

Covid-19 Enfield Stands Together Programme

**Overview and Scrutiny
28 May 2020**

Agenda

- Introduction by the Leader
- Community Resilience Partners
- Communications
- How the Service Evolved and what did we do
 - Inbound Service
 - Outbound Service
 - Food Deliveries
 - Online Forms
 - Pharmacy & Isolation Calls
 - Small Grants
 - Pantry
- Governance and Budget

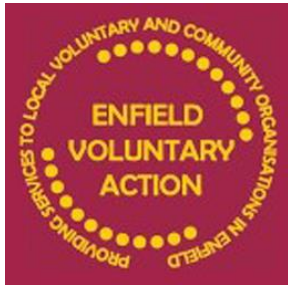
Introduction by the Leader



Community Resilience Forum

- Initial meeting on 19th March (met a total of four times)
- TOR and agenda in place
- *It is a time limited, task focused group, established to assist the local authority, with the help of key strategic community partners, in managing its community response to coronavirus pandemic through the 'Enfield Stands Together' programme.*
- Core partners (among others): Age UK Enfield, Citizens Advice, Enfield Carers Centre, Enfield Voluntary Action, North Enfield Food Bank, The Felix Project

Partners



And many more.....



Communications

Leader letters to 17,000
over 70s

Borough wide leaflet
drop

BAME groups, VCS
news bulletin and ethnic
local papers

Council website

Letters to shielded
residents with no
phone number

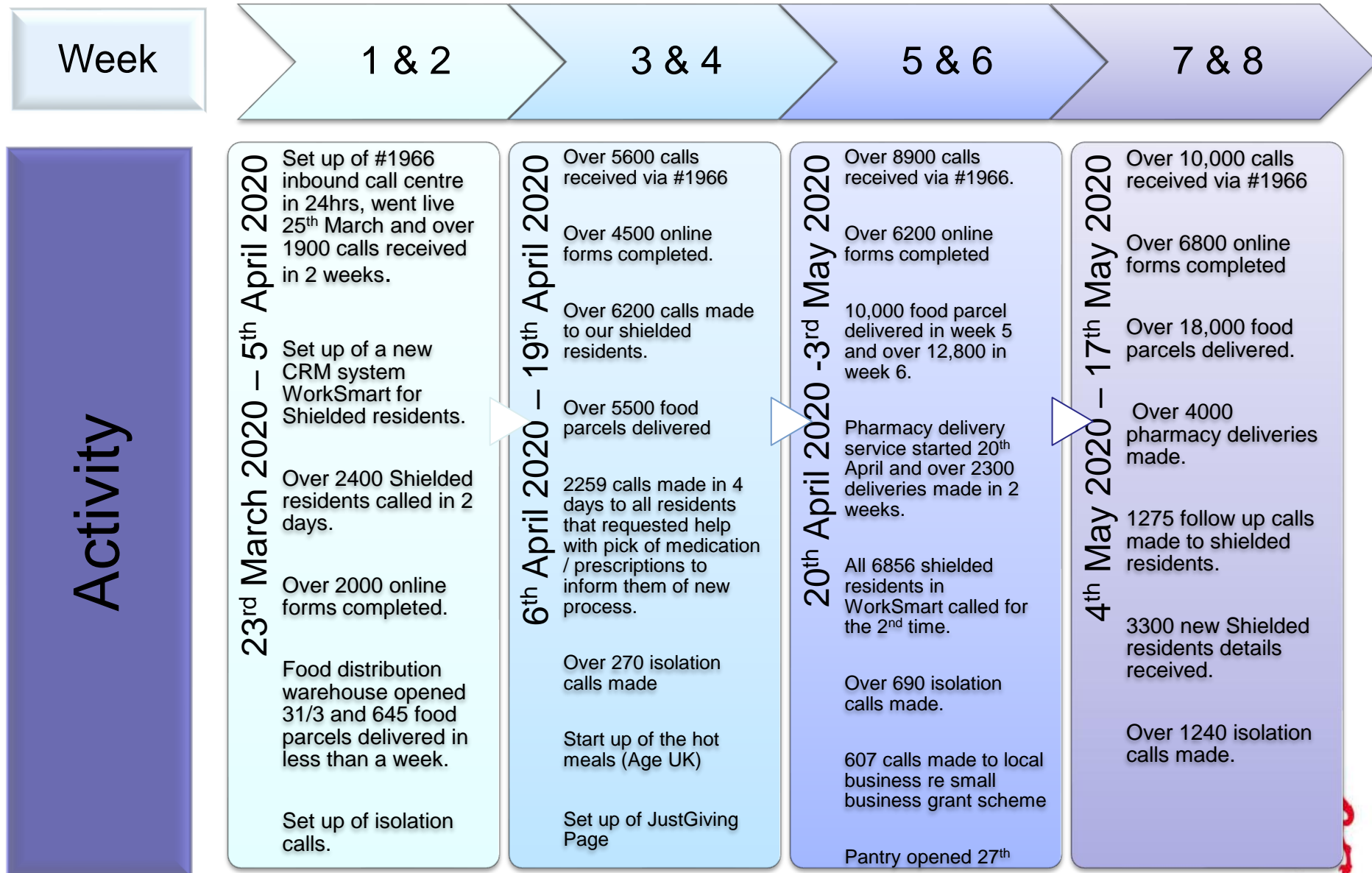
Email sent to Shielded
residents where email
address was known

Just giving page

Local Newspaper

Twitter/Facebook

How Enfield Stands Together Evolved



Number of Staff & Volunteers Supporting across Enfield Stands Together

LEAD OFFICER	AREA	NO OF STAFF	NO OF CONTACTORS	NO OF VOLUNTEERS	NO OF COUNCILLORS	NO OF MP'S
Paul Everitt	Supply Centre	29	0	280	13	1
Cheryl Headon	Stock and Hot Meals	6	0	0	0	0
Laura Martins	Prescriptions	4.5	14	55	0	0
Claire Reilly	Isolated Calls	66	0	13	22	0
Nene Udeozo	Data Coordination	3	0	0	0	0
Ade Aderemi / Maria Ellinas	Inbound and Outbound calls	390	0	0	0	0
Monica Tyson	Emergency Drop offs	7	33	0	0	0
Kelly Jones / Jayne M-B	Emergency triage	23	0	0	0	0
Sam Buckley	Data manager / WorkSmart Lead	2	0	0	0	0
Simon Gardner	Operations	1	0	0	0	0
Fay Hammond	Hub Lead	1	0	0	0	0
Shima Tailor	Communications	1	0	0	0	0
Totals		533.5	47	348	35	1



Volunteers

- There were approx. 1300 of volunteers that submitted an online form via our website:
<https://new.enfield.gov.uk/forms/covid-19-can-you-volunteer/>



Enfield Residents



Enfield Businesses



Cycle Confidence



Councillors



Metro Bank



Fire Brigade



Enfield Voluntary Action

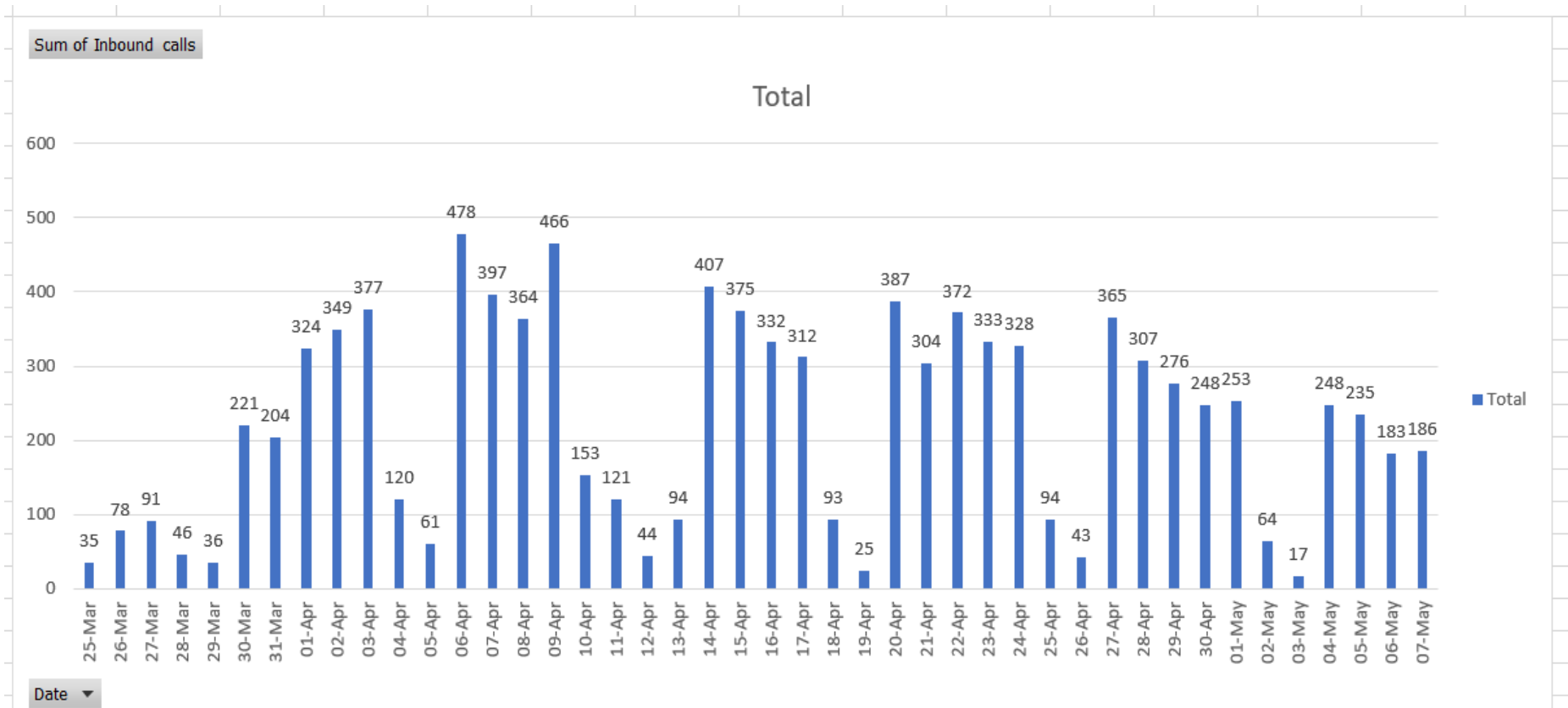
Inbound calls

- This service invites proactive contact from Enfield Residents using a dedicated number (**0203 821 1966**).
- This line also caters for contact made via an online form, where the resident is unable to complete the form without support. <https://new.enfield.gov.uk/forms/covid-19-community-support-request-form/> The inbound telephone sits on the **Skype for Business** platform.
- Typically, contact made either via telephone or webform would be a request for food, friendly call or support with picking up prescription (or any combination of the 3). The inbound service was subsequently expanded to include Financial Hardship referrals. Equally a website set up to support the Financial Hardship service <https://new.enfield.gov.uk/services/your-council/enfield-response-to-covid-19/financial-hardship/>
- Operating times of the inbound service is:
Monday – Friday 09:30 – 16:30
- For first 8 weeks:
Saturday – Sunday & Bank holidays 10:00 – 14:00



Inbound Calls

- Up to 7th May we have received 9660 calls to the Community Hub
- The Highest number was 478 calls on the 6th April
- The lower numbers tend to be on the weekend
- There has been a gradual reduction in calls



Outbound Calls – Shielded List



An outbound service was setup to call Enfield's most vulnerable residents from the Shielded list(s) provided by the NHS

- Initial Batch of 3,000 was received in March
- A further 3,000 were received in April
- A further 3,000 was received in late May that we are still processing
- We are receiving daily additions
- We have also received lists from the NHS of those people that they could not contact
- 15% needed food support
- Council role for shielded continues

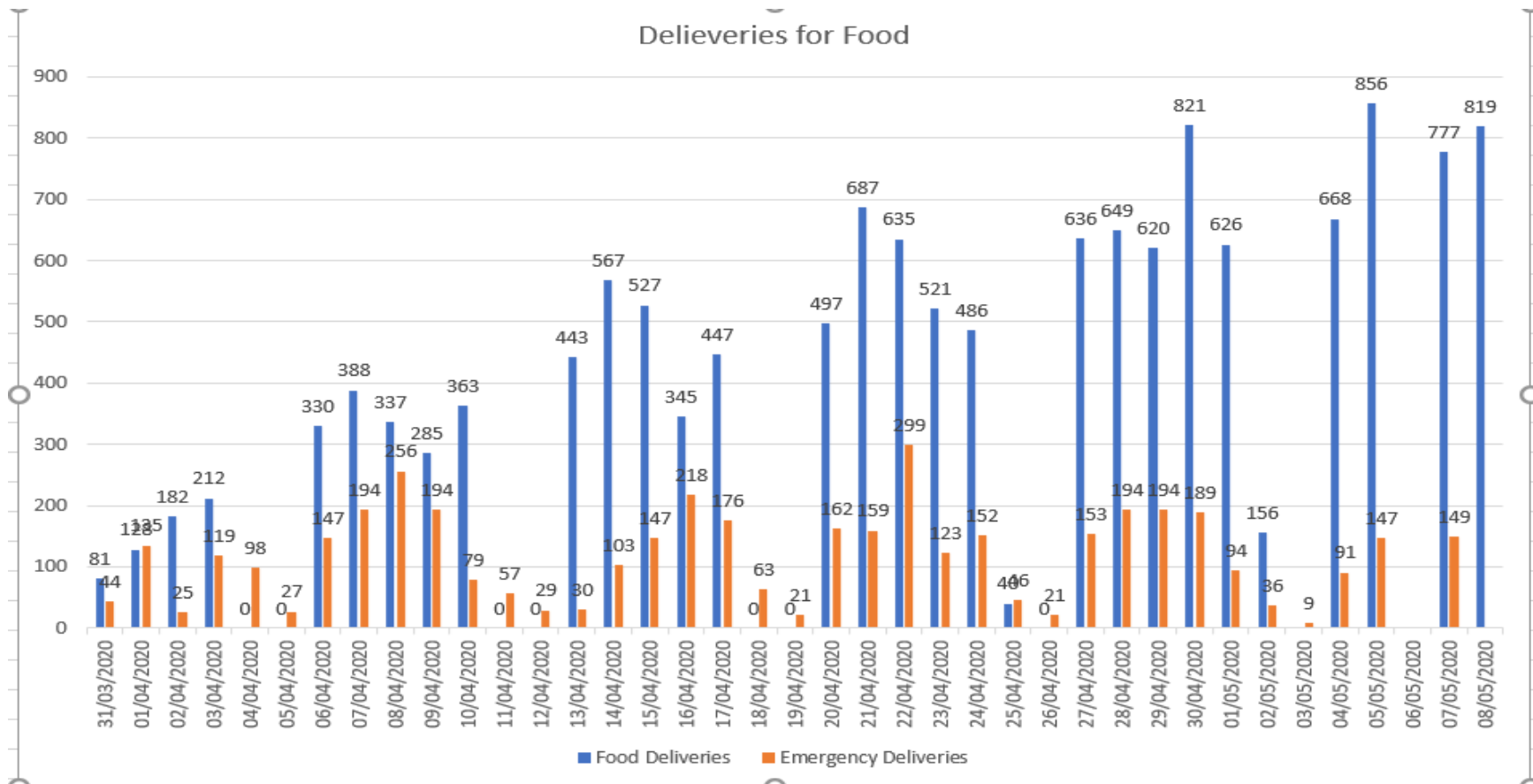
Outbound Shielded Cohort

- As of 10th May had 6,856 Shielded residents
- We have made over 18000 calls to these residents and sent 2500 letters
- The highest number of shielded residents is found within Enfield Highway (395) and Turkey Street (375)
- This table is in order by percentage of the Ward population that are shielded

Ward name	Population	70+	% 70+	Shielded Clients	% Shielded
Turkey Street	15759	1,268	8.0%	375	2.38%
Chase	14132	1,494	10.6%	327	2.31%
Enfield Highway	17268	1,291	7.5%	395	2.29%
Highlands	13426	2,126	15.8%	292	2.17%
Town	15167	1,858	12.3%	322	2.12%
Ponders End	15810	1,097	6.9%	309	1.95%
Palmers Green	15888	1,591	10.0%	310	1.95%
Bush Hill Park	14567	2,179	15.0%	281	1.93%
Southbury	15747	1,153	7.3%	298	1.89%
Southgate Green	14231	1,732	12.2%	260	1.83%
Jubilee	15291	1,295	8.5%	279	1.82%
Cockfosters	14322	2,136	14.9%	258	1.80%
Enfield Lock	18714	1,069	5.7%	329	1.76%
Haselbury	17449	1,173	6.7%	297	1.70%
Winchmore Hill	13673	1,618	11.8%	231	1.69%
Edmonton Green	19264	1,225	6.4%	312	1.62%
Upper Edmonton	19879	1,246	6.3%	321	1.61%
Grange	13462	1,911	14.2%	213	1.58%
Lower Edmonton	18083	1,193	6.6%	264	1.46%
Southgate	16070	1,811	11.3%	219	1.36%
Bowes	15667	1,223	7.8%	209	1.33%
Unknown Ward	0	0		126	0

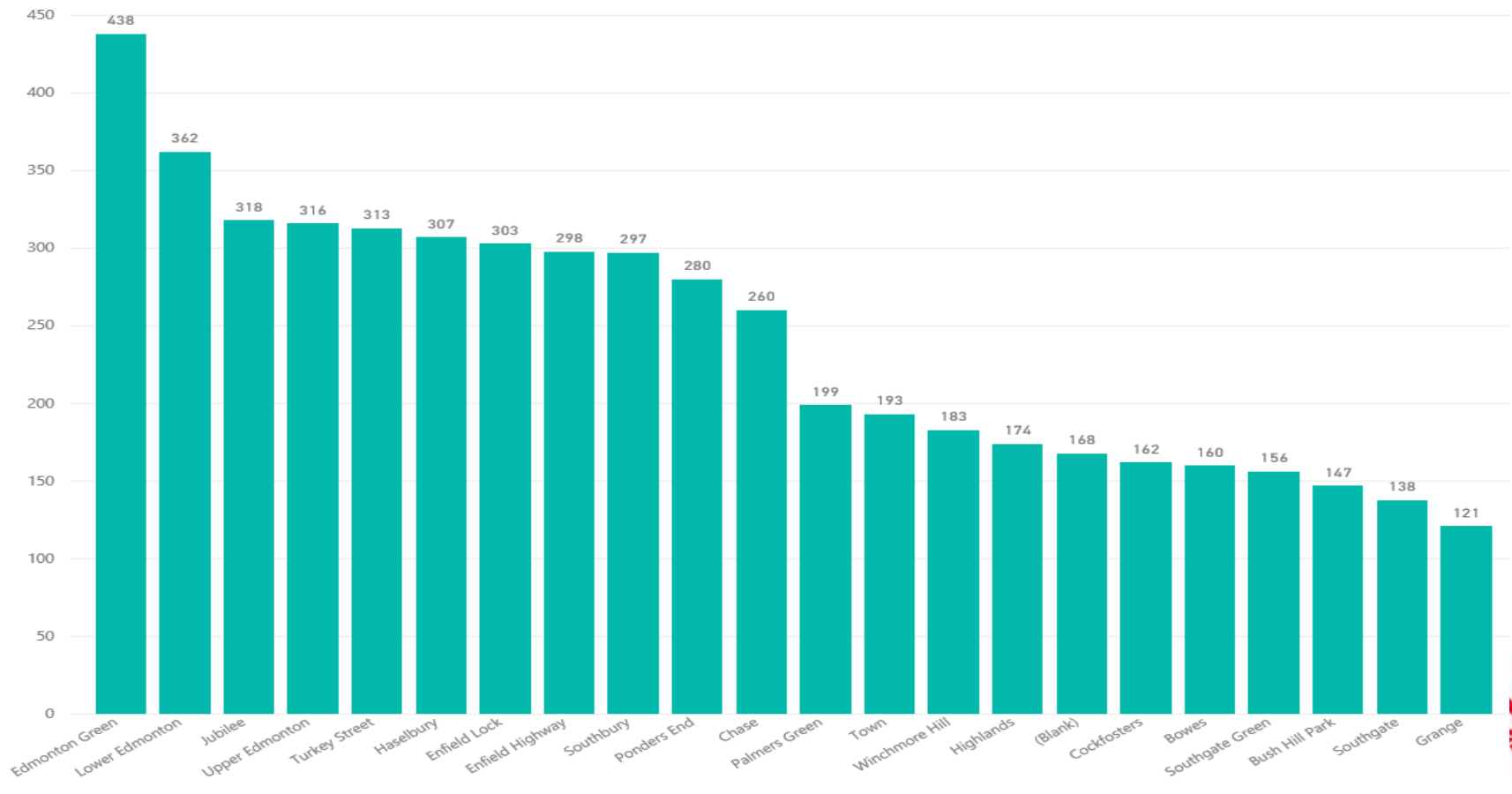
Food Deliveries

- The chart below shows the growth in food deliveries
- The chart covers ongoing and emergency deliveries



Food Requests by Ward

- The most common request is for support with food. This is over 70% of requests
- On a weekly basis we are delivering 2500 weekly food parcels
- A split by ward is below



Food Requests by Deprivation

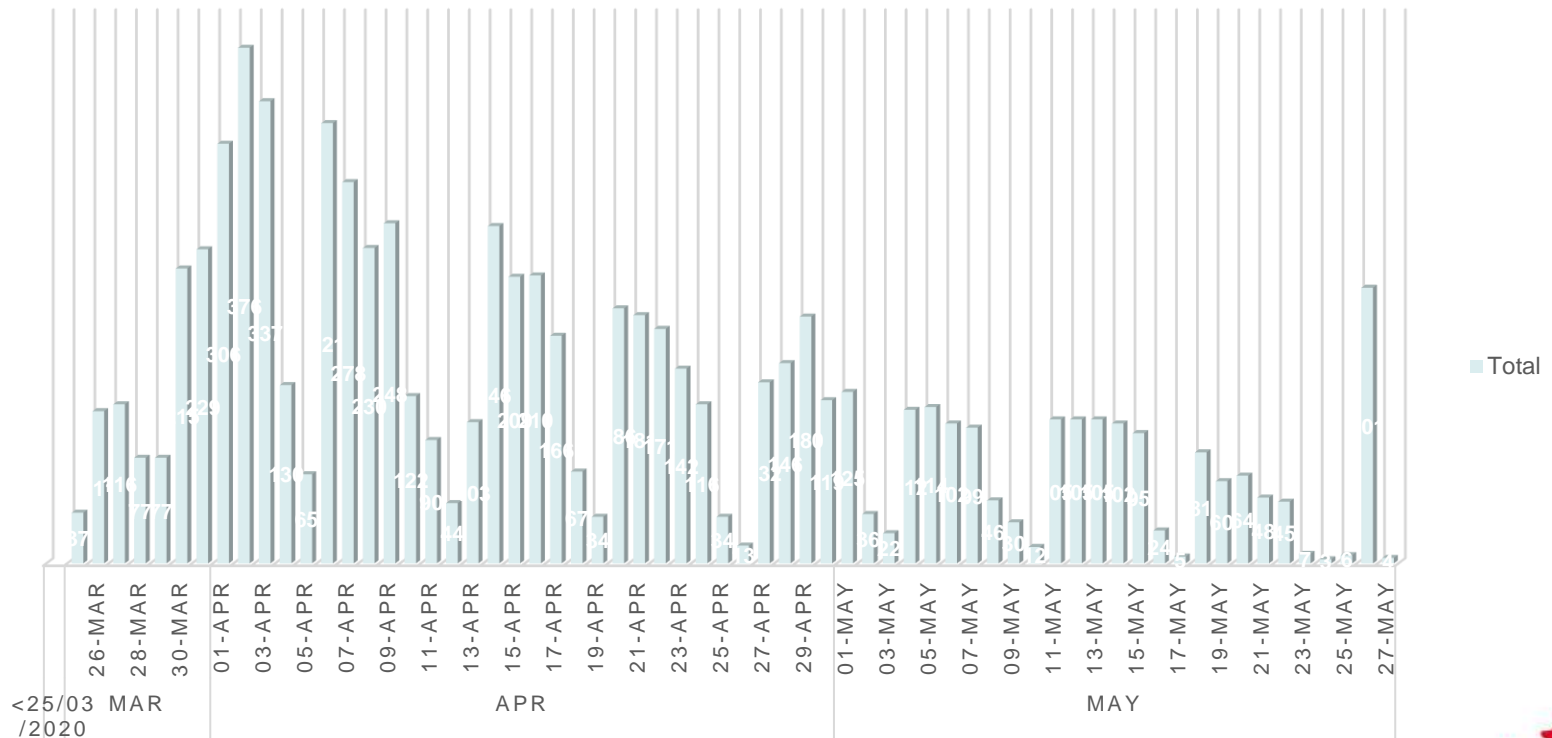
- Edmonton Green residents have made the most requests for Food
- There is a link with poverty in the borough
- The Deprivation Rank column shows the rank of the ward within England. The closest to 0 shows higher deprivation. Edmonton Green, Lower Edmonton, Upper Edmonton and Turkey Street based on the 2019 IMD data are our most deprived wards and these wards have generated the most requests for food parcels.

Ward name	Population	Deprivation Rank within England	Deprivation decile	Shielded Clients	% Shielded	1966 Food Requests
Edmonton Green	19264	388	1	312	1.62%	411
Lower Edmonton	18083	737	2	264	1.46%	345
Upper Edmonton	19879	662	1	321	1.61%	304
Haselbury	17449	987	2	297	1.70%	300
Jubilee	15291	920	2	279	1.82%	299
Turkey Street	15759	732	2	375	2.38%	295
Enfield Lock	18714	955	2	329	1.76%	287
Southbury	15747	1,282	2	298	1.89%	287
Enfield Highway	17268	871	2	395	2.29%	286
Ponders End	15810	786	2	309	1.95%	271
Chase	14132	1,681	3	327	2.31%	248
Palmers Green	15888	2,584	4	310	1.95%	194
Town	15167	3,234	5	322	2.12%	188
Winchmore Hill	13673	4,645	7	231	1.69%	181
Highlands	13426	3,648	6	292	2.17%	166
Cockfosters	14322	3,659	6	258	1.80%	156
Bowes	15667	2,419	4	209	1.33%	153
Southgate Green	14231	3,412	5	260	1.83%	147
Bush Hill Park	14567	4,345	7	281	1.93%	144
Southgate	16070	4,341	7	219	1.36%	132
Grange	13462	4,816	7	213	1.58%	119

Number of Online Forms

- At the peak we have 376 webforms

WEBFORM'S RECEIVED BY DATE



Pharmacy Support and Self Isolation Calls

Pharmacy Deliveries

- Since the 20th April we have supported with 6,555 deliveries of medicines to residents.
- Number of volunteers: 55 and 14 Cycle Confidence
- Number of pharmacies involved: 60
- Number of hospitals involved: 2

Isolation Calls

- Up to the 5th May we have made over 1,700 friendly phone calls to support people feeling isolated.
- Number of volunteers: 13
- Number of Councillors: 22

Enfield Stands Together: Small Grants for Cooked Food programme (May 2020)

- Targeted small grants launched worth £20,000 to help local communities get cooked food to those isolated
- 20 bids received worth £45,000
- 14 bids approved worth £27,719 (slight overspend)
- 11 successful bids from BAME led groups
- Strong focus on our most deprived wards
- Up to 11,740 extra cooked meals being made available to some of our most vulnerable residents

Pantry

A community pantry was set up in partnership with the Felix Project. This was opened on 27th April for three days a week to allow groups and charities who support their communities with cooked meals to pick up essential food supplies and ingredients.

- Online form was created. <https://new.enfield.gov.uk/forms/covid-19-community-pantry-food-request-form/>
- There are 5 community groups that have registered, and over 5028 households supported.
- Basic food items include: rice, pasta, bread, tin tuna, tomatoes, flour, fresh fruit and vegetables. This was organised by LBE internal school catering team to ensure a balanced and nutritional selection.



Governance and Budget

- Internal Project management board
- EST report and updates to Gold and Silver throughout the period
- Updates to Cabinet Member for Finance, Leader and Shadow Cabinet Member for Finance
- Budget reported to Cabinet as part of Covid19 Finance report
- Enfield Stands Together separate bank account for JustGiving donations with process signed off with audit, all funds will go directly to the cost of food and essential supplies for our vulnerable residents.

Budget

- Original estimate £1m, however need arose and estimate now in the region of £2m as reported to Cabinet:

	March to July estimate
Food	£1,680,000
Rent and other building costs	£220,000
Staffing costs	£60,000
Grant	£40,000
Total	£2,000,000

Enfield Stands Together Team

