



Pendle Community Support Hub



Progress Report 1:
23rd March- 24th April 2020



Pendle Community Support Hub

Introduction

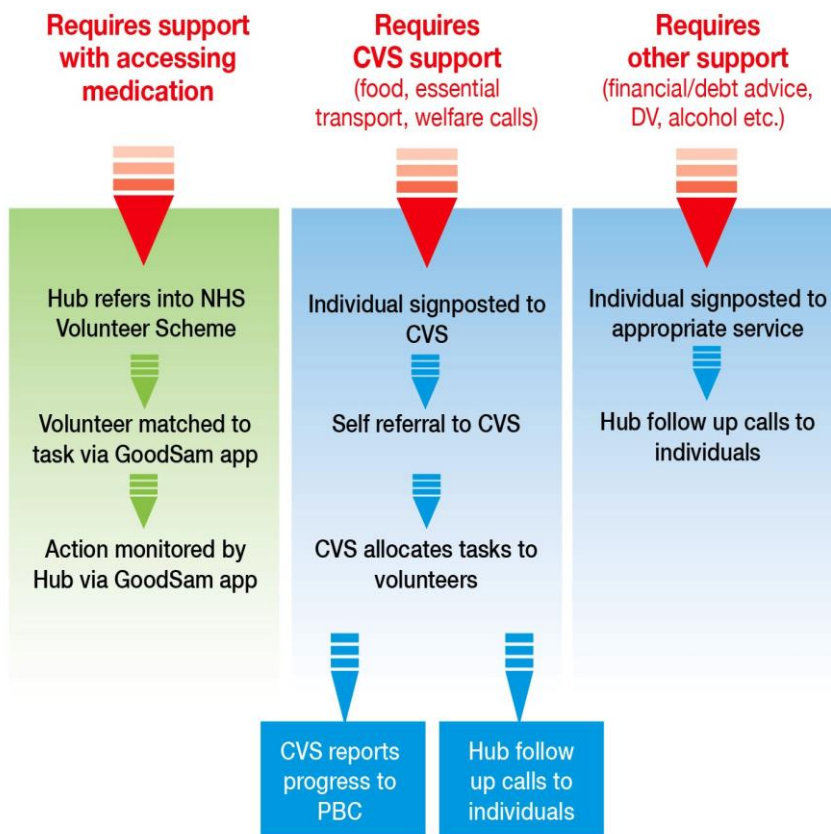
The Pendle Community Support Hub works as a one stop shop set up in March 2020 to support vulnerable residents through the Covid-19 crisis. This update report covers the first 5 weeks of operation. Future Pendle Hub update reports will be produced fortnightly.

Pendle Community Support Hub operates as a sign posting service, with both telephony and on-line access, and is staffed by Pendle Leisure Trust. Further information is available at:

<https://www.pendle.gov.uk/communitysupporthub>

Hub Pathway

Pathway for Hub inbound calls



The Core Team

Lead	Role	Tel	Email
*Wayne Forrest	Information Coordination	01282 661044	wayne.forrest@pendle.gov.uk
Alison Goode	Hub Operations	07714 447593	alison.goode@pendleleisuretrust.co.uk
Christine Blythe	Volunteer response	07764 819192	christine.blythe@bprcvs.co.uk
Neil Watson	Data & Intelligence	07919 353586	neil.watson@pendle.gov.uk
David Walker	Operations & Logistics	01282 661746	david.walker@pendle.gov.uk
Gill Dickson	Partnerships	07870 971114	gill.dickson@pendle.gov.uk
Alice Barnett	Marketing	07825 081252	alice.barnett@pendle.gov.uk

*Key contact for Pendle Hub

Support Team

Since the launch of the Hub, over **40** organisations/ businesses and voluntary groups have offered their assistance in delivering the community response. Support offers have ranged from offering vehicles and drivers, counselling services, neighbourhood volunteer networks, debt advice, storage space and mediation services. Some of these have been approached to support delivery of the Hub's response and although not all have yet been utilised, they remain on stand-by should they be required in the future.

Help offers to date

Charities/ Voluntary & Community groups

Burnley and Pendle Citizens Advice/ Money Support Group /People's Enterprise & Empowerment Forum (PEEF) /Burnley Football in the Community/ Age UK Lancashire/ Home-Start in East Lancashire/ ICANN/ Colne veterans breakfast club/ Positive Action in the Community/ Active Lancashire/ In-Situ/ Smile Mediation/ Lancashire Volunteer Partnership/ Town & Parish Councils/ Pendle Building Bridges/ Our Lancashire/ Pendle Dogs in Need/ Newground/ Food Banks

Business and organisations

Pendle Vale College / Pendle Support Agency/ Daisy Communications/ Citrus Cabs/ Mario coach travel ltd/ Pharmadrug Pharmacy/ Lancashire Adult Learning / Progress Lifeline / BHVI / limited/ Viridor/ SUEZ/ LCC Corporate Emergency Response Support Team/ Pennine Events/ Morrisons / Taylor Care- Community care agency/ Nurturing Change/ Bay Horse Inn/ Viridor/ Atkinson's Cleaners.

Hub Operations

The Hub is open **9 am to 4pm** Monday to Friday and 10am to 3pm Saturday and Sunday. It remained open throughout the Easter weekend.

The Hub is staffed with up to **7** operatives per day, all Pendle Leisure Trust staff who have volunteered to support the Council. It is based in Number One, Nelson.

To date, the Hub has taken over **600** inbound enquiries. Over **450** of these were requests for community support, mainly assistance with food shopping and medication.

The Hub continues to make high volume outbound calls to those on our master vulnerable list which consists of **2,900** residents. The outbound calls have generated over **160** referrals to support agencies.

To date, the Hub has been unable to make contact with **880** clinically & socially vulnerable people. The police are now assisting the Hub, carrying out home visits to these addresses.

Our Primary Care colleagues have also been contacting their patients to assess clinical needs and care plans and informing them of the Hub should they require any community support.

Volunteer response

Burnley, Pendle, Rossendale CVS is delivering most of Pendle's community response on behalf of Pendle's Hub. Through their existing volunteer infrastructure, they are able to recruit, assess and induct volunteers to provide:

Check in and Chat Support: Provides short-term telephone support to individuals who are at risk of loneliness as a consequence of self-isolation

Community Support: Provides collection of shopping, medication or other essential supplies for someone who is self-isolating, and delivering these supplies to their home

To date, **253** inbound calls requesting support have been directed to CVS, generating **205** self-referrals. CVS has received **101** volunteer enquiries, all of whom have received registration packs. **50** volunteers have registered and **48** are now active volunteers with CVS, supporting delivery of the community response.

During week 4, we began using the NHS Volunteer Responder scheme for all inbound medication enquiries. To date, this has generated **56** referrals, all of which have been successfully delivered.

We have mapped local community support networks through our Town & Parish Councils, as these are another local asset for support. CVS have the details and will tap into this resource as and when required.

Operations & Logistics

Government food parcels were delivered by **bidfood** to over **400** residents from our shielded community who have requested support during the crisis

We continue to maximise opportunities to distribute charitable donations –over **1,800** Easter eggs were distributed to vulnerable and keyworkers children over Easter weekend. And we have collected a one off bulk delivery of food that is now in storage awaiting distribution.

We have procured **500** additional food parcels for our strategic food reserves, while we carry out further assessment of need.

Our Food Banks continue to deliver food parcels in the community, between them delivering in excess of **500** food parcels a week.

Data & Intelligence

We have created a comprehensive master list of **2,900** residents –bringing together the LCC Vulnerable Priority lists, Pendle Shielded list, NHS list. We are making our way through this list to identify those who need our support and inform residents of the Hub.

Additional lists are provided on a daily basis by LRF which we incorporate into our Mastercopy

All those in receipt of Council Tax support have been contacted with details of the Hub.

Partnerships

We are working with Pendle Food Alliance to support our community food offer, ensuring those who need food parcels are accessing them and minimising duplication across the food system. Pendle Food Alliance is linking with schools to ensure families in need have access to the community food offer.

We are working to help ensure that sufficient food is available to our foodbanks so they can continue their much needed work. In week 4 we commenced a bulk purchase scheme with Morrisons to provide stock for our foodbanks.

A free hot meal scheme has been launched by Daisy Communications, in collaboration with a number of our food banks, distributing **200** meals per week.

Marketing

The Hub is regularly promoted via social media and details have been featured in the local media through advertising and news reports.

- In March we posted **9** times on Facebook promoting the Hub. First post reached **12,480** with **934** engagements, including **136** shares. We had a total engagement rate of **29,952** throughout March on Pendle Council's Facebook page.
- In April (up to 20 April) we posted **17** times on the Council's Facebook page resulting in total engagement rate of **18,712**.
- Posts are also shared on **11** community Facebook groups with total members of over **62,000**

Website stats:

- In March 2020, **4,229** people visited Community Support Hub web page
- In April **4,486** people visited the Hub web page
- Total number of contacts in March – 122 and April (up to 19 April) 525.

Cards to promote the Hub to residents who receive assisted bin collections are currently being delivered and a flyer is being included with all letters which go out from the Council.

A Hub leaflet is to be distributed to all Pendle households from week commencing 27 April.

Pharmacy bags promoting the Hub will be used for all patient prescriptions from Pendle's Green Cross pharmacies for two months from week commencing 27 April.

Pull-up banners promoting the Hub will in the foyer of five of the borough's main supermarkets from week commencing 27 April.

Work is underway to include an advert on the Council's bin wagons promoting the hub from May.

A weekly Hub repost will be produced and circulated to partners.