

Appendix A - Harrogate district Community Recovery Plan for Covid-19

Action Plan

Date updated	Detail/ amendments
17 th September 2020	Action plan updated by internal community response group
22 nd October 2020	Updated including Volunteering Oscar presentation link & other action updates
20 th November 2020	Updated following national lockdown restrictions
22 nd January 2021	Updated following new lockdown, internal group meeting and quarterly update
April 2021	Updated following internal group meetings and quarterly progress updates. Road map published Feb 2021.

Short term = 0-3 months

Medium term = 3-9 months

Long term = 9-18 months

1.0 PLANNING & INTELLIGENCE GATHERING

Community Recovery Theme	Evidence/ intelligence/ Issue	Action to be taken	Time-scales	Action update	Lead
1.1 Resilience planning- Covid response- spikes and local outbreaks	How we maintain service provision alongside the recovery phase. Many of those working on response, both public sector and community are expected to look at recovery at the same time and this brings with it capacity and sustainability issues. The volunteer base is stable currently but as more return to work or if there is a local outbreak this may reduce.	To continue to review the current provision on a weekly basis and provide any additional support to the CSO's should there be an increase in demand.	M	<p>CSO reviews were completed in April 2021, CSO funding has now being awarded until September 2021, it will then be reviewed.</p> <p>CSO's report that their volunteer base remains sustainable to manage with the existing demand.</p> <p>Regular 6 weekly meetings are scheduled with CSO lead managers. These are an opportunity to share intelligence, good practice identify any concerns and discuss ideas and initiatives. Weekly contact with CSO's in place alongside this from Stronger Communities.</p> <p>CSO's are also collaborating to support NHS with volunteer capacity at the Harrogate District Vaccine facility(ies).</p>	HBC Partnerships & Engagement / NYCC Stronger Communities
1.2 Government reviews & changes to restrictions	<p>Those who have been isolating may continue to do so through personal choice and may still require food and prescription collection provision as they are not confident enough to go out and access these themselves yet.</p> <p>The national food parcels and prescription services ceased from the 31st July 2020.</p>	To ensure there is capacity within the existing structures for an increase in demand for these provisions depending on Government revisions	S	<p>Shielding for CEVs formally ceased 31st March. Registration for priority shopping through the NSS has now closed. Those already on the priority shopping list will remain on the list subject to the supermarkets decision on whether to continue this provision.</p> <p>CSO support will remain in place until at least September 2021 for anyone who requires support within the community.</p>	HBC Partnerships & Engagement / NYCC Stronger Communities

				<p>CSO support is ongoing, this can be accessed directly or via referral from HBC or NYCC.</p> <p>Informal welfare checks continue to vulnerable customers however now shielding ceased again 31st March.</p>	
1.3 Community Recovery planning	<p>Some intelligence is being collected currently through the CSO's and our partners but wider information on the impact needs to be sought and fed into the recovery planning work. This needs to be ongoing due to circumstances changing on a frequent basis.</p>	<p>To consult with the community including ward Councillors, Parish Council's, Emergency Planning groups and committees as to the key issues impacting their residents locally as well as HBC Overview and Scrutiny Committee.</p>	L	<p>Regular meetings with the 6 CSO's now happening every 6 weeks to gain insight into what is happening within their localities, to share issues, problem solving and ideas.</p> <p>CSO's planning to do some of their own insight work on the residents they are supporting linked to the road map milestones. Will report findings to the joint CSO meetings to consider.</p> <p>Stakeholder consultation held from June-31st July complete and CRP updated following the outcome. Wider resident's consultation held until the 31st August. Results to be analysed and recovery plan amended accordingly.</p>	<p>HBC Partnerships & Engagement / NYCC Stronger Communities</p>
1.4 Welfare calls	<p>Calls resumed for lockdown 3 – all completed by early March. Just under 4,000 calls made to the most vulnerable to check on them.</p> <p>Lockdown 1: All shielded residents called or received an SMS text or failing that a door knock to check whether they still required assistance prior to shielding pausing at the end of July and if needed help referred to</p>	<p>An agreement needs to be made on resources/capacity needed to continue this support in consultation with NYCC who are the lead for the shielded cohort.</p>	S/M/L	<p>New procedures were in place for lockdown three to contact those CEV requesting support. Calls were prioritised through registration and previous contact. Other methods of engagement were also used such as SMS texts so support could be deployed to those who needed it. HBC staff resumed calls.</p>	<p>HBC Partnerships & Engagement / NYCC Shielding lead & data manager</p>

	<p>CSO or into NYCC HAS depending on vulnerabilities and need. Just over 15,000 calls made by HBC</p> <p>Lockdown 2- call demand for support lower due to the ongoing work done to tell residents how to get support if needed. NYCC customer contact centre have carried out the follow up calls. Also no shielding as such so less restrictive compared to lockdown 1.</p> <p>Staff who are redeployed have been carrying out these calls however as services and facilities re-open this capacity will be reduced although it is important to maintain this contact.</p>			<p>New CEVs identified due to risk stratification work all received a letter to signpost to support if needed.</p> <p>Registration for call support was lower than in lockdown one.</p> <p>As agreed HBC continues to work in partnership with NYCC to carry out calls if required. HBC continue to check on Housing tenants recognised as requiring a welfare check in.</p>	
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2.0 SUPPORT FOR OUR RESIDENTS

2.1 Supporting our vulnerable residents affected by Covid-19 (which needs to take into account further spikes and outbreaks)

Community Recovery Theme	Evidence/ intelligence/ Issue	Action to be taken	Time-scales	Action update	Lead
2.1.1 Shielding cohort / Clinically Extremely Vulnerable	<p>Currently 649 individuals are in receipt of the central government food parcel scheme as they are shielding (11/6/20). Awaiting review outcomes wk/c 15th June 2020. Currently have 6289 residents shielding across the district although this changes on a daily basis (18.6.20).</p>	Calls to shielded cohort to check on support requirements	L	<p>CEV shielding in lockdown 3 support- welfare calls all completed. SMS txts, emails and letters sent to new cohort advised to shield following the review of those deemed at higher risk.</p> <p>Welfare calls to vulnerable housing tenants and other vulnerable customers that we are aware of continue to check on wellbeing.</p>	NYCC/ HBC

<p>2.2.2 Test & Trace cohort</p>	<p>Three tier system, escalate to NY Public Health if Local Outbreak Management Plan need to be implemented. CSO/universal plus system in place to pick up shopping requests if needed. Will be monitored if large impact expected. If local providers are required to isolate could impact local food supply chain.</p> <p>Local support now in place to assist the Test and Trace process.</p>	<p>Sign posting of community support available to those who are entering a period of isolation through existing community Covid-19 provisions</p>	<p>L</p>	<p>LA's have mainly been given information on businesses that have had an outbreak and supporting information is provided.</p> <p>As the Test and Trace is still largely carried out nationally individual details aren't provided unless there is a significant outbreak.</p> <p>Now that local support for Test and Trace has been introduced more local residents are advised as to where to get help if it is required via NYCC Customer Services.</p> <p>We continue to provide information on where to get help at every opportunity through various communication channels. Data Sharing agreement in place to allow customer contact details held by HBC to be shared with NYCC to support Test and Trace contacting</p> <p>Test and Trace isolation grant scheme established and launched. Information about the CSO provided at application stage so individuals are aware. Criteria extended to cover a parent/carer of a child who may need to isolate from March. Both main and discretionary scheme extended and funded to end of June 21.</p> <p>Locality Outbreak management weekly meeting is now in place for the Harrogate District facilitated by the Public Health Team attended by statutory partners. Weekly case rate data is analysed at actions are</p>	<p>HBC/NYCC/ CSO'S</p>
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				agreed in the following areas; Testing, Vaccines, enforcement, community engagement and communications.	
2.2.3 Those in isolation	Numbers unknown but there will be those who are in isolation as have the virus or have the symptoms.	<p>Sign posting of community support available to those who are entering a period of isolation through existing community Covid-19 provisions.</p> <p>Will provide information as part of the Self Isolation Test and Trace Support Grants application.</p>	S	<p>Support is available to those self-isolating via the 6 CSO's across the District. Individuals if in need of support are directed by NHS Test and Trace to contact their Local Authority</p> <p>Continued communications referring to the 6 CSO's that are there if help required. Resident's information is letter has been sent to each household in the District.</p> <p>Residents Newsletter includes information on where to access support.</p>	HBC/NYCC/CSO'S
2.2.4 Homeless and those in temporary accommodation	Those identified as homeless and rough sleeping and housed for the lockdown period continue to require support as part of the transition plans back into the community.	Continue to check in with vulnerable tenants and those who were identified as needing additional support due to Covid-19.	S	<p>Officers continue the 'check-in' with those residents currently in temporary accommodation to ensure their safety, this has now increased to daily contact as per government recommendation. Additional letters continue to be issued on an individual basis to reflect flouting of the requested rules.</p> <p>Generally we have seen increase in cases where domestic violence and or Affordability are identified as the primary reason for contact. Conscious that the changes to eviction rules are likely to have a negative impact on resources available through the team. Allocation processes have returned to 'normal' and so movement from temporary accommodation into</p>	HBC-Housing

				<p>social housing and other is creating movement.</p> <p>Temporary accommodation remains at full capacity, many residents have been issued with notice and are currently resident on discretionary grounds to reflect the pandemic. Obviously this is restrictive and impacts on our ability to accommodate those approaching service.</p>	
2.2.5 Rough sleepers		Continue to check in with vulnerable tenants and those who were identified as needing additional support due to Covid-19.	M	<p>Rough sleeper initiatives continue with continued attention on ensuring everyone remains accommodated and off the streets. The 8 units of accommodation erected and utilised for the councils Severe Weather Emergency Accommodation Provision (SWEP) are no longer in situ, however we continue to monitor the weather and provide accommodation where appropriate.</p>	HBC-Housing
		Develop a next steps plan for those in accommodation under a Covid licence	S	<p>We are utilising a multi-agency approach to determine the best outcomes for those accommodated, this includes assistance with drug and substance misuse issues and effectively managing mental health problems.</p> <p>HBC have now purchased 3 properties utilising Next Step funding, these will be utilised for rough sleepers and are in the process of refurbishment to ensure they are 'fit for purpose.'</p> <p>An additional Rough Sleeper funding bid has been submitted to support a Private Sector Support Worker and a Dual Diagnosis Officer, both posts much needed within the district to</p>	HBC-Housing

				ensure that those affected by rough sleeping can not only access but sustain onward accommodation.	
2.2 Food					
2.2.1 Sustainability and longevity of the community food provision	<p>Lockdown 1: Demand for food parcels and hot meals is still increasing. Update on demand: April 2021</p> <p>Resurrected Bites 06/04/20- 244 people fed, 66 orders 05/04/21- 160 people fed, 60 orders</p> <p>Peaks- 06/07/20- 365 people fed, 143 orders 31/08/20- 328 people fed, 121 orders 21/12/20- 400 people fed, 127 orders</p> <p>People fed = adults & children</p>	<p>Work around volunteer base and future plans for the provision. Look to coordinate provision across geographies/ neighbourhoods so the provision can go further.</p>	S/M/L	<p>Coordinated across District emergency food provision is still in place. A shared leaflet has been produced providing information for those wanting to support providers and those needing provision.</p> <p>Providers are meeting on a regular basis look at referrals, customers, opportunities to share and collaborate and any gaps in provision</p> <p>No issues are reported with stock levels. Providers are looking to the future and considering what the post covid need will be.</p> <p>NYLAF Covid 19 emergency food voucher for those isolating and unable to pay for food has been uplifted for the duration of lockdown 3; max of six claims in a 12 week period.</p>	CSO's/ HBC
	<p>Once the furlough schemes end there may be an increase in further demand for food.</p>	<p>Ensuring staff and partners refer to the correct food outlet based on need and circumstances</p>	L	<p>HBC staff/ councillors reminded about the various community food providers across the district. Comms out to residents through various means to remind people where they can get assistance with getting food.</p>	HBC

	Provide resilience to the community food provision offer	Community centres and staff can be utilised to work with current groups to package food parcels and cook food if necessary. Adding some longer term resilience to offer	S/M/L	Currently not required due to the capacity in the community system. Two emergency community food providers were awarded Defra emergency food supplies funding through NYCC. Grants to support on-going provision until March 21 with further funding opportunities opened in November.	HBC- CTS
2.2.2 Reducing the dependency on the food providers by identifying those who have additional support needs to help them back to self sufficiency	Unsure of impact on food provision during school holidays if food vouchers to vulnerable families are not continued. Need to identify other needs & ensure referrals made to services	Ensuring referral pathways are identified and made	M/L	HBC internal food guide updated on a monthly basis and circulated to key staff so they are aware of any changes to referral pathways. Community food providers are now carrying out more assessments on those needing food to understand their situation so that they ensure they are getting the right support and advice and can refer on if necessary. 17 th May meeting to look at referral pathways into other services and support for those who are dependent on community food and have other support needs.	All partners
2.2.3 Test & Trace	Local community providers and volunteers may be suspended through a local outbreak	To ensure food provision continues during localised outbreaks- to ensure contingencies are in place.	L	Have capacity within structures to deal with this situation if it arises through the priority online shopping schemes, food vouchers, and the Ready for Anything volunteer scheme. Emergency community food providers would collaborate if required.	HBC Partnerships & Engagement / NYCC Stronger Communities

2.3 Housing					
2.3.1 Increased debts, multiple debts & tenancy issues	See below as one indicator	Ensure, as far as is practicable, that team members are aware of individuals struggling and refer as appropriate to support.	M/L	<p>Home visits not currently being carried out and phone contact is used to chase long term debts and to offer support.</p> <p>Independent Living Officers are not carrying out routine visits including in sheltered housing schemes where daily contact continues to be made by phone. Lifelines are still being fitted as required.</p> <p>Housing Officers from estates are conducting external site inspections only, if required. No home visits are being carried out at present.</p> <p>Arrangements will be reviewed in April in line with the Governments roadmap to recovery.</p> <p>The housing options team are completing affordability assessments on those accessing the service and utilising the support team to sign-posting to debt management agencies where appropriate.</p>	HBC Housing
2.3.2 Paying rent arrears or other housing debt	Approx. 10% (£26k) of current rent arrears are linked to the Covid 19 situation. Possible second major spike when furlough period ends if UE increases but this now delayed to the end of March 2021.	Accounts monitored weekly and individual support offered with welfare benefit claims and realistic payment arrangements made.	M/L	<p>Number of cases with arrears linked to Covid-19 and the level of debt has remained stable. Total rent arrears at year end were £32,000 (18%) lower than last year end.</p> <p>Work ongoing and working with the Welfare Team looking at DHPs for arrears and helping with weekly rent.</p>	HBC Housing

2.3.3 Increase in demand for accommodation and/or tenancy moves	Likely to be an increased demand either through waiting list or homeless route due to issues around domestic abuse linked to Covid 19 lockdown	Provide advice and assistance to applicants from within and from outside area (in refuges).	M/L	Training has been provided to all options staff and additional teams training is planned.	HBC Housing
2.3.4 Tenants who are furloughed	Likely to see an increase in the numbers of HO referrals for this purpose especially towards the end of August –	Training has been procured for officers to ensure accurate advice can be given	L	Too early yet to see impact of the end of furlough. Should have a clearer picture by the end of the October. Situation continues to be monitored with furlough now extended again.	HBC Housing
2.4 Increased poverty or personal debt					
2.4.1 Benefits: Existing HB/CTR benefit customers	400% increase in new benefit claims occurred during peak pandemic period. Has stabilised at 100% increase currently but likely to peak again on removal of government furlough/SEISS measures and as local businesses close.	Sustain timely and accurate benefit provision for the increasing numbers of residents who are now claiming HB/CTR. Provide extra support for those new to the benefit system.	S/M	Caseload has increased by 632 new customers across the year. Volume of incoming new claims has now settled at 32% higher than pre-Covid levels. Internal exercise was undertaken in July/Aug to look at impact on claim turnaround times during the peak period. Measures were put in place to streamline processes. As a result, processing times for new claims and changes in circs has significantly improved - 24.6 days to 16.6 days (HB New Claims); 33.3 days to 20.7 days (CTR New Claims); 5.31 days to 3.6 days. (changes in circs) North Yorkshire CA's have received grant funding from NYCC to increase capacity within the local CA's until March 21.	HBC Revenue & Welfare Services
2.4.2 Local Residents in employment who are asked to self-isolate due to COVID				Test & Trace Isolation Support grant scheme established and launched on the 12 th October for those on specific benefits who need to isolate for up to 2 weeks due to	HBC Revenue & Welfare Services

				<p>the virus. Local discretionary scheme also set up for those who are not on benefits but normally have low earnings and have lost income due to COVID.</p> <p>Schemes now extended to 30th June 2021. In addition, from 8th March 2021, schemes were widened to allow parents and guardians to claim an award if they are having to take time off work to care for a child who has to isolate.</p> <p><u>At 12/04/21: 305 awards made. £152.5k awarded.</u></p>	
2.4.3 Under-claimed benefits	Benefits are often under-claimed due to lack of awareness, vulnerability. Not all customers on UC claim the CTR they may be due; not all pensioners claim HB. The current crisis limits the face to face support that some customers require to make a claim.	Greater promotion of HB/CTR and Welfare Support Officer role via leaflets, briefing sessions, stakeholder contact. Ask DWP to put promotional message on UC customer journals. Increase use of customer call backs to complete online claim forms for customers. Links with Citizens Advice Help To Claim Universal Credit service - https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/	M/L	<p>Promotion of HB/CTR set up with wider local support agencies - Knaresborough Connectors; local Job Centre; Foodbank. Request made to DWP management at regional and national level for promotional message to be added to UC journals. Customer call backs have replaced home visits to help customers make a claim. Welfare Support Officer has assisted 341 customers and generated £469.2k of extra benefit income into customer pockets that would otherwise have not been claimed. Stronger links established with NYCC Benefits Maximisation Team to promote HB/CTR and refer customers to the NYCC Team to claim non HBC benefits.</p>	HBC Revenue & Welfare Services
2.4.4 DHPs for vulnerable UC/HB claimants who have financial difficulties in paying rent.	Annual hardship pot of £265k received from gvt to give extra, short term assistance to those on benefits who are struggling to pay their rent	Greater promotion of DHPs via leaflets, briefing sessions, stakeholder contact. Carry out targeted take-up exercise for those on UC.	M/L	<p>Promotional work has been increased and is working successfully. Has resulted in increased applications and spending. <u>During 2020/2021:</u></p>	HBC Revenue & Welfare Services

	shortfall or need help to move somewhere cheaper.	Ask DWP to put promotional message on UC customer journals. Adaptation of DHP policy to meet current local need.		<p>All of the government hardship fund of £265k was spent this year. The service topped this pot up further with an extra £15k from surplus funds left over from the CTR hardship scheme. Total spend for year was £280k which is the highest spend the LA has ever made. A record number of awards were made – 399.</p> <p>Exercise undertaken to identify, contact and offer DHPs to UC customers who may need financial help.</p> <p>Monthly arrears prevention meetings ongoing with Housing Team to identify tenants impacted financially by COVID who are showing early rent arrears – contact made to offer DHP to prevent further escalation of arrears and associated problems. £16.5k of assistance given to 18 customers.</p>	
2.4.5 Payment of business grants and Council Tax Hardship fund.	Government has provided additional grants to the Revenues dept to support local businesses. C.Tax Hardship fund of £863k received to give extra payments of up to £150 to CTR customers.	Ensure that relevant businesses are contacted to claim the grants. Ensure that processes are put in place to award hardship payments to eligible customers.	S	<p>Financial, Health & Wellbeing info leaflet gone out in with Council Tax reminders.</p> <p>Over £78 million of business grants paid to nearly 5000 businesses through the 11 Government funded business grant schemes since March 2020. Grant support continues from April 2021 as lockdown restriction ease and businesses re-open with a further £15 million allocated</p> <p><u>During 2020/21</u> Council Tax hardship payment of up to £150 was automatically applied to council tax accounts for Council Tax Reduction claimants not in receipt of</p>	HBC Revenue & Welfare Services

				<p>full entitlement. 4042 local customers received help - £508.9k awarded. Surplus funding from the fund was also used to :-</p> <ul style="list-style-type: none"> • Top up the above awards by another £75 per account in April 2021 – 2137 customers helped - £152.4k awarded. • Top up the DHP fund - £20k ring fenced (see above) 	
2.4.6 Debt advice	Increase in rent arrears and other debts brought about by change in financial circumstances. Will include those impacted on due to furlough.	Ensure that all customers know how to access relevant benefits and debt advice (newsletters/website/ referrals).	L	Financial, Health & Wellbeing info leaflet gone out in with Council Tax reminders.	HBC Revenue & Welfare Services
2.4.7 Fuel poverty: Inability to pay fuel bills	As income is reduced the ability to pay fuel bills will become an issue especially in the autumn as furlough comes to an end and the real impact of the virus becomes prevalent	HBC will provide fuel debt advice to those identified though the Warm and Well project run by CFY.	M/L	<p>The debt referral partnership with CFY will allow us to provide Emergency Fuel vouchers of either £25 or £50 to referred cases</p> <p>In the last quarter (Jan-March 21) there were 82 referrals from the Harrogate district and 23 households were given the fuel vouchers.</p>	HBC Revenue & Welfare Services & Partnerships & Engagement
2.5 Mental Health & Wellbeing					
2.5.1 Support & advice	All organisations are reporting an increase in mental health concerns either as an employer or service/support provider, including the impact on all ages especially young people who have been at home and the parents managing home schooling, anxiety to go out once restrictions are relaxed and those who have been in a caring role.	Info leaflet on where to get advice and support	M/L	<p>Financial, Health & Wellbeing info leaflet has been updated and is now in circulation. Leaflets taken to vaccination centre to distribute to residents who may require extra support.</p> <p>Managers of CSO's and Emergency food providers have attended a Mental Health Information session led by NYCC Mental Health Services and Living Well. To raise awareness</p>	HBC Partnerships & Engagement / NYCC Stronger Communities

				of support services and how they can access formal and informal support and Advice for the individual and their organisations.	
				<p>Route One to Wellbeing collaboration has secured a further 12months of funding, they continue to work closely with social prescribing link workers.</p> <p>MIND in Harrogate have increased services and are in partnership with TEWV offering Out of Hours mental health support on a Saturday and Sunday evening.</p> <p>NYLAF Covid 19 emergency food voucher for those isolating and unable to pay for food has been uplifted for the duration of lockdown 3; max of six claims in a 12 week period.</p>	
		Comms campaign sign posting to where people can get help including the Mind helpline and TEWV provision.	L	<p>Information leaflet circulated and hand delivered to residents and partners</p> <p>Leaflets provided to vaccination centres to give out when people attend for their vaccine</p>	HBC Partnerships & Engagement / NYCC Stronger Communities
2.5.2 Multi-agency support	Individuals who may be creating high demand on services - consider referral via Community Safety Hub & Focus Pathway for multi-agency support and action.	Focus Pathway - via Community Safety Hub	S/M/L	The Community Safety Hub continues to meet on a fortnightly basis for general Hub cases. Once a month a meeting (Kaleidoscope) takes place that has a focus on mental health and has a specific caseload that supports individuals who are high demand on services with often multiple complex needs	Julia Stack, Community Safety & CCTV Manager, HBC / Manages Community Safety Hub

				including drug and alcohol abuse and mental health. Work continues to develop the full Focus Pathway model which is led by TEWV. The Hub is delighted to confirm that we now have a dedicated Adult Mental Health Social Worker attached to the Hub. This is a new appointment and is already linking in with HBC services and other partners. The Community Safety Hub continues to work closely with partner agencies to identify risks and alternative solutions which may include enforcement.	
2.5.3 Hostel Residents/Tenants with mental health issues	Likely to see an increase in numbers of those with mental health issues -	To ensure that clear referral paths are available through CMHT and Living Well	S/M/L	CMHT referral pathways have been refined and additional referrals made following reassessment.	HBC Housing
2.5.4 Loneliness and isolation	Young people are suffering the impact of not seeing their family and friends. Impact of the virus on single parents and carers. The older population have been focused on and some have had an increase in contact and its how we manage the transition back if it can't be continued. Harrogate district has had a focus of older people service provision so there are existing provisions, in comparison it has highlighted the limited provision for young families and young people across the district, immediate support in the short term and long term development is needed.	To consider how we communicate to those who are digitally excluded who need support and advice and who just want to know what is happening within their community/neighbourhood/town. Short term/long term focus on developing/stimulating support within communities for young families/young people	M/L	Information hand delivered through volunteer networks. Community newsletters through CSO's informing residents of opportunities and news Leaflets provided at vaccination centres providing information on where to get support Information shared with all public service providers for the next campaign from the NY Loneliness Project that covers loneliness in the workplace.	All partners
2.5.5 Physical health of those shielding/ isolating	During the height of the pandemic classes for residents with long term health conditions and rehabilitation needs have been delivered online.	Active health team to include a continued online delivery package for shielding residents to ensure they can continue to exercise in a safe manner.	S/M/L	Phone calls continue to regular community centre users to ensure	HBC CTS Active Health Team

	<p>As the sector moves towards opening up venues, those shielding can't be left behind with no provision. To do so would lead to both physical and emotional long term issues.</p>	<p>The offer must include live link ups with other class members for much needed social interaction.</p>	<p>they are ok and to meet any needs identified.</p> <p>W/C 12 April classes re started at community centres for clients on a medical pathway (Cancer, Cardiac stroke and Parkinson's). All other classes continue online.</p> <p>In response to increased demand for services due to deconditioning during lockdown a joint bid between HBC and HDFT has been submitted to West Yorkshire and Harrogate Health care partnership to fund a long covid exercise rehab class and additional capacity for our falls prevention classes. Outcome should be known by end of May. If successful classes will be delivered District wide.</p>	
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2.6 Digital Inclusion

<p>2.6.1 Service provision</p>	<p>Face to face services will not be available for some time and many will remain in some form of isolation and need to be able to access services</p>	<p>To look at how services are provided and communicated, digital skills opportunities to be promoted to key groups</p>	<p>L</p>	<p>Resources shared with partners on a monthly basis through the Harrogate district – Get Digital project newsletter (HBC) to assist people with their technology so residents can get online. 28 community digital champions now assisting residents with various support requests.</p> <p>Information for the Citizens online digital helpline promoted through HBC residents news. 3 HD residents now volunteering with the Citizens Online helpline too.</p> <p>NY reboot launched to collect unwanted devices and to refurbish and provide to those in need of one.</p>	<p>All partners</p>
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	<p>NY VCS survey during covid found: 44% are finding digital exclusion an issue for the people they work with</p> <ul style="list-style-type: none"> • digital issues are across all ages and due to: access to technology, affordability and strength of wi-fi; lack of confidence and ability to use 	To reinvigorate the Harrogate District Get online project that uses community champions to provide digital skills assistance	M/L	Reminders sent out to champions who expressed a previous interest in becoming involved. Opportunity to access digital learning resources through the network send to partners and new networks developed through covid and had more champions sign up. Learning opportunities shared within the community and with partners so referrals can be made onto courses of interest. Monthly newsletters sent out highlighting the opportunities. Currently have 28 external champions and 14 HBC internal champions with a reach across the Harrogate district. 7 champions who have also volunteered to be part of the support to the North Yorkshire wide help line.	HBC Partnerships & Engagement & all project stakeholders
2.6.2 Isolation & loneliness	Those who are shielding/isolating are more likely to be over 70 years and may lack digital skills. Recognise that it is not just older people who lack digital skills however	Promote opportunities to help people get online and contact friends and families and stay active within the community through digital technologies	L	Partner information shared in Residents News and internally/externally across the community of the online training opportunities or where residents can seek advice and support to do so.	Harrogate District Get Digital stakeholders / CSO's
2.6.3 Rural connection issues	Where broadband coverage is poor access to digital remains an issue	Promote the Gigabit rural voucher scheme	M	Information shared with Parishes & partners & in Residents News	CSO's/ HBC/ all partners

3.0 COMMUNITY TENSIONS

Community Recovery Theme	Evidence/ intelligence/ Issue	Action to be taken	Time-scales	Action update	Lead
3.1 Tensions arising from social distancing measures and covid 19 restrictions that remain	As restrictions are changed some will not abide by the social distancing measures, especially in busy tourist/ parks and gardens causing tensions between residents	Communication and enforcement deployment	M/L	<p>Communications is one of the seven themes in the North Yorkshire County Council Outbreak Management Plan and communications concerning COVID safe arrangements are ongoing, supplementing national guidance encouraging adherence to the guidelines.</p> <p>Since the easing of restriction of the 12 April joint weekday and weekend evening patrols have taken place with NYP. With the police responsible for 'people' and Safer Communities focusing on the premises. The first phase has been around working closely with premises to comply and give advice and assistance. We continue to see increased demand on our services relating to covid work. A digivan has been deployed after securing funds from the OFPCC, the focus is on Covid compliant messages and community safety messages (get home safely, drink and drug drive messages, know your limits). Safer Communities representatives continue to work with the Covid Locality Group which ensures targeted local activity and responses. This model of partnership working has proved successful.</p>	HBC Safer Communities / Communication & Engagement

4.0 SUPPORT FOR THE VOLUNTARY AND COMMUNITY SECTOR

4.1 Support to CSO's

<p>4.1.1 Local community single points of contact</p>	<p>Support to CSO's in place until at least 30th September</p> <p>Stronger Communities considering long term position of CSO's in their recovery plan (Restore, Retain, Reimagine) - urban area long-term model needs further consideration.</p>	<p>To ensure the CSO's are sustainable so that they can continue to provide services to the community</p>	<p>M/L</p>	<p>CSO's funding in place until Sept 21.</p> <p>Regular meetings now held with all the CSO's as a collective to share intelligence of what is happening on the ground and ideas/initiatives as well as to look for any joint collaboration that can be done.</p> <p>Looking to do some consultation on confidence of those they are supporting to see how ready they are to go out and resume activities once the restrictions have eased.</p>	<p>NYCC Stronger Communities / HBC Partnerships & Engagement</p>
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4.2 Support to wider VCS

<p>4.2.1 Voluntary and community organisations suffering a loss of income or changed circumstances due to the lockdown.</p>	<p>To insert HD results from CFY survey once received. CFY Survey NYCC directorates and SC considering essential areas of support</p> <p>Opportunity to consider with partners/funders how sector can best be supported,</p> <p>Need to understand VCS picture in Harrogate District.</p> <p>Recognition that not every organisation/group will be able to be saved.</p>	<p>NY task & finish group established to look at this. To look at local results of the NY survey and decide if further work is required, links to THE LOCAL FUND campaigns.</p>	<p>M/L</p>	<p>Awaiting detailed analysis being undertaken by Leeds University of Harrogate District Survey Data.. .</p> <p>Community First Yorkshire working with VCS to support collaborations</p> <p>Meeting to discuss this in more detail to be scheduled with SC/HBC/CFY</p> <p>THE LOCAL FUND awarded just over £37k to 10 groups in January 21 to assist with running costs to keep the lights on over the next 6 months.</p> <p>The fund will be open again for applications in May.</p>	<p>NYCC Stronger Communities / HBC Partnerships & Engagement / THE LOCAL FUND project Group</p>
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<p>4.2.2 Maximising potential opportunities from the pandemic-related increase in volunteering and community action</p>	<p>Opportunity of developing CSO model On line availability of services has increased uptake in some areas Increased number of new volunteers engaging with VCS Opportunity across District; key community connectors identified and proactive in responding to Covid 19 at a Neighbourhood level</p>	<p>NY task & finish group established to look at this</p> <p>Response and Recovery will be concurrent activities as both North Yorks and City of York partners are still actively in Response phase – it is considered this will continue for some time as the demand from Test and Trace start to impact.</p> <p>The top three issues for this theme are: 1.Promotion and continued development of community led, place based approaches – optimising use of local assets and building on Community Support Organisation /Community Hub models.</p> <p>2.Identify new models of investment for the voluntary sector a. Coordination of national and local investment strategies to ensure targeted investment in priority services (avoiding feast and famine scenarios) b. Explore opportunities for co-investment between health and local government c. Explore local investment funding models and crowd-funding approaches d. Influencing commissioning practice and increase effective co-production</p> <p>3. Explore potential for improving volunteer co-ordination and improve volunteer opportunities/capacity (formal and informal/spontaneous) across York and North Yorkshire – including maintaining volunteer capacity and motivation</p>	<p>M/L</p>	<p>Update following from the Regional Task Group Chairs Meeting held on 14th September on the Communities and volunteering task and Finish Group.</p> <p>1. Governance model – agreement for North Yorkshire Transformation Board – Healthy People, Health Places – to act as overall ‘owner’ of the action plans. Update: this is a multi-agency partnership and is chaired by Dir of Adult Social Care. Includes VCSE representation and also acts as governance for NYCC Stronger Communities Programme who will be taking a number of the actions forward in its strategy People, Places & Power. Update: Discussions taken place with partners to identify local arrangements utilising existing networks such as VCS strategic leaders’ groups. Update: DC Recovery Plans have been developed and include high level actions from this work-stream. Update: CCG Recovery Plans also reflect high level actions from this work-stream.</p> <p>2. Brief for evaluation of communities / volunteering role during response agreed.</p>	<p>NYCC Stronger Communities & partners</p>
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4.2.3 Acknowledging those volunteers who have assisted the vulnerable across the district throughout the pandemic	Hundreds of volunteers have come forward to assist during the pandemic. Hopefully people will continue to volunteer now they have had the experience	Celebrating the volunteers and communities who have worked to support residents	M/L	The volunteers celebration was part of the HaDCA AGM in October. https://www.hadca.org.uk/news/celebration-volunteering-2020 To hold another Harrogate district celebration of volunteering in October 2021 Ripon are due to hold a celebration June 2021 as part of national volunteering week.	TBC
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5.0 BEREAVEMENT AND OPPORTUNITIES FOR REMEMBERING THOSE WHO HAVE DIED

Recovery area	Evidence/ intelligence/ Issue	How	Time-scales	Action update	Lead
5.1 Remembering	76 deaths at Harrogate Hospital (17.6.20) 124 deaths at Harrogate Hospital (19/03/21) NY deaths 650 for same time period	Memorial to remember those who have passed due to the virus	TBC	The new doves ascending sculpture at Stonefall has been dedicated to those lost through Covid.	Alison Wilson HBC
5.2 Grieving for those who have been lost	Providing an opportunity for staff and relatives to come to terms with the losses to aid mental health and the bereavement process	To hold a memorial service for both staff and those who have lost loved ones	TBC	Currently consulting with funeral directors and celebrants to gather their views on this. Possibly over a weekend in July depending on lockdown restrictions.	Alison Wilson HBC
5.3 Supporting staff and volunteers who have been directly involved with supporting those who have suffered a loss due to the virus	Staff and volunteers have supported those who have suffered a loss throughout the pandemic and need an opportunity to talk about their experiences for their own mental wellbeing	NY MIRT	S/M	TBC for bereavement staff. Have been having some additional time off over the past months. Again, need to review in line with lockdown restrictions.	Alison Wilson HBC