



Shropshire Council
Legal and Democratic Services
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Date: Wednesday, 27 May 2020

**Committee:
Shropshire's Great Outdoors Strategy Board**

Date: Thursday, 4 June 2020
Time: 2.00 pm
Venue: THIS IS A VIRTUAL MEETING

Members of the public will be able to listen to this meeting by clicking on this link: [Click this link to view the meeting](#)

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You are requested to attend the above meeting.
The Agenda is attached

Claire Porter
Head of Legal and Democratic Services (Monitoring Officer)

Members of Shropshire's Great Outdoors Strategy Board

Alex Carson-Taylor (Chairman)	Cecilia Motley
Mark Weston (Vice Chairman)	Stewart Pickering
Peter Carr	Lezley Picton
Lee Chapman	Nigel Pocock
Sarah Faulkner	Ronald Repath
Ruby Hartshorne	Jack Tavernor
Chris Mansell	Andrew Wood

Your Committee Officer is:

Tim Ward Committee Officer

Tel: 01743 257713

Email: tim.ward@shropshire.gov.uk

AGENDA

1 Welcome, Introductions and Apologies for Absence

2 Declarations of Interest

Members are reminded that they must not participate in the discussion or voting on any matter in which they have a Disclosable Pecuniary Interest and should leave the room prior to the commencement of the debate

3 Public Question Time

To receive any questions or petitions of which notice has been received from members of the public. Deadline for Questions is 2.00pm on 2 June 2020

4 Minutes of the Last meeting (Pages 1 - 8)

The minutes of the meeting held on 6 February 2020 are attached for confirmation

5 Covid 19 Update

To receive an update from the Interim Outdoor Partnership Manager and the ROW Mapping & Enforcement Manager

6 Community Reassurance Teams update and the Role of Outdoor Partnerships Staff (Pages 9 - 18)

Report of the Heritage and Culture Manager is attached

7 Recovery Plans

To receive an update from the Interim Outdoor Partnership Manager

8 Visitor Economy Update

To receive an update from the Heritage and Culture Manager

9 Local Nature Reserves

Report to follow

10 Agriculture Bill

To receive an update on progress with the Agriculture Bill.

11 Date of Next meeting



Committee and Date

Shropshire's Great Outdoors
Strategy Board

4 June 2020

SHROPSHIRE'S GREAT OUTDOORS STRATEGY BOARD

Minutes of the meeting held on 6 February 2020

**In the Shrewsbury Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2
6ND**

2.00 - 4.20 pm

Responsible Officer: Tim Ward

Email: tim.ward@shropshire.gov.uk Tel: 01743 257713

Present

Alex Carson-Taylor (Chair), Peter Carr, Lezley Picton, Nigel Pocock, Ronald Repath,
Jack Tavernor and Andrew Wood

22 Welcome. Introductions and Apologies for Absence

22.1 The Chairman welcomed Sophie Dwerryhouse, National Access Adviser, CLA and Lauren Eaton, Greenlane Association (GLASS) communications officer, who were attending the meeting as observers

22.2 Apologies for absence were received from Sarah Faulkner, Cecilia Motley, Stewart Pickering and Mark Weston

23 Declarations of Interest

23.1 There were no declarations made

24 Public Question Time

24.1 3 Public questions had been received

24.2 Question 1 from Stuart Morgan

Question to Shropshire County Councils Shropshire's Great Outdoor's Strategy Board

Has the Great Outdoors Shropshire's Great Outdoor's Strategy Board considered the case for safe public access across the North West relief road and if so was the proximity of a right of way to a service bridge for the private use of the Berwick Estate considered? Especially as this anomalous right of way so obviously points to a lostway.

The advantages to the Borough, economic and social, could be huge. Less obvious are the advantages to the Estate itself. This possibly, because of the historical and current opposition to access privately expressed by the landowner lobby groups through various publications.

The trails that this access point could lead into the County town relate well to geography, history and geology of this county and relate well to the ambitions of many beyond that of its boundaries. I would have hoped that any person with an interest in the Great Outdoors would have spotted at least some of the features, of how the access network of Shropshire can grow towards the needs of the 21st century.

I wrote a letter to our MP about this, I received a brush off that indicated that Daniel Kawczynski had referred to the County Council. This suggested scant consideration to the possibility that the public should share in the countryside beyond its town boundaries, when there is such an obvious anomaly on the Ordnance Survey maps. Surely this must have been looked at during the planning stage of this road. It is alarming if a past mistake by Local Government is not tabled for correction, as the needs for open green space grows.

Is the Great Outdoors Liaison Group doing its job in the best interests of all the people of Shropshire or safe guarding the interests of a privileged minority, as a former officer of the council probably did? Something I warned of, repeatedly, when I was a member, at the time it was merely called a Local Access Forum, a title bequeathed by the Act of Parliament that bought it into being.

However, there is perhaps another more relevant question the GOSB should consider and that is why the owners of the Berwick Estate have not petitioned to have the right of way over this service bridge and asked for other lostways to be scrutinized adjoining their boundary. As there are several natural long-distance routes that could enter the Borough from this direction. Routes that could become nationally popular, with the rising trend for long distance walking. With an annual earning per mile of £8000 in 1990, the Pennine Way established a positive factor for public access as a contributor to rural economies. Such facts that were noticeably missing from the CLA's 2012 policy on Access.

Answer

The SGOSB can confirm that Officers who are responsible for protecting and asserting the public rights of way network have and continue to be involved in discussions with the Highway consultants leading on this project. All potential affected public rights of way have been identified, together with the provision of desire lines to improve connectivity within the network affected.

24.3 Question 2 from Trevor Allison, Walking Environment Officer for the Shropshire Area of the Ramblers

Now that 2 major Planning Applications for the 'Ironbridge' Power Station site have been lodged, is the Board confident that the positive approach so far displayed by Harworth, the Developers, and expressed in the documents, will provide, when the Development is completed, a sensible and worthwhile network of Public Rights of Way, which will connect to other existing routes in all directions. The basic

proposals are depicted in the diagram ADC1776-DR-008 which is to be found in the Residential Travel Plan of 19/05560 after page 25. As long as these routes are actually established as properly connected P. R. O. W's. (Footpaths, Bridleways or even Restricted Byways) then considerable public benefit will be provided.

Answer

Officers concur with the views expressed in this question and can confirm that an initial meeting with the agents acting on behalf of Harworth's was very positive and the issues raised highlighting the existing network and increased connectivity were put forward. Since that time officers have responded to the current planning application and have reiterated the need for legally recorded outlets at the correct status and the wishes previously put forward by this group and other user groups.

24.4 Question 3 to SGOSB (formerly LAF) From Karen Pearce, Bicton Heath resident and user of local PROW

The Oxon Link Road (OLR) subject of a previous planning application on the west of Shrewsbury will now be merged into the planning application for the proposed NWR.

Forgive me if I am wrong, but this group appears to have had no involvement in protecting the recreational and access interests of existing local people and the thousands of new residents of the SWUE who will be affected by the proposed new road.

The OLR application was a poor application and was subsequently withdrawn. It attracted hundreds of objections many relating to access issues including severance of local lanes and PROW and lack of safe passage across the proposed road. The Urban Extension has little provision of usable open space and proposes that residents access it by crossing the proposed road. The OLR did not provide footbridges despite their need accepted for phase 1 of the SWUE. The current planning application for Phase 1 does not provide the necessary bridge either.

Would it be possible for this group to look into this and ensure that current and future residents can access what open space will remain safely?

Is this group aware that much of the land for the proposed OLR leg of the NWR and the SWUE is owned by Shropshire Council? The Council are also the promoters of the proposed road and will also determine the planning application. The LAF is now incorporated into SGOSB which has a different remit and membership to the original LAF. **Can this group assure the residents of Bicton/Bicton Heath that their interests will be properly protected by the group when the Council clearly has a vested interest in developments?** **Would the previous LAF have been more independent and served us better?**

Is this group willing to show a more active interest in the huge amount of development planned for the Bicton/ Bicton Heath area and seek to protect the many PROW/Bridleways enjoyed by so many of us? Existing and new residents face a huge loss of access to the countryside, PROW and open spaces. This appears have largely been ignored by the Council in their apparent desire to

develop every available open space in their quest for continual economic development.

Would the group be able to explore the possibilities of retaining existing PROW (which sometimes follow very old hedgerows) as green corridors within the developments to allow continued enjoyment of routes that have existed for centuries and to protect wildlife? It seems these valuable and historic features always find they are in the way of houses when it is the houses that are in the way! **Is there any way that this group could use its role as LAF to encourage the planners/architects to be a bit more creative and incorporate PROW into well designed places to live?** SC have signed up to a climate emergency and should be valuing PROW for many reasons.

Members of this group may not be aware that on top of loss of PROW that access and movement around the area will be severely hampered by severance of many of the local lanes (Calcott, Shepherds, Little Oxon, and Clayton Way. There will be an impact on pedestrian and cycle use on Holyhead Road (National Cycleway) where a huge island is proposed. **Given that the proposed road will likely go well over budget please could this group ensure that funding is obtained, and ring fenced for footbridges to counteract proposed severances and that existing and new residents are allowed to be able to continue to use all the Rights of Way to which they are entitled?**

Answer

Officers have raised their own concerns regarding the retention of the public rights of way in this vicinity as well as the provision of easily accessible public open space. It is felt that the inclusion of this proposal with the NWRR is an opportunity to re-emphasise the importance of a well-considered network throughout the scheme.

Officers have addressed with the developer the issue of lack of central public open space, lack of green corridors through the site and the crossing of the NWRR by public footpath 7 and have suggested that the planning application at Churncote be redesigned accordingly.

Should the group wish to contribute to the planning application at Churncote then this is the appropriate time to submit comments to be addressed.

25 Minutes of the Last Meeting

25.1 The minutes of the meeting held on 17 October 2019 had been circulated

25.2 Resolved:

That the minutes of the meeting of the Shropshire Great Outdoors Strategy Board held on 17 October 2019 be approved as a true record and signed by the Chairman

26 Cultural Strategy

- 26.1 The Culture and Heritage Manager reminded Members that an initial consultation on the Cultural Strategy had been carried out and emerging themes and priorities had been identified which would guide the production of the final draft report.
- 26.2 The Culture and Heritage Manager gave a short presentation which outlined the emerging themes and priorities for the Strategy. Members then split into groups to consider the themes and priorities.
- 26.3 The Culture and Heritage Manager advised the meeting that their feedback would be considered during the development of the final plan which would be published for consultation in April. It was agreed that the draft strategy would be circulated to members when it was available.

27 North West Relief Road (NWRR)

- 27.1 The Interim Outdoor Partnership Manager advised that due to late redesign requirements on certain elements of the road, the launch of the NWRR pre planning consultation had been delayed and that the presentation would need to be deferred to the next meeting.

28 Definitive Map Update

- 28.1 The ROW Mapping & Enforcement Manager advised the meeting that the Rights of Way Definitive Map and Statement had been updated and passed around an example of the new map.
- 28.2 Members congratulated Officers on the production of the new map.
- 28.3 The Culture and Heritage Manager paid tribute to the immense amount of work the Definitive Map and Enforcement Support Officer had undertaken in updating the definitive map statement.
- 28.4 In response to a question the ROW Mapping & Enforcement Manager confirmed that the map was available on line, and that the online version would be updated as necessary.
- 28.5 In response to a question the ROW Mapping & Enforcement Manager confirmed that the old maps would be preserved and archived.
- 28.6 The Chair thanked the ROW Mapping & Enforcement Manager and her team for their work in updating the maps

29 Agriculture Bill

- 29.1 The Chair advised the meeting that the Agriculture Bill had received its second reading and would now pass to the Committee stage.

- 29.2 The Chair stated that the main change that would interest members was the introduction of Environmental Land Management Schemes (ELMS) which would replace the Basic Payment Scheme (BPS) and introduce the principle of payment for public goods and that provision of public access could form a large proportion of this.
- 29.3 Several Members expressed the view that they would rather see permanent additions to the definitive map as permissive routes only lasted as long as the funding was available and then tended to be withdrawn.
- 29.4 The Culture and Heritage Manager advised that the EFRA Committee had launched a call for evidence and advised that the Council were collating a response. She asked whether members felt that the Board should make a response.
- 29.5 The Chair advised that the bill excluded extending the RDP and that this would be picked up under the Shared Prosperity Fund.
- 29.6 The Chair advised members that the Environment Bill would be published shortly although full details were not known.
- 29.7 The Culture and Heritage Manager advised the meeting that as part of its declaration of Climate Emergency the Council had set up a Climate Change team led by Adrian Cooper

30 **General Updates**

- 30.1 Mr Carr informed the meeting that the Chief Executive Officer of the Ramblers Association had resigned, and work was underway to appoint a new CEO. He also informed Members that he had stood down as Chair of the Shropshire Area Committee and that Will Tandy had been elected as Chair. Mr Carr informed the meeting that he had concerns regarding the planning application at Mile End Oswestry and that he would be submitting a response to the planning application. He commented that there seemed to be a number of planning applications that looked at road developments in isolation and suggested that this might be a subject the Board looked at at a future meeting.
- 30.2 The Culture and Heritage Manager advised the meeting that Sue Finnigan had been appointed as Head of Culture, Leisure and Tourism. She informed Members that she would continue to lead on Outdoor Partnerships and the AONB.
- 30.3 Ms Eaton informed the meeting that the work to prevent unlawful access at Quatt had been completed. She reminded Members that her organisation had funding available for works and volunteers available to help where required.

31 **Other items**

- 31.1 Members noted the minutes of the Shropshire Riding and Carriage Driving Forum held on 14 October 2019.

32 Date of Next meeting

32.1 Members were reminded that the next meeting of the Shropshire's Great Outdoors Strategy Board will be held on Thursday 4 June 2020 at 2.00pm

Signed (Chairman)

Date:

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Community Reassurance Teams

Progress Report 18th May 2020

Summary

Since the Community Reassurance Teams (CRT) started operating 23rd March and the Emergency Food Hub (EFH) on 30th March, the following has been achieved:

- Five area teams with 37 staff involved are operating across the county. Day Services staff are joining next week
- A truly cross-disciplinary approach has been adopted with support from Culture, Leisure and Tourism Services, Public Health, Passenger Transport, Customer Services, Welfare Team, Organisational Development, HR, ICT, Communications, Adults and Children's Services, Social Prescribing and the NHS and CCG.
- Food parcels have been delivered to 911 households, helping over 2,000 people
- 629 follow up calls to those receiving parcels have been made
- 623 volunteer organisations and businesses have been collated on a new Community Volunteering Directory that is being shared internally
- £75K Community Grant scheme established and 74 groups have been supported to date
- 17 training sessions have been arranged
- Procedure for food purchasing and invoicing has been set up
- 130 discussions with groups and individuals have been logged, with 155 referrals addressed
- 31 staff have been identified who could expand CRT to offer a more robust emergency response
- Data has been amalgamated from a number of sources, including the shielded and vulnerable, along with a range of locally determined vulnerabilities
- The CRT is linked to the developing Mental Health and Bereavement Support for families, more details can be found here, <https://www.shropshire.gov.uk/coronavirus/information-for-the-public/mental-health-and-wellbeing/>
- The CRT helps provide Safeguarding messages to community groups and individuals

Lisa Jones is leading on the day to day management of CRTs, bringing her experience and expertise from working in Public Health and Adult Services.

The next phase of this work is now being considered, as staff start to return to substantive posts.

Introduction

As part of Shropshire Council's response to the Covid-19 epidemic, emergency planning was introduced, including a Community Response Partnership.

The Partnership has overview of several initiatives including:

- Community Reassurance Teams
- Emergency Food Hub
- Data development
- Communication
- Community resource pack
- Community Grants Scheme

- Telephone reassurance team
- Children and Young people, including schools and education
- Registrar services
- Covid-19 response VCSA group
- Mental Health
- Safeguarding

This report specifically covers the Community Reassurance Teams and the Emergency Food Hub, looking at progress to date and future development ideas.

Vulnerable People

With regard to the current crisis, vulnerable people have been categorised as follows:

- ‘Shielding’ Individuals (as per Government List)
- Self-Isolated without support (with means to pay). *N.B. this list expected to grow as infection rate increases and family/friends no longer available to collect on their behalf.*
- Self-Isolated without support (without means to pay). *N.B. this list expected to grow as infection rate increases and family/friends no longer available to collect on their behalf.*
- Homeless/Accommodated Homeless
- Low Income Families (Free School Meals entitled)
- Children in Need (on Child Protection Register)
- Economically Impacted as a result of ‘Stay at Home’ instructions (No income/Very low income). *N.B. We will need to work appropriately with existing Welfare system to ensure food is provided to most needy.*

Community Reassurance Teams

The Community Reassurance Teams (CRT) were set up on 23rd March 2020.

The CRT provide support to the new and existing community groups set up in response to COVID-19, Town and Parish Councils and other organisations.

They work to ensure that the Council has information about community activity, so they can advise residents, and that the groups have the information and guidance they need. The role of the CRT is to understand the new solutions from within the community, identify them as being appropriate to solving a particular challenge and support the solution to be put in place. They are also identifying gaps in provision and acting as emergency backup if needed. The Teams work with communities to complement and enhance the amazing work already happening to ensure that everyone gets the help and support that they need to stay at home and stay well and healthy.

Geographical areas

There are five teams:

- Central (Shrewsbury, Pontesbury, Atcham, Cressage and surrounds)
- North West (Oswestry, Ellesmere, Wem and surrounds)
- North East (Whitchurch, Market Drayton and surrounds)
- South West (Ludlow, Bishop’s Castle, Clun, Craven Arms, Church Stretton and surrounds)
- South East- (Bridgnorth, Cleobury Mortimer, Broseley, Much Wenlock, Shifnal and Albrighton and surrounds)

Staffing

There is a countywide team, with key links to other services, including the CCG made up of 18 people.

Countrywide support includes:

- Overall management
- Adult Services
- Social Prescribing
- Hospital Discharges
- Children's Services
- Transport
- Community Grants
- Communication
- DBS checks
- Food Parcel Follow Up
- NHS Volunteers

Lisa Jones has picked up the day to day management of the CRT. Lisa has experience and expertise of dealing with vulnerable people and connections to colleagues in specialist Public Health and Adult Services and will be able to offer more effective support to staff now the focus has moved to referrals.

Each area team has the following staff:

- **Community Reassurance Team Leader**- This role is to lead on the co-ordination of CRT staff and activity in their designated area and to be the liaison between the CRT and other Council teams, and key agencies. They make sure they have the latest Government and local guidance to pass on to community groups.
- **Community Reassurance Team Co-ordinators**- Each of the five areas will be split into key market towns and surrounding areas. The Co-ordinators are staff who have local knowledge and will lead on mapping the current activity of voluntary groups and businesses in these areas and identifying gaps in provision.
- **CRT Member Support**- The Place Plan Officers help each of the teams by being the key contact for Shropshire Council Members and Town and Parish Councils. They liaise with SALC who will communicate with Town and Parish Councils, providing consistent messages.
- **CRT Officers**- These members of staff will be contacting local voluntary groups, voluntary organisations, businesses, Pharmacies and others who are offering support to the community and contacting vulnerable people in areas where there is no support currently. Each Officer will be allocated a smaller local area, with which they are familiar.
- **CRT Community Grant Co-ordinators**- Each team has one or more members of staff that will help local groups access the new Community Grant scheme.
- **CRT Social Care links**- in each area, members of staff from the local Adult Social Care and Children's Services teams are aligned to the CRT to ensure teams are working together and there is limited duplication of efforts. Where possible, the CRT will work to reduce pressure on these teams, so they can deal with people in most need. The CRT will also be helping

those discharged from hospital have access to community support. Michael Lewis is taking the lead with this.

The majority of staff are from the Culture, Leisure and Tourism Services, with help from Public Health, Housing and other services.

There are 37 staff directly involved in the area teams. Many of the Day Services team will be joining CRT next week.

Whilst the use of the NHS volunteers is being investigated, it is not clear yet how they might be used to compliment, rather than duplicate existing community activity.

Consideration has been given to increasing the number of staff involved in the CRT and a list of potential people is available.

Practical Help

Practical support has been offered by:

- Outdoor Partnerships Countryside Maintenance Team led by Richard Knight
- Passenger Transport Team led by James Willocks and Chris Purcell
- Shrewsbury Town Council's Grounds Maintenance Team led by Matt Willcoxon

Enterprise Cars have been made available to all CRT Leads and are being delivered to their home addresses.

The Community Offer

A new Community Volunteering Directory has been developed, with information gathered by the CRT and other services. This is now available on line:

<https://www.shropshire.gov.uk/coronavirus/information-for-the-public/community-social-networks/>

Food Purchasing

Several enquiries have been made regarding elderly people who do not have debit or credit cards and are no longer able to go out to get cash. A procedure has been developed to enable the CRT to order food and other supplies to be delivered to these people using Shropshire Council purchasing cards. Deliveries will be by local businesses or community groups unless there is no such service locally, in which case the CRT will deliver.

Emergency Food Hub

An Emergency Food Hub was set up from 30th March 2020, in response to the Government call for local delivery for Shielded people for the initial two weeks until the national delivery scheme could be implemented. This was originally sited at the old Courts at Shirehall but has now moved to the Food Enterprise Centre at Battlefield.

Whilst national deliveries are now being made, the Food Hub is now delivering as follows:

- Top up supplies to the Shielded group, including for those with special dietary requirements
- Food parcels for those newly unable to afford it due to Covid-19 impacts

Local Food Banks are involved in this process and the Welfare Team help ensure parcels are delivered to those in genuine need.

A letter encouraging people to talk to CRT staff about alternative access to supplies has been added to food parcels.

The Food Parcel follow up team have been contacting people who have received a food parcel to see if there is another solution to their issues and if any other support is required. Mirka Duxberry is leading the team which started 6th April 2020. This team of 15 consists of library, specific project, HR and day services part time staff members.

Staffing

Neil Felton and Melanie France are leading this process, with Pete Banford, Outdoor Partnerships Manager leading Operations. Deliveries are being made by the Countryside Maintenance Team, led by Richard Knight. 11 people are currently involved.

Transport

The deliveries have been made using Council fleet vehicles through the Outdoor Partnerships Team. If deliveries increase, there is an option to use the contracted private hirers used by Passenger Transport for education journeys.

Communication

All enquiries from the public come through the Customer Service Centre on the dedicated Covid-19 Helpline: 0345 6789 028.

A generic email address has been set up for referrals from Customer Services and for local groups to contact the team: communityreassurance@shropshire.gov.uk

A report detailing the activity of the CRT and CRT Lead details has been sent to Elected Members, SALC and the VCSA.

Details of funding and support for communities is on the Shropshire Council website: <https://www.shropshire.gov.uk/coronavirus/resources-and-grant-funding-opportunities-for-local-communities/>

A communication plan is needed, along with an e-newsletter to all those on the Community Volunteering Directory to make sure all parties are kept up to date. Sarah Nelsey is looking to develop that for the team.

Training

A programme of 30-minute training sessions started on 6th April to ensure the CRT staff understand Covid-19, safety requirements and other services. These have been organised by Naomi O'Hanlan from Public Health.

So far the following sessions have been delivered:

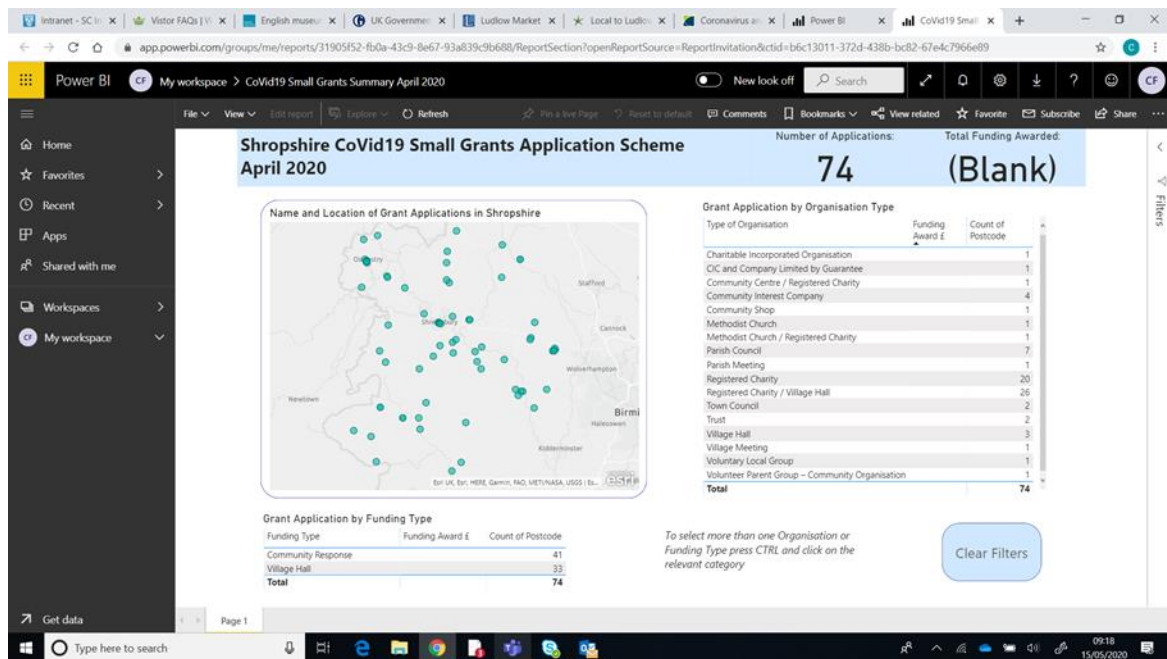
- Covid-19 Health Protection
- Children's and Young People Early Help
- Education/ Schools
- Mental Health
- Children's Social Care
- Adults Social Care
- Children's and Young People Safeguarding
- Adults Safeguarding

More sessions are being arranged as necessary. These are now being recorded, so they can be shared more widely in the future.

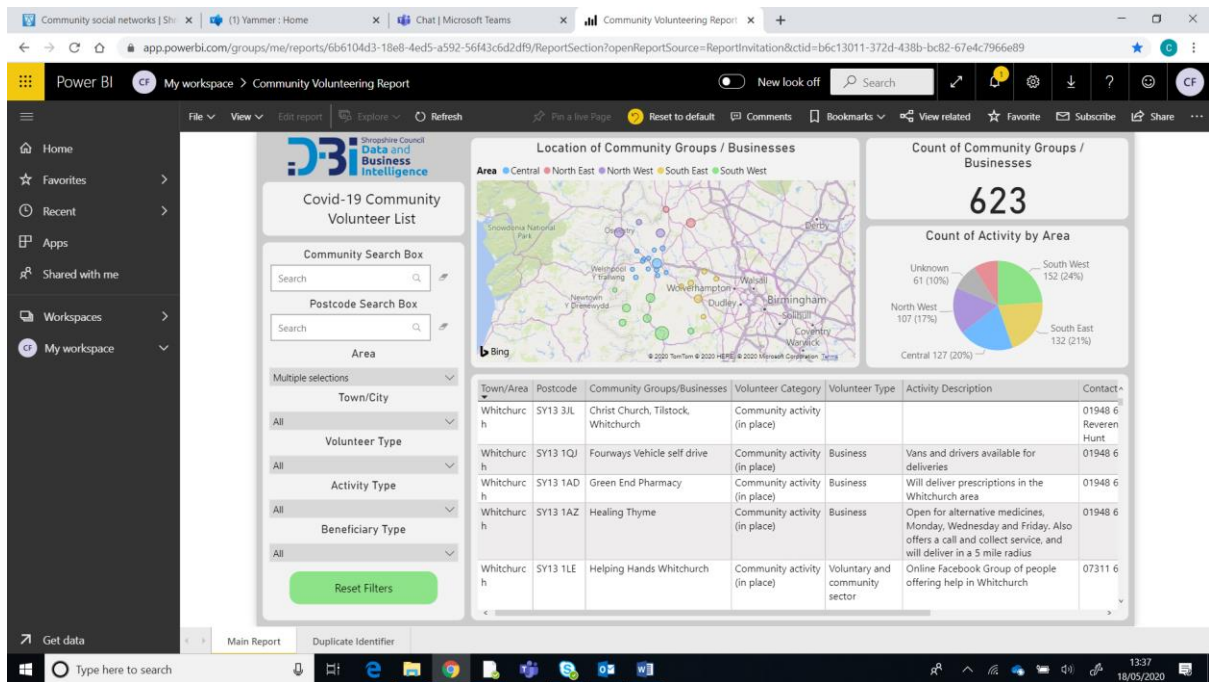
Progress

Since the Community Reassurance Teams (CRT) started operating on 23rd March and the Emergency Food Hub (EFH) on 30th March, the following has been achieved:

- Five area teams with 37 staff involved are operating across the county. 11 Day Services staff are helping with member support, 8 are focusing on food packaging and delivery, 2 on food procurement and 2 on administration of the emergency food hub, 14 are working on food parcel follow up calls. 14 other staff have been identified for emergency stand by to join the teams if needed.
- A truly cross-disciplinary approach has been adopted with support from Culture, Leisure and Tourism Services, Public Health, Passenger Transport, Customer Services, Welfare Team, Organisational Development, HR, ICT, Communications, Adult Social Care, Children’s Services, Social Prescribing and the NHS and CCG.
- A Vulnerable Persons Database – more detail below
- £75K Community Grant scheme established, with 74 organisations supported to date.



- 17 training sessions have been arranged including public health nursing and sexual health, safe ways of working, having difficult conversations, Enable, safeguarding, social prescribing, Children’s Services, Social Care and mental health
- Procedure for food purchasing and invoicing has been set up
- Enterprise cars have been allocated to each area.
- 31 staff have been identified who could expand CRT to offer a more robust emergency response
- 623 volunteer organisations and businesses have been collated on a new Community Volunteering Directory that is being shared internally



The total number of people contacted through this process is shown in the table below:

Item	Number – figures from Friday 15 th May
Total no. of calls to LA Covid community helplines:	1732
Total shielded	Over 10,144
Self-Identified Vulnerable (non-shielded) those identified through the national database	522
Shielded and non-shielded requesting support	7859
Total Services Provided to Vulnerable People	
Food parcels – number of people	2000+
Phone calls to shielded	5453
Parcel collection-(unwanted govt parcel)	15
PPE delivery	25
Phone calls to people who received food	629
Homeless food parcels	220
CRT contacts	155
Total contacts	8,497 +
Numbers of Care / Medical Supply:	Approx. 30
Food Deliveries Made: Households	911
Volunteers Groups approx.	186
Number of volunteers unknown	

Customer feedback, especially regarding the EFH has been exceptional. Some examples are included in appendix 1.

Types of referral

The table below shows the types of referrals that have been made through CRT:

TYPE OF REQUEST	SOUTH EAST	SOUTH WEST	CENTRAL	NORTH EAST	NORTH WEST	TOTALS PER TYPE OF REQUEST
FOOD/TOILETRIES	6	19	35	11	14	85
MEDICINE	2	0	1	1	2	6
BEFRIENDING	0	0	0	0	1	1
WELFARE CHECK	12	6	20	8	8	54
OTHER	1	1	1	3	3	9
TOTAL PER AREA	21	26	57	23	28	
GRAND TOTAL OF REQUESTS	155					

5.0 Data

Data has been made available from different services/ organisations and has enabled us to capture develop a vulnerable person's database, as well as to understand and track all of the actions that have been taken to support people. The data includes:

- NHS Shielded and vulnerable
- Social care
- DWP
- Housing Association
- Blue badge holders
- Assisted Bin collection
- Council Tax
- Police marker
- Concession (65+)
- Index of multiple deprivation
- And more

Staff feedback

For staff involved in the CRT and EFH, the Covid-19 pandemic has fired-up new enthusiasm. The staff came forward voluntarily and have been exceptional in the way they have grasped the challenge and delivered to mitigate it. Other staff that continue with business as usual in those teams that have been impacted have, in the main part, also risen to the challenge without complaint.

Staff have welcomed the opportunity to work with colleagues from other services and break down barriers between Directorates. Any issues were positively negotiated, with staff supporting each other without question. Collaboration has been key to the success of the approach.



Figure 1- The Emergency Food Hub team from Outdoor Partnerships

Future development

The role of the CRT and EFH will be needed for some time yet but many staff are needing to focus more on their substantive posts. The demand from the community is falling. Food parcels delivery requirements are also decreasing as more people find local alternatives and the supermarkets are better able to cope with deliveries. The next phase of both initiatives needs clarifying and the implications of the new ways of working on future Council service delivery are being explored.

Appendix 1- – Customer Feedback

We have received several compliments regarding the Emergency Food Hub in particular. Some of these are shown below:

“I am an extremely vulnerable person and I would just like to take this opportunity to thank you ever so much for the food deliveries you have been providing. I am so, so very grateful especially during these strange times. You and your volunteers work is very much appreciated and valued. Please do not forget this. I hope you're all safe and well during this outbreak and I send you my warmest wishes.”

“Just to say will you please thank Neil for delivering a food parcel to Roderick today. In his words he was "well Chuffed and thought the parcel contained just the right things for an oldie"

“I just wanted to thank you so very much for being so kind and helpful. We received the food box today. We cannot believe how generous, amazing and varied they are. It made Niell and I really quite emotional.

I cannot explain how thankful we are for your help and kindness.”

“WOW!! Far from being a few basics, the box that was delivered a short while ago was LARGE and HEAVY and full of good food & drink, all delivered by a cheerful young man.

Bless you for including me in this marvellous scheme Andrea!”

“Hi I just wanted to thank everyone involved in organising and delivering my food parcel last week. It made such a difference to me. I’m truly grateful and I’m thoroughly enjoying the food! The delivery team were a joy to shout “hello” to out of the window. Their cheery waves also made a difference. I have no idea who to contact, so I hope you don’t mind me using this service to meet my ends. I’d be very grateful if you could pass on my message to those involved. A huge thank you to everyone. Wishing you all good health, peace of mind, and happiness,”

“From Christine and myself Stuart, would like to send you a big and kind thank you to all the staff and people who organised and delivered our food box, which was delivered to us on Fri 3rd April for which will be a huge benefit for us. You see Chris has a serious and rare form of multiple sclerosis and is wheelchair bound all day at home, and me, I’ve got type 2 diabetes and a 24/7 carer for her, as we haven’t been out since the 14th of March, it’s hard but we will see it thru. Anyway would you pass on our gratitude and praise to them, and also to wish you all, our best wishes and kindest regards.!”

“I am identified as extremely vulnerable should I get covid 19 having had a double lung transplant in November 2019. as such following my registration today received an emergency food box. I would like my very grateful thanks passed on to those responsible. The box is full of a very well thought out range of foodstuffs including some lovely looking fresh produce. it will all be used, and its provision is appreciated so much. not only is it providing me with practical support when neither I nor my husband can go out it also made me feel that I remain part of the community and that people do care about each other despite all the current problems. The work of all those who put these parcels together is vital and I thank you all so much.”