



MEMBERS BRIEFING - November 2020

**COMMUNITY RESPONSE HUB AND WIDER SUPPORT FOR
OUR COMMUNITIES AND BUSINESSES**

CULTURE AND CUSTOMER SERVICE

The Contact Centre – 01482 393919

Opening hours are 9.00am–5.00pm on weekdays

Individuals can call the contact centre to seek help, support and guidance across a range of issues including access to food and befriending advice, or help with collecting their medication. The call handlers triage these requests for help and send them to the residents' nearest Community Response Hub via a dashboard to be actioned. The Contact Centre also make outbound calls when the general wellbeing of the resident is discussed, determining if they need any form of assistance or support. This service resumed on 9 November and is supplemented by a door knocking service which supports residents without a contact telephone number on record or who don't answer any calls that we make.

Those residents either on the Clinically Extremely Vulnerable (CEV) list or who are registered with the Library 'Home Service' will be prioritised to receive a call to check on their welfare and signpost towards support.

Help offered includes the following:

- If CEVs do not have friends or family who can help we will recommend they make use of the online or telephone supermarket priority slots.
- If CEVs are not online we will put them in touch with volunteers, NHS responders or local volunteers who can help them place an online order/pick up their delivery for them.
- In supporting CEVs to access food through supermarkets we will make use of the DEFRA supermarket toolkit.
- We know which organisations and food banks will be able to support CEVs with food provision at short notice.
- We will only provide food directly to those in genuine need following detailed triage and have identified in advance the logistics and resources needed to achieve that.
- Our contingency plans include working with VCS networks and with neighbouring councils to ensure CEVs' food access needs are met.

Incoming callers to the Contact Centre can expect a high level of service to meet their basic needs of food and medication wrapped in a 'healthy chat' to determine any additional help that they can be signposted to.

This might include signposting to some of the following sources of help:

<p>General</p> <ul style="list-style-type: none"> • Latest Covid message – hands, face, space • Happyandwell.me website • Connect to Support website • NHS volunteer responders contact details (befriending, transport to and from medical appointments) 	<p>Health</p> <ul style="list-style-type: none"> • Pharmacy opening and delivery service info • Royal Mail pharmacy delivery service contact details • Flu vaccine info • NHS Community link – contact details and role • NHS.UK/ Better Health (Grapevine publication) • https://www.coop.co.uk/health
<p>Food</p> <ul style="list-style-type: none"> • Telephone food delivery businesses (look to website for more businesses) • Food Banks and Christmas opening times 	<p>Local support</p> <ul style="list-style-type: none"> • Local Covid groups • Local services e.g. Mutual Aid • Local Customer Service Centres
<p>Financial support</p> <ul style="list-style-type: none"> • Citizen’s Advice • Healthy Homes Scheme - any residents who are struggling financially with paying for central heating and bills • Local and National financial support and business support grants (as described above) 	<p>Mental Health</p> <ul style="list-style-type: none"> • NHS Mental Health Community link: contact details and role • Mental health: Mind, CAMHS – contact details and role • Public Health mental health leaflet • Samaritans
<p>Befriending</p> <ul style="list-style-type: none"> • Hey Smile Foundation • Tigers Trust • NHS Volunteer Responders (befriending, transport to and from medical appointments) • Red Cross 	<p>National support</p> <ul style="list-style-type: none"> • National Shielding Service: how to register and help with registering • Central Government guidance - strongly urge all those who are clinically extremely vulnerable to take extra precautions to keep themselves as safe as possible
<p>Activities</p> <ul style="list-style-type: none"> • Active e-riding digital offer • Library Service collection update 	<p>Christmas</p> <ul style="list-style-type: none"> • ERYC Christmas opening times and 39 number – when to call
<p>Getting online</p> <ul style="list-style-type: none"> • Info about IT, getting online – who can help? 	

Request for Food

For residents who have the funds for food but are having difficulties accessing it, the Hub will work with them to obtain access. If the problem is the ability to pay for food, calls will be referred to the local food banks or where appropriate to a suitable local community or voluntary group. Paid for food parcels are still available from the Community Response Hub as a last resort, with this service now being delivered on the Council’s behalf by East Yorkshire Food Bank. Residents can apply for individual emergency assistance at: <https://www.eastriding.gov.uk/living/emergency-assistance/>

The Council provided financial support to East Riding families entitled to free school meals to cover the costs of food over the October half-term holiday. This provided emergency funding of more than £100,000 (£15 payment per child) to support the 7,088 children in the East Riding who are entitled to free school meals as a result of financial hardship. <https://www.eastriding.gov.uk/learning/schools-colleges-and-academies/school-meals/free-school-meals/>

Medication

Calls for medication are currently increasing. Residents are encouraged to access delivery services through local pharmacies, where possible. Where the local pharmacy does not offer a delivery service and the resident cannot get help from family and friends then the Hub staff complete the collection and delivery, as a last resort. Those residents classed as CEV will be directed through the Pandemic Delivery Service (PDS), essentially a free service which commenced on 5 November and runs until 3 December. Please see link below which also has a link within to the new guidance dated 4 November. <https://psnc.org.uk/our-news/pandemic-delivery-service-restarts-across-england/>

Locality Hubs

There are 10 locality hubs dotted around the East Riding to provide support to residents during the pandemic. Our approach to supporting people is based on a "strength based approach". This approach builds on both the energy and resilience of the local community and voluntary sector to help people when in need, and also emphasises individual strengths and self-determination, viewing people as resourceful and resilient in the face of adversity. We work in a way that supports independence and collaborate with existing community and voluntary sector providers including food banks and local Covid groups to develop a local community response.

As there is no longer a need to have physical locality hubs to deliver this emergency response, we have moved to a model of having a 'locality Hub Lead'. This is a named, dedicated officer from Culture & Customer Services with geographical responsibilities, located in community facilities, including Council buildings to ensure that any tasks, work or co-ordination with other organisations or groups in that locality are able to be carried out.

The Hub Leads are currently delivering Phase 2 (Emergency Response) and also working on Phase 3 (Active Communities) to develop strong and resilient partnerships between CVSE organisations, all with the aim to help communities to 'help themselves' to develop a sustainable response. The Hubs are responsible for delivering the door knocking service mentioned above. This started on 17 November when the first list has been received from the Contact Centre detailing those CEV people who have not answered a phone call on two occasions. The Hub staff will make a visit to those identified residents and offer help and support. This will be enhanced with a hard copy booklet detailing sources of support.

FINANCIAL SUPPORT FOR RESIDENTS AND BUSINESSES

Covid-19 Emergency Assistance Grant

The Government has provided local authorities with funding to use to support people who are struggling to obtain food and other essentials due to their income being affected by at least 20% because of Covid-19. Awards will be made where there is no alternative means of meeting the need, this includes help from universal credit and other benefits payable. Further information and claims can be made at <https://www.eastriding.gov.uk/living/emergency-assistance>

Emergency Assistance

Available to help residents of East Riding of Yorkshire who are in need at a time of crisis where there has been an interruption to their regular income, or require assistance to establish themselves or remain within the community. Further information and claims can be made at: <https://www.eastriding.gov.uk/living/emergency-assistance>

Test and Trace Payments

From 28 September the UK Government announced that there will be a new legal duty on all UK residents who test positive for Covid-19 or are identified by the NHS Test and Trace as a close contact, requiring them to self-isolate. The Test and Trace Support Scheme came into force on 28 September 2020 and will run until 31 January 2021. Anyone who meets the eligibility criteria and is asked to self-isolate on or after 28 September 2020 will be entitled to the support payment of £500. Further information and claims can be made at <https://www.eastriding.gov.uk/housing/housing-benefit-and-council-tax-support/coronavirus-benefits-and-financial-support/>

Free School Meals

Children are entitled to free school meals if the parent is in receipt of any of the following benefits:

- Job Seeker's Allowance (income-based)
- Income support
- Universal credit - Your annual income assessed by the Department for Work and Pension must be less than £7,400. Any pupil eligible for free school meals before 1 April 2018 when the earned income threshold is introduced will retain their eligibility until then end of universal credit roll-out which is March 2022
- Child Tax Credit (but NOT receiving Working Tax Credit) – provided your annual income, assessed by the Inland Revenue, does not exceed £16,190 (Please note: this amount is subject to change in April every year)
- Employment Support Allowance (income-related)
- Guarantee Element of State Pension Credit
- Support under Part VI of the Immigration and Asylum Act 1999.

Further information and claims can be made at: <https://www.eastriding.gov.uk/learning/schools-colleges-and-academies/school-meals/free-school-meals/>

Winter Grant Scheme

On Sunday 8 November 2020 the Government announced a significant package of £170 million for extra targeted financial support for those in need over the winter period to provide direct assistance to vulnerable households and families with children particularly affected by the pandemic. This will include some families who normally have access to Free School Meals during term time. The Winter Grant Scheme will enable local authorities to provide support to families with children, other vulnerable households and individuals from early December 2020 and covers the period until the end of March 2021. The Council have been allocated £825,000. We are currently awaiting guidance from the Department for Work and Pensions on the scheme, we anticipate that we will be able to launch our scheme early December.

Council Tax Support

Council tax support is a means-tested council tax reduction. How much support residents receive will depend on their income and circumstances.

- Working-age residents will receive a maximum of 75% support towards their council tax bill
- Residents who are of state pension credit age are eligible to receive a maximum of 100% support towards their council tax bill.

Further information and claims can be made at <https://www.eastriding.gov.uk/benefits>

Council Tax Hardship Payments

As part of its response to Covid-19 the Government announced in the Budget on 11 March 2020 that it would provide local authorities in England with new Council Tax Hardship funding to support economically vulnerable people and their household. In the East Riding we received £1.9 million. The Government requested that local authorities use this fund to reduce council tax bills in the 2020/21 financial year by up to £150 for working age council tax payers who are in receipt of council tax support. This is an automatic process and the fund is automatically used to reduce their council tax bill.

Housing Benefit

Housing benefit is a benefit for people on a low income. It helps to pay for part or all of a person's rent. Claims cannot be made if a person owns their own house or have claimed universal credit. Further information and claims can be made at <https://www.eastriding.gov.uk/benefits>

Discretionary Housing Payments

If residents are struggling to pay their rent, they may be eligible to receive a discretionary housing payment (DHP). This is a short-term payment from the Council to help cover some shortfall in rent or housing cost element of universal credit. The Council has a limited sum of money available to assist housing benefit claimants who still have some rent to pay. The council decides how DHPs are allocated and each case is decided on its own merits. There isn't a clear set of allocation rules but the

Council must be fair and reasonable when deciding. Further information and claims can be made at <https://www.eastriding.gov.uk/dhp>

Universal Credit

Universal credit is a working age benefit which replaces the following:

- Income-based jobseeker's allowance
- Income-related employment and support allowance
- Income Support
- Housing Benefit
- Working Tax Credits
- Child Tax Credits.

For more information and to make a claim visit: <https://www.gov.uk/universal-credit>

BUSINESS GRANTS

Local Restriction Support Grant (Closed Businesses)

The Government has announced funding to help support businesses that are required to close under national lock down restrictions from 5 November 2020. East Riding businesses can apply for the Local Restriction Support Grant (Closed Businesses) whilst national restrictions remain in place until 2 December 2020.

Grants of up to £3k are to be paid to businesses that are required to close and are rated for business rates purposes.

The bandings are:

- Properties with a rateable value of £15k or under = £1,334 per 28 days
- Properties with a rateable value of between £15k to £51k = £2,000 per 28 days
- Properties with a rateable value of £51k or over = £3,000 per 28 days

For more information and to apply:

<https://www.eastriding.gov.uk/business/coronavirus-grants-for-businesses-and-charities/#local-national-restrictions>

Additional Restrictions Grants (ARG) scheme

A sum of £20 per head has been allocated for discretionary business support and the East Riding will receive circa £6.8m. The grant is intended to provide discretionary support to 31 March 2022. Councils are required to design and implement a scheme within government guidance to support businesses that are ineligible for the business closure grants, primarily for those that are required to close that are not rated for business rates and those that are not required to close but are severely impacted. The scheme was launched on 21 November 2020.

For more information and to apply:

<https://www.eastriding.gov.uk/business/coronavirus-grants-for-businesses-and-charities/>

Local Restrictions Grants (Open) Tier 2 and Tier 3

Local authorities have been provided with funding to support businesses which are still open but severely impacted by local Covid alert level 'High' and 'Very High'. Grants are payable from the date East Riding enter the new tiers. As we entered Tier 2 on 31 October 2020 local restriction grants (open businesses) will be available for the period up to and including 4 November 2020.

Further information is available on our website: <https://www.eastriding.gov.uk/business/coronavirus-grants-for-businesses-and-charities/>

Government Business Support

The Government is also providing support to businesses by way of loans, tax relief and cash grants. Employers may be eligible for financial support to pay wages and self-employed people might be eligible for a taxable grant covering 55% of trading profits. Further information can be found at <https://www.gov.uk/coronavirus> and selecting 'Businesses and self-employed' people from the Guidance and Support area.

Government Work and Financial Support

The Gov.uk site explains what support is available if a resident is off work because of coronavirus, if they have lost their job and if they are self-employed and getting less or no work. Further information can be found at <https://www.gov.uk/coronavirus> and selecting 'Work and Financial Support' from the Guidance and Support area.

Support for Clinically Extremely Vulnerable (CEV)

Over £32 million is to be given to local authorities to enable them to provide support to Clinically Extremely Vulnerable people. This will include helping people to access food and meeting other support needs to enable them to stay at home as much as possible for the 28-day period that the restrictions are in force. Councils will receive £14.60 per CEV and the East Riding will receive £213,000 covering a 28-day period.

Very High Alert Financial Support

Upper tier local authorities in England will receive a one-off payment of £8 per head, worth £465 million overall (including a £20 million supplementary fund) to support local test, trace and contain activities as well as wider measures to protect public health and local economies. Whilst allocations are yet to be announced, it is expected that the Council will receive circa £2.7 million.

ECONOMIC DEVELOPMENT & BUSINESS SUPPORT

Business Centres

All our Business Centres in Beverley, Bridlington, Brough, Driffield, Goole, Hessle and Market Weighton remain open for business and are fully staffed. The only exception is that the conference rooms remain closed to external business.

Business Advisors

Working in partnership with our local LEPs our team of business advisors continue to offer a comprehensive range of services that are designed to help start-up and established businesses thrive, grow and survive.

The business support team is here to help, as it can:

- Navigate businesses through potential funding and incentives and the Government's Covid related business support grants.
- Identify the opportunities available both now and in the future.
- Offer support in the development of funding cases and related applications.

There is also access to one-to-one support, workshops, financial assistance, regular business updates, networking opportunities and much more.

Learning Centres

In Beverley, Bridlington, Cottingham and Goole these remain open but at the moment are only offering employment related services, which also include the delivery of Maths, English and ICT blended learning.

Key programmes/projects

Further development work will also continue on the **Kickstart and No limits** projects. Both projects are aimed at supporting those aged 16-24. The Kickstart project relates to six month paid work placements with employers within the county, including ERYC. The No limits support the same age group to find sustainable work or an apprenticeship and can align to complement the Kickstart programme.

In addition to these two projects, our work on the **Bridlington Community Led Local Development (CLLD)** funded programme continues working with all ages in specific coastal postcodes to move towards part or full-time work. In addition, the Big Lottery funded project, **Building Better Opportunities**, continues to work with those most disadvantaged clients and support with improved skills, volunteering opportunities and part time work.

The **Wheels to Work Kickstart** scheme continues to operate to ensure riders can continue to access employment or education.

Love Your High Street remains fully operational and potentially has a greater role throughout the lockdown to support the local independent businesses on our high streets.

Opening up the High Street Safely

The funding agreement for this project has now been received from MHCLG and the programme focusses on three main activities:

1. Action planning – footfall counting technology will be procured and installed as soon as Data Protection considerations are approved.
2. Communications – a brief for the development and communication of key messages will shortly be released.
3. Infrastructure – following advice from the transport team, full scale traffic surveys are needed prior to implementation of proposed works. These are currently being commissioned.

It is important to note that the procurement processes required to ensure that spend can be claimed are extensive and therefore the programme may not be immediately visible on the ground. Officers across economic development and corporate procurement are working together to ensure that delivery can commence as quickly as possible.