.</p> <p>Rough Sleeper numbers have increased by over 100% since the start of the pandemic which has been challenging for the service.</p>
<p>People accessing homelessness related services</p> <p>National / Local</p>	<p>486 people across spectrum of prevention, relief and full duty.</p>	<p>Bury LA</p>	<p>Phil Cole</p>	<p>Continuing to adhere to homelessness legislation and our Homelessness statutory duty including housing support and homelessness assessments (to determine duty and support as per the Homelessness Reduction Act.) being carried out over the telephone for new and existing customers accessing the service. No change in legislation on duty or priority need.</p> <p>Continue to work alongside key partners, including Bury Homeless Partnership, GMCA and MHCG, to support the local homeless population and monitor impacts of interventions and any gaps in provision. Specific local examples include:</p> <ul style="list-style-type: none"> Continued close working with Childrens Services to support care leavers in temporary accommodation. Accommodation team supporting LAC's via young HEN working with PA's as normal. Strict adherence to social distancing when working in the community with PPE provided <p>382 households receive discretionary housing payments which could provide detail of potential future demand into homelessness service if people unable to keep up payments on the properties. Data source to be cross-reference with Poverty/Social Economic cohort.</p>

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				<p>Out of hours 24/7 service provided as normal with levels maintained as per business continuity arrangements and prioritisation of this activity over other house services.</p> <p>We have suspended our choice-based letting system to ensure we have greater access to accommodation for our homeless families and single people. This helps to deal with the duty to refer numbers which have increased from statutory bodies. The suspension enabled direct lets and to prioritise homeless cases and move on's into sustainable accommodation, enabling capacity for when lockdown is relaxed to meet demand against statutory duty.</p> <p>Government legislation to suspend evictions and offer help with mortgages will reduce the number presenting as homeless in the early response phase has allowed the service to continue to provide temporary accommodation to priority need customers, whilst being mindful of a potential peak once this period is complete. Home office decision to stop move on of customers with positive asylum / immigration decisions in Serco properties which normally come through homelessness has also assisted the service.</p>
<p>Overcrowded, temporary, emergency or supported Accommodation</p> <p>National/ Local</p>	<p>On the housing register there are 345 households who are awarded priority for being</p>	<p>STH</p>	<p>Phil Cole as LA liaison</p>	<p>Housing Needs & Options team continuing as normal to work closely with commissioned supported housing / accommodation providers during Covid with guidance via email and phone rather than face-to-face where possible. Where actively on site strictly adhering to social distancing guidance and using PPE if social distancing not possible. Where required teams providing advice on eligibility to Universal Credit and Housing Benefit.</p> <p>New schemes agreed by exempt accommodation panel chaired by Andrew Eland & Phil Cole. Exempt accommodation group discuss all non-commissioned supported housing for Housing Benefit subsidy options.</p>

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	overcrowded			<p>Team working closely with STH to enable / facilitate them to continue to arrange viewings and sign ups for new tenants. Resettlement team prioritising the move on of singles / families from temporary accommodation into own tenancies to increase capacity in temp accommodation for when Covid ends to meet demands.</p> <p>Overcrowding applicants are bands 2,3 or 4 depending on level of overcrowding with average wait of 521 days. Once Covid lock down relaxed can then consider CBL system starting again. This would enable overcrowded applicants to bid on properties, though worth noting that allocations are based on greatest need therefore homelessness will always take priority over overcrowding.(Duty/priority hasn't changed in light of Coronavirus pandemic)</p>
<p>Asylum seekers including UASC, and non-UK nationals with NRPF</p> <p>Local</p>	<p>445 Asylum seekers in Bury at last count. Housing supported 101 refugees over past 12 months via Gateway & Resettlement programmes.</p>		<p>Mike Toth (Adults)</p>	<p>The Council have been working closely our Regional Strategic Migration Partnership (RSMP) colleagues and Border Force, Immigration Enforcement and Public Health England to ensure we have appropriate arrangements in place</p> <p>Migrant Help has collated a list of resources with useful information to migrants in the UK during the current crisis. It includes translated guidance and will be continually updated. I have also provided our hub leaflets to Serco and Migrant help for distribution, over 5k leaflets have been distributed with the Borough by our volunteers from the Hubs.</p> <p>The Current Home Office position is the suspended discontinuations of asylum support for three months – those who were due a decision on their claim can remain accommodated in Serco properties with subsistence allowance. At present local authorities are not being engaged in exit strategy planning. If decision making continues, once the Home Office end the suspension on discontinuations of support we will have a significant population that will either need to be accommodated and afforded homelessness support or who are NRPF and potentially at risk of rough sleeping</p>

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				<p>Of note the Home Office will not share service user details with Local Authorities to enable welfare checks and food parcels to be delivered because of GDPR</p> <p>Cases picked up by the hubs including food provision for foreign nationals stranded in the UK unable to return home due to Covid19 restrictions, particularly in East Hub.</p> <p>The Council is following national guidance in that:</p> <ul style="list-style-type: none"> • People will not be asked to leave their asylum accommodation. This applies to both people whose asylum cases are refused and those who are granted status. This will reviewed towards the end of June. • If people have received "Notice to Quit" letters, they should contact Migrant Help to get support reinstated (if they have not already been contacted about reinstatement of support). • People on section 95 support whose asylum claim and any appeal are refused will be transferred to section 4 support and will continue receiving financial support. <p>People who have received a positive decision on their asylum claim will not be asked to leave their asylum accommodation but are expected to apply for mainstream welfare benefits, however, their asylum support payments will continue until they have received their first benefit payment.</p> <p>For children up to 18: Social Workers and PAs are visiting as per risk assessments and will provide support as appropriate</p>
Gypsy, Traveller and Liveaboard Boater, park home Communities	3 sites – Environmental Health	Bury LA	Lorraine Chamberlain / Traveller Education Service	Government guidance of 30 th April 2020 recognised Social-distancing or self-isolation may be particularly challenging for members of these communities due to often confined and communal households, and restricted living conditions on many sites.

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Local				<p>Traveller education Service (TES) providing help and advice at both sites weekly, adhering to social distancing, to talk with families, drop off Education packs for the children and this has included children that are on Elective Home Education as these children are not seeing a tutor due to distancing. TES and STH (Mo Bashir) are trusted sources within the community and relayed the following:</p> <ul style="list-style-type: none"> - Social distancing guidance in relation to funerals - Provided support in relation food vouchers, including arranging school printing to deal with increase demand including hardship, issues with the school vouchers and having to use phones for online shop rather than public access PCs. - Supported Fernhill residents topping up electricity cards when this went cashless (to reduce transmission risk) - Arranged a waste collection during tip closure for Todd Street site.
People in prison or living in any other HM Prison and Probation Service offender accommodation Local	<p>GM figure as of sept 2018 – 3315</p> <p>Past 12 months Bury BC Housing / Homelessness – 35 cases to support.</p>	Probation, HMP	Phil Cole/ Tom Hoghton	<p>Introduced targeted work around planned and early prison releases to reduce likelihood of homelessness on release. Early releases only ordinarily considered if they have accommodation in place and not NFA on release. HMPS – should be providing where possible 56 days notice prior to release to the homelessness team via 'duty to refer' HRA legislation.</p> <p>Probation have approved premises within Bury to house serious offenders and re-integrate into the community and existing mechanisms via 'Through the Gate' provision within HMPS to support prison releases.</p> <p>Housing Options team are liaising with Community Hubs to assist any of this cohort that need assistance upon release.</p>

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	As of			
Care Home Residents Local	<p>774 people in care homes. This includes full costs clients (those that pay for themselves but are on our books), but doesn't include self-funders (figures via ASC)</p> <p>41 residential and nursing homes in Bury</p>		<p>H&C Silver</p>	<p>All care homes have dedicated support available from a named GP practice, and this clinical support is available every day. Each home has a dedicated Provider Relationship Officer, with 'out of hours' support available.</p> <p><u>Recruitment Support</u> has been put in place through the Promotion of Provider job adverts via Local Care Organisation social media channels and wider. Access to a staffing pool that providers can access in an emergency to ensure they can still meet the needs of the people they support. Reimbursement are being made of any increased costs that our Providers have incurred due to having to bring in agency cost to cover staffing shortfall and funding has been allocated to cover the DBS checks for new staff.</p> <p>In relation to PPE – stores for emergency supplies have been open every day, with a designated officer working with regional and national colleagues to ensure that supplies can be escalated. Where they have had to purchase additional or specific PPE, over and above regular stock, to protect staff and support our customers during this pandemic, the Council will fund these purchases.</p> <p>Testing for social care staff began for Bury on 3 April, in line with the Greater Manchester programme</p> <p>Where providers start a new customer from hospital or Choices for Living Well on either the same day, or a date requested by the relevant team, they can claim an additional one off payment of £100. Where they start a new customer from hospital or Choices for Living well over the weekend they can claim a payment of £150. This is aimed at ensuring customers do not have to stay in hospital any longer than they need to.</p> <p>The Council are paying the full cost of any vacancy held by our Older People's Residential and Nursing homes. This will be paid irrespective of whether it ends</p>

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	supporting around 1,600 older people, those with learning disabilities and mental health needs, and those with acquired brain injury.			<p>up being occupied. This is aimed at ensuring we maintain capacity within the community sector. Providers have financial security while customers do not have to stay in hospital longer than needed.</p> <p>Where a resident is diagnosed with COVID-19 and due to their presenting needs requires the Provider to bring in additional staff to support them on a one to one or two to one basis, this increase in care will be funded.</p> <p>In addition further support is available through:</p> <ul style="list-style-type: none"> - A daily bulletin sharing advice, guidance and updates - End of Life Training - Network of market traders to support homes struggling to source food with school meal service on standby to support.
People receiving low or medium-level social care Support Local	52 adults currently receiving intermediate care for social care needs	Bury LA	Julie Gonda, Adrian Crook	<p>Service provision in this area is unaffected and remains working as normal as per business continuity arrangements.</p> <p>If cohort also have underlying health condition will be addressed via clinical vulnerability support including that of the Community Hubs.</p>
Social care self-funders, who are not always known to	Unable to obtain			Number not known but providers are supported in terms of self-funding service users

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Councils				If cohort also have underlying health condition will be addressed via clinical vulnerability support including that of the Community Hubs.
Local				
Carers, including young carers and informal/unpaid carers	19,954, Census 2011	Bury LA	Andy Bradburn	Hubs and volunteer network providing additional support in terms of food and medication delivery to the shielded whilst those with caring commitments, especially informal carers socially distance or themselves are shielded/in isolation.
Local	<p>Number of current young carers: 172</p> <ul style="list-style-type: none"> Classified as high risk: 8 Classified as medium risk: 16 Classified as low risk: 127 Not recorded /awaiting assessment: 21 			<p>Emergency supply of PPE made available to carers & PA's who are caring for someone who is symptomatic or has a confirmed case of COVID-19</p> <p>Carer support is currently being provided remotely, over the phone, by email and texts, or video calling. Gaddum are taking calls between 9am and 4.30pm. At other times, callers are asked to leave a message, and someone will respond by the next working day. Alternatively, email bury.carers@gaddum.org.uk. This is enhanced by widening social support offer of the community hubs.</p> <p>A new provider will take over the Bury Carers Service on 1 June to provide help to hundreds of local carers. The new Bury Carers Hub will be provided by n-compass. The aim of the service is to improve the health and wellbeing of carers and their families, with a strong partnership approach and providing early intervention. Update on this was presented to Bury's Silver Borough response – Partnership Leadership Group – on 6th May 2020.</p> <p>Government guidance on provided unpaid caring support was published on 8th April 2020 including support on collecting medication, which the hubs are able to assist with it the carer needs to self-isolate.</p> <p>To promote self-care there is a specific carers channel established on The Bury Directory.</p> <p>Support remains available online and via phone for Young Carers via the Young Service and educational Welfare Service for virtual contact.</p>

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	<p>Number of children pending assessments:</p> <ul style="list-style-type: none"> Currently : 49 Pre-lockdown : approximately 27 			
<p>Kinship carers and the children they care for (including those not known to the authority)</p> <p>Local</p>	<p>Numbers of looked after children placed with foster carers who are friends or relatives:</p> <p>Long-term fostering : 58</p>	Bury LA	<p>Karen Dolton, Tony Decrop</p>	<p>Foster carers all have a COVID Risk Assessment and in addition some are being supported by buddies and the foster ambassadors</p> <p>Social workers are in regular contact via email and phone as per business continuity arrangements.</p>

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	Not long-term fostering : 14			
Assisted collections Local	1896, Local March 2020	Bury LA	Neil Long – Waste Operations	Waste collection service continues to operate as normal, so by default all assisted collections are provided. 54% of borough signed up for waste communications which provides a further opportunity to engage with residents regarding support offer.
STH Vulnerable List Local	2,171 of which 1,272 proactively called (STH)	STH	John Merrick	Reports were extracted from STH QL system to try to identify potentially vulnerable customers based on the following criteria: Tenants aged 70 or over and tenants under the age of 70, but with a recorded impairment. Customers within established housing support (eg, sheltered accommodation and extra care schemes) were not included in this contact process following confirmation that contact/ support arrangements were already in place. In addition, tenants who had already been spoken to by STH as a follow up to a COVID 19 text campaign, were not re contacted (these contacts were recorded on our QL system). Complete calls: 1,066 Unsuccessful calls : 93 No contact number: 54 A DPIA is currently being prepared in order to link in with HUBS to share details of the tenants that we were unable to contact, for integrated follow up actions.
People living in more rural/isolated settings	5,126 – census 2011	Bury LA		Bury's Community Hubs cover the entirety of the Borough in terms of reach so those who are vulnerable and require assistance with shopping, medication collection and befriending are able to call 0161 253 5353. The local hubs are reaching out to local shops in terms of food provision and community assets, with

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Local				volunteers secured from all corners of the Borough to support outreach regardless of rurality of location.
People who are confused or lack the mental capacity to understand the current situation	682 (Adults with DOLS)	Bury LA	Mandy Symes	The statutory requirements around the Mental Capacity Act [2005] and the associated Deprivation of Liberty Safeguards remain unchanged in that there has been no easement in relation to these duties. Therefore customer who lack the capacity to agree to their care and treatment or other significant decisions will be supported via Best Interest decision making protocols which may include additional support via assessments under the Deprivation of Liberty Safeguards. Primary Care and Voluntary Sector – contribute further narrative.
Local				
People who develop loneliness as a result of self-isolation and social distancing, especially over 70s, which can impact upon health	Community Life Survey England data applied to Bury (6% of the population) – 11,407	System		<p>Over 70s would themselves fall into the clinically vulnerable category as determined by government.</p> <p>The scope of the Community Hubs has broadened to include social wellbeing support including referrals to Age UK from Hubs for a befriending call (or to a network of wider volunteers for those of a younger age)</p> <p>From a workforce perspective, we have introduced Teams to remain in contact and have provided guidance on home working, Live Better/Feel Better and further, support, including Employee Assistance Programme for all staff</p>
Local				
BME Groups % and number to be confirmed Census 2011	Census 2011: Mixed/Multiple Ethnic group: 3,365			<p>Black, Asian and minority ethnic patients face a disproportionately high risk of death from coronavirus, according to new data. NHS England figures reveal that, of the 13,918 patients in hospital who tested positive for Covid-19 up to April 17, 16.2 per cent were of BAME background despite these communities making up only around 13 per cent of the total population</p> <p>PHE are completing research into factors that may adversely affect cohort groups with regards to the impact of COVID. Ethnicity, gender and obesity factors are to be published by the end of May. This will provide robust data analysis to</p>

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	<p>Indian: 1,387</p> <p>Pakistani and Banglade shi: 9,853</p> <p>Asian/ Asian British; Chinese: 1,100</p> <p>Black/ African Caribbea n/ Black British: 1893</p> <p>White: 165, 032</p> <p>Other: 2,970</p>			<p>determine future decision making around targeted support for these groups. We will work alongside local BME groups to communicate these messages and raise awareness across local BME communities.</p>
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People with language barriers	2144 – census 2011	System	<p>The Bury Directory contains the latest Coronavirus support information and its functionality includes translation into many global languages.</p> <p>PHE guidance on self-isolation and social distancing has been translated into Arabic, French, Polish, Mandarin, Cantonese and Welsh. Links are provided here: https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people</p> <p>Stay at home materials translated into: Polish, Russian, Punjab, Urdu, Bengali, Gujarati, Romanian, International Romany https://coronavirusresources.phe.gov.uk/stay-home-save-lives</p> <p>Schools and Childrens Services access to interpreters for vulnerable families.</p> <p>Patients can access interpretation/translation services through primary and secondary care.</p> <p>250 people enrolled on ESOL courses with Bury Adult Learning of which teaching is currently suspended. Some concern over access to information for those without digital access and opportunity to explore connections with ESOL teachers over known communities, such as the Cape Verde community in Bury who could receive target support information via ESOL teaching staff.</p>
Local			

Economically Vulnerable

Groups	Number	Responsible Organisation	Accountable Team or Lead	Support Response
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<p>Local council tax support</p> <p>Local</p>	<p>13,891</p>	<p>Bury LA</p>	<p>Lisa Kitto</p>	<p>Bury Council has suspended the sending of reminders and all other recovery notices until the end of May 2020. We are receiving a high level of new claims for Council Tax Support, and this will give residents breathing space until their new claims can be processed. We will review this measure at the end of May 2020. New council tax bills with £150 credit to be issued weekend commencing 9 May 2020</p> <p>The Bury Support Fund (hardship crisis) has been topped up by an additional £100k in addition to expanding the tax support relief to those already receiving this as per government's announcement of hardship provision on 24th March 2020.</p> <p>Additional guidance being made available in relation to benefit eligibility and how best to ensure people are claiming what they are entitled to in liaison with CAB and DWP (DWP rep on Borough Partnership Leadership Group).</p> <p>£100k has been made available for the provision of additional advice and support in relation to benefits in form of additional SLA with Citizen Advice Bury & Bolton. Referrals into the CAB are being from Hubs where people ask for a Food Bank parcel. Dedicated helplines have also been created.</p> <p>Within the Council, p2/p3 staff have been temporarily redeployed to support revenues and benefits service.</p> <p>There is an opportunity to revisit initial work on IMD that was being considered in relation to the Bury 2030 strategy (particular given same areas remaining deprived despite past interventions). This includes consideration of the Bury Commission on Life Chances around brokerage and aspiration.</p> <p>Of note other authorities turning to returning calls or using 0800 numbers down to reduce cost burden on local residents.</p>
<p>Free school meals</p>	<p>5300</p>	<p>Schools</p>	<p>David Catterall</p>	<p>The Catering Team, working closely with Children's Services, has ensured that we have provided for children and young people throughout the Pandemic. This despite some</p>

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Local				difficulties with other suppliers, and with the roll-out of the national voucher scheme which still suffers from some issues.
Discretionary housing payment	382 (Crisis Support)	Bury LA	Lisa Kitto	See Local Council Tax Support provision and housing element of 'vulnerable' cohorts. In addition to this, a new Welfare Fund of £200k has been created within which there is additional funding to support an increase in demand and to provide some additional support where needed.
Local				
Working age benefits including Universal Credit, Housing Benefits, Tax Credits, Employment and Support Allowance	Claimant Count: 4340 Job Seekers: 1330 ESA and Incapacity: 8260 Lone Parents: 1020 Carers: 2320 Disabled: 1010	DWP, Bury LA	Lisa Kitto	Local welfare assistance team are supporting residents in terms of benefit claimants. DWP are changing requirements regarding submissions of fit to work notes and are not suspending benefit payments due to sanctions at this time. We have seen an increase in the number of claimants for Local Council Tax Support and have provided some additional funding through a newly created Welfare Fund (£200k) that will help support those in working poverty and those returning to work.
Local				

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	WTC+ CTC: 3900 familie s WTC Only: 800 familie s			
Pension credit Local	4649 Stat Explor e Aug 2019	DWP, HMRC, Bury LA		Information sought from Anne Gent, DWP Bury
People who may experience financial hardship and/or food poverty but do not receive state support, for example	Self employed: 13,900 (Up to Dec 2019)	DWP, Bury LA	Lisa Kitto	In addition to the Bury Support Fund additional resource, £200k has been identified to support those experiencing additional in-work poverty or new economic hardship as a result of Covid circumstances, including reduction in income due to furlough or reduced employment. Scheme will follow similar approach in terms of reach as Council Tax relief scheme and include referral into CAB.

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the self- employe d and others not entitled to Statutory Sick Pay Local				
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