

## Health and Wellbeing Board

### Meeting Date: 9<sup>th</sup> July 2020

#### Responsible Officers:

Penny Bason, Community Response Lead, [penny.bason@shropshire.gov.uk](mailto:penny.bason@shropshire.gov.uk)

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### 1. Summary

- 1.1. The Covid-19 crisis has demonstrated that community groups, volunteers and residents, and activity both old and new, have provided the bedrock of the support for people in the communities where they live. The pandemic has also resulted in Shropshire Council and partners working in different ways to ensure that community groups and people have what they need through this time. This response to the pandemic has demonstrated that as a Council area, we have a wealth of good will and support for people and we are flexible, agile and are stronger by working together (across directorates, and across organisations).
- 1.2. It is estimated that thousands of people have been supported by new and existing community and voluntary groups through Covid, however more work is being undertaken to understand the full extent and breadth of this work. The Community Response group recognises how community groups have risen to this challenge and wish to recognise that without the range of shopping, medicine delivery, befriending and other support provided, public services would have been in a very difficult place.
- 1.3. Information about the community groups and the community and voluntary sector delivery through Covid will be presented to the Board in the coming months; so this report focusses on the support provided by Shropshire Council in helping people to remain safe during the Covid-19 Pandemic; and specifically reviews the Shropshire Council led Community Reassurance Teams (CRT), Emergency Food Hub (EFH), Small Grants programme and Mental Health Resilience work.
- 1.4. This report highlights the data we are using to understand need and where to focus our resources; and it discusses lessons learned, and the opportunities to continue working together as we move into the next phase of Covid-19 and the community response work.
- 1.5. Section 4 of this report is background Information and highlights: data, key activity, community reassurance and food hub, mental health and resilience, grant schemes, safeguarding, achievements and lessons learned. The Community Response Strategy can be found in full in Appendix A and is considered a working document that will also support the Outbreak Response Plan going forward; Appendix B is the Mental Health Resilience Action Plan; Appendix C includes staff stories of their experience working with the CRT. A summary of activity is provided in the table below:

| Item  | Number – figures from Monday 18 <sup>th</sup> June |
|---|--|
| Total no. of calls to LA Covid community helplines:                           | Over 4000 calls to the Covid Line                  |
| Total shielded<br>Self-Identified Vulnerable (non-shielded); those identified | Over 10,144  |

|   |       |
|---|-------|
| through the national database                           | 522   |
| Shielded and non-shielded requesting support            | 8805  |
| <b>Services Provided to Vulnerable People</b>           |       |
| Food parcels – number of people helped                  | 2120+ |
| Phone calls to shielded and vulnerable                  | 8621  |
| Parcel collection-(unwanted govt parcel)                | 17    |
| PPE delivery  | 48    |
| Phone calls to people who received food                 | 818   |
| Homeless food parcels (average of over 100 homeless/wk) | 842   |
| Homeless hot meals (average over 100 homeless / day)    |       |
| CRT contacts  | 218   |
| Food Deliveries Made: Households                        | 956   |
| Volunteers Groups approx.                               | 228   |
| Community groups and business database                  | 600+  |

## Recommendations

1.6. Board members are asked to:

- 1.6.1. Note the good work of public sector and voluntary and community sector colleagues to support people during the Covid-19 pandemic;
- 1.6.2. Endorse the considerations for the next phase of the community response to Covid.

## REPORT

### 2. Risk Assessment and Opportunities Appraisal

(NB This will include the following: Risk Management, Human Rights, Equalities, Community, Environmental consequences and other Consultation)

2.1 The Community Response work has been established in order to support people who are vulnerable to the impact of Covid-19 and to support those people and communities who will be negatively affected by the pandemic. Covid-19 has ‘shone a light’ on inequalities and therefore the multi-agency response is critical to supporting health and wellbeing.

2.2 Risk registers have been completed for the various elements of the work.

### 3. Financial Implications

3.1 There have been significant financial implications to delivering the work to support people during the Covid 19 pandemic. The grouping of activity and finance that falls under the community element includes the following, however elements of staff time, vehicle use, provision of accommodation for homeless, social care and many other aspects of community life haven’t been included.

| Activity  | Duration   | Cost                      |
|---|--|---------------------------|
| Food provision (shielded, vulnerable, homeless)   | 23 <sup>rd</sup> March – ongoing                     | £ 69,000 (to date)        |
| Small Grants  | Second and final wave closed<br>22 <sup>nd</sup> May | £75,000 (final)           |
| Medium Grants (supporting viability of anchor voluntary and community sector organisations) | April – September 2020                               | £90,000 (to date)         |
| Food Poverty Grants   |  | £25,000 (to date)         |
| <b>Total</b>  |  | <b>£259,000 (to date)</b> |

## 4. Background

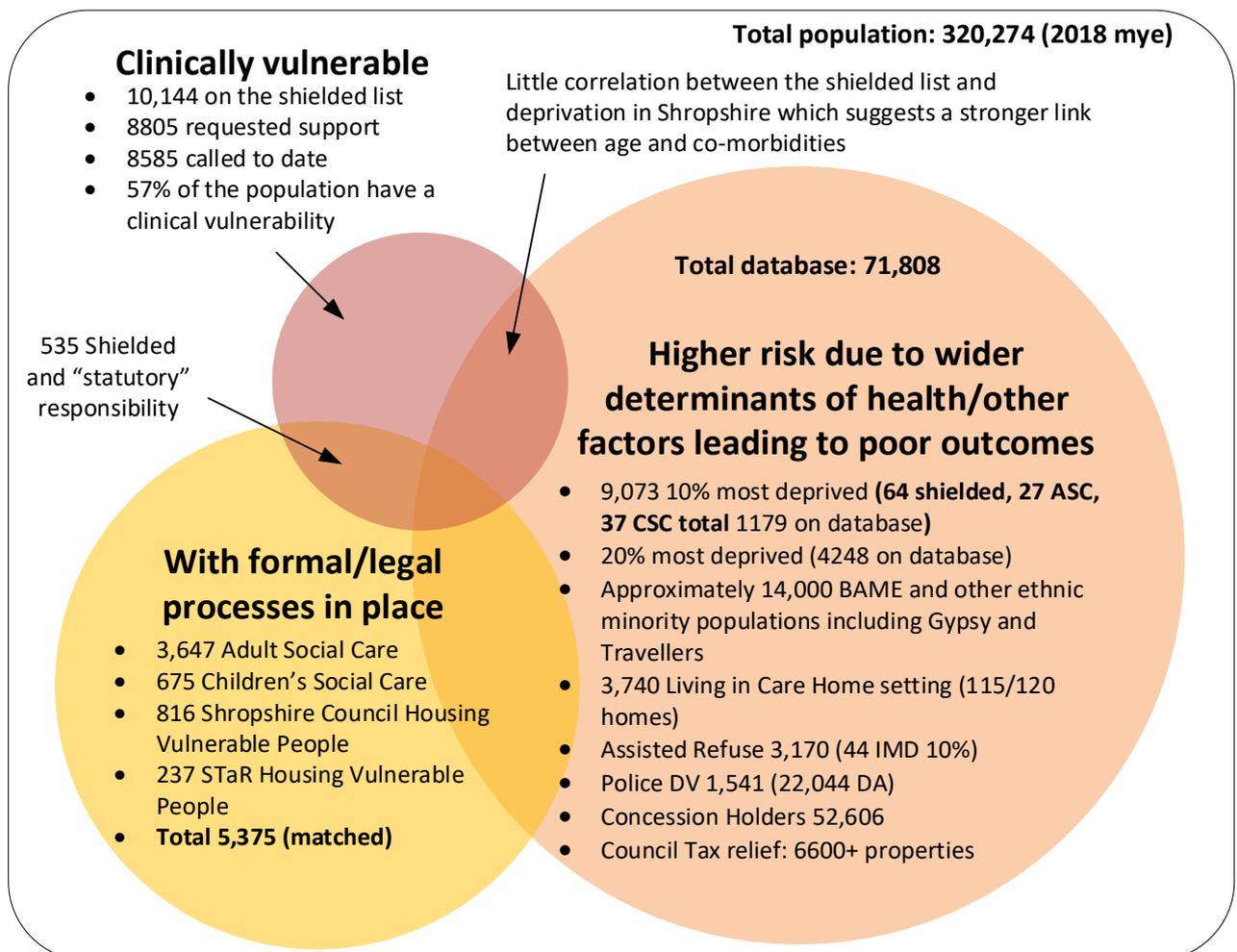
### 4.1 Data

4.1.1 Feeding into the Community Response work, Shropshire Council's data and intelligence teams have been working to identify those people across Shropshire who are considered vulnerable and in addition those who are at great risk due to Covid-19. Through Covid we have been able to work across organisations and use data from a variety of sources including central government, social landlords, and the police.

4.1.2 Work has also been undertaken to confirm how those who are identified as vulnerable are being supported through this time and specifically by the Local Authority. This includes those who have been contacted, the frequency of the contacts and the outcomes. This latter stage will be built into the database for more detailed follow up and analysis.

4.1.3 The vulnerable population broadly fall into three "need" groups, which are not mutually exclusive:

1. Clinically vulnerable – those that will require shielding
2. Formal/legally vulnerable process in place – this will include those that are receiving statutory care, known to local authorities and there is some overlap with the responsibilities passed to Local Government during Covid-19 for the clinically vulnerable in need of additional local support such as food parcels
3. Higher Risk due to other factors – this is due to wider determinants of health/other factors leading to poorer outcomes including: Black And Minority Ethnic (BAME), deprivation, age, poverty, homelessness and obesity. This is currently being researched nationally.



## 4.2 Governance and Key Activity

4.2.1 The Community Response Group recognised in mid-March the need to move rapidly to support people through this pandemic. The group was formed from the Flood Response Community Group (convened in January and February), and was expanded to include relevant partner organisations and teams from Shropshire Council. The response activity is reported daily to the Local Health Resilience Partnership (LHRP), Silver and Gold Command, as well as daily initially, and then twice weekly to Shropshire Council Director's and Business Continuity.

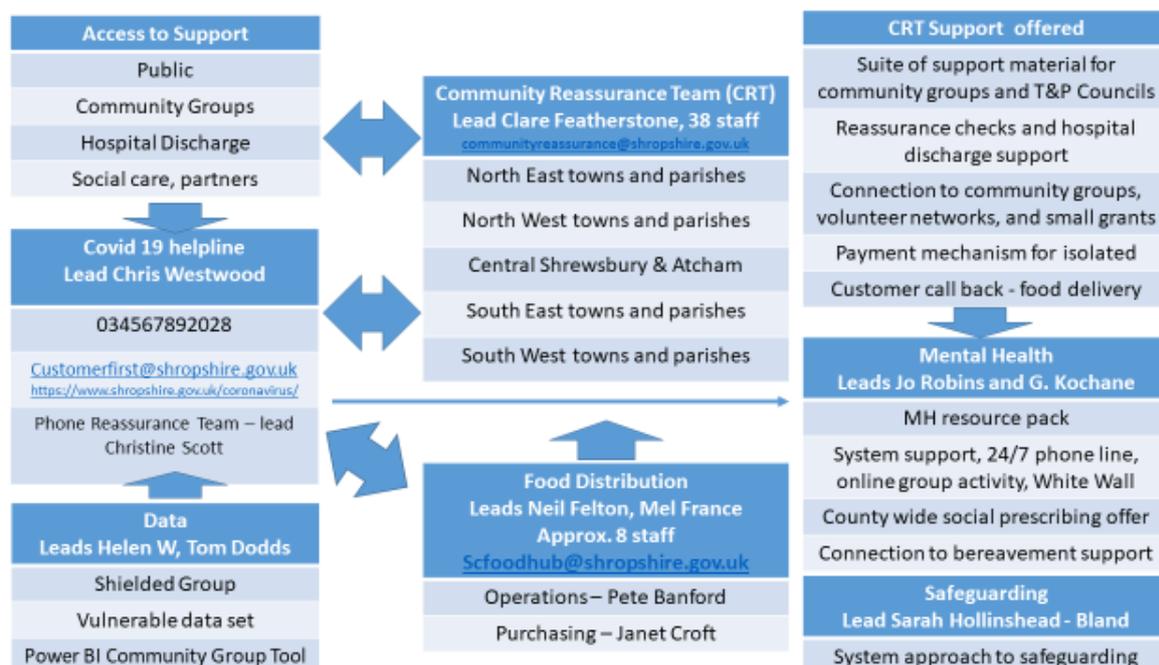
4.2.2 The delivery of the work has been driven by a management group from across Shropshire Council including Customer Services, IT, HR, Public Health, Culture, Leisure & Tourism, and Social Care. The group met daily March through May to assess and plan, and twice weekly from June.

4.2.3 The management team has responded swiftly to government guidance, particularly around supporting those who are shielding or who are isolating and vulnerable due to Covid-19; ensuring that people are supported with food and supplies, as well as emotional wellbeing support.

4.2.4 As the Community Response Strategy below highlights, responding to the Covid-19 Crisis, Shropshire Council and partners have taken a multi-disciplinary approach to support communities. Following are the key workstreams that have been delivering specific actions to both galvanise the community offer and ensure that the most vulnerable are supported:

- Gather data to help us identify and support vulnerable people in Shropshire
- Develop Community Reassurance Teams to ensure that people are connected to the vast array of community support and identify gaps in that provision
- Ensure that people have the food and supplies that they need
- Support the Mental Health of our workforce and our population
- Ensure that all people continue to be safeguarded during this uncertain time
- Provide grants to Community Groups, the VCSE and to tackle Food Poverty

4.2.5 The management team worked quickly to draw together teams from across Shropshire Council and partner organisations to deliver a range of activity to support people. One of the key elements of the work has been a strong 'front door' for people to access support through the Customer Services team, and a dedicated Covid-19 phone line. The diagram below and also in the strategy highlights the range of people and activity involved in developing and delivering the community response.



### 4.3 Community Reassurance Teams & Food Parcel Delivery (Emergency Food Hub)

4.3.1 The aim of the Community Reassurance Teams (CRT) was to meet a gap identified at the local level to ensure that all community groups, and all people in Shropshire receive the help and support that they need to stay at home and stay well during this crisis. The team has done this by working closely with community groups, identifying vulnerable people in the community, understanding and facilitating the community response to meet people’s needs, and by identifying and filling gaps in provision when needed. As part of this, the Emergency Food Hub (EFH) has delivered food parcels to those identified as ‘Shielded’, as defined by Central Government and to those who have been isolating, are vulnerable and cannot source or fund food for themselves. As well, those who are currently homeless (over 100 people) are receiving weekly food parcels and daily hot food, delivered by Shropshire Shire Services.

4.3.2 Delivering this element of the community response has been made possible by a range of enthusiastic and committed staff and partners, who have been focussed on supporting people through this time. People from different council teams, and different organisations have come together to work collaboratively mobilise and deliver a significant amount of work. Additionally, the delivery of this work was reliant on joint working with Shropshire Council Customer Services team, data/ IT teams and communications (as highlighted in the diagram above).

4.3.3 Supporting the community reassurance effort is a strong front door into the council through Customer Services teams. Alongside the continuation of residents’ normal service requests, a bespoke Covid-19 helpline was set up to handle all related enquiries and through which the majority of appropriate council services could be accessed, as well as giving advice and signposting to community solutions with the Community Reassurance Team. In total, over 4000 Covid related calls have been made to Shropshire Council Customer Services.

4.3.4 Added to this inbound channel, the telephone reassurance team, made up of face to face Customer Services staff, Adult Services support staff, Homepoint and Environment, made over 9000 calls to residents who were on the shielded list, to provide reassurance, advise and answer questions on the guidance and to identify and solve any emerging needs before they began to cause difficulty.

## 4.4 Mental Health Resilience Activity

4.4.1 A Mental Health workstream was established to ensure that those who are struggling with the emotional and mental health impact of Covid (to date this has been seen through elevated rates of stress or anxiety in the population, but it is expected that levels of loneliness, depression, harmful alcohol and drug use, and self-harm or suicidal behaviour are also expected to rise) have access to the support they need.

4.4.2 Additionally, employees of the NHS, Local Authorities, the Community and Voluntary Sector, as well as the Private Sector, may experience significant distress while supporting those who have Covid-19 (or suspected Covid-19), those who are bereaved, and those who are shielding or isolating.

4.4.3 The group is working in a multi-disciplinary way to ensure that the mental health of all our population is supported to the best of our ability during this time. An example of this, is Zoom sessions offered by Shropshire MIND, to focus on supporting people through their anxiety at this time. These sessions are offered to the public 3 times per week, however bespoke sessions have also been delivered by MIND on request. The partnership approach is delivering this through a Mental Health Prevention and Resilience Subgroup and resources can be found here <https://www.shropshire.gov.uk/coronavirus/information-for-the-public/mental-health-and-wellbeing/> . **The Action Plan can be found in Appendix B below.**

## 4.5 Grants programme

4.5.1 Shropshire Council has provided a package of financial support to community groups and voluntary organisations who are providing critical support to those impacted by coronavirus (Covid-19) living in Shropshire. The grants programme has been separated into two elements, 1. The small grants programme which has provided grants up to £500 to community groups and village halls who have either lost income due to Covid-19 or who are providing additional support to people in their area in response to the pandemic; and 2. Medium size grants for larger voluntary and community organisations who are providing additional and different support for people during the pandemic, or who are struggling financially due to loss of income, but who are continuing to provide vital services for the people of Shropshire.

4.5.2 The small grants programme is now complete, with £75,000 of funding allocated to 142 organisations across Shropshire. The medium grant programme has allocated approximately £90,000 of funding.

## 4.6 Safeguarding

4.6.1 As described in more detail in the strategy below, the Shropshire Safeguarding Community Partnership continues to meet regularly to ensure our statutory duties about keeping people safe are continuing effectively. This meeting sits as a workstream of the Communities group under our Emergency Planning arrangements to tackle Covid-19. It provides partners with an opportunity to escalate issues that compromise our ability to continue our essential safeguarding activity where they have not been resolved using normal escalation processes.

4.6.2 The partnership continues to ensure they have oversight for maximising the protection of people including: from child, adult and domestic abuse during Covid crisis; keeping track of trends through monthly data collection; producing regular newsletters to promote the safety of people during the crisis and reinforce statutory duties and running reduced partnership meetings to allow partners to respond to Covid. The Partnership will work to restore meetings and work to normal level as soon as possible.

## 4.7 Achievements

4.7.1 Since the Community Response work started in March, there have been a number of achievements:

- Five area Community Reassurance Teams with 37 staff involved are operating across the county
- A truly cross-disciplinary approach has been adopted with support from a range of Council services, the voluntary and community sector and the NHS
- Mental Health resource developed with support for people in communities, including additional commissioned bereavement counselling support
- Over 700 people have attended Zoom Anxiety and Wellbeing sessions delivered by Shropshire MIND
- £75K Community Grant scheme established, with 142 organisations supported to date; additional grant funding has been provided to community anchor organisations
- 17 training sessions have been arranged to develop the CRT's understanding of services
- Enterprise cars have been allocated to each CRT geography to support people and community need
- Over 600 volunteer organisations and businesses have been collated on a new Community Volunteering Directory that is being shared internally and on the SC website
- Over 230 community groups and people supporting their friends, neighbours and communities, services would have supported thousands of Shropshire Residents; mapped on a Power Bi tool that is available on the internet
- Approximately 9000 people have been contacted for reassurance and support to access practical help
- Over 2200 people have benefited from food parcels deliveries
- An average of over 100 homeless people receive a hot meal every day, and food parcels every week
- An example of community support; Pulling Together Ludlow has supported more than 1200 people so far with food and medicine deliveries, befriending and more. Data from 5<sup>th</sup> June

## 4.8 Staff Feedback

4.8.1 For Shropshire Council staff involved in the CRT, EFH, and the mental health work, the Covid-19 pandemic has fired-up new enthusiasm. Shropshire Council staff came forward voluntarily and have been exceptional in the way they have grasped the challenge and delivered key activities to support people in Shropshire. Other staff that continue with business as usual have also risen to the challenge of increased work and new work, generally without complaint. Additionally, staff in Customer Services, IT, HR, Public Health and Public Protection have worked tirelessly to support this endeavour and the whole council respond to Covid.

4.8.2 Many partner organisations including Healthwatch, NHS colleagues, MIND, other voluntary and community groups have also worked tirelessly with us to deliver and drive forward the work.

4.8.3 The team has welcomed the opportunity to work with colleagues from other services and organisations, and to break down barriers between organisations/ teams, supporting each other without question. Collaboration has been key to the success of the approach. The approach has been possible because of the positive skills, mind-set and behaviours of the team. **Appendix C includes a number of Shropshire Council Staff Stories as being part of the Community Response.**

## 4.9 Learning

Having a clear sense of purpose and joint aim has provided the Community response with the key focus and motivation for the work. The way of working that this challenge has brought about,

provides an excellent opportunity for reflection on the value of our work in public service and the improved value of working in more collaborative way. The value added from this new way of working can be summarised as:

- Flexible, agile and urgent working, made possible through a clearly understood purpose
- Better understanding of what communities can and will do to help each other when there is a common goal, asset based
- Demonstration of the strength of a facilitating role within the community rather than duplicating or delivering on the ground, contributing to greater community resilience
- Closer working with the voluntary and community sector, public service partners (Health, Fire Service, Police) and businesses, has resulted in greater activity and more cohesion
- Ability to focus on most vulnerable through interactive database; intelligence led
- Better understanding by staff of the range of services offered by the Council
- New relationships have been forged, which will continue in the future
- Staff better able and more willing to further embed wellbeing, preventative health and other cross-cutting themes into service delivery; Health in all, shared responsibility
- Demonstration of the Council’s ability to deliver a good emergency response when needed
- Working from home has forced staff to embrace new technology and on-line working

#### 4.10 Next Steps

4.9.1 The Community Response group is keen to ensure that people continue to be supported through this uncertain time. As government guidance changes, our role continues to be to ensure that community groups and individuals have the information, advice and support to maintain their wellbeing.

4.9.2 Government guidance is changing and recent guidance highlights that those who are shielding, and the shielding programme will pause from 1<sup>st</sup> August and the food parcel deliveries will stop by the end of July. Despite this, the Community Response group will continue to meet, and be ready to respond as need arises and as requirements change.

4.9.2 The response group is keen to work alongside services and the work of the Test, Trace and Outbreak Control planning, as well as the emerging Health Protection Cell Engagement Forum; to support the work and engagement with communities.

#### 5. Additional Information

N/A

#### 6. Conclusions

N/A

|   |
|---|
| <b>List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</b>   |
| <b>Cabinet Member (Portfolio Holder)</b><br>Cllr Dean Carroll   |
| <b>Local Member</b><br>N/A  |
| <b>Appendices</b><br><br>Appendix A – Community Response Strategy<br>Appendix B – Mental Health Resilience Action Plan<br>Appendix C – Staff feedback |

**Appendix A**  
**DRAFT Community Response Strategy – Covid-19, updated June 2020**

**1. Purpose of the Strategy**

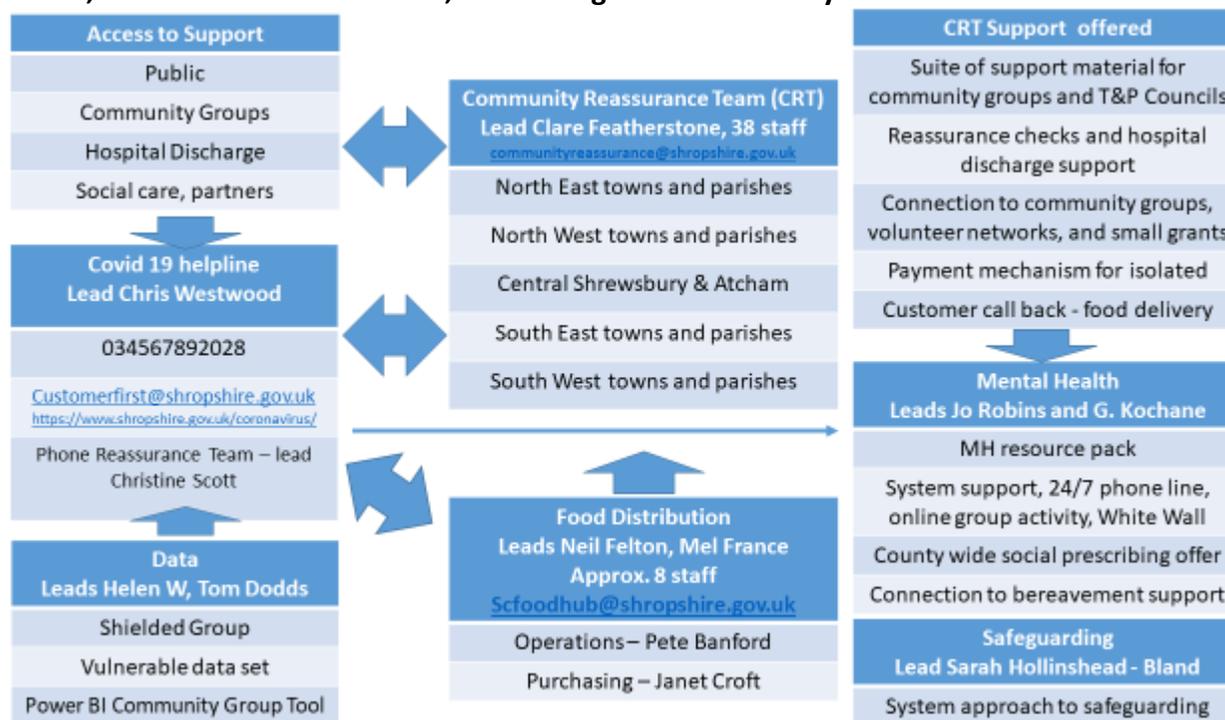
- 1.1 The purpose of this document is to describe the Shropshire Council Community Response Strategy to support our population through the Coronavirus pandemic.
- 1.2 It includes in Appendix A, a summary of the government guidance as interpreted by Shropshire Council, and links to the most up to date guidance and information regarding key decisions that Shropshire Council has taken in response to it.
- 1.3 It outlines how the Community Response Group, led by Shropshire Council, is supporting vulnerable people through this pandemic.
- 1.4 The aim is to support people in Shropshire by connecting up the good work happening; the aim is not to replicate the abundance of volunteering and community work that is growing organically within communities themselves.
- 1.5 The aim is also to understand where our vulnerable communities and people are, where they might receive support, and to identify and fill any emerging gaps.
- 1.6 A partnership and multidisciplinary approach is required, working with our partners in the voluntary and community sector, Town and Parish Councils, Elected Members, Health and others to support people. As well, a partnership approach across Telford and Wrekin Local Authority areas will be taken wherever possible.

**2. Executive Summary – Connecting people to the support they need**

To respond to the Covid-19 Crisis, Shropshire Council and partners will take a multi-disciplinary approach to support communities. Following are the key workstreams that will deliver specific actions to both galvanise the community offer and ensure that the most vulnerable are supported:

- **Gather data to help us identify and support vulnerable people in Shropshire**
- **Develop Community Reassurance teams to ensure that people are connected to the vast array of community support**
- **Ensure that people have the food and supplies that they need**
- **Support the Mental Health of our workforce and our population**
- **Ensure that all people continue to be safeguarded during this uncertain time**
- **Provide grants to Community Groups, the VCSE and to tackle Food Poverty**

Diagram 1 below describes how the work streams are delivering support; it also describes how the work streams are connected and require a certain amount of interoperability to deliver. The Shropshire Council Customer Services Centre is the main gateway to support, however people also access the support directly from social services, via the internet and email, and through the Community Reassurance Team.



### 3. Introduction

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

3.2 The purpose of this work is to ensure that people across Shropshire are supported in the way that they need to be through this crisis. The work recognises that Shropshire has many thriving voluntary sector community groups, hubs and services, that are both commissioned and that have organically grown within communities. Additionally, as a local authority our elected members work tirelessly within their communities to ensure that people are supported and have what they need. To contact an elected member, please use the following link: <https://shropshire.gov.uk/committee-services/mgMemberIndex.aspx?bcr=1>

#### **4. Vulnerable Groups and people with specific needs**

4.1 A full list of people who may be considered vulnerable can be found in Appendix B, however in brief, the following groups have been identified as vulnerable or having specific needs and may require additional food/ information and/ or support during the pandemic.

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.*
- Additional list from social care and council tax systems are being used to develop

Details of how Shropshire Council interacts with each of these groups is also shown in Appendix B below, as well in Appendix B is a broader description of people we must consider through the development of our community response.

#### **5. What we are doing:**

##### **5.1 Gathering data to help us identify vulnerable people in Shropshire**

Public Health, IT and the Insight team are working collectively to build a database of vulnerable people. The vulnerable list of people is being generated from a match across multiple data sets including those that are available within the Council (such as Adult and Children's Social Care), those being provided

externally (such as Blue Badge) or by partners (such as Housing trusts). The match also includes the Shielded List from Central Government with the result that a wider picture of those deemed as vulnerable across the County will be identified.

Additional information will also be considered to determine a priority such as frequency of occurrence across multiple data sets and risk assessments already provided by different service areas. This will allow for individuals to be contacted by the Council to understand the needs if any and assist with targeting correct services for support. The list of people will be updated as refreshed source data is received.

The data will be used to inform Customer Services, Telephone Reassurance team, and the Community Reassurance Team activity. It will also be connected to the Food Hub and data will be collected to understand what services people have received during this time.

## **5.2 Developing Community Reassurance Team (CRT)**

We have developed temporary area-based Community Reassurance Teams (CRT) to respond to the Covid-19 crisis. The teams provide support to the new and existing community groups set up in response to Covid-19, Town and Parish Councils and other organisations.

The CRT are there to ensure that the Council has information about what is happening, so we can advise residents who are getting in touch with us, and to ensure that the information and guidance we need to share gets to the right people. 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 supporting the solution to be put in place. We will also identify gaps in provision and be there as emergency backup if needed. The Teams want to 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.

The CRT are a local point of contact for groups, local Councils and Shropshire Council Members, and will be able to help with calls for support from them that are coming forward, as well as ensuring the delivery of the things we are being asked to do by central government. This will include promotion of and assistance with the small grants programme for local groups.

There are five teams supporting the county:

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

The work will also ensure a system approach to identifying and connecting volunteering opportunities, by working closely with the NHS volunteering programme and local community and voluntary sector groups.

### **5.3 Ensuring that people have the food and supplies that they need**

The Shropshire Council Food Hub has been set-up in response to the Government introduction of 'shielding' and the call to create a network of hubs covering the whole country for the most vulnerable. The Hub offers help to those people who don't have a support system in place and to assist those people with serious medical conditions who have been told to remain indoors for 12 weeks because of the Coronavirus. The hub will also supply food and other supplies to people in the Shropshire Council area who are vulnerable and who are isolating due to Covid-19. The hub works closely with IT, the Insight Team, Public Health, the CRT and Customer Services to ensure that our most vulnerable are supported in the way that they need.

### **5.4 Supporting the Mental Health of our workforce and our population**

As the coronavirus pandemic sweeps across the country, it is inducing a considerable degree of fear, worry and concern in the population at large and among certain groups in particular, such as older adults, care providers and people with underlying health conditions.

In public mental health terms, the main psychological impact to date is elevated rates of stress or anxiety. But as new measures and impacts are introduced – especially quarantine and its effects on many people's usual activities, routines or livelihoods – levels of loneliness, depression, harmful alcohol and drug use, and self-harm or suicidal behaviour are also expected to rise.

Additionally, employees of the NHS, Local Authorities, the Community and Voluntary Sector, as well as the Private sector, may experience significant distress while supporting those who have Covid 19 (or suspected Covid 19), those who are bereaved, and those who are shielding or isolating.

We must ensure that the mental health of all our population is supported to the best of our ability during this time. A multi-disciplinary and partnership approach is delivering this through a Mental Health Prevention and Resilience Subgroup and resources can be found here

<https://www.shropshire.gov.uk/coronavirus/information-for-the-public/mental-health-and-wellbeing/>

### **5.5 Ensuring a multi-disciplinary approach to safeguarding**

Shropshire Safeguarding Community Partnership are meeting regularly to ensure our statutory duties about keeping people safe are continuing effectively. This meeting sits as a workstream of the Communities group under our Emergency Planning arrangements to tackle COVID 19. It provides partners with an opportunity to escalate issues that compromise our ability to continue our essential safeguarding activity where they have not been resolved using normal escalation processes.

The following areas of activity have been identified as essential safeguarding activity that must continue during these challenging times. All partners are expected to continue to play their part in keeping our community safe.

For Community Safety we have identified the following essential areas:

- Domestic Abuse (including Multi-Agency Risk Assessment Conferences where people in high risk domestic abuse situations are discussed)
- Mental Health Act Assessments
- Multi-Agency Public Protection Panels which is where people who pose a risk to our communities are discussed
- Police monitoring those on High Risk Management Plans

For Adult Safeguarding we have identified the following essential areas:

- Safeguarding Concerns being reported through First Point of Contact at Shropshire Council
- The undertaking of “section 42” and “other” safeguarding enquires
- The review of Safeguarding Plans
- Multi-agency case conferences about any people where there are significant concerns about risks to their wellbeing and/or safety.

For Child Safeguarding we have identified the following essential areas:

- Safeguarding Concerns being reported through First Point of Contact at Shropshire Council
- The undertaking of “section 47” enquiries
- The review of Child Protection Plans
- Carrying out pre-birth assessments
- Child in Need plans
- Contact with vulnerable children and families who are known to schools
- Local Authority Designated Officer activity which tackles concerns about those in Positions of Trust
- Child Death Overview Panel

For Shropshire Safeguarding Community Partnership we have identified the following essential areas:

- Shropshire Safeguarding Community Partnership virtual meetings
- COVID 19 Partnership Emergency Planning
- Performance and activity monitoring of our essential safeguarding activity
- Statutory Case Reviews
- Critical awareness raising messages

## **5.6 Community and Voluntary Sector Grants Programme**

### **Small Grants**

The council has made a total of £75,000 available to distribute in grant funding to community / VCS organisations running local initiatives to help with the COVID-19 response and other funding pressures brought about by the pandemic at a local level.

The Small Grants Programme is aimed at supporting very local initiatives. Many communities have begun initiatives to help people who are finding it difficult to cope with the current situation. This Programme will provide financial support to help these initiatives take off and be sustained throughout the coronavirus crisis. Additionally, some community facilities and village halls will be facing lost income during this time and so the council wants to help ensure that they are sustained as well.

The maximum grant available through the Small Grants Programme will be £500 per grant.

## Medium Grants

The council has made available £120,000 for VCSE organisations who are supporting people during this time. The criteria is has been focussed on supporting the areas key voluntary anchor organisations and those who have lost income due to Covid-19.

## High Level Action Plan

| Theme                                       | Activity to support   | Delivered by  | Lead  | Timeline and status  |
|---|---|---|---|--|
| Resources for Community Groups              | Suite of support materials for community and voluntary organisations to support the on the ground community support   | Community Groups, Town and Parish Councils                | Lisa Jones  | W/C 15.03 complete   |
| Community Teams                             | Development of Community Reassurance teams, with a purpose to provide on the ground support for communities, particularly the vulnerable  | Shropshire Council  | Clare Featherstone, Lisa Jones  | W/C 23.03 Complete and ongoing   |
| Directory of services and community groups  | Develop POWER BI Resource of all Community Activity   | Public Health and IT - to be regularly updated by the CRT | Hannah Thomas/ Naomi O'Hanlon/ Helen Wilkinson/ Library Team leads<br>Ongoing updates - CRT | Power Bi Delivered – updates ongoing                                     |
| Central database of vulnerable groups       | Develop central source of data that provides us our most vulnerable and up-to-date information on our interactions with them  | IT<br>Insight<br>Public Health                            | Helen Watkinson<br>Tom Dodds  | Dashboard available W/C 13 <sup>th</sup> April – and development ongoing |
| Food Poverty                                | Grant funding provided to the Food Poverty Alliance to support and assist with food distribution and to manage a grant pot for food banks   | Food Poverty Alliance                                     | Penny Bason<br>Emily Fay  | W/C 23.03 Complete   |
| Develop food hub as per Government Guidance | Developing a food distribution centre, staffing, training, logistics and ongoing management   | Shropshire Council  | Penny Bason<br>Pete Banford<br>Neil Felton<br>Mel France                                    | Complete and ongoing   |
| Develop Mental Health Action Plan           | To include: <ul style="list-style-type: none"> <li>- Workforce Mental Health</li> <li>- Support for public</li> <li>- Bereavement support</li> <li>- Trauma informed practices</li> </ul> | Shropshire Council and Partners                           | Jo Robins<br>Gordon Kochane   | Draft Complete and development ongoing                                   |

|   |   |  |  |   |
|---|---|--|--|---|
|   | - Supported housing   |  |  |   |
| Voluntary and Community Sector Volunteering programme | Develop approach to support volunteering in communities –<br>Connect with the NHS volunteering scheme – connect with the CRT  | NHS<br>Shropshire Council<br>VCSE and community partners | Vikki Savage<br>Helen Foxall   | Ongoing   |
| Communication and Engagement                          | Regular updates to communities on: <ul style="list-style-type: none"> <li>- Advice and guidance</li> <li>- Keeping self well</li> <li>- What help is at hand</li> </ul>   | LA and System comms                                      | Harriet Hopkins<br>Maria Jones<br>Kate Manning   | W/C 23.03   |
| Communication and Engagement                          | Leafletting via elected members   | Shropshire Council                                       | Maria Jones, Val Cross   | 20.03   |
| Small Grants Programme                                | Distribute up to 75k of funding for small community groups and village halls to cover the cost of Covid activity or loss of income due to Covid   | Shropshire Council                                       | Neil Evans<br>Kate Garner  | First wave of grants agreed by 24 <sup>th</sup> April |
| Medium Grants Programme                               | Distribute up to 120K of funding for larger VCS organisations to help deliver Covid related activity  | Shropshire Council                                       | Neil Evans<br>Kate Garner<br>Penny Bason   | 15 <sup>th</sup> April                                |
| Contingency Planning                                  | Ensuring that all community response processes set up to respond to Covid are robust and can continue; ensuring that services can continue as guidance changes (e.g. reduction in community capacity due to Covid, or a return to work policy)  | Shropshire Council                                       | Neil Felton<br>Mel France  | W/C 20 <sup>th</sup> April                            |
| Next phase  | Next phase will support the local outbreak and prevention plan, it will involve connection with the Health Protection Cell; this work should include an evaluation of the community response, recommendations of practices, behaviour and new ways of working that should be kept and developed | Shropshire Council                                       | Penny Bason<br>Clare Featherstone<br>Kate Garner<br>Lisa Jones<br>Jo Robins<br>Chris Westwood<br>Neil Felton<br>Mel France | Ongoing   |

## Appendix A – Guidance and Protecting Yourself

### Government Guidance

1.1 Reducing transmission in likely cases of infection: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

- Anyone who has a **new continuous cough**, and/or a **high temperature** must **stay at home** (self-isolation) for **7 days or until you have no more symptoms**
- If you live with others, your **entire household must isolate themselves** and not leave the house for **14 days**. Anyone who develops symptoms during this time can also end their isolation after 7 days as long as their symptoms have resolved.
- There is further information in the link regarding those who develop symptoms late the isolation period
- Anyone who is significantly unwell should contact NHS 111 for further advice

1.2 Personal and public safety: <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

- The government has advised that **all people need to reduce social interaction** to limit the spread of the virus
- This is particularly important for those considered vulnerable (see link for who is considered vulnerable) – the elderly, pregnant people and those with underlying medical conditions should **avoid any unnecessary social contact**.
- Measures include working from home where possible, avoiding public transport and gathering in social spaces such as pubs, restaurants and cinemas.
- Always carry tissues with you and use them (not your hand) to cover your mouth and nose to catch your cough or sneeze. If you don't have a tissue use the crook of your arm
- Bin the tissue immediately
- Wash your hands with soap and water, or use an alcohol sanitiser gel if soap and water is not available
- Try to avoid close contact with people who are unwell
- Don't touch your eyes, nose or mouth if your hands are not clean

1.3 Mass gatherings – Further guidance can be found here: <https://www.gov.uk/guidance/covid-19-guidance-for-mass-gatherings>

In line with national guidance, Shropshire Council has provided the following statement: ***“Based on government guidance Shropshire Council is removing its support for mass gatherings to reduce the risks to the public during the developing coronavirus outbreak. We anticipate that organisations are all working on their business continuity plans so these are suggestions to consider alongside your existing plans.”***

- Please also note that The Church of England has suspended services
- We advise that events are deferred to the autumn when we expect the outbreak to be resolving, or until 2021.
- Organisers must review their insurance cancellation clauses in relation to government guidance.

#### 1.4 Residential and nursing homes, schools, prisons and other institutions

- Specific guidance is available at these links to help you decide what to do to **limit the spread of infection**.  
**Guidance on residential care home provision:** <https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-residential-care-provision>  
**Prisons:** <https://www.gov.uk/guidance/coronavirus-covid-19-and-prisons>  
**Guidance on home care provision:** <https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-home-care-provision>
- Advice on **cleaning** is also available on the links above
- For schools and colleges, there is a dedicated Department for Education information line available 8am to 6pm Monday to Friday, which can be contacted on **0800 046 8687**.

#### 1.5 Businesses and Employees

The government have advised that all businesses and workplaces work from home wherever this is possible and to follow advice on social distancing. A number of measures have been put in place to support businesses, the self-employed and employers. Summary of the specific government guidance available is listed below

- [Guidance for employers and businesses on coronavirus \(COVID-19\)](#)
- [Support for Businesses](#) includes a helpline **0800 015 9559** for those businesses and organisations having problems with tax payments.
- [COVID-19: guidance for employees](#)

ACAS have also produced [guidance](#) for employers and employees.

A number of private lenders are also making funds available to small businesses impacted by COVID-19, including £2 billion from [Lloyds Banking Group](#) and £5 billion from [NatWest](#)

#### 1.6 Schools, Colleges and other educational and childcare settings.

The announcement by government on the 18 March 2020 for educational settings is summarised below.

- All schools, colleges, sixth forms, nurseries and private schools will close their doors on Friday 20 March 2020 until further notice.

- Children of key workers and vulnerable children will remain in school.
- Children who do not fall into this group should remain at home appropriately cared for.
- Educational settings remain safe for this small number of children.
- OFSTED will cease inspections.
- Primary school assessments and secondary exams will not go ahead this year, nor will performance tables be published.
- Residential and special schools will need to continue to look after their pupils.
- Schools will be able to purchase vouchers to provide children free schools meals where eligible.
- Nurseries will be eligible for business rate holidays for one year.

New guidance is pending, existing guidance can be found [here](#).

1.7 We also encourage all organisations to:

- Promote awareness and **signposting to the national advice** on the [NHS website https://www.nhs.uk/conditions/coronavirus-covid-19/](https://www.nhs.uk/conditions/coronavirus-covid-19/) and [Gov.uk \(https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response](https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response) and about coronavirus at every opportunity, especially through electronic communication. There are free posters and materials available at <https://campaignresources.phe.gov.uk/resources/campaigns/101-coronavirus->
- Keep a clear and consistent message.
- Display supporting signs to protect the public and staff:
  - Put up signage in windows about symptoms and self-isolation
  - Put up signage in bathrooms on handwashing and respiratory hygiene (Catch it, Bin it, Kill it)
  - As much as is practical provide hand sanitiser or washing hands facilities at entrance and exit points of buildings
  - Clean venues, for high contact points such as hand rails and door handles, this may have to be very frequent.

### 1.8 Protect your own health before helping others

It is important to remember to protect your own health first, before helping others. This will help avoid either catching the virus or passing it on. Ensure that you are following all of the advice regarding social distancing and self-isolation if required.

Please see <https://www.nhs.uk/conditions/coronavirus-covid-19/> for up to date advice.

### Stay at home if you have coronavirus symptoms

Do not leave your home if you have either:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **a loss or changed sense of smell or taste** (anosmia)

Most people with coronavirus have at least 1 of these symptoms.

You must

- **Stay at home (self-isolate)** – do not leave your home or have visitors. Anyone you live with, and anyone in your support bubble, must also self-isolate. Read the guidance for households with possible or confirmed coronavirus (COVID-19) infection [here](#)
- **Get a test** – get a test to check if you have coronavirus as soon as possible. Anyone you live with, and anyone in your support bubble, should also get a test if they have symptoms. <https://www.nhs.uk/conditions/coronavirus-covid-19/> or call 119 if no internet access.

Use the [NHS 111 online coronavirus service](#) if you're worried about your symptoms or are not sure what to do. Only call 111 if you cannot get help online.

Read advice about coronavirus in **babies and children** here: <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

### Stay alert

We can all help control the virus if we all stay alert. This means you must:

- Stay at home as much as possible
- Work from home if you can
- Limit contact with other people
- Keep your distance if you go out (2 metres apart where possible)
- Wash your hands regularly

Do not leave home if you or anyone in your household has symptoms.

Visit <https://www.gov.uk/coronavirus> and <https://www.nhs.uk/conditions/coronavirus-covid-19/> for more information.

## 1) Covid 19 – Community Response: Categories of Vulnerable People

Local Authority roles highlighted in yellow.

| Vulnerable Person Type  | Process/Solution for Food Deliveries  |   |   |
|---|---|---|---|
|   | Short Term (1-2 wks)  | Medium Term (2-12 wks)  | Longer Term (beyond 12 wks)   |
| 1. 'Shielding' Individuals (as per Government List)   | Local Authority - 2 week stopgap service whilst national arrangements are put in place (arranged via CSC).  | Government/Wholesalers to deliver direct.<br><br>Local Authority to continue with stopgap service as needed – possible that existing support mechanisms break down meaning new vulnerable identified. We include those with special dietary requirements and those with urgent need (arranged via CSC).   | Shielding ends?<br><br>Person shops for themselves or becomes self isolated (see 2 or 3 below)  |
| 2. Self Isolated without support (with means to pay)<br><br><i>N.B. this list expected to grow as infection rate increases and family/friends no longer available to collect on their behalf.</i> | Person to arrange home delivery from store or have collected by family/friends.<br><br>If reliant on home delivery and timely delivery slots are not available, Local VCS/ Community Group to deliver (arranged via CSC).<br><br>If this not possible, Local Authority to collect and deliver.<br><br>If person only has cash, Local Authority to purchase supplies on their behalf and arrange delivery. | Person to arrange home delivery from store or have collected by family/friends.<br><br>If reliant on home delivery and timely delivery slots are not available, Local VCS/ Community Group to deliver (arranged via CSC).<br><br>If this not possible, Local Authority to collect and deliver.<br><br>If person only has cash, Local Authority to purchase supplies on their behalf and arrange delivery. | Person to arrange home delivery from store or have collected by family/friends.<br><br>If reliant on home delivery and timely delivery slots are not available, Local VCS/ Community Group to deliver (arranged via CSC).<br><br>If this not possible, Local Authority to collect and deliver.<br><br>If person only has cash, Local Authority to purchase supplies on their behalf and arrange delivery. |
| 3. Self Isolated without support (without means to pay)<br><br><i>N.B. this list expected to grow as infection</i>  | Local VCS/Food Bank (arranged via CSC).<br><br>If this not possible, Local  | Local VCS/Food Bank (arranged via CSC).<br><br>If this not possible, Local  | Local VCS/Food Bank (arranged via CSC).<br><br>If this not possible, Local  |

|  |  |   |   |
|--|--|---|---|
| <i>rate increases and family/friends no longer available to collect on their behalf.</i>   | Authority to collect and deliver.  | Authority to collect and deliver.   | Authority to collect and deliver.   |
| 4. Homeless/Accommodated Homeless  | Local Food Banks (arranged via CSC).<br><br>If they can't meet demand, Local Authority to provide. | Local Food Banks (arranged via CSC).<br><br>If they can't meet demand, Local Authority to provide.  | Local Food Banks (arranged via CSC).<br><br>If they can't meet demand, Local Authority to provide.  |
| 5. Low Income Families (Free School Meals entitled)  | Schools, in partnership with Shire Services to provide.  | Schools, in partnership with Shire Services to provide.   | Schools, in partnership with Shire Services to provide.   |
| 6. Children in Need (on Child Protection Register)   | See 5. Above   | Children's Services (Sonya Miller's team) will distribute a family food parcel for the 2 weeks of Easter (one p/w) Approx. 60.<br><br>If higher volumes, may need additional SC drivers to deliver. | TBD   |
| 7. Economically Impacted as a result of 'Stay at Home' instructions (No income/Very low income)<br><br><i>N.B. We will need to work appropriately with existing Welfare system to ensure food is provided to most needy.</i> | Local Food Banks (arranged via CSC).<br><br>If they can't meet demand, Local Authority to provide  | Local Food Banks (arranged via CSC).<br><br>If they can't meet demand, Local Authority to provide   | Furlough payments should have been issued to most by this point. For those remaining in need, earlier process will remain, i.e.:<br><br>Local Food Banks (arranged via CSC).<br><br>If they can't meet demand, Local Authority to provide |

2) Broader list of vulnerable people

**Coronavirus (COVID-19) information for seldom heard/vulnerable groups**

| Need                              | Services & VCSE support groups  | Link to information   |
|-----------------------------------|---|---|
| People with learning disabilities | Community Learning Disability Teams:<br><a href="https://www.mpft.nhs.uk/services/learning-">https://www.mpft.nhs.uk/services/learning-</a> | <b>Shropshire Council website web link <a href="#">here</a></b><br><ul style="list-style-type: none"> <li>Mencap advice and support <a href="#">link</a></li> </ul> |

|  |   |  |
|--|---|--|
|  | <p><a href="#">disabilities</a></p> <p>SEND (CYP): <a href="https://shropshire.gov.uk/the-send-local-offer/">https://shropshire.gov.uk/the-send-local-offer/</a></p> <p><b>Shropshire Disability Network</b><br/> <a href="https://shropshiredisability.net/contact/info@shropshire-disability.net">https://shropshiredisability.net/contact/info@shropshire-disability.net</a></p> <p><b>Mencap</b><br/> <a href="https://www.shrewsburymencap.org.uk/info@shrewsburymencap.org.uk">https://www.shrewsburymencap.org.uk/info@shrewsburymencap.org.uk</a></p> <p>Crossroads Together<br/> <a href="https://www.crossroadstogether.org.uk/covid19-service-user/">https://www.crossroadstogether.org.uk/covid19-service-user/</a></p> <p>Shropshire Down's Syndrome Support Group<br/> <a href="http://www.sdssg.co.uk">www.sdssg.co.uk</a></p> | <ul style="list-style-type: none"> <li>• <b>GOV.UK:</b> <a href="#">Easy read version about mental health and wellbeing</a></li> </ul> <p>Also <a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/what-is-coronavirus/">https://www.shropshire.gov.uk/coronavirus/information-for-the-public/what-is-coronavirus/</a></p> <p>Easy-read information</p> <ul style="list-style-type: none"> <li>• <a href="#">Protecting extremely vulnerable people</a></li> <li>• <a href="#">Keeping away from others</a></li> </ul> <p><b>To add: SEND and local support groups</b></p>   |
| <p>Individuals with mental health disorders – Anxiety etc.</p> | <p><a href="https://www.shropshiremind.org/">https://www.shropshiremind.org/</a></p> <p>MPFT<br/>ASC</p>  | <p><b>Shropshire Council coronavirus web link</b> <a href="#">here</a></p> <ul style="list-style-type: none"> <li>• Download our '<a href="#">Looking after your mental health during COVID-19' guide</a> for helpful information and tips.</li> <li>• <b>Every Mind Matters:</b> <a href="https://www.nhs.uk/oneyou/every-mind-matters/">https://www.nhs.uk/oneyou/every-mind-matters/</a></li> <li>• <b>GOV.UK:</b> Guidance for the public - <a href="https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing">https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing</a></li> <li>• <b>Mind:</b> <a href="https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</a></li> </ul> <p><b>Emergency help</b> – e.g. Samaritans, MPFT helpline</p> <p><b>To add: Local support and Also, information identified from mental health sub-group</b></p> <p><u>Children &amp; Young People</u></p> <ul style="list-style-type: none"> <li>• <b>Healios, ThinkNinja app:</b> Empowering children and young people to build resilience, manage their emotional health and to fulfil their potential -</li> </ul> |

|  |  |   |
|--|--|---|
|  |  | <p><a href="https://www.healios.org.uk/services/thinkninja1">https://www.healios.org.uk/services/thinkninja1</a></p> <ul style="list-style-type: none"> <li>• <b>Young Minds:</b> Leading mental health charity, Young Minds, has issued advice to young people and parents on how to look after their mental health during the coronavirus pandemic - <a href="https://youngminds.org.uk/about-us/media-centre/press-releases/youngminds-publishes-advice-for-young-people-and-parents-on-mental-health-impact-of-coronavirus/">https://youngminds.org.uk/about-us/media-centre/press-releases/youngminds-publishes-advice-for-young-people-and-parents-on-mental-health-impact-of-coronavirus/</a></li> <li>• <b>Kooth:</b> online counselling, blogs and information to support mental health - <a href="https://kooth.com">https://kooth.com</a></li> <li>• <b>Shropshire Telford &amp; Wrekin Beam:</b> <a href="https://www.childrenssociety.org.uk/beam/coronavirus">https://www.childrenssociety.org.uk/beam/coronavirus</a> For young people <b>aged 13+</b> please ask them to contact us via <a href="mailto:AskBeam@childrenssociety.org.uk">AskBeam@childrenssociety.org.uk</a>. For young people who are <b>aged 13 and under</b>, you will need to contact us on their behalf via <a href="mailto:AskBeam@childrenssociety.org.uk">AskBeam@childrenssociety.org.uk</a></li> <li>• <b>GOV.UK:</b> Guidance for parents and carers on supporting Children and Young People's mental health - <a href="https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers">https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers</a></li> <li>• <b>Information for supporting Young People's Mental Health During Periods of Disruption:</b> <a href="https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/">https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/</a></li> <li>• <b>Covibook</b> - An interactive resource designed to support and reassure children aged 7 and under during the pandemic. <a href="https://www.mindheart.co/descargables">https://www.mindheart.co/descargables</a></li> </ul> |
| Drug & Alcohol Service users               | Included link to Shropshire Recovery Partnership <a href="https://www.wearewithyou.org.uk/services/shropshire/">https://www.wearewithyou.org.uk/services/shropshire/</a> | <p><b>Shropshire Council website</b><br/> <a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/support-with-alcohol-and-drugs-dependencies/">https://www.shropshire.gov.uk/coronavirus/information-for-the-public/support-with-alcohol-and-drugs-dependencies/</a></p> <p>Link to <a href="https://www.wearewithyou.org.uk/services/shropshire/">https://www.wearewithyou.org.uk/services/shropshire/</a></p>  |
| Parents, Carers, Children and Young People |  | <p><b>Shropshire Council website</b><br/> <a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/support-for-parents-children-and-young-people/">https://www.shropshire.gov.uk/coronavirus/information-for-the-public/support-for-parents-children-and-young-people/</a><br/> Learning at home during Coronavirus (COVID 19)</p>   |

The list includes subject-specific resources for English, maths, science, PE, wellbeing and Special Educational Needs and Disabilities (SEND).

<https://www.gov.uk/government/publications/coronavirus-covid-19-online-education-resources/coronavirus-covid-19-list-of-online-education-resources-for-home-education>

#### ***Parenting classes***

The Parenting Team is continuing our service of telephone consultations. Parents and carers can simply call our office on **01743 250950** or email [parenting.team@shropshire.gov.uk](mailto:parenting.team@shropshire.gov.uk) to arrange a consultation at a time convenient to them. Professionals can also contact the office and arrange appointments for parents/carers if they have gained their consent to pass on their telephone number. Taking the current situation into account our team can support parents and carers with:

managing difficult questions and worries from children due to the current situation

managing challenging behaviour which might be a result of the changes to their everyday lives

maintaining good relationships with children during this time

suggestions on activities to do with children

#### ***Public Health Nursing Service***

**Single Point of Access (SPOA):** telephone and texting number - 0333 358 3654

**Health Visitors:** Text Health Visiting Under 5's: 07520 635212

**School nursing (5-19):** 07507 330346

#### ***Mental health and wellbeing***

You can find a full guide of resources and support groups during the Coronavirus epidemic on our [Mental Health and Wellbeing page](#).

#### ***Staying healthy and active at home***

**Energize:** free resources to help children stay healthy and active whilst at home - <https://www.energizestw.org.uk/energize-resources>

**Sport England:** Stay in, work out -  
<https://www.sportengland.org/stayinworkout>

***Handwashing***

We have produced a short video to remind the county's young children about the importance of washing their hands – and washing them properly: <https://newsroom.shropshire.gov.uk/2020/04/video-reminds-shropshires-youngsters-about-the-importance-of-hand-washing/>

***Reading and e-libraries***

**Shropshire libraries:** eBooks -  
<https://shropshire.gov.uk/libraries/library-news/free-e-books-from-shropshire-libraries/>

***Children with autism***

National Autistic Society

The National Autistic Society has guidance and helpline for parents', young people and staff - [https://www.autism.org.uk/services/nas-schools/vanguard/news/2020/march/coronavirus-\(covid-19\)-advice.aspx](https://www.autism.org.uk/services/nas-schools/vanguard/news/2020/march/coronavirus-(covid-19)-advice.aspx)

Advice and support from Autism West Midlands

Autism West Midlands continue to offer advice and support over the phone and via email. Parents and carers can contact the small team directly as follows and for phone calls either speak then or arrange a call back at a more convenient time. Video calls can be offered if required.

**Monday, Tuesday, Wednesday,** please contact Wendy Cowton on [07900784186](tel:07900784186).

**Wednesday, Thursday, Friday,** please contact Emma Hegenbarth on [07881109480](tel:07881109480).

**Email** [shropshire@autismwestmidlands.org.uk](mailto:shropshire@autismwestmidlands.org.uk)

Information, resources and upcoming virtual events at [www.autismwestmidlands.org.uk](http://www.autismwestmidlands.org.uk)

***Carers***

Carers UK: <https://www.carersuk.org/help-and->

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|                  |  | <p><a href="#">advice/health/looking-after-your-health/coronavirus-covid-19</a></p> <p><b>Young carers</b><br/>Shropshire Young Carer groups are not running during this time, but support is still available. If you are a young carer, or think you may be, contact Simon at Crossroads Together on <b>07801 576326</b> or email <a href="mailto:Simon.Jones@crossroadstogether.org.uk">Simon.Jones@crossroadstogether.org.uk</a></p> <p><b>Concerns about a child or young person</b><br/>Please contact:<br/>First Point of Contact Team: <b>0345 678 9021</b><br/>Out of hours Emergency Duty Teams: <b>0345 678 9040</b><br/><a href="http://www.safeguardingshropshireschildren.org.uk/">http://www.safeguardingshropshireschildren.org.uk/</a><br/><b>If a child is in immediate danger, please call 999.</b></p> <p><b>Other sources of support</b><br/>Coronavirus Helpline<br/>Dedicated helpline for those who are vulnerable and in need of help. Call <b>0345 678 9028</b> 8am to 6pm weekdays, 9am to 1pm Saturday.<br/><b>Please note:</b> The helpline is for council services only - for any health-related queries and issues please use the <a href="#">NHS 111 online service</a>.</p> <p><b>COVID-19 Help with food</b><br/>Help for those on a low budget or those who need help accessing free or low cost food: <a href="https://www.shropshirelarder.org.uk/">https://www.shropshirelarder.org.uk/</a></p> <p><b>Housing support</b><br/>For support with housing issues: <b>0345 678 9005</b></p> <p><b>Council Tax payment difficulties</b><br/>If you're having difficulty paying council tax during the pandemic, please call <b>0345 678 9002</b> to discuss your circumstances.</p> |
| Carers (All age) | Crossroads Together<br>Info not specifically included, but can link to updated information being worked on by ASC, which will include the new .Gov.UK guidance - <a href="https://www.gov.uk/government/publications/coronavirus-covid-19-providing-unpaid-">https://www.gov.uk/government/publications/coronavirus-covid-19-providing-unpaid-</a> | <p><b>Shropshire Council website</b><br/><a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/support-for-people-with-learning-disabilities-carers-and-people-with-health-conditions/">https://www.shropshire.gov.uk/coronavirus/information-for-the-public/support-for-people-with-learning-disabilities-carers-and-people-with-health-conditions/</a></p> <ul style="list-style-type: none"> <li>• <b>CarersUK:</b> <a href="https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-">https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-</a></li> </ul>   |

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|  | <a href="#">care/guidance-for-those-who-provide-unpaid-care-to-friends-or-family</a>  | <p><a href="#">19</a></p> <ul style="list-style-type: none"> <li>• <u>Young carers</u> Shropshire Young Carer groups are not running during this time, but support is still available. If you are a young carer, or think you may be, contact Simon at Crossroads Together on <b>07801 576326</b> or email <a href="mailto:Simon.Jones@crossroadstogether.org.uk">Simon.Jones@crossroadstogether.org.uk</a></li> </ul> <p>To add:<br/>Updated carers information</p>  |
| Hearing impaired   | <a href="https://www.actiononhearingloss.org.uk/">https://www.actiononhearingloss.org.uk/</a>   | <p><b>Shropshire Council website</b><br/>BSL – staying at home uploaded to<br/><a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/what-is-coronavirus/">https://www.shropshire.gov.uk/coronavirus/information-for-the-public/what-is-coronavirus/</a></p>  |
| English as Additional Language   |   | <p><b>Shropshire Council website</b><br/>Uploaded to<br/><a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/what-is-coronavirus/">https://www.shropshire.gov.uk/coronavirus/information-for-the-public/what-is-coronavirus/</a><br/><u>Different languages</u><br/>Please click this link<br/><a href="https://www.gov.uk/government/publications/coronavirus-covid-19-information-leaflet">https://www.gov.uk/government/publications/coronavirus-covid-19-information-leaflet</a> to find leaflets in different languages including: Polish, Bengali, Gujarati, Romanian, Punjabi, Welsh, Urdu, Russian, Somali and Romani. These leaflets contain information on what to do to help stop the spread of coronavirus, and include information on symptoms and government support.</p> |
| Families in food crisis  | Shropshire Food Poverty Alliance  | <p><b>Shropshire Council website</b><br/><a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/other-sources-of-support/">https://www.shropshire.gov.uk/coronavirus/information-for-the-public/other-sources-of-support/</a></p> <ul style="list-style-type: none"> <li>• Help with food – Shropshire Larder</li> </ul>   |
| Low income families and individuals incl. Direct payment recipients  | Housing<br>Benefits & Revenue (DWP)<br>ASC<br>CAB   | <p><b>Shropshire Council website</b><br/><a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/other-sources-of-support/">https://www.shropshire.gov.uk/coronavirus/information-for-the-public/other-sources-of-support/</a></p> <ul style="list-style-type: none"> <li>• Housing Support</li> <li>• Council Tax difficulties</li> </ul> <p>To add: Sources of local support</p>  |
| Vulnerable health groups <ul style="list-style-type: none"> <li>• 70+</li> <li>• Chronic respiratory disease/conditions</li> </ul> | Age UK ( <a href="#">Info needs adding</a> )<br><a href="https://www.ageuk.org.uk/shropshireandtelford/about-us/news/articles/2020/coronavirus-covid-19-update/">https://www.ageuk.org.uk/shropshireandtelford/about-us/news/articles/2020/coronavirus-covid-19-update/</a> | <p><b>Shropshire Council website</b><br/>General information here:<br/><a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/what-is-coronavirus/">https://www.shropshire.gov.uk/coronavirus/information-for-the-public/what-is-coronavirus/</a> NHS and GOV.UK information.</p>  |

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| <ul style="list-style-type: none"> <li>• Joint and muscle conditions</li> <li>• Chronic heart disease</li> <li>• Stroke</li> <li>• Cancer</li> <li>• Immune suppressed groups</li> </ul> |  | <p>More specific here:<br/> <a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/support-for-families-carers-and-those-with-health-conditions/">https://www.shropshire.gov.uk/coronavirus/information-for-the-public/support-for-families-carers-and-those-with-health-conditions/</a></p> <ul style="list-style-type: none"> <li>• Asthma Asthma<br/> UK: <a href="https://www.asthma.org.uk/coronavirus/">https://www.asthma.org.uk/coronavirus/</a></li> <li>• Other lung conditions, such as COPD <b>British Lung Foundation:</b> <a href="https://www.blf.org.uk/support-for-you/coronavirus">https://www.blf.org.uk/support-for-you/coronavirus</a></li> <li>• Joint and muscle conditions, such as arthritis Versus Arthritis: <a href="https://www.versusarthritis.org/news/2020/march/coronavirus-covid-19-what-is-it-and-where-to-go-for-information/">https://www.versusarthritis.org/news/2020/march/coronavirus-covid-19-what-is-it-and-where-to-go-for-information/</a></li> <li>• Heart disease. British Heart Foundation: <a href="https://www.bhf.org.uk/information-support/heart-matters-magazine/news/coronavirus-and-your-health">https://www.bhf.org.uk/information-support/heart-matters-magazine/news/coronavirus-and-your-health</a></li> <li>• Stroke Stroke Association: <a href="https://www.stroke.org.uk/finding-support/information-coronavirus-stroke-survivors">https://www.stroke.org.uk/finding-support/information-coronavirus-stroke-survivors</a></li> <li>• Cancer Research UK <a href="https://about-cancer.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus-and-cancer">https://about-cancer.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus-and-cancer</a></li> </ul> <p>To add: Local support</p> |
| <p>Vulnerable people in communities – raising awareness in general</p>   |  | <p><b>Shropshire Council website</b><br/> <a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/">https://www.shropshire.gov.uk/coronavirus/information-for-the-public/</a><br/> Community Resilience Teams &amp; press release</p>  |
| <p>Pregnancy and postnatal</p>   | <p>Need to add these links<br/> <a href="https://www.sath.nhs.uk/wards-services/az-services/maternity/covid19/">https://www.sath.nhs.uk/wards-services/az-services/maternity/covid19/</a><br/> <a href="https://www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/">https://www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/</a></p> | <p><b>Shropshire Council website</b><br/> <a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/support-for-parents-children-and-young-people/">https://www.shropshire.gov.uk/coronavirus/information-for-the-public/support-for-parents-children-and-young-people/</a><br/> <b>Pregnancy and early parenthood</b><br/> <b>Maternity care</b><br/> Information about maternity care during coronavirus from Shrewsbury and Telford Hospital Trust can be found here: <a href="https://www.sath.nhs.uk/wards-services/az-services/maternity/covid19/">https://www.sath.nhs.uk/wards-services/az-services/maternity/covid19/</a><br/> Free online antenatal and understanding your baby courses</p>  |

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|                |  | <p>The coronavirus pandemic means face to face parenting classes cannot run at the moment. However the courses can be accessed for FREE on-line by:<br/> Clicking on this 'In your Place' link <a href="https://inourplace.heiapply.com/online-learning/">https://inourplace.heiapply.com/online-learning/</a><br/> Then put the access code DARWIN18 in the box<br/> Choose the course you would like to do</p> <p><b>Coronavirus infection and pregnancy</b><br/> Information for pregnant women and their families can be found on the website of the Royal College of Obstetricians and Gynaecologists: <a href="https://www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/">https://www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/</a></p> <p><b>Baby buddy app</b><br/> Free multi-award winning, interactive pregnancy and parenting guide: <a href="https://www.bestbeginnings.org.uk/baby-buddy">https://www.bestbeginnings.org.uk/baby-buddy</a></p> <p><b>Early parenthood</b><br/> Lots of information from the Institute of Health Visitors, including; getting to know your baby, coping with a crying baby during the COVID-19 Pandemic and information for parents with babies and young children. Contains links, videos and written resources: <a href="https://ihv.org.uk/families/parenting-through-coronavirus-covid-19">https://ihv.org.uk/families/parenting-through-coronavirus-covid-19</a></p> <p><b>Maternity Voices Partnership Shropshire Telford and Wrekin</b><br/> Follow them on Facebook for the latest information: <a href="https://www.facebook.com/MaternityVoicesShropTW/">https://www.facebook.com/MaternityVoicesShropTW/</a></p> |
| Domestic abuse |  | <p><b>Shropshire Council website</b><br/> <a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/safeguarding-yourself-and-others/">https://www.shropshire.gov.uk/coronavirus/information-for-the-public/safeguarding-yourself-and-others/</a><br/> Also<br/> <a href="http://www.keepingadultssafeinshropshire.org.uk/news-and-events/love-shouldnt-hurt-domestic-abuse-help-and-support/">http://www.keepingadultssafeinshropshire.org.uk/news-and-events/love-shouldnt-hurt-domestic-abuse-help-and-support/</a></p>   |
| Rough Sleepers |  | <p><b>Part: Shropshire Council website</b><br/> Housing support line on Council website</p>  |

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|                                 |   | <a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/other-sources-of-support/">https://www.shropshire.gov.uk/coronavirus/information-for-the-public/other-sources-of-support/</a><br>To add to   |
| Asylum Seekers                  |   | <b>Pending: Shropshire Council website</b><br>To do  |
| People who Hoard                |   | <b>Pending: Shropshire Council website</b><br>To do  |
| People living with dementia     | Age UK<br><a href="https://www.ageuk.org.uk/shropshireandtelford/">https://www.ageuk.org.uk/shropshireandtelford/</a><br>Alzheimer's Society<br><a href="https://www.alzheimers.org.uk/">https://www.alzheimers.org.uk/</a><br>Crossroads Care<br><a href="https://www.crossroadstogether.org.uk/covid19-service-user/">https://www.crossroadstogether.org.uk/covid19-service-user/</a> | <b>Pending: Shropshire Council website</b><br>Suggest to add<br>Age UK<br><a href="https://www.ageuk.org.uk/shropshireandtelford/">https://www.ageuk.org.uk/shropshireandtelford/</a><br>Alzheimer's UK<br><a href="https://www.alzheimers.org.uk/">https://www.alzheimers.org.uk/</a>   |
| Military                        | SSAFA Shropshire<br><a href="https://www.ssafa.org.uk/shropshire">https://www.ssafa.org.uk/shropshire</a>   | <b>Pending: Shropshire Council website</b><br>Suggest to add: <a href="https://www.ssafa.org.uk/news-articles/covid-19-latest-information">https://www.ssafa.org.uk/news-articles/covid-19-latest-information</a><br>If you need advice or support in a time which will be a truly testing few months for all of us, you can still contact:<br><a href="#">Forcesline</a> helpline by phone on <a href="tel:08007314880">0800 731 4880</a><br>or use our <a href="#">live chat service</a> during office hours, 09:00-17:00<br>If you need help outside of our office hours, please contact the <a href="#">Samaritans</a> on <a href="tel:116123">116 123</a> . |
| Visually impaired               | <a href="https://www.rnib.org.uk/">https://www.rnib.org.uk/</a>   | <b>Pending: Shropshire Council website</b><br>Audio information to be uploaded (PHE)<br>Also local links   |
| Gypsy and Traveller communities | Printed information via Healthwatch Shropshire/Telford & Wrekin and CCG – <b>Need to check this</b>   | <b>Pending: Shropshire Council website</b><br>Suggest to add: <ul style="list-style-type: none"> <li><a href="https://www.gypsy-traveller.org/advice-section/guidance-for-gypsy-traveller-and-liveaboard-boater-communities-on-coronavirus/">https://www.gypsy-traveller.org/advice-section/guidance-for-gypsy-traveller-and-liveaboard-boater-communities-on-coronavirus/</a></li> </ul><br><a href="https://www.romasupportgroup.org.uk/resources-for-the-roma-community.html">https://www.romasupportgroup.org.uk/resources-for-the-roma-community.html</a>   |

**Appendix B – Mental Health Resilient and Prevention DRAFT Action Plan**

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| <b>Mental Health Resilience and Prevention Draft Action Plan</b>                                 |  |  |  |                 |
| <b>v1.7</b>  |  |  |  |                 |
| <b>Updated 17 June 2020</b>  |  |  |  |                 |
|  |  |  |  |                 |
| <b>1. Identification of immediate (and post-pandemic) mental health needs of local residents</b> |  |  |  |                 |
| <b>Action</b>  | <b>Local Activity, Gaps &amp; Need</b>                             | <b>Proposed Solution</b>   | <b>Next Steps</b>  | <b>Complete</b> |
| <b>Identify current offer and gaps in service provision at local level</b>                       | CCG questionnaire sent to VCS/3rd sector to identify current offer | Consolidation of a range of local offers collated via the MH Resilience and Prevention Group and shared via public facing Council website and partners. Includes Looking After Your MH during COVID19 resource and links to further information and support on the Council COVID19 web pages |  | Completed       |
|  |  | Healthwatch questionnaire developed including questions around mental health, resilience and loneliness as a result of COVID19. Regular messages and themes of resident concerns have been shared with the MH Resilience and Prevention Group.   | A final report will be produced and shared with the MH Resilience and Prevention Group | In progress     |

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|   | Discussions with VCS sector, service leads and Commissioners   | Response programmes established (including the Shropshire MIND Anxiety workshops delivered via Zoom, stress anxiety and wellbeing), these are offered on a weekly basis x 3 days, and are open to a range of staff, in the NHS, local authority, and the public. Ongoing discussions to address emerging themes managed and co-ordinated initially via the MH Resilience and Prevention group and related subgroups. Links with the LHRP weekly meetings and MH Partnership Board. | Continue conversation of emerging mental health needs of residents and follow up with CCG commissioners.<br><br>Ongoing                  | Completed       |
| <b>Utilise data and intelligence from partners/VCS/Commissioners to address residents mental health needs, in addition use data from national surveys to inform next phase of mental health</b> | Use feedback from VCS, Social Prescribing data, FPOC, the Mental Health 24/7 helpline and from services to inform proposed responses | To inform on gaps and opportunities to co-ordinate low level mental health support;<br>- providing a universal offer<br>- targeting high risk/vulnerable groups<br>- children & young people<br>- adults   | Continuous process to determine changing themes of needs   | In progress     |
| <b>Children &amp; Young People's Mental Health</b>  |  |  |  |                 |
| <b>2. Develop a mental health offer for shielded &amp; vulnerable groups (including a wider universal offer for those impacted by COVID-19)</b>   |  |  |  |                 |
| <b>Action</b>   | <b>Local Activity, Gaps &amp; Need</b>   | <b>Proposed Solution</b>   | <b>Next Steps</b>  | <b>Complete</b> |
| <b>Social prescribing support for those in Shielded groups</b>  | Capacity of current SP Team  | Deploy/train staff from other areas to support people with MH issues (including those who are isolated and lonely)<br><br>Call back mechanism for SP with referrals coming from Social Care Customer Services, FPOC, Welfare teams & Community Reassurance Team  | Referrals for a call back from a SP Advisor can now be made via the COVID19 helpline<br>Service to cover the county and launch 7th April | Completed       |

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| <b>Develop solutions to deliver low level mental health support and resilience</b>                 | Creative and/or new solutions being developed using different ways of working/access to support. Needed due to reduced capacity to formal services such as IAPT                       | Access to telephone or video conference talking therapies/other innovative ways to connect key workers to people requiring support - being delivered by Shropshire MIND<br><br>In process of purchasing a 12 month license for the online digital health service Big White Wall which provides 24/7 access to online anonymous and confidential support, listening ear to share concerns, connect with others, access a wide suite of self help resources and courses | Big White Wall to be implemented - currently completing the contract process and will follow by a short implementation phase. The offer is available for all residents of Shropshire and those who work for Shropshire Council but may live elsewhere | In progress     |
| <b>Joint approach to Mental Health 24/7 Helpline and COVID19/FPOC hotline</b>                      | MH 24/7 helpline set up by Midlands Partnership Foundation Trust to signpost to appropriate support and Local Authority teams as required<br><br>COVID19 Hotline run by Shropshire LA | Details of the service have been widely shared  | There is still further work to promote the 24/7 mental health helpline particularly within primary care and other services where there may be some uncertainty as to its purpose  | In progress     |
| <b>Updated guidance and information</b>  | Special educational needs and disabilities guidance   | All information directs to local support and advice rather than national documentation  |   | Completed       |
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| <b>3. Develop a suite of resources and information promoting self-care of mental health issues</b> |   |   |   |                 |
| <b>Action</b>  | <b>Local Activity, Gaps &amp; Need</b>  | <b>Proposed Solution</b>  | <b>Next Steps</b>   | <b>Complete</b> |

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| <b>Resource pack to contain a range of information for different target audiences including tips and practical interventions</b> | A dedicated resource summary for looking after your mental health during COVID19 with signposting to local services, guidance and information to help manage emotional wellbeing during the pandemic.<br>No centralised resource previously in place | <a href="https://www.shropshire.gov.uk/coronavirus/information-for-the-public/mental-health-and-wellbeing/">Dedicated MH page on COVID19 pages of the Shropshire Council webpage which has been widely shared with partners and the community. Resource accessed at: https://www.shropshire.gov.uk/coronavirus/information-for-the-public/mental-health-and-wellbeing/</a><br><br><a href="#">Recognised as good practice by the Local Government Association and has been adopted on their website. Website links regularly monitored and updated.</a> | Continue to monitor and review if any changes/ammendments/additions                           | Completed        |
|  | Information for those with no internet access  | 1000 printed copies of the above resource have been made available with key advice and information and no weblinks. Distributed by Shropshire MIND to known offline vulnerable residents and those in B&Bs/hotels and other temporary accommodation along with details/leaflet information about scams and helpful contacts   |   | Completed        |
|  | Information for the general public   | Regular media coverage in Shropshire Star p   |   |                  |
| <b>4. Bereavement Support</b>  |  |   | <b>Regular press releases in Shropshire Star to promote MH Awareness week -adults and CYP</b> | <b>Completed</b> |
| <b>Action</b>  | <b>Local Activity, Gaps &amp; Need</b>   | <b>Proposed Solution</b>  | <b>Next Steps</b>   | <b>Complete</b>  |

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| <p><b>Develop a co-ordinated package of bereavement support for those impacted by a COVID19 death</b></p> | <p>Potential increase in demand for support with number of COVID19 related deaths. Impact of people unable to visit cemeteries as part of non COVID19 grieving process</p> | <p>A grief and bereavement during COVID19 booklet has been produced along with a checklist with practical guidance on what to do following a death during the pandemic. Includes signposting to local and national support</p> <p>Printed copies of these booklets have been shared with key partners including funeral directors, registrars, hospitals and other services most likely to work with bereaved people. Note: this was advised to be a public displayed document but to aid services in supporting bereaved people.</p> | <p>Electronic versions of these booklets are available on the Bereavement page of the Shropshire Council webpage via the COVID19 Information for Public Link. Final version of the checklist to be uploaded.</p> <p>Recognition that this should be easier to find from the front page</p> | In progress |
|   |  | <p>Potential to link offer with Community Reassurance Teams and have bereavement lead CRT within each locality with knowledge of local support/trained in bereavement support. Working with customer services to offer a public facing helpline for the bereavement support. Proposed launch date of 15/6/2020</p>  | <p>To develop conversations and explore possibilities</p>  | In progress |
|   |  | <p>Longer term training need to address ongoing needs for bereavement support within communities/organisations</p>  | <p>Being explored through adaption of the Seasons for Growth model used for young people</p> <p>Launching w/c 22nd June</p>  | In progress |
|   |  | <p>Shropshire Samaritans can provide guidance and support around bereavement in group settings (e.g. workplaces/schools)</p>  | <p>Promoted to VCS colleagues</p>  | Completed   |

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|   |  | <p>New short term referral pathway has been developed with 4 local organisations (Samaritans, Cruse, Severn Hospice and Crane Counselling identified through our local service mapping) to help connect those that could benefit from bereavement support to the agencies that could best support them.</p> <p>Referrals will be received via request through the COVID19 helpline and will be at no cost to the individual. A maximum of 6 funded appointments per client will be available through this route during the pandemic.</p> | <p>Launching 23rd June<br/>Finalisation of grant applications</p> | In progress     |
|   | Workforce needs  | Linked to support outlined in Action 4 below   |   | In progress     |
| <b>5. Peer and mental health support offer for staff (NHS, Council, VCS and volunteers)</b> |  |  |   |                 |
| <b>Action</b>   | <b>Local Activity, Gaps &amp; Need</b>   | <b>Proposed Solution</b>   | <b>Next Steps</b>   | <b>Complete</b> |
| <b>Range of activity based on different need</b>  |  |  |   |                 |
| <b>Level 1 - emotional wellbeing and managing low mood, lower level/moderate stress</b>     | Currently no formal support to support staff mental health impact from COVID19 | Shropshire Council HR have developed a staff wellbeing portal providing a range of supportive information, guidance and podcasts to help manage emotional wellbeing  |   | Completed       |

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|  |  | Shropshire Council employees can access individual counselling (group sessions are available if required) through the Council's providers NOSS (Network of Staff Supporters) by contacting 01978 780479.   |  | Completed   |
|  |  | Video conferencing workshops on normalising anxiety delivered by Shropshire MIND<br><br>In place and being rolled out to other organisations/teams   |  | Completed   |
| <b>Level 2 - exposure to trauma or highly stressful situations</b> |  | A STP system wide model of trauma informed care approach is being developed accross Shropshire and T&W, to support staff based on the fire service model is being developed. This includes a coaching programme using existing coaches and recruitment of trauma informed care practitioners that can provide support to any staff from the LA, NHS or voluntary sector who has been exposed to distress that has had a negative impact on their emotional wellbeing | Full STP system approach to the TRIM model - lead Victoria Rankin (People lead for STP). Group meeting weekly to progress. | In progress |

|   |  |  |  |                 |
|---|--|--|--|-----------------|
|   |  | <p>Local Authority Educational Psychologists are providing</p> <ul style="list-style-type: none"> <li>- weekly group supervision for VCS managers/lead by EP trained in bereavement and critical incident support (Poppy Chandler/Sheri Wright)</li> <li>- Manager support to discuss immediate concerns including a death</li> <li>- Support following a complex death where level of trauma (e.g. found dead at home/suicide)</li> <li>-Material for children and families where there is a death but cannot attend funeral</li> </ul> | <p>Offer sent to key contact agencies who have already expressed (including CAB, Age UK, Mayfair Centre, Shropshire Rural Communities Charity, Healthwatch and Qube)</p>   | Completed       |
|   |  | <p>Psychologist support from MPFT are already linked with a number of Care Homes and providing a similar model of support as above where requested</p>   |  | Completed       |
| <b>6. Children &amp; Young People's Mental Health</b> |  |  |  |                 |
| <b>Action</b>   | <b>Local Activity, Gaps &amp; Need</b>   | <b>Proposed Solution</b>   | <b>Next Steps</b>  | <b>Complete</b> |
| <b>CYP Task &amp; Finish Group</b>                    | To co-ordinate the range of activities from different teams supporting the MH of CYP within the Council and agree common prioritie | A weekly task and finish group has been meeting to discuss priorities and identify gaps and opportunities  | To agree future purpose, opportunities to address challenges and ensure all CYP have equal opportunity to pursue and manage good emotional wellbeing. To develop some practical solutions/initiatives that span service areas - educ, CYP social care, public health, early help | In progress     |

|  |  |  |   |             |
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|  |  | Test out a model of social prescribing that supports CYP in two localities   | Conversations with 2 PCN areas and internal conversations with T&F group about which locality/which target group to work with. Explore national good practice and work delivered by the SIG CYP. Work up proposal for discussion. Use workshop information and input from key stakeholders previously | In progress |
|  |  | Understand levels of anxiety and access to food issues to enable a plan to develop   | Explore opportunities with Leeds University to test out a survey in schools to assess parents, teachers, C&YP levels of anxiety and understand access to food issues  | In progress |
|  |  | Develop a training package to enhance skills and confidence of workforce around level 2/3 support for school staff, EH staff and other groups            | Work with the EH Team to understand training needs of the EH workforce and schools  | In progress |
|  |  | Develop a Peer Support Programme/Preparation for Return to School following COVID19 – schools and colleges – preparing schools, parents and young people | Work with education colleagues to support return of 6th form students and reduce anxiety  | In progress |
|  |  | Actively engage C&YP of various ages and from a range of groups to better understand their needs   | Explore opportunities with local college and media students to develop the thinking further   | In progress |
|  |  | Identify gaps around data collection, JSNA of C&Y and work with LA colleagues to influence CYP's commissioning   | Discuss with DPH, Joint Commissioning Group and directors to identify a solution  | In progress |
|  |  | Develop the DREAM to embed restorative practice in all aspects of work with C&YP - in education settings and based on the culture                        | Scope up ideas from the education team, identify good practice elsewhere, review bhvr management change policies,   | In progress |

|  |  |   |  |                 |
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|  |  | already existing within CYP Social Care   | develop a Pilot – identify schools, initiate surveys, develop training, evaluate the impact and then support the pilot schools in duplicating and sharing practise within the County |                 |
| <b>7. Development of mental health support for people in supported housing</b> |  |   |  |                 |
| <b>Action</b>  | <b>Local Activity, Gaps &amp; Need</b> | <b>Proposed Solution</b>  | <b>Next Steps</b>  | <b>Complete</b> |
| <b>Identify staff support and support for residents</b>                        |  | Housing Providers developing support  |  |                 |
|  |  | Connexus - Customer services telephone for anyone with housing issues (not just tenants)  | Option line to be launched   |                 |
|  |  | NOSS is operating a telephone counselling service currently due to Covid-19 and social distancing. They have counsellors in many locations and can accommodate Shropshire Council employees when face to face counselling is required and constraints do not apply. |  |                 |
| People in Bed and Breakfasts   |  | A list of B&Bs that are providing accommodation for people in SHropshire has been identified and shared with Shropshire MIND  | Shropshire MIND to make contact with the B&Bs are provide literature/information as appropriate to support the mental health needs of guests and the proprietors                     | Completed       |

## Appendix C – Shropshire Council Staff Stories

### 1. Ric Turner

“Resilience is the ability to cope with, adapt to, or bounce back after experiencing adverse events. Some definitions take this further and speak of ‘bouncing forward’: where experiencing disruptive, stressful or challenging life events provides individuals or communities with additional protective and coping skills, thus providing a route to growth and development.”

A statement from the Psychological First Aid program being promoted by Public Health England.

I’m a theatre technician at Theatre Severn and as someone who works in the entertainment sector, the effect of the current pandemic has been catastrophic. The uncertainty about the future of theatres, cinemas and any kind of live entertainment until this disease is under control has had an effect on all of us.

Even as the lockdown is relaxed and some businesses return to a new normal, venues will be unable to operate in a socially distanced and still cost-effective way. When the lockdown began, I’m sure I’m not the only one who was immediately concerned about my job security. How could we go from being a revenue generator to vast money sink, redundancies seemed inevitable despite the furlough scheme, as we were among the first places to close and will be the last places to reopen.

It was with this in mind that I volunteered for redeployment to the Community Reassurance Team, not coming from a social care background I wasn’t sure what I could offer, fortunately I had a good background in technology and soon found myself useful supporting other team members in the building of the community database. It was a huge boost to my morale to be contributing to such a worthwhile project and it made me aware that while the council was providing a backstop of care, the Shropshire communities were rising to the challenge and looking after themselves.

Working with the CRT has allowed me to move from a despairing start to the lockdown, though building a new set of skills to be being pleasantly surprised by how resilient our communities are.

I started the year flying a magic carpet and dancing in an elephant costume and yesterday completed a course in psychological first aid - adapt and survive, keep bouncing forward

Ric Turner

### 2. Covid-19 Food Parcel Follow-On Calls Team – Louise Taylor-Kennett

#### Using new IT

When I joined the team, I was a little nervous about how I would cope with the new ways I was going to have to work.

- From home
- Using Teams
- Using spreadsheets
- Using Power BI
- Online meetings
- Skype

However, I just decided to ‘go for it’ knowing if I got stuck someone would be out there to help me.

Although I am far from an expert, I am pleased that I have been able to function and carry out my role using the technology to allow home working. I’m actually quite proud how well I embraced it.

Strangely the thing I have found hardest adapting to, was not the new IT but not actually seeing people face to face. In my own life I do not choose to interact with family and friends through screens or online platforms, and do not particularly enjoy talking on the phone.

I would now consider using teams/skype in future when connecting with colleagues in other libraries or outside agencies, since I've seen the effectiveness in connecting everyone.

#### Being part of a team with new people

This has been very positive, it has been good to get to know some library staff better, and to work with people from other services.

I think it's also been good for people to see library staff functioning very effectively in our new roles, and not necessarily fitting into the mould of stereotypical librarians.,

#### Work environment

The daily team meeting meant that from the start that you did not feel as if you were working in isolation but felt part of a team. You were able to share your experiences with others which helped.

Mirka, our team leader's support was good and she continually made it clear that she was available any time if there were issues.

Shropshire Council kept making it clear that we are all working in difficult times and that we were to make sure we were looking after our well-being. This message was reinforced by Mirka's style of team leading. She made it clear that she knew this task would be challenging and brought Hayley, into the team as part of this recognition.

It was good that members from the CRT joined some of our meetings which enforced the fact that we were part of the bigger team making a difference.

#### Effect on my health and well-being

I suffer from a condition called Functional Neurological Disorder which can be worsened under stressful situations. During the period I have been making the calls, my condition has been evident, but I have been kind to myself and have to a degree managed it. Again, Mirka has been supportive and not made me feel pressured in any way. Likewise, I have been working having lost my dad on 18<sup>th</sup> March so have been trying to combine work and grieving which has proved difficult at times.

I do think the fact that I was re-deployed and doing a task which I think employed my broad skill set has helped me maintain a reasonable level of well-being. It was good to know that I was part of a team making a difference. It was good to have a structure to my day, to have a routine of making calls and then follow on notes. The daily meeting with the team was also important in maintaining my morale and feeling connected to others.

#### Transferable skills

Throughout the weeks I have been humbled and touched by how stoical individuals have been whilst isolating, and how grateful they have been to receive the phone calls offering support.

Many phone calls were difficult due to their content. The fact that we were effectively going into each call blind also heightened the expectation and stress level of the calls. Several people were at the palliative stage of their lives, and it was hard to not take on board the realisation that the last few months of their lives would be in a lockdown situation.

Although we had not effectively been trained for this role, on a day to day basis, we have many interactions with people in libraries, whose age, backgrounds and circumstances vary greatly. We are used to listening non-judgmentally and openly, and often are reading between the lines to what is being said. We all have a genuine interest in people and come across as professional warm individuals.

Coupled with this, we of course are natural sign posters, and are used to finding out information and sharing it with people. We are used to working with other agencies.

I found my experience of social prescribing useful, since I was more used to working blind, quickly building rapport and ascertaining what support an individual required.

#### Anecdotes

I had several phone calls that had a significant impact on me both negatively and positively. The following hopefully give a taste of what I experienced:

#### Male 80s

B was living on his own with no family in the area. He was quite a distance from the shops and totally reliant on the food box, for which he was very grateful, although he said he was very capable of feeding himself. Our conversation took us down many roads, then surprisingly we got on to the subject of the importance of nature for our well-being, he was desperately missing being able to visit a local beauty spot which he normally did on a daily basis, to re-charge his batteries. We also discussed the power of words in poetry to help cope with life and how literature can transport us to another place. At the end of our chat he said “your chat has done me more good than any of the tablets I take, thank you for your time and kindness”.

#### Female late 50s

When I first started talking to A, she seemed resigned to the fact that since she had chosen to live in the country, it was her own fault that she was limited to what food she could have. She was grateful for the food box and was using a local supplier for milk and eggs. On further discussion it became apparent that she was in the palliative stage of her life and I then found myself thinking how awful that if she still enjoys food why not have some nice things at this time. By the end of our chat, we had sorted numbers for a local fishmonger, baker and greengrocer so she had the potential to enjoy some real treats and have some quality in her life. She ended the call by thanking me for my perseverance and saying she would be getting onto ordering some nice bits straight away.

#### Female 30s

Having ascertained that H was sorted for food, although on limited income, and had health issues, it soon became clear that she was more concerned about the home schooling of her children. We had quite a discussion about how difficult her life was now and how under ALL the circumstances she was doing a fantastic job and being an amazing mum. I was able to use the fact that my daughter is a primary teacher, and yet she was finding it hard to home-school, and how there had been many articles written about how it is perhaps more important to do your best with schoolwork, but to concentrate more on keeping your children happy, well-rounded, secure and safe. At the end of our chat she said, “thank you so much, you have put things into perspective, and I **am** doing ok aren't I?”

#### Male 50s

When I first started speaking to this gentleman, he was very cautious, but after a short while he opened up about a variety of aspects of his life. He had a difficult time recently and was now suffering with a range of health issues. I had heard similar stories from others, but the thing that made me remember him was the fact that he could not read or write. As a consequence, he had not been able to register for food parcels, could not do online shopping or access any other online assistance. We had a long chat about various things. In the end, he was able to register for the food parcels through a housing organisation and his friend was able to get any extra bits for him. We had a chat about social prescribing but he was not keen at this stage, he took the number in case he changed his mind at a later date.

#### Summary

Some of the calls were difficult because you were aware that there was a limit to what you could offer. It was reassuring to know however, that there was the whole CRT behind us who could follow up anything that was not in our remit. I was encouraged how often the team came back to me to update me on what they had done.

I was surprised at the number of people who had no back up provision in their lives, and how they were unable to call on family or friends to support them at these extreme times. I hope, having received some support, they will in future look to the many groups that are in the community who can offer all sorts of guidance, friendship and care.

Overall, I was pleased that I was able to focus on my role and not take to heart too much of the back stories that were going on. It is vital for the task and one's own well-being that you realise the limits of what can be achieved, and recognise that you have made a difference, working in partnership with your team.