

LOCAL STRATEGIC PARTNERSHIP BOARD
23 JUNE 2020

PART I

4. COVID 19 ACTION PLAN AND IMPACT ASSESSMENT (CED)

1 Summary

1.1 This report updates the LSP Board on the work of the sub-partnerships in relation to the agreed Covid-19 impact assessment of the Community Strategy 2018-23. It seeks agreement of actions to delegate responsibility for action plan development and resourcing of those action plans.

2 Details

2.1 At the Extraordinary meeting of the LSP Board on 12 May 2020 it was agreed to ask all of the LSP sub-partnerships to review the draft Covid-19 Impact Assessment for the Community Strategy and report back on proposals for action.

2.2 There has now been at least one meeting of each sub-partnership, informal or otherwise, since this Board meeting.

2.3 Community Safety Partnership

2.3.1 The Community Safety Co-ordinating Group has developed and agreed a Covid-19 Safeguarding and Managing Crime Plan 2020-21. This is not published with this item due to its sensitivity but will be part of the Community Safety Partnership Board agenda following this meeting.

2.4 Adults with Complex Needs Group

2.4.1 The AWCNG is now meeting virtually every month. It has produced its impact assessment which is attached in Appendix 1. This highlights a key issue of lack of access to online services for vulnerable adults and the priority of finding some ICT solutions to support those adults to engage with services.

2.5 Watford and Three Rivers Families First Partnership

2.5.1 There has been one virtual meeting of the WTRFFP the minutes of which are attached at Appendix 2. Work is still underway to incorporate this into the Community Strategy Impact Assessment template. However a further meeting is planned for 25 June 2020 to discuss the immediate priority of addressing family food poverty over the summer holidays.

2.6 Three Rivers 11-19 Strategy Group

2.6.1 There have been two virtual meetings of this group, which continues to meet monthly on an informal basis. The draft notes of the meeting discussing the impact assessment are attached at Appendix 3 and the formal feedback from YC Hertfordshire is attached at Appendix 4. Work is still underway to incorporate all of this information into the Community Strategy Impact Assessment template, but highlights some key mental health concerns for young people.

3 Options and Reasons for Recommendations

- 3.1 For the LSP Board to agree how to delegate responsibility for the development of action plans and funding plans to address the Covid-19 Impact on the Community Strategy 2018-23 and the priorities for recovery support.
- 3.2 Given the urgency of co-ordinating the recovery plans of all agencies as they apply to Three Rivers there is a need to delegate responsibility in between meetings of the LSP Board.
- 3.3 Key decisions can be sent to the LSP Board for approval electronically in between meetings and an emergency meeting called if consensus cannot be reached on actions to be taken.
- 3.4 There is a need for the co-ordination of investment of staff time and resources in supporting the recovery from Covid-19. This can be achieved at a county-wide level, sub county level (e.g. South West Herts) and District level.
- 3.5 A wide range of Covid-19 funds are becoming available to support recovery with short timescales for applications.
- 3.6 The creation of Three Rivers District Community Interest Company is a separate but related item on this issue, as it will provide a funding vehicle to support recovery.

4 Policy/Budget Reference and Implications

- 4.1 The recommendations in this report are within the LSP's agreed policy. The relevant policy is entitled Three Rivers Community Strategy 2018-23.
- 4.2 The recommendations in this report relate to the achievement of the following performance indicators.
 - 4.2.1 Three Rivers Community Strategy 2018-23.
- 4.3 The impact of the recommendations on this/these performance indicator(s) is:

To support the achievement of all priority objectives of the strategy in relation to Covid-19 recovery.
- 4.4 The recommendations in this report are within the Community Partnerships agreed budget within Three Rivers District Council. Should additional funding be required, proposals will be brought forward as part of the Council's normal budget approval processes. The Three Rivers District Community Interest Company project will also explore sourcing non-statutory sources of funding to address the objectives for Covid-19 recovery.

5 Legal and Customer Services Centre Implications

- 5.1 None specific.

6 Financial Implications

- 6.1 Funding will be required to support the delivery of a Covid-19 Recovery Action Plan for Three Rivers. The creation of the Three Rivers District CIC will support the co-ordination and maximisation of resources obtained to deliver the priorities of the action plan.

7 Equal Opportunities Implications

7.1 Relevance Test

Has a relevance test been completed for Equality Impact?	Yes
Did the relevance test conclude a full impact assessment was required? All sub-partnerships are identifying the equality impact of Covid-19. This means that actions will address the direct or indirect adverse impact of Covid-19. Each project will need to have its own details impact assessment and equality action plan.	No

8 Staffing Implications

8.1 Considerable pressure is being faced by all partners to support recovery planning and delivery. Partnership working can provide more resilience to this process through the sharing of resources and expertise.

9 Environmental Implications

9.1 There has been a significant carbon footprint reduction from all partners with the increase in home and virtual working. Work is required to assess the carbon savings of the emergency and the potential to sustain this through virtual meetings going forward.

10 Community Safety Implications

10.1 The Community Safety Partnership Board is considering a specific Safeguarding and Managing Crime Plan.

11 Public Health implications

11.1 Reducing health inequalities is a key focus of the developing action plans.

12 Communications and Website Implications

12.1 Maintaining partner communications, and promoting consistent messages is a key requirement for this work. Three Rivers District Council have been producing twice weekly bulletins for all partners on work in response to Covid-19.

13 Risk and Health & Safety Implications

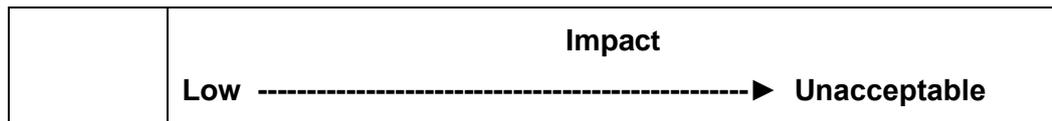
13.1 The LSP Board has adopted Three Rivers District Council's agreed risk management strategy which can be found on the website at <http://www.threerivers.gov.uk>. In addition, the risks of the proposals in the report have also been assessed against the Council's duties under Health and Safety legislation relating to employees, visitors and persons affected by our operations. The risk management implications of this report are detailed below.

13.2 The subject of this report is covered by the Community Partnerships service plan. Any risks resulting from this report will be included in the risk register and, if necessary, managed within this/these plan(s).

Nature of Risk	Consequence	Suggested Control Measures	Response <i>(tolerate, treat, terminate, transfer)</i>	Risk Rating <i>(combination of likelihood and impact)</i>
Covid-19 impacts on the delivery of the Community Strategy. There are not sufficient resources to address the impact of Covid-19	Community Strategy priorities are not achieved	Development of Covid-19 impact assessments and action plans Development of Three Rivers District CIC Delegation of lead responsibility for action plans to respond to funding opportunities	Tolerate	6

13.3 The above risks are scored using the matrix below. The Council has determined its aversion to risk and is prepared to tolerate risks where the combination of impact and likelihood scores 6 or less.

Very Likely Remote ↓ Likelihood	Low 4	High 8	Very High 12	Very High 16
	Low 3	Medium 6	High 9	Very High 12
	Low 2	Low 4	Medium 6	High 8
	Low 1	Low 2	Low 3	Low 4



Impact Score

4 (Catastrophic)

3 (Critical)

2 (Significant)

1 (Marginal)

Likelihood Score

4 (Very Likely (≥80%))

3 (Likely (21-79%))

2 (Unlikely (6-20%))

1 (Remote (≤5%))

13.4 In the officers' opinion none of the new risks above, were they to come about, would seriously prejudice the achievement of the Strategic Plan and are therefore operational risks. The effectiveness of the management of operational risks is reviewed by the Audit Committee annually.

14 Recommendation

14.1 That the LSP Board notes the impact assessment work of the four sub-partnerships and emerging trends.

14.2 That the LSP Board delegates to the chairs of the 4 sub-partnerships responsibility to develop action plans in consultation with the Chair and Vice Chair of the LSP Board.

14.3 That the LSP Board asks the shadow board of the Three Rivers District Community Interest Company to develop funding proposals with the assistance of the chairs of the 4 sub-partnerships.

14.4 That progress is reported via email on the action plans and where consensus cannot be reached regarding priorities that further emergency meetings of the LSP Board are called.

That public access to the report be immediate

That public access to the decision be immediate

Report prepared by: Andy Stovold, Head of Community Partnerships

Data Quality

Data sources:

Meetings of the 4 sub-partnerships.

Data checked by:

Rebecca Young, Strategic Partnerships and Policy Manager, TRDC

Shivani Davé, Partnerships Manager, TRDC

Data rating:

1	Poor	
2	Sufficient	
3	High	X

APPENDICES / ATTACHMENTS

Appendix 1 – Adults With Complex Needs Group Impact Assessment

Appendix 2 – minutes of Watford and Three Rivers Families First Partnership

Appendix 3 – notes of Three Rivers 11-19 Strategy Group discussion.

Appendix 4 – YC Hertfordshire Comments on the Covid-19 Impact Assessment

AMBITIOUS

Key Priorities

- Residents attend, engage and enjoy high quality education and learning environments and experiences
- Residents are supported to secure work and get closer to the labour market including apprenticeships and skills development

We will do this by working in partnership to:

- Target educational and learning opportunities in areas of greatest deprivation;
- Champion apprenticeships in all sectors including providing opportunities across our organisations;
- Create opportunities using the Apprenticeship Levy, including considering how to support small to medium-sized organisations;
- Promote learning, work placement and employment opportunities including employment open days;
- Respond to transport / access issues for education and employment;
- Maximise the local benefit and impact of Hertfordshire Local Enterprise Partnership

Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action	Action undertaken
Residents attend, engage and enjoy high quality education and learning environments and experiences				
<ul style="list-style-type: none"> • Target educational and learning opportunities in areas of greatest deprivation; 	<p>Educational establishments have been closed and alternative online and home education services have been started. Those on low incomes without smart devices or laptops will have limited access to online service provision.</p>	<p>The majority of vulnerable children open to Social Care are not attending school. There is limited ability to monitor their access to educational opportunities. HCC are providing laptops to some families to provide support.</p>	<p>Identify funds to provide further laptops to disadvantaged groups in TRDC to enable access to online education.</p>	<p>Exploring scope for partnership project to mass procure tablet devices for those unable to afford their own. This will be partnered with tech support.</p>

Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action	Action undertaken
<p>Residents are supported to secure work and get closer to the labour market including apprenticeships and skills development</p>	<p>Job Centre is closed to face to face contact. We are displaying a poster on the window which gives an internal phone number to call, for anyone needing help or advice. The number is to a designated line inside the Jobcentre and this number is open 9am - 4pm.</p> <p>New Claims have gone through the roof with around two million new claims to Universal Credit being made since mid-March. Our Service Centres and Jobcentres are working on massively reduced numbers because staff are either self-isolating or on the vulnerable workers list, who are advised to be at home. JCP have managed to supply those workers at home with PCs so they are now able to log in and work from home. We have also deployed staff from other areas of the business to cope with the volume of claims that need to be processed.</p>	<p>JCP priority is protecting colleagues, and providing help and support to those who need it the most. We introduced a Once and Done approach where, after an online claim has been made, we telephone the customer and verify evidence, accept fit notes, and gather information by phone or online and complete any actions to get the claim in place and in payment in one go. Any communication, evidence or messages can be sent via the claimant's online account, or by phone. So no need for face to face interaction at all.</p> <p>If a claimant is having difficulty making an online claim, or do not have the equipment or Wi-Fi, there is still a telephony route available via 0800 328 5644.</p> <p>JCP are aware that there is potential for recruitment in some areas and are keeping in regular contact with employers and providers so that claimants will still have</p>	<p>ASCEND is looking into setting up virtual job clubs.</p> <p>Look into other hosts for virtual job clubs – do JCP have anything like this running?</p>	<p>Webpage has been developed on Three Rivers website to provide employment support.</p> <p>Plans for ASCEND to attend covid support group meeting to provide information on services provided through the charity.</p> <p>ASCEND are providing training and courses virtually. Where this isn't possible information has been printed and delivered to clients.</p>

Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action	Action undertaken
		<p>access to jobs and training opportunities.</p> <p>Any queries from claimants who are having difficulty getting through to phone lines, then please reassure them that if they put a message on their journal it will be responded to. Again with payment timelines as our priority.</p>		
<ul style="list-style-type: none"> - Champion apprenticeships in all sectors including providing opportunities across our organisations; 	<p>With the lockdown and emergency impacting on a range of local employers new apprenticeships may be put on hold.</p>	<p>With the financial impact on employers and residents losing employment this could present new opportunities for new apprenticeships.</p>	<p>Develop a dialogue with employers to identify new opportunities to retrain and employ residents affected by the economic impact of the emergency.</p>	
<ul style="list-style-type: none"> - Create opportunities using the Apprenticeship Levy, including considering how to support small to medium-sized organisations; 	<p>See above</p>	<p>See above</p>	<p>Hold a virtual event for local businesses to provide support.</p>	
<ul style="list-style-type: none"> - Promote learning, work placement and employment 	<p>With social distancing requirements such employment days may be limited.</p>	<p>There is a potential significant increase in local unemployment.</p>	<p>Monitor the local data on JSA/UC applications and the ability to hold virtual employment events.</p>	

Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action	Action undertaken
opportunities including employment open days;			Relevant information to be signposted through TRDC webpage	
- Respond to transport / access issues for education and employment;	Virtual education and home working provide a potential solution to those affected by transport access so long as they have access to ICT.	There is a potential significant increase in local unemployment.	Identify a fund to support ICT access for those affected to enable home working and virtual education.	As above – partnership project to procure tablets.
- Maximise the local benefit and impact of Hertfordshire Local Enterprise Partnership	The LEP and Herts Growth Board are trying to assess the impact of the emergency on businesses.		Promote the current Growth Board survey to businesses in Three Rivers and the surrounding areas.	

INDEPENDENT & RESILIENT

Key Priorities

- Residents are able to manage their finances and debt
- Residents are able to manage their own health, social care and support
- Residents have the life skills and access to the resources they need to live independently and cope with challenges to sustain their independence
- Residents live in supportive communities

We will do this by working in partnership to:

- Promote access to organisations that provide all types of advice and support, including the Citizens Advice Service;
- Promote access to preventative services e.g. Wellbeing Service, Social Prescribing, Community & Social Groups;
- Target services in areas of greatest need;
- Collectively use HertsHelp, Community Navigators & Families First to promote early intervention & Self-Help.

Priority / Action	Covid related activity/Impact	Emerging Need	Potential for joint LSP Action	Action undertaken
Residents are able to manage their finances and debt	CASTR has opened all 3 offices to allow a small number of advisors to work from there. Clients are not coming in but staff are able to use the local line again. 8 volunteers are able to work from home following funding from TRDC for laptops. Trialling virtual client meetings. Some clients are dropping paperwork in to the	Debt recovery will escalate through non-payment as deductions, to include rent arrears payments, from DWP benefits have been suspended Employment issues have/ will spike and will lead to increased indebtedness and ability to manage finances without help	Referrals from / to partners Virtual budgeting groups – could include sharing information on shops still running offers, how to manage on a budget when kids eating at home and so on	Developing referral pathway from W3RT to CAS – for those residents referred to W3RT as needing support during pandemic.

Priority / Action	Covid related activity/Impact	Emerging Need	Potential for joint LSP Action	Action undertaken
	<p>office – very important for non digital clients.</p> <ul style="list-style-type: none"> - Focus on ‘business as usual’ with ongoing general advice and all specialist case work continuing to include budgeting, benefit decision challenges, income maximisation and applications for benefits and insolvency applications. -Family law ‘task list’ created so that Three Rivers CIs accessing county/national gateways have continued access to a family law solicitor – and access to all appropriate benefits/ debt advice during COVID so that financial difficulties do not present a barrier to leaving an unsafe environment -E-referrals and other flexible arrangements made with local food banks -Dedicated UC help to claim adviser working remotely via telephone and webchat -Recovery plan being drafted 	<p>Large number of CIs making benefit claims for the first time and need help and support to navigate existing and temporary rules</p> <p>No face to face difficult for vulnerable CIs – need to be proactive for this group</p> <p>Sanctions and suspension of benefits will escalate for CIs who cannot access / manage benefit claims without help and who have relied on our service to do this for many years</p> <p>Escalation in at home gambling due to isolation/ loneliness</p> <p>Non Covid related and other non-urgent issues identified during Covid related activity can be referred into Herts Help/HCNS for action at a later date.</p>		
<ul style="list-style-type: none"> - Promote access to organisations that provide all types of advice and support, 	<p>TRDC has set up a webpage for those financially affected by the emergency. The CABs</p>	<p>There is a likely increase in households affected by debt that will impact on all public</p>	<p>Monitor key stats for debt related need in the District and identify key target</p>	<p>Webpage developed and shared with partners. Leaflet has</p>

Priority / Action	Covid related activity/Impact	Emerging Need	Potential for joint LSP Action	Action undertaken
including the Citizens Advice Service;	in Herts are seeing an increase in cases related to debt, unfair dismissal and UC applications. The benefits team have applied grants to those in receipt of CT Support.	<p>sector partners and the voluntary sector.</p> <p>Escalation in at home gambling due to isolation/loneliness</p> <p>Need for relevant agencies to look to provide normal local access for debt and financial concerns – national CAB helpline was very busy making it difficult to get through. Money Advice Unit was found to be more accessible though.</p> <p>DWP – waiting times have often been over hour and a half.</p>	groups affected, issues with service capacity and what resources are available to address this during recovery.	<p>been produced and shared with partners. Printed copies offered to food banks, covid support groups and places of worship. Leaflet is placed in emergency food packs.</p> <p>CASTR will be attending zoom meeting with local covid support groups to explain the support available to residents – aims to increase signposting.</p>
Residents are able to manage their own health, social care and support	Community Navigators and Link Workers contact existing clients where appropriate, take new referrals and are part of county wide action contacting GP identified vulnerable patients (not shielding patients if they have already been contacted and supported by their local authority) and signposting to services providing volunteer support for shopping,	Non Covid related and non-urgent issues identified during Covid related activity can be referred into Herts Help/HCNS for action at a later date.	Review the format in which these services are delivered in the future and whether they can be more effectively and efficiently delivered online.	Rickmansworth food bank usually supports 1,100-1,200 people per year. Supported over 800 in just over 2 months. This is likely to increase.

Priority / Action	Covid related activity/Impact	Emerging Need	Potential for joint LSP Action	Action undertaken
	prescriptions and social isolation,			
Residents have the life skills and access to the resources they need to live independently and cope with challenges to sustain their independence	Community Navigators and Link Workers contact existing clients where appropriate, take new referrals and are part of county wide action contacting GP identified vulnerable patients (not shielding patients if they have already been contacted and supported by their local authority) and signposting to services providing volunteer support for shopping, prescriptions and social isolation,			Herts Mind Network are providing support to clients who are unable to access food and medication. Rickmansworth Food Bank sourced some tablets which have been given to service users who are isolated.
- Promote access to preventative services e.g. Wellbeing Service, Social Prescribing, Community & Social Groups;	TRDC has promoted a range of services for: <ul style="list-style-type: none"> - Those who are self isolating - Those with mental health problems - Victims of Domestic abuse - Young People - Children and Families - Adults with additional needs - Carers - Those with financial difficulties 	TRDC has been sending out twice weekly partner bulletins to increase awareness of changes to local support services. There is an increasing impact of the emergency on mental wellbeing and demand for support. This is likely to continue amongst vulnerable groups who may remain shielded	Monitor access rates to key support services and the impact on those services capacity to support demand from TRDC resident. Identify resources to bolster priority service areas during recovery.	Developed a range of webpages under "support for adults". The page includes information on: <ul style="list-style-type: none"> - Carers - Community safety - Domestic abuse - Drug and alcohol - Financial problems - Housing - Employment support

Priority / Action	Covid related activity/Impact	Emerging Need	Potential for joint LSP Action	Action undertaken
	During Covid related contact many patients identified struggling with mental health issues and were signposted to appropriate services	Patients identifying as needing help to access appropriate services referred to HH/HCNS		<ul style="list-style-type: none"> - Learning difficulties and disabilities - Mental health - Older people - Physical activity - Social isolation
<ul style="list-style-type: none"> - Target services in areas of greatest need; 	Ward data can be identified for those requesting support by individual providers.		Share the tool for postcode analysis to assist in the geographical understanding of need.	
<ul style="list-style-type: none"> - Collectively use HertsHelp, Community Navigators & Families First to promote early intervention & Self-Help. 	These key services are being promoted online in conjunction with a new support offer from W3RT funded by TRDC.	<p>There is likely increase in demand and impact on resources. Longer term funded is needed by W3RT to support recovery. Some external funds have been provided by business to W3RT to support immediate and longer term recover.</p> <p>Bids have been submitted to Countryside for priority local voluntary sector agencies for consideration.</p>	<p>Identify the range of funds that are available to support the local voluntary and community sectors response to the emergency and to support recovery.</p> <p>Use local data on need to support these bids.</p> <p>Assess the impact on key services from TRDC residents.</p>	Community Navigator attended covid support group meeting to develop links with community groups in order to provide early intervention/support to residents.
Residents live in supportive communities	There has been a significant increase in volunteering.	Residents are reflecting on the priorities of their families and local communities.	<p>Maximise the longer term benefit of local volunteers in the local community.</p> <p>Yes, need to coordinate all the different agencies that</p>	W3RT are providing information to volunteers on the charities and local organisation who will

Priority / Action	Covid related activity/Impact	Emerging Need	Potential for joint LSP Action	Action undertaken
	<p>Patients contacted for Covid related activity are referred to volunteer services including GoodSam, Age UK Herts and W3RT</p>	<p>To retain new volunteers and link them with community groups etc.</p>	<p>received new volunteers during Covid so that any surplus can be signposted to other community groups that are struggling to find volunteers. Definitely do not want to lose new volunteers especially as many may not have been allocated any activity during Covid – need to maintain and motivate new volunteers to look at wider volunteering opportunities</p>	<p>need volunteers coming out of covid.</p> <p>There is a portion of volunteers who have not been provided with the opportunity to volunteer. They have all been contacted through the covid groups to maintain morale.</p>

HEALTH & WELLBEING

Key Priorities

- Residents have opportunities to be physically and mentally healthy
- Residents have access to health and social care, especially the vulnerable

We will do this by working in partnership to:

- Promote access to and on-going participation in physical activity opportunities;
- Promote access to mental health services;
- Develop a joint pathway for dual diagnosis with regards to drugs, alcohol and mental health;
- Target services in areas of greatest need and towards groups of greatest need;
- Promote access to health & social care services, through HertsHelp and Families First.

Priority / Action	Covid related activity	Emerging Need	Potential for joint LSP Action	Action undertaken
Residents have opportunities to be physically and mentally healthy				
<ul style="list-style-type: none"> • Promote access to and on-going participation in physical activity opportunities; 	There has been a reduction in the level of physical activity during lockdown. TRDC has promoted online support for activity whilst at home.	A lot of people have accessed online PA opportunities. This could provide more cost effective and accessible solutions in the long term.	Evaluate if online services have reached a broader demographic of residents who would otherwise be physically inactive.	Webpage developed. Arranged for leisure to attend Zoom meeting with local covid support groups to discuss summer provision for young people

Priority / Action	Covid related activity	Emerging Need	Potential for joint LSP Action	Action undertaken
<ul style="list-style-type: none"> Promote access to mental health services; 	<p>There has been an increase in demand on mental health services. Herts Mind Network have provided a 24 hours crisis line and online 121 and support groups and learning opportunities.</p> <p>Herts Mind Network have seen an increase in complexity of cases, as well as an increase in anti social behaviour – predominantly neighbour disputes.</p> <p>Team has now started outreach in outdoor spaces.</p>	<p>There is a longer term impact of the emergency on the populations mental wellbeing that will last beyond the lockdown period.</p>	<p>Monitor the demand on mental health services.</p> <p>Identify resources to increase capacity of services and the viability to continue remote access to maximise access.</p>	<p>Webpage developed. Plan for Herts Mind Network to attend covid support group meeting to increase volunteer understanding of mental health and support available.</p> <p>Increased funding to Herts Mind Network to expand Community Support Service by 1 FTE worker.</p>
<p>Residents have access to health and social care, especially the vulnerable</p>			<p>Review the format in which these services are delivered in the future and whether they can be more effectively and efficiently delivered online.</p>	
<ul style="list-style-type: none"> Develop a joint pathway for dual diagnosis with regards to drugs, alcohol and mental health; 	<p>Those with complex needs have been adversely impacted by the lockdown and have had limited access to support services. Some will have had limited access to virtual support.</p>	<p>Increasing calls for support being received by TRDC via our CSC, online request for support form from those affected by the lockdown and social isolation.</p>	<p>Monitor the profile of residents requesting support and identify potential resources to support recovery of these groups.</p>	

Priority / Action	Covid related activity	Emerging Need	Potential for joint LSP Action	Action undertaken
<ul style="list-style-type: none"> Target services in areas of greatest need and towards groups of greatest need; 	<p>There has been an unequal impact of Covid-19 on the local population.</p>	<p>There are a range of groups and areas that have been disproportionately affected by the emergency.</p>	<p>Identify key statistics to support the identification of those groups most affected, and areas of the district most affected. Identify solutions to meeting the needs of these groups and areas and the resources required to deliver these throughout recovery and beyond.</p>	
<ul style="list-style-type: none"> Promote access to health & social care services, through HertsHelp and Families First. 	<p>Stronger partnership working has been established between TRDC and the NHS supported LINK Workers. TRDC has a strong track record on partnership working and safeguarding.</p>	<p>Explore the opportunity for a TRDC based LINK worker to enable better integration with health services of those in need.</p>	<p>Identify resources and opportunities to enhance integrated working between local partners to provide early access to support.</p>	<p>Herts Help have attended covid support group meeting to explain what support can be offered through community navigators.</p> <p>Plans for families first to attend closer to school holidays.</p>



Watford & Three Rivers Partnership Meeting

22 May 2020, 10am – 11.30am (Virtual meeting)

Attendees

- Andy Stovold – Three Rivers District Council – **Chair**
- Katie Thorton – HCC FFT
- Debbie Stone – IFST
- Mary Walsh – YC Herts
- Luke Mitchell – Herts Police
- Cl Adum Such – Herts Police
- Glen Channer – WBC
- Alicja Polak – HSP
- Natalie Lightman – WBC Volunteering
- Natalie Clark – Thrive Homes
- Josie Oshisaya – WBC Housing
- Deborah Allen – TRDC Housing
- Carly Maddison – South West Herts Schools Partnership
- Aliyah Shabbir – Family Centre Support Worker
- Simon Gentry – HCC FFT
- Ryan Watson – TRDC Partnerships/Leisure Development
- Jemma Duffel – HCC, FFT
- Nicola Sharkey, HCT Health Visitors/School Nurses

Apologies

- Heather Burns, Watford Community Housing
- Amy Wilcox-Smith, Watford Community Housing
- Kathryn Robson, WBC
- Anne Bijum, Thrive Homes
- Liz Applin, Inspireall
- Rachael McKinney, TRDC Play Officer
- Alan Gough, WBC
- Alison Smith, HCC Libraries
- Sue Hannel, Inspireall
- Carly Jo Rackley, HCC Fire Service
- Joanne Burgess, Early Start Team, Inspireall
- Suzanne Briscall, Head Chessbrook
- Alistair Flowers, Herts Mind Network
- Justine Hoy, WBC
- Emma Manners, Homestart Watford and Three Rivers

- Agenda Item	- Actions
<p>1. Welcome and introductions</p> <p>- Andy welcomed group to first virtual meeting of Families First Partnership.</p> <p>-</p>	<p>-</p>
	-

- Glen Channer had concerns re volunteers – where is the voice of the child? Trying to support Watford Women’s Centre. Downturn in referrals. Referrals for neglect. But no children referrals. Are volunteers making referrals?	-
-	-
- Adam asked if reduced referrals also reflected from the Police. Social care referrals are down by 60% - they normally come in through schools and health. When will they come through again? Triage has seen an increase in referrals. DA notifications in lower level have increased but higher level DA notifications are down. Could this be due to good support / signposting to early help offers locally? Glen – added referrals are down as they are not seeing the children and young people. If Housing providers get back out into homes these may increase.	-
-	-
- HCT – NHS Public health nursing and school nursing	-
-	-
- Nicky Sharky – service was cut by half and redeployed for Covid – anti-natal contact for parents offered. New birth visits being done by video call and go and weigh the baby, and 8 week mental health call. Seeing some vulnerable children by video – but have gone out when needed. Increasing concerns over mental health at 6-8 weeks. DA is being disclosed – some don’t meet criteria for safeguarding – offering support to them. When they need to get out – offering clinic appointments with PPE to speak to mothers on their own with their child. More demand for foodbank. Working with Family Centre.	-
-	-
- HCC	-
- Katie – concern about future pressure on services. Schools going back in some form is likely to spike referrals. Another area of concern is families who are experiencing financial difficulties – potentially intentionally homeless. Demand into new homeless team. How many families are already in TA – what is potential demand on future homelessness? Redeployment hubs in children’s services.	-
-	-
- Simon Gentry – DA referrals coming in for early help have increased by 30% during the lockdown. Not sure if this should be higher? May not reflect the total picture. Other referrals have seen a sharp drop due to schools not seeing many children at the moment. Mainly standard DA risk not high risk cases. Where are the medium and high risk cases?	-
-	-
- WBC Housing	-
-	-
- Josie – increase in DA related applications from out of area. In TA – concerns that HP not doing a visit – so not aware of what is happening. Hostels – have put security in to see what is happening. Not much contact from TA families. Case workers are ringing the families to identify issues. Then do a referral. Until they can see face to face difficult to say.	-
-	-
- TRDC Housing	-
-	-
- Debbie – not seeing people but are phoning them in TA. Not seen an increase in DA cases or families. Single person applications have gone up. Demand will go up once lockdown is eased and issues of affordability – lost jobs – how to sustain tenancies. Want to work with RSLs to identify those struggling.	-
-	-

to get children back to school in September will be a challenge. BAU otherwise. No significant staff sickness – out engaging with the community.

-
- Herts Sports Partnership
-
- HSP Updates
-
- **Fit, Fed and Read Project:**
 - We are preparing contingency plans for all possible scenarios
 - If lockdown will be over before August, our summer delivery will resume then
 - Remote offer will be available if still unable to deliver face to face
 - We are waiting for schools to reopen on 1st of June and will make further decisions then
 - Work Out from Home page on www.sportinherts.org.uk – section dedicated to young people with lots of ideas for staying active.
- **Career Mode:**
 - We currently have opportunities for young people to be nominated on to our **Career Mode** programme and are holding a webinar on **Wednesday 27th May at 2.00pm- 3.30pm** aimed at partner agencies, to provide greater understanding of exactly what the programme has to offer and how to nominate a young person. This session is aimed at both frontline staff and senior leaders.
 - To book your place, please follow the link below which also contains full details of the session.
 - <https://www.eventbrite.co.uk/e/career-mode-information-webinar-tickets-104638560752>
-
- **Active Local:**
 - A fantastic new opportunity has arisen to become part of the Herts Sports Partnership team as a Level 3 Community Sport and Health Apprentice. In partnership with The Academy of Education and Training, Herts Sports Partnership are **funding 10 Apprenticeships** (one in each District / Borough across Hertfordshire).
 -
 - As one of the Apprentices you would be:
 - Helping to raise the physical activity levels of residents in the local community;
 - Empowering people from inactive and/or hard to reach populations to change their attitudes and behaviours by taking up an active lifestyle;
 - Supporting people within target communities to become involved in the preparation, planning and delivery of sport and active lifestyles.
 -
 - Once a week you will spend time with our apprenticeship team at the University of Hertfordshire to complete your training.
 -
 - If you have a desire to use sport and physical activity to benefit society, a positive attitude to work and can act as a role model within the local community, then this could be the right opportunity for you.
 -
 - For more information go to: [HSP Apprenticeships](#).
 -
 - **Monthly Wage**

<p>low income families likely to fall into categories in months to come – redundancies / money problems etc. Will discuss this in greater detail at next meeting.</p> <p>-</p>	
<p>5. AOB</p> <p>-</p> <p>- FF Newsletter has a section for each District. Any news items please send to Jemma.</p> <p>-</p> <p>- TRDC bulletins twice weekly. Any news items please send to Shivani. Link to previous editions https://www.threerivers.gov.uk/egcl-page/partnerships</p> <p>- Add a further meeting mid to late June. HCC audio/video issues with 8X8. ICT teams to talk to one another and resolve. HCC can do Teams and can do Zoom – but have to be invited.</p> <p>-</p>	<p>-</p> <p>-</p> <p>- All</p> <p>-</p> <p>- All</p> <p>-</p> <p>-</p> <p>- Andy to share ICT contact details</p>
<p>Next meetings</p> <ul style="list-style-type: none"> • June TBC – Andy to advise • 17th July 2020 - 10am • 20th Oct 2020 - 10am 	<p>-</p>

Three Rivers 11-19 Strategy Group – 21 May 2020

IFST – have noticed in the last 2 weeks how stressed parents are especially with challenging children behaviours – pending EHCPs etc. Lots of parents that did not want their children in school now want them to go back as struggling. Year 1 – only offered 1 hour a week in school. Office closed.

HMN 3 days a week plus Saturday morning – could support the young people. Helpline is being used. Courses are ongoing. Weds afternoons 4 week course. Vert positive feedback. Uses chat function to protect the young people. Have more capacity. Mentoring for NEET young people – anticipate a spike of those at risk of NEET – due to resistance to return to school. (Herts Youth Futures programme).

Attendance enforcement is likely to be relaxed due to complexity of shielding etc. Government has said not to prosecute. How to have eyes on?

Mary – IAG – is contacting all NEETS and lots of year 11,12, 13 and lots of anxiety about immediate future, economic future, and careers, university places etc – lack of student experience with fees and accommodation costs etc. Year 11 and 13 have concerns about not sitting exams – so no chance to get good results. In addition year 10s work experience has been cancelled. Schools are thinking of doing this in autumn term but will be difficult due to curriculum catch up. No open days etc. Even when restrictions are lifted employers will not want to cope with work placements.

Kay – Herts Sports Partnership – working remotely for 11 weeks. What is the future landscape? Launching apprenticeships starting in September – one in each area (District). Will role year on year each one for 18 months. Running career mode – on pause – but doing a webinar next week to re-launch. 3 contingency plans – face to face by August (depending on what schools do), if they cannot then a remote offer – care packages for most vulnerable families – equipment and food etc. 2.6 challenge – to focus on Mental Health Awareness Course and then a first aid course – fully booked for 260 practitioners. AI provision – Facebook messenger app for families to engage with – encourages physical activity by age, capability and availability. Launched 2 weeks ago and has got good traction.

Kips – YC continuing to offer online projects and 121 support. In addition exploring other ways to engage with young people – hoping to launch a project that is detached – but need to consider risk assessment process. Then look to get onto an online project. Just sharing a poster on text service which is now live. Issues faced include anxiety and mental health. Key focus on 121 and online sessions. Lack of access to laptops or devices. Internet access issues. Families on mobile plans exhausting their data limits and getting bills. No limits set for data use. Need guidance. Still can do in-depth support etc. Running pathways to success programme. Options for virtual work experience. Going to triage meetings virtually.

TRDC Leisure – team is out supporting different departments. Activity programmes on hold – preparing for restart with risk assessments. Offer is now online.

[14:26] Joe Owers

Just sending through the link to our Young People Services part to our website, this has details of the courses/helpline and mentoring scheme we offer:

<https://www.hertsmindnetwork.org/Pages/Category/young-people>

You can also email me on joe.owers@hertsmindnetwork.org if you have any queries regarding any of our CYP Services :)

<https://www.ychertfordshire.org/about-yc-hertfordshire/make-a-referral/>

One YMCA – Wayne is the new lead youth worker for Watford and Three Rivers Youth Work. Barry is moving on (at the end of August). Currently – moved online and delivering content on Facebook and Instagram. Some clubs via zoom. Some challenges.

Signpost (Simon Rudiger) still delivering telephone and online counselling. Capacity is still there. Young Minds campaign – what will impact be in autumn term? Short waiting list.

Re - emerging trends – lottery fund meeting – concerns re emergency funding not going forward?

Wayne – 4th day at work. Partnership with Watford Palace Theatre. Good online offer. Creative ways of working.

IFST toy library going well. Contact schools again to let them know re vulnerable and food packages.

Next meeting - End of June to plan for the summer. HSP want to deliver something on Fit Fed and Read.

Three Rivers Community Strategy 2018-2023

Covid 19 Impact Assessment

May 2020



OFFICIAL SENSITIVE: Draft not for circulation

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HOUSING

Key Priorities

- Residents have good quality, affordable housing and temporary accommodation
- Residents are supported to live independently and maintain their tenancies and homes
- We work together to make our residents safe in their accommodation

We will do this by working in partnership to:

- Build more affordable housing;
- Build or supply more temporary accommodation;
- Implement the Joint Housing Protocol for children and families;
- Ensure the right support / services are promoted and available for residents, such as Safe & Well visits, Herts Independent Living Service, Floating Support and Citizens Advice Service;
- Promote access to the Disabled Facilities Grant.

Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action
Residents have good quality, affordable housing and temporary accommodation			
<ul style="list-style-type: none"> • Build more affordable housing; 	There has been a temporary stop under lockdown on site for the South Oxhey development. There will be a delay in the completion of current phased work. This will limit the amount of new affordable housing available and will limit the move on capacity of those in Temporary Accommodation.	The developer is interpreting social distancing guidance to assess how work can resume on site.	To discuss the timeframes of delay with the developer and assess the impact of this on the availability of new affordable housing stock in the District.

Appendix 4 – Feedback from YC Hertfordshire on draft Covid-19 Community Strategy Impact Assessment

Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action
	<p>WCH saw 50% of sites closed – although now all are beginning to re-open. WCH are forecasting a 25% reduction in development spend and expect a 90% reduction in our capital receipts.</p>		
<ul style="list-style-type: none"> Build or supply more temporary accommodation; 	<p>TRDC has 2 further sites where temporary accommodation could be built. As per above the viability of moving these schemes forward has been affected at this time. There is also a potential impact of the emergency on the budget of TRDC.</p> <p>Some RP's have agreed to do direct lets for TRDC to move households out of TA during this time.</p>	<p>There is a block in the number of households in temporary accommodation being able to move on to affordable accommodation. The Housing First model – where pilots had accommodated households straight into permanent accommodation with appropriate support – e.g. Watford YMCA may be another option to consider instead of building temporary accommodation.</p> <p>There is a backlog of emerging court cases regarding evictions that will put further strain on partners supporting homeless households.</p>	<p>Assess which Housing Providers have available stock to support temporary accommodation.</p> <p>Assess the capacity of services to support the likely increase in homelessness and evictions.</p>
<p>Residents are supported to live independently and maintain their tenancies and homes</p>	<p>Thrive Homes have shifted from face to face contact to contact by phone/video call but continue to provide their sustainment service. Thrive have also shifted resources to help focus on the increased demand for income advice and UC applications working with customers to put in place appropriate rent</p>		<p>Increase joint support resources for tenancy sustainment e.g. a briefing out to all landlords (Registered and Private sector/ HMO's) explaining support available for those at risk of eviction.</p>

Appendix 4 – Feedback from YC Hertfordshire on draft Covid-19 Community Strategy Impact Assessment

Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action
	payment plans to maintain their tenancy		
We work together to make our residents safe in their accommodation	Thrive has continued to provide essential and emergency repairs and all compliance activity (gas servicing, electrical testing, Fire risk assessment actions) for our customers to ensure their homes remain safe to occupy during this time. Following the wider announcements on Tradespeople working in homes on Monday 4 May Thrive are looking to see if it can extend its operations to include most responsive repairs.		
- Implement the Joint Housing Protocol for children and families;	<p>Whilst there is a temporary hold on eviction cases being heard in court, this is likely to result in a surge of cases once lockdown is relaxed.</p> <p>Although PRS and RP evictions have been delayed it is also worth noting that family evictions have continued during this time due to strain on family relationships.</p>	There will be pressure on HCC, TRDC and CAB resources and those of housing providers to deal with increasing tenancy arrears and evictions.	Monitor the number of eviction cases on hold and assess the impact on partners' resources.

Appendix 4 – Feedback from YC Hertfordshire on draft Covid-19 Community Strategy Impact Assessment

Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action
<ul style="list-style-type: none"> - Ensure the right support / services are promoted and available for residents, such as Safe & Well visits, Herts Independent Living Service, Floating Support and Citizens Advice Service; 	<p>TRDC has promoted a range of services for:</p> <ul style="list-style-type: none"> - Those who are self-isolating - Those with mental health problems - Victims of Domestic abuse - Young People - Children and Families - Adults with additional needs - Carers - Those with financial difficulties <p>Accommodation Cell involves all districts, Probation, CRC, HCC (adult, children’s, DA) MHCLG, NHS, Public Health. The focus is on the current situation however it will also start looking at recovery.</p>	<p>There is increasing demand on these support services, and this is likely to increase as the economic impact of the emergency starts to kick in.</p>	<p>Identify a range of metrics to monitor access to key support services for residents of Three Rivers and identify the key groups who are being impacted by the emergency.</p> <p>Review the format in which these services are delivered in the future and whether they can be more effectively and efficiently delivered online.</p> <p>Identify issues to escalate to the County Wide Accommodation Cell.</p>
<ul style="list-style-type: none"> - Promote access to the Disabled Facilities Grant. 	<p>Applications for DFG have been put on hold during the emergency.</p>	<p>There may be a range of residents being discharged from hospital who cannot have home adaptations completed and will therefore need alternative accommodation placing strain on the health and care sectors.</p>	<p>Identify the number of TRDC residents whom are affected by the hold on applications being processed via HCC and TRDC.</p>

AMBITIOUS

Key Priorities

- Residents attend, engage and enjoy high quality education and learning environments and experiences
- Residents are supported to secure work and get closer to the labour market including apprenticeships and skills development

We will do this by working in partnership to:

- Target educational and learning opportunities in areas of greatest deprivation;
- Champion apprenticeships in all sectors including providing opportunities across our organisations;
- Create opportunities using the Apprenticeship Levy, including considering how to support small to medium-sized organisations;
- Promote learning, work placement and employment opportunities including employment open days;
- Respond to transport / access issues for education and employment;
- Maximise the local benefit and impact of Hertfordshire Local Enterprise Partnership

Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action
Residents attend, engage and enjoy high quality education and learning environments and experiences			
<ul style="list-style-type: none"> • Target educational and learning opportunities in areas of greatest deprivation; 	Educational establishments have been closed and alternative online and home education services have been started. Those on low incomes without smart devices or laptops will have limited access to online service provision.	The majority of vulnerable children open to Social Care are not attending school. There is limited ability to monitor their access to educational opportunities. HCC are providing laptops to some families to provide support.	Identify funds to provide further laptops to disadvantaged groups in TRDC to enable access to online education.

Appendix 4 – Feedback from YC Hertfordshire on draft Covid-19 Community Strategy Impact Assessment

Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action
<p>Residents are supported to secure work and get closer to the labour market including apprenticeships and skills development</p>	<p>Job Centre is closed to face to face contact. We are displaying a poster on the window which gives an internal phone number to call, for anyone needing help or advice. The number is to a designated line inside the Jobcentre and this number is open 9am - 4pm.</p> <p>New Claims have gone through the roof with around two million new claims to Universal Credit being made since mid-March. Our Service Centres and Jobcentres are working on massively reduced numbers because staff are either self-isolating or on the vulnerable workers list, who are advised to be at home. JCP have managed to supply those workers at home with PCs so they are now able to log in and work from home. We have also deployed staff from other areas of the business to cope with the volume of claims that need to be processed.</p>	<p>JCP priority is protecting colleagues, and providing help and support to those who need it the most. We introduced a Once and Done approach where, after an online claim has been made, we telephone the customer and verify evidence, accept fit notes, and gather information by phone or online and complete any actions to get the claim in place and in payment in one go. Any communication, evidence or messages can be sent via the claimant's online account, or by phone. So no need for face to face interaction at all.</p> <p>If a claimant is having difficulty making an online claim, or do not have the equipment or Wi-Fi, there is still a telephony route available via 0800 328 5644.</p> <p>JCP are aware that there is potential for recruitment in some areas and are keeping in regular contact with employers and providers so that claimants will still have access to jobs and training opportunities.</p> <p>Any queries from claimants who are having difficulty getting through to</p>	

Appendix 4 – Feedback from YC Hertfordshire on draft Covid-19 Community Strategy Impact Assessment

Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action
	<p>The impact for YC Hertfordshire has also been that face to face contact with young job seekers or those seeking information, advice and guidance about next steps has ceased. This includes the latest 'Pathways to Success Programme'. All work is however continuing using phone; email; Whatsapp and Microsoft Teams.</p>	<p>phone lines, then please reassure them that if they put a message on their journal it will be responded to. Again with payment timelines as our priority.</p> <p>Young People have coped well with the move to using alternative methods for communication and are appreciative of the regular contact they are having.</p> <p>Some of those who will not sit traditional exams are concerned about the knock-on impact for their future path (they know they will be awarded grades but are not yet sure what these will be) and many also feel concerned about the negative impact on the economy for the same reason.</p>	
<ul style="list-style-type: none"> - Champion apprenticeships in all sectors including providing opportunities across our organisations; 	<p>With the lockdown and emergency impacting on a range of local employers new apprenticeships may be put on hold.</p>	<p>With the financial impact on employers and residents losing employment this could present new opportunities for new apprenticeships.</p>	<p>Develop a dialogue with employers to identify new opportunities to retrain and employ residents affected by the economic impact of the emergency.</p>
<ul style="list-style-type: none"> - Create opportunities using the Apprenticeship Levy, including considering how to support small to medium-sized organisations; 	<p>See above</p>	<p>See above</p>	<p>Hold a virtual event for local businesses to provide support.</p>

Appendix 4 – Feedback from YC Hertfordshire on draft Covid-19 Community Strategy Impact Assessment

Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action
<ul style="list-style-type: none"> - Promote learning, work placement and employment opportunities including employment open days; 	<p>With social distancing requirements such employment days may be limited.</p> <p><i>All Work Experience opportunities for current pupils that YC Hertfordshire organise have been suspended. Many schools are keen to reschedule these for when lockdown restrictions are lifted but this will put additional pressure on employers so the full impact of this is unknown currently.</i></p>	<p>There is a potential significant increase in local unemployment.</p> <p><i>YCH is contacting employers but will need to evaluate the position for work experience in the Autumn term. Social distancing restrictions may make this difficult for employers.</i></p>	<p>Monitor the local data on JSA/UC applications and the ability to hold virtual employment events.</p>
<ul style="list-style-type: none"> - Respond to transport / access issues for education and employment; 	<p>Virtual education and home working provide a potential solution to those affected by transport access so long as they have access to ICT.</p>	<p>There is a potential significant increase in local unemployment.</p>	<p>Identify a fund to support ICT access for those affected to enable home working and virtual education.</p>
<ul style="list-style-type: none"> - Maximise the local benefit and impact of Hertfordshire Local Enterprise Partnership 	<p>The LEP and Herts Growth Board are trying to assess the impact of the emergency on businesses.</p>		<p>Promote the current Growth Board survey to businesses in Three Rivers and the surrounding areas.</p>

INDEPENDENT & RESILIENT

Key Priorities

- Residents are able to manage their finances and debt
- Residents are able to manage their own health, social care and support
- Residents have the life skills and access to the resources they need to live independently and cope with challenges to sustain their independence
- Residents live in supportive communities

We will do this by working in partnership to:

- Promote access to organisations that provide all types of advice and support, including the Citizens Advice Service;
- Promote access to preventative services e.g. Wellbeing Service, Social Prescribing, Community & Social Groups;
- Target services in areas of greatest need;
- Collectively use HertsHelp, Community Navigators & Families First to promote early intervention & Self-Help.

Priority / Action	Covid related activity/Impact	Emerging Need	Potential for joint LSP Action
Residents are able to manage their finances and debt	<p>CASTR moved all paid staff from face to face to telephone/ digital remote advice services but with some physical access to premises for CIs to drop off paperwork – very important for non digital clients.</p> <p>- Focus on ‘business as usual’ with ongoing general advice and all specialist case work continuing to include budgeting, benefit decision challenges, income maximisation</p>	<p>Debt recovery will escalate through non-payment as deductions, to include rent arrears payments, from DWP benefits have been suspended</p> <p>Employment issues have/ will spike and will lead to increased indebtedness and ability to manage finances without help</p> <p>Large number of CIs making benefit claims for the first time and need</p>	<p>Referrals from / to partners</p> <p>Virtual budgeting groups – could include sharing information on shops still running offers, how to manage on a budget when kids eating at home and so on</p>

Appendix 4 – Feedback from YC Hertfordshire on draft Covid-19 Community Strategy Impact Assessment

Priority / Action	Covid related activity/Impact	Emerging Need	Potential for joint LSP Action
	<p>and applications for benefits and insolvency applications.</p> <p>-Family law 'task list' created so that Three Rivers CIs accessing county/national gateways have continued access to a family law solicitor – and access to all appropriate benefits/ debt advice during COVID so that financial difficulties do not present a barrier to leaving an unsafe environment</p> <p>-Applied for funding to extend remote working for volunteers</p> <p>-E-referrals and other flexible arrangements made with local food banks</p> <p>-Dedicated UC help to claim adviser working remotely via telephone and webchat</p> <p>-Recovery plan being drafted</p>	<p>help and support to navigate existing and temporary rules</p> <p>No face to face difficult for vulnerable CIs – need to be proactive for this group</p> <p>Sanctions and suspension of benefits will escalate for CIs who cannot access / manage benefit claims without help and who have relied on our service to do this for many years</p> <p>Escalation in at home gambling due to isolation/ loneliness</p> <p>Non Covid related and other non-urgent issues identified during Covid related activity can be referred into Herts Help/HCNS for action at a later date.</p>	
<p>- Promote access to organisations that provide all types of advice and support, including the Citizens Advice Service;</p>	<p>TRDC has set up a webpage for those financially affected by the emergency. The CABs in Herts are seeing an increase in cases related to debt, unfair dismissal and UC applications. The benefits team have applied grants to those in receipt of CT Support.</p>	<p>There is a likely increase in households affected by debt that will impact on all public sector partners and the voluntary sector.</p> <p>Escalation in at home gambling due to isolation/ loneliness</p> <p>Need for relevant agencies to look to provide normal local access for debt</p>	<p>Monitor key stats for debt related need in the District and identify key target groups affected, issues with service capacity and what resources are available to address this during recovery.</p>

Appendix 4 – Feedback from YC Hertfordshire on draft Covid-19 Community Strategy Impact Assessment

Priority / Action	Covid related activity/Impact	Emerging Need	Potential for joint LSP Action
		<p>and financial concerns – national CAB helpline was very busy making it difficult to get through. Money Advice Unit was found to be more accessible though.</p> <p>DWP – waiting times have often been over hour and a half.</p>	
<p>Residents are able to manage their own health, social care and support</p>	<p>Community Navigators and Link Workers contact existing clients where appropriate, take new referrals and are part of county wide action contacting GP identified vulnerable patients (not shielding patients if they have already been contacted and supported by their local authority) and signposting to services providing volunteer support for shopping, prescriptions and social isolation,</p>	<p>Non Covid related and non- urgent issues identified during Covid related activity can be referred into Herts Help/HCNS for action at a later date.</p>	<p>Review the format in which these services are delivered in the future and whether they can be more effectively and efficiently delivered online.</p>
<p>Residents have the life skills and access to the resources they need to live independently and cope with challenges to sustain their independence</p>	<p>Community Navigators and Link Workers contact existing clients where appropriate, take new referrals and are part of county wide action contacting GP identified vulnerable patients (not shielding patients if they have already been contacted and supported by their local authority) and signposting to services providing volunteer support for shopping, prescriptions and social isolation,</p>		

Appendix 4 – Feedback from YC Hertfordshire on draft Covid-19 Community Strategy Impact Assessment

Priority / Action	Covid related activity/Impact	Emerging Need	Potential for joint LSP Action
	<p><i>Young People leaving Care are particularly vulnerable and dependant on their support mechanisms. YC Hertfordshire have allocated 4 staff across the County to support the Leaving Care teams and this has included keeping in touch and also delivering food and essential items to individuals. Other support is being offered locally.</i></p>		
<p>- Promote access to preventative services e.g. Wellbeing Service, Social Prescribing, Community & Social Groups;</p>	<p>TRDC has promoted a range of services for:</p> <ul style="list-style-type: none"> - Those who are self isolating - Those with mental health problems - Victims of Domestic abuse - Young People - Children and Families - Adults with additional needs - Carers - Those with financial difficulties <p>During Covid related contact many patients identified struggling with mental health issues and were signposted to appropriate services</p>	<p>TRDC has been sending out twice weekly partner bulletins to increase awareness of changes to local support services.</p> <p>There is an increasing impact of the emergency on mental wellbeing and demand for support. This is likely to continue amongst vulnerable groups who may remain shielded</p> <p>Patients identifying as needing help to access appropriate services referred to HH/HCNS</p>	<p>Monitor access rates to key support services and the impact on those services capacity to support demand from TRDC resident.</p> <p>Identify resources to bolster priority service areas during recovery.</p>

Appendix 4 – Feedback from YC Hertfordshire on draft Covid-19 Community Strategy Impact Assessment

Priority / Action	Covid related activity/Impact	Emerging Need	Potential for joint LSP Action
- Target services in areas of greatest need;	Ward data can be identified for those requesting support by individual providers.		Share the tool for postcode analysis to assist in the geographical understanding of need.
- Collectively use HertsHelp, Community Navigators & Families First to promote early intervention & Self-Help.	These key services are being promoted online in conjunction with a new support offer from W3RT funded by TRDC.	There is likely increase in demand and impact on resources. Longer term funded is needed by W3RT to support recovery. Some external funds have been provided by business to W3RT to support immediate and longer term recover. Bids have been submitted to Countryside for priority local voluntary sector agencies for consideration.	Identify the range of funds that are available to support the local voluntary and community sectors response to the emergency and to support recovery. Use local data on need to support these bids. Assess the impact on key services from TRDC residents.
Residents live in supportive communities	There has been a significant increase in volunteering. Patients contacted for Covid related activity are referred to volunteer services including GoodSam, Age UK Herts and W3RT	Residents are reflecting on the priorities of their families and local communities. To retain new volunteers and link them with community groups etc.	Maximise the longer term benefit of local volunteers in the local community. Yes, need to coordinate all the different agencies that received new volunteers during Covid so that any surplus can be signposted to other community groups that are struggling to find volunteers. Definitely do not want to lose new volunteers especially as many may not have been allocated any activity during Covid – need to maintain and motivate new volunteers to look at wider volunteering opportunities

Appendix 4 – Feedback from YC Hertfordshire on draft Covid-19 Community Strategy Impact Assessment

Priority / Action	Covid related activity/Impact	Emerging Need	Potential for joint LSP Action

HEALTH & WELLBEING

Key Priorities

- Residents have opportunities to be physically and mentally healthy
- Residents have access to health and social care, especially the vulnerable

We will do this by working in partnership to:

- Promote access to and on-going participation in physical activity opportunities;
- Promote access to mental health services;
- Develop a joint pathway for dual diagnosis with regards to drugs, alcohol and mental health;
- Target services in areas of greatest need and towards groups of greatest need;
- Promote access to health & social care services, through HertsHelp and Families First.

Priority / Action	Covid related activity	Emerging Need	Potential for joint LSP Action
Residents have opportunities to be physically and mentally healthy			
<ul style="list-style-type: none"> • Promote access to and on-going participation in physical activity opportunities; 	There has been a reduction in the level of physical activity during lockdown. TRDC has promoted online support for activity whilst at home.	A lot of people have accessed online PA opportunities. This could provide more cost effective and accessible solutions in the long term.	Evaluate if online services have reached a broader demographic of residents who would otherwise be physically inactive.

Appendix 4 – Feedback from YC Hertfordshire on draft Covid-19 Community Strategy Impact Assessment

Priority / Action	Covid related activity	Emerging Need	Potential for joint LSP Action
<ul style="list-style-type: none"> Promote access to mental health services; 	<p>There has been an increase in demand on mental health services. Herts Mind Network have provided a 24 hours crisis line and online 121 and support groups and learning opportunities.</p>	<p>There is a longer term impact of the emergency on the populations mental wellbeing that will last beyond the lockdown period.</p>	<p>Monitor the demand on mental health services.</p> <p>Identify resources to increase capacity of services and the viability to continue remote access to maximise access.</p>
<ul style="list-style-type: none"> Provide support to Young People to promote emotional well - being 	<p>Face to face Youth Projects have been suspended. 5 Virtual projects are being offered in Three Rivers by YC Hertfordshire (these include: Emotional well-being; Health Project; Youth Council; LGBT+ group and a group for Girls and Young Women).</p> <p>Better Choices Support is still being offered but via digital means.</p>	<p>Young People are expressing anxiety and uncertainty. Some are finding the pressure of being at home all the time with parents/ carers is causing a lot of stress. Others are worried about how they will return to normal life.</p> <p>Referrals from schools have declined as so few pupils are in school.</p> <p>YP are generally fine with using phone or other forms of media to communicate especially where a relationship already exists but not all have a private space to hold a conversation.</p>	<p>SD will promote Better Choices in communications to remind partners that referrals can still be made.</p>
<p>Residents have access to health and social care, especially the vulnerable</p>			<p>Review the format in which these services are delivered in the future and whether they can be more</p>

Appendix 4 – Feedback from YC Hertfordshire on draft Covid-19 Community Strategy Impact Assessment

Priority / Action	Covid related activity	Emerging Need	Potential for joint LSP Action
			effectively and efficiently delivered online.
<ul style="list-style-type: none"> Develop a joint pathway for dual diagnosis with regards to drugs, alcohol and mental health; 	<p>Those with complex needs have been adversely impacted by the lockdown and have had limited access to support services. Some will have had limited access to virtual support.</p>	<p>Increasing calls for support being received by TRDC via our CSC, online request for support form from those affected by the lockdown and social isolation.</p>	<p>Monitor the profile of residents requesting support and identify potential resources to support recovery of these groups.</p>
<ul style="list-style-type: none"> Target services in areas of greatest need and towards groups of greatest need; 	<p>There has been an unequal impact of Covid-19 on the local population.</p>	<p>There are a range of groups and areas that have been disproportionately affected by the emergency.</p>	<p>Identify key statistics to support the identification of those groups most affected, and areas of the district most affected. Identify solutions to meeting the needs of these groups and areas and the resources required to deliver these throughout recovery and beyond.</p>
<ul style="list-style-type: none"> Promote access to health & social care services, through HertsHelp and Families First. 	<p>Stronger partnership working has been established between TRDC and the NHS supported LINK Workers. TRDC has a strong track record on partnership working and safeguarding.</p>	<p>Explore the opportunity for a TRDC based LINK worker to enable better integration with health services of those in need.</p>	<p>Identify resources and opportunities to enhance integrated working between local partners to provide early access to support.</p>

SAFETY

Key Priorities

- Residents are safe from crime and antisocial behaviour
- Residents are safe from abuse, neglect, violence, bullying, discrimination and exploitation
- Neighbourhoods are safe for people to live, work and socialise in

We will do this by working in partnership to:

- Target joint action at the strategic priorities for crime & disorder as identified by the Three Rivers Community Safety Partnership;
- Jointly tackle the fear of crime by promoting consistent messages, individual citizen responsibility and self-help;
- Champion safeguarding and early help for children, adults at risk and other vulnerable groups;
- Promote access to Victim Support services.

Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action
Residents are safe from crime and antisocial behaviour			
<ul style="list-style-type: none"> • Target joint action at the strategic priorities for crime & disorder as identified by the Three Rivers Community Safety Partnership; 	<p>The CSP has developed a Covid-19 focussed action plan to respond to the impact of the crisis on priorities for crime and disorder. TRDC has increased its ASB staff resources by 33% to cope with demand and increased its enforcement budget.</p>	<p>There has been an increase in pressure from key offenders for drug related crime and disorder impacting on TRDC and Police and Housing Provider resources. There has been an increase in reported domestic abuse. There is a potential increase in demand on DA services that will emerge post lockdown. There is an increase in reported intra-familial abuse during lockdown.</p>	<p>Monitor and develop the Covid-19 Community Safety Action Plan. Identify resources to support the priority actions.</p>

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Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action
Residents are safe from abuse, neglect, violence, bullying, discrimination and exploitation	Thrive are starting to see an increase in more general ASB cases as people become more frustrated during the lockdown period		
- Champion safeguarding and early help for children, adults at risk and other vulnerable groups;	<p>TRDC has prioritised safeguarding responses to those in need through early help referrals and a clear pathway through its systems. Partner bulletins are provided twice a week on the impact on services to support children and families and children at risk.</p> <p><i>YC Hertfordshire is continuing to take referrals from Triage panels or direct from other agencies. Youth Workers and Personal Advisers are offering one to one support and particularly focussing on vulnerable young people.</i></p>	There is an increase in safeguarding concerns being reported. This is placing increased demand on early help services.	<p>Identify the key groups requiring support and the capacity of services to support this.</p> <p>Identify the resources required to support recovery and potential sources of funding to put these in place.</p>
Neighbourhoods are safe for people to live, work and socialise in			
- Jointly tackle the fear of crime by promoting consistent messages,	TRDC will be undertaking its next survey in June 2020. This will provide a latest snapshot on the fear of crime. TRDC has been promoting access to self-help solutions and	Drug related ASB has seen an increase in reporting during lockdown.	Identify key themes and a communication plan and tools for partners to use.

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Priority / Action	Covid related activity/impact	Emerging Need	Potential for joint LSP Action
individual citizen responsibility and self-help;	clear CSP messaging through social media, OWL and the press.	Residents are concerned about those breaching social distancing measures.	
- Promote access to Victim Support services.	Services have moved to being virtual or telephone base during the lockdown. This may limit access for some residents, especially those affected by domestic abuse, child abuse or adult abuse from people within the household. Victims of ASB feel trapped within their homes and at risk of drug related crime and disorder.	<p>Prolific offenders have breached lockdown regulations.</p> <p>There has been a reduction in the availability of illegal drugs and an increase in cost of illegal drugs.</p> <p>2 closure orders have been secured during lockdown. Other potential sites are being consider for closure orders. A funding bid has been submitted to the OPCC for extension funding for the County SOS Project lead by TRDC.</p>	Monitor the demand on victim support services and their capacity to respond to the demand. Identify resources to increase the offer of key victim groups and promote these through partnership comms.