

People at the Heart
of Everything We Do



SECOND STAGE PANDEMIC RESPONSE PLAN – PROGRESS REPORT

October 2020

Second stage pandemic response – progress report (July-Sep 2020)

This report sets out, at a high-level, the progress made against the Second stage pandemic response plan since the plan was agreed by Newham Cabinet in July 2020.

The Second stage pandemic response plan has formed a critical part of the Council's response to the COVID crisis in the latter stages of lockdown, and as a starting point to mobilise recovery. It has had a significant positive impact on outcomes for our residents, and has acted as a vehicle for collaboration and joint-working with our key strategic partners, including local health commissioners, health providers, the police and the voluntary, faith and community sector.

As we move into recovery, articulated through the Towards a Better Newham – Our Recovery and Reorientation Strategy, the key outstanding elements of the Second stage pandemic response plan have been fully incorporated into the new strategy and the Corporate Delivery Plan. As such, this report marks, formally, the transition from the pandemic response plan, and its re-articulation within the context of Towards a Better Newham and recovery and reorientation.

The below summary of progress to date sets out the key achievements and activities that have formed part of pandemic response to date.

Second stage pandemic response – action plan point	Achievements and activities to date	Actions that will continue to be delivered through Towards a Better Newham – Our Recovery and Reorientation Strategy
<p>1. Taking action across the Newham Health & Wellbeing Partnership to tackle the disproportionate impact of Covid-19 on Black and Minority ethnic communities</p>	<ul style="list-style-type: none"> • Five task and finish groups have been set-up underneath the Health and Wellbeing Board, including the establishment of a Community Reference Group to provide additional insight for the range of themes being focussed on by the partnership • We have undertaken a diabetes equity audit to understand the nature of disproportionate health outcomes for at-risk communities • Promoting the flu vaccine across all communities and groups in Newham in a 	<p>1.1 Ensuring access to the right care at the right time the information to navigate the pandemic - CONTINUE</p> <ul style="list-style-type: none"> • Launch, monitoring and evaluation of the wellbeing campaign in partnership with our Health and Wellbeing Board partners <p>1.2 Maximising system levers to tackle inequalities - CONTINUE</p> <ul style="list-style-type: none"> • Continued partnership working through the BAME task and finish groups, and wider partnership implementation of the Tackling Racism, Inequality and Disproportionality Programme

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	<p>fully joined-up partnership with our health partners;</p> <ul style="list-style-type: none"> • Progressing a mentoring programme in partnership with Bart's Health, • Collaborative research partnership with UEL commenced with an initial focus on access to care • We have developed a dedicated 'wellbeing through COVID' campaign to promote good health across Newham • Significant research has been undertaken following a largescale programme of engagement to understand barriers and mitigate as far as possible. This engagement programme includes: <ul style="list-style-type: none"> ○ 35 in-depth qualitative interviews with a range of Newham residents ○ 10,000 quantitative survey ○ focus groups and listening session with social media participants 	<ul style="list-style-type: none"> • Wider investment in Community Wealth Building and targeting tackling social inequality in Newham <p>1.3 Supporting underlying health conditions and health promotion - CONTINUE</p> <ul style="list-style-type: none"> • Develop a local weight management programme in Newham by December to reduce obese resident's risk of poor outcomes from C-19 <p>1.4 Workforce – CONTINUE</p> <ul style="list-style-type: none"> • A survey will be conducted to review the current trainings and initiative taking place to promote diversity across the health organizations and local authority (such as unconscious bias trainings and reverse mentoring) <p>1.5 Locally effective test, track and trace - CONTINUE</p> <ul style="list-style-type: none"> • The group is looking to identify any ongoing BAME disparities in the testing and contact tracing systems through national and published data sources, and explore how the HWBB partners and VCS sector can help to address these • Advocating on the need to get access to accurate ethnicity data from the national testing and contact tracing systems • Our BAME workforces are a significant proportion of the local health and care workforce. We will ensure that people are appropriately protected,

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		<p>ensure they have agency and voice and have opportunities to progress and develop.</p> <ul style="list-style-type: none"> • Develop a long-term wrap-around support package for vulnerable residents on a sustainable basis
<p>2. Building on the amazing community mobilisation developed to support residents to provide Covid-19 advice</p>	<ul style="list-style-type: none"> • We have recruited over 400 COVID health champions who have undertaken significant positive work throughout Newham and with our residents and communities to help promote healthy and safe living during COVID, to connect residents to our wider support offer and to support residents through challenging times • We are launching our young health champions programme imminently, with a focus on connecting families, CYP and other groups to our wider communications and support offer • We have significantly developed our social prescribing offer and young people's social prescribing offer to increase its scope and reach throughout the COVID • We have continued to develop our relationship with the VCS, through continued iteration of our Compost Impact Survey, the development of a range of co-design workshops with the VCS on the future VCS strategy with an intention to develop a new 	<p>2.1 Mobilisation of Community Health Champions – COMPLETE</p> <p>2.2 Young people taking a positive role in the response – COMPLETE</p> <p>2.3 Developing community VCS and health partnerships to deliver effective co-produced interventions to improve health – CONTINUE</p> <ul style="list-style-type: none"> • Complete the VCFS procurement design workshops to enable precise procurement needs to be included in the tender specification • Building on excellent VCFS representation for the recovery working group ensure all representatives are briefed to bring views from the sector to meetings and report back on progress and outcomes to the sector.

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	<p>commissioning approach and strategy for the VCS over the next period</p>	
<p>3. Protect the most at risk in Newham such as those in our care homes</p>	<ul style="list-style-type: none"> • We have continued to develop a wide-range of joint-working processes and relationships between ASC, PH, Primary care and the CCG on continuing to develop our care homes response plan • We've continued to develop our care home capacity tracker, with daily contact with care homes being undertaken to continue to provide support and manage risk in the local care system • We've established robust testing and tracing processes across our care homes to do everything we can to prevent and manage risk for our most vulnerable residents; • Developed specific service re-establishment plans for day-services and for services to our most vulnerable residents including those with Learning Disabilities and Mental Health support needs; • Developed specific support virtually for our carers through the integrated carers support service, via telephone, and WhatsApp and Zoom, 	<p>3.1 Targeted health and social care support to providers in the borough including:</p> <ul style="list-style-type: none"> - Enhanced GP support to Older People and Care homes - Seven-day access to council support and Public Health advice - PPE and Testing support – CONTINUE <ul style="list-style-type: none"> • Continue to work with health partners on care home support and resilience, especially as we develop and deliver the Winter Plan <p>3.2 Support to all vulnerable groups including those with Learning Disabilities (LD), Mental Health (MH). - CONTINUE</p> <ul style="list-style-type: none"> • Continue to support care homes, day services and the wider care and support system to respond to the operational challenges posed by the COVID crisis <p>3.3 Support to carers, including young carers who have taken on additional tasks during lockdown – COMPLETE</p>
<p>4. Develop our public spaces to support social distancing and make it easier for walkers and cyclists, improving air quality</p>	<ul style="list-style-type: none"> • We have sensitively, but where appropriate, reviewed parking controls in key areas of high footfall in order to promote social distancing and create safe high-streets 	<p>4.1 Improved highways infrastructure to encourage social distancing and promote active travel - CONTINUE</p>

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	<ul style="list-style-type: none"> • Implemented 'Keep your Distance' stencilling and signage across all of our major town centres • Implemented phase 1 of our Healthy School Streets initiative, now implemented across 10 schools • Ensured our parks are re-opened but within COVID safe guidelines in order to continue to promote safe social interaction and healthy living across our neighbourhoods; • Re-opened all sports facilities and pitches within COVID secure guidelines; • In limited instances, permitted a large-scale Eid event across our parks, while limiting future open-space gatherings in order to ensure compliance with government guidelines • Developed a continued programme of engagement with businesses to promote customer compliance with COVID safety behaviours and to support ongoing opening of business in Newham 	<ul style="list-style-type: none"> • Continue engagement with local businesses, residents and communities on highways changes throughout the coming period <p>4.2 Focused actions to improve air quality building on the gains made in air quality - CONTINUE</p> <ul style="list-style-type: none"> • Implement interim measures at 10 schools that supported the Healthy Schools Streets measures <p>4.3 Promotion of all green spaces in the borough and encouraging physical activity safely - COMPLETE</p> <p>4.4 Support trader compliance - CONTINUE</p> <ul style="list-style-type: none"> • Work with business through on-site meetings to increase the level of customer compliance in public health measures such as the enforcement of social gatherings within premises to two households and to offer pragmatic advice for individual households of more than 6 people. To make use of the statutory powers within the Health and Safety at Work Act to ensure retail outlets adhere to the application of safety controls.
<p>5. Support for community to access testing and make contact tracing work locally</p>	<ul style="list-style-type: none"> • We have continued to engage with VCS and faith organisations to support the sector throughout the challenging period • Developed the East Ham and Beckton test sites in partnership with central government 	<p>5.1 Newham plan for supporting outbreak management in settings and linking in with national contract tracing model – COMPLETE</p>

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	<p>agencies, and worked proactively with partners to resolve capacity issues at the site</p> <ul style="list-style-type: none"> • Prototyped testing through GP surgeries to further improve and develop our local test and trace capability and model • Piloted the national NHS test and trace app, with widespread engagement with our communities, residents and businesses in order to ensure the national model learns lessons from implementation of the national model in areas like Newham. This pilot has enabled Newham to adopt these learnings as part of the ongoing development of our local approach 	<p>5.2 Working with the local system to develop access to testing – COMPLETE</p> <p>5.3 Awareness and education campaign working through communication channels and management of the media - COMPLETE</p>
<p>6. Seek to tackle the links between peoples housing situation and their COVID -19 risk including those associated with overcrowded and multigenerational households</p>	<ul style="list-style-type: none"> • We have identified a list of (700) HMOs within Newham to begin a programme of proactive engagement in order to understand and support pressures within the local private rented sector that might impact on the future tenancies of our residents; • Commenced a programme of inspections of existing temporary accommodation settings to establish potential health risks for those who might need to self-isolate during a secondary rise in infection • Secured additional self-contained units to proactively create capacity within the accommodation portfolio for future pressures and risks of Second wave on families and residents in Newham 	<p>6.1 Review the temporary TA availability/hotels – CONTINUE</p> <ul style="list-style-type: none"> • Continue to review licenced HMOs to identify the opportunity for mitigation of infection risk <p>6.2 Maintain vulnerable families in self-contained accommodation to prevent risk of infection in shared accommodation – CONTINUE</p> <ul style="list-style-type: none"> • Continue to engage with suppliers to obtain additional accommodation, and advance negotiations to procure additional hotel accommodation where self-isolation is possible, in partnership with Waltham Forest Council.

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	<ul style="list-style-type: none"> Continued to work with MHCLG to ensure that national schemes are implemented effectively in Newham 	<p>6.3 Develop support package to ensure isolation easier in multigenerational households - CONTINUE</p> <ul style="list-style-type: none"> Planning with the Change and Insight team to undertaken for a deep dive into the issue of multigenerational households <p>6.4 Continue the support for rough sleepers - CONTINUE</p> <ul style="list-style-type: none"> Finalise draft Commissioning Intentions, which include plans for move-on in relation to C19.
<p>7. Supporting the health and wider wellbeing of our community</p>	<ul style="list-style-type: none"> Safely re-opened the majority of our leisure provision across our leisure centres in line with COVID safe guidelines. We have extended our parks activity programme to ensure that our residents continue to be able to remain physically active during the lockdown and post-lockdown period Worked closely with our partners to undertake a Mental Health Impact Assessment with groups across Newham Worked closely with schools to ensure that our children have access to the right mental health support, including training, development and resources for our wider education system Increased the capacity of our Domestic Abuse service to ensure that staffing 	<p>7.1 Ensure proactive support for people with long term conditions associated with COVID-19 Risk – CONTINUE</p> <ul style="list-style-type: none"> Proactive role for primary care, reaching out to those on practice lists and supporting them through clinical and social routes around managements of LTCs <p>7.2 Reconnecting residents with health services – CONTINUE</p> <ul style="list-style-type: none"> Working with system partners to provide reassurance from to the community to encourage access to primary care and mental health services including public health priorities e.g. immunisations, oral health, health in pregnancy etc <p>7.3 Getting Newham Active – COMPLETE</p>

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	<p>capacity can absorb demand, and support the proactive work undertaken in partnership with the police to ensure that all residents are aware of and able to access support if they suffer domestic abuse;</p>	<p>7.4 Health Promotion including focus on excluded groups who we know already have poor health Outcomes – CONTINUE</p> <ul style="list-style-type: none"> • Develop a Health Promotion Plan plans for high risk behaviours informed by COVID-19 intelligence & research for delivery and to inform integrated commissioning strategy <p>7.5 Ensure access to mental wellbeing services - CONTINUE</p> <ul style="list-style-type: none"> • Finalise updated Suicide Prevention Action Plan and build on the action plan for the CYP MH&W group in line with the Newham H&W strategy <p>7.6 Focused support for those affected by Domestic Abuse - CONTINUE</p> <ul style="list-style-type: none"> • Officers are working with commissioned frontline providers regarding to review actions taken during the lockdown period. In addition to this, contingency plans for a further lockdown are being developed by frontline providers and will be shared with officers once these are complete. Officers will continue to monitor the impact of the service returning to normal levels of funding and how contingency plans mitigate any risks.

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<p>8. Building on the success of #HelpNewham developing a sustainable model the supports community resilience including young people and addresses food security</p>	<ul style="list-style-type: none"> • Developed a transition plan for HelpNewham that will ensure it can continue to be sustainably delivered in partnership with the VCS sector • Continued to ensure that our staff befriending service continues to be operated, with further recruitment planned for the coming period • Work with VSC to ensure that direct food support is a gateway to help the broader needs of people and food is provided via the commercial food system e.g. NRPF and advice services etc. • Developed work through Newham Food Alliance in partnership with the VCS and Faith Sector • Implement a key pilot to tackle digital exclusion in Newham to establish a digital exclusion hub and a digital champion network across the borough, including the provision of devices and data for our most vulnerable residents • Promoted access to digital services through our libraries service, showing that Newham's take-up of this offer is significantly higher than other boroughs; 	<p>8.1 Deliver a transition plan to sustain #HelpNewham and family box in partnership with VCS – COMPLETE</p> <p>8.2 Ensure food security for all - CONTINUE</p> <ul style="list-style-type: none"> • Work with active Newham to increase volunteer capacity in the VCFS • Work with suppliers to ensure that we have the volume of healthy food we need <p>8.3 Tackle Digital Exclusion – CONTINUE Finalise project plan and financials to spend allocated £100k on digital hub approach: Prototyping a digital hub model across the borough to</p> <ul style="list-style-type: none"> - Start to create a digital champion network across the borough through the VSC - Provide basic digital skills training to residents - Provide devices and data to our most vulnerable residents via our VSC partners - Develop a wraparound model for the long term sustainability of digital inclusion hubs across the borough
<p>9. Continue to support children and young people in: Education challenges/ exam</p>	<ul style="list-style-type: none"> • Work closely with schools on the curriculum which covers both the taught curriculum (subject content) and the social and emotional aspects of learning. Schools will 	<p>9.1 Support for children who have missed key learning - CONTINUE</p>

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<p>results and lost learning, Missing key milestones, Playing a proactive and positive role in the COVID response and Wellbeing.</p>	<p>make decisions on how best to utilise resources from the 'catch-up' programme announced by the government. Other services in place to support holistic approach to children's missed learning (e.g. mental health services, Educational Psychologists).</p> <ul style="list-style-type: none"> • Developed an initial youth safety dashboard, for further iteration, ensuring that we have a data-led and partnership informed response to youth safety in Newham • Implemented plans to support our childcare providers with additional funding and support over the coming challenging period; 	<ul style="list-style-type: none"> • We will continue to monitor issues relating to gaps in learning through the input of School Improvement Advisers and our regular contact with Headteachers <p>9.2 Working with Youth services, VCS, schools and young people to consider the transition back to school and summer offer – COMPLETE</p> <p>9.3 Develop the virtual reach to young people – CONTINUE</p> <ul style="list-style-type: none"> • Increase the virtual offer developed to all children and young people through peer youth champions <p>9.4 Tackle exploitation, gangs, county lines to promote youth safety - CONTINUE</p> <ul style="list-style-type: none"> • Discussion and work plan development underway with colleagues to align YSB PI dataset with other work already underway (e.g. JSNA) to collate cohorts of known and on the edge children and link this with measuring achievable outcomes across relevant service areas.
<p>10. Economic Development, employment and debt support</p>	<ul style="list-style-type: none"> • Worked closely with a range of partners to develop the Towards a Better Newham strategy, and linked Royal Docks £12m funding pot for good growth in Newham 	<p>10.1 Providing non-stigmatising income support, financial resilience – COMPLETE</p> <p>10.2 Support for 16-25-year olds where employment opportunities may be reduced – CONTINUE</p>

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	<ul style="list-style-type: none"> • Ongoing and regular engagement with our businesses to ensure they can access local, regional and national support; • Recommended a new approach to debt collection which sensitively encourages our residents to contact Moneyworks (our money advice and support service) if they are facing financial difficulties. This has resulted in a significant uptake of money advice support for our most financially vulnerable residents; • The Newham NEET team is working in partnership with our careers service provider to deliver the September guarantee offer (which is an offer of education or training activity) to all our year 11 and 12 leavers as part of the LA responsibility under the Education and Skills Act 2008 and Education Act 2011. (Ongoing) • Commenced the Newham supported Internship Programme with 40 residents between age 18-24 on the programme in partnership with a range of VCS, private and public sector partners; 	<ul style="list-style-type: none"> • Full delivery of all online workshops and sessions to residents and embedding processes into daily service offer. Workshops for Young People focusing on apprenticeships and understanding recruitment processes. • Newly appointed Royal Docks Programme Coordinator to work with the Enterprise Zone businesses, employment/training opportunities for young residents. <p>10.3 Support the resilience of SME and prepare for easing of lockdown and recovery, in line with the community wealth building agenda and support the resilience of SME and support prepare for easing of lockdown and recovery - CONTINUE</p> <ul style="list-style-type: none"> • Support Royal Docks team to assess Good Growth Fund applications.