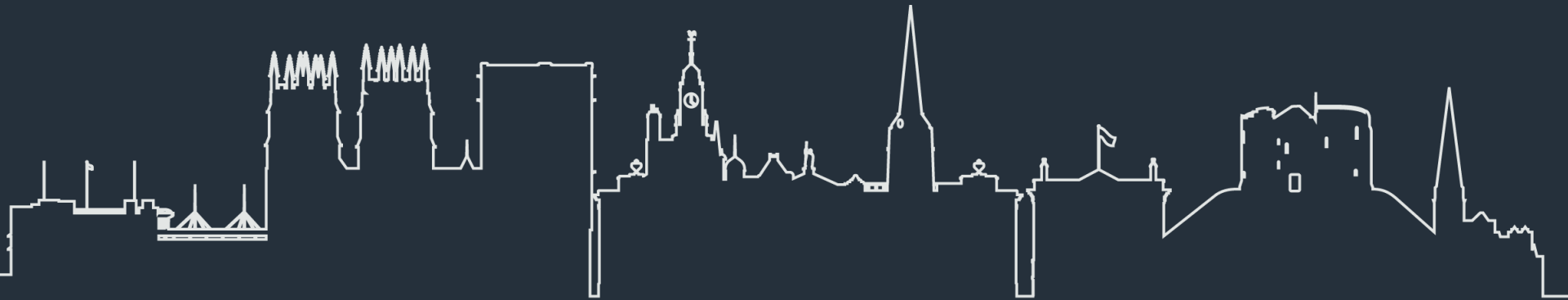


# Contact tracing

OMAB – 21 October 2020



# Why offer a Local Tracing Partnership?

- LA's have local methods to contact the case which are not available nationally.
- Enables us to implement non-pharmaceutical interventions and prevent a local 'Lockdown'.
- More people contacted the risk of transmission reduces
- We also gather local intelligence on where the case may have been prior to the positive result.

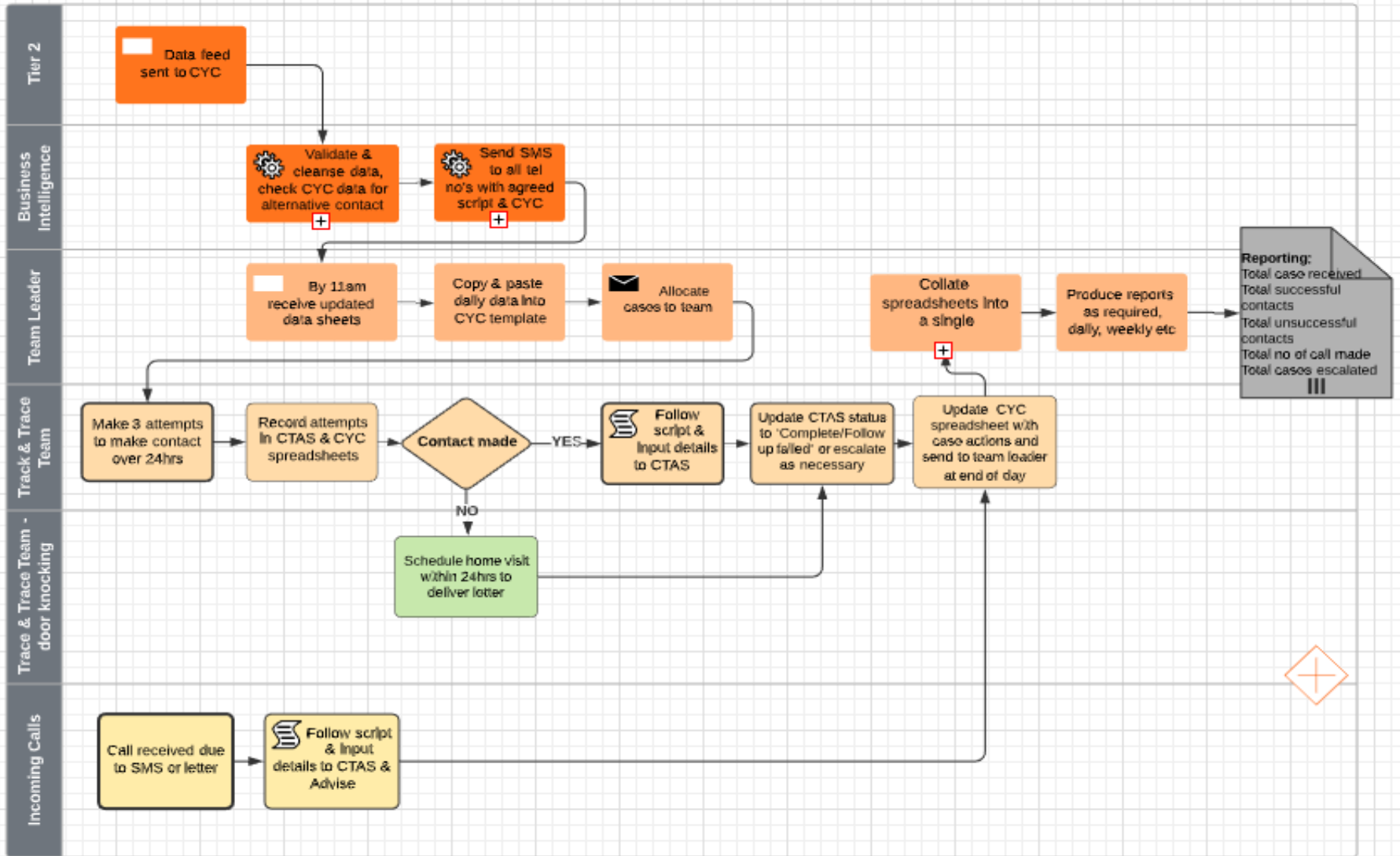
## Why offer a Local Tracing Partnership? (2)

- A local solution in other areas has increased the number of contacts made
- Local data and community knowledge can provide a more targeted support for those that need help during isolation.
- Locally we can act quickly to any breakout linked to a business or gathering.

# York Delivery Model

- Monday to Friday service in the first instance
- Staffed by Health Trainers who have completed the local and national training
- Initially we are only contacting positive cases and recording their contacts. These are fed back to the national T&T. This may extend in the future.
- Appointing 4 Health Promotion Officers who will work a shift system over early evenings and weekends to increase to 7 day cover.

## CYC Track and Trace Process



# Local Contacts.

Team leader receives list of contacts to be made that day.

Prior to phone call from the team a gov.notify text message is sent.

**Message Title: CYCTracing**

**Message:** *“You are identified as Covid-positive; we therefore need to speak with you, so please expect a call soon from City of York Council on this number: 01904 551559”.*

# Local Contacts.

## Telephone

- Dedicated telephone number 01904 551559
- 8 dedicated extensions
- Duty rota established
- System will operate on a circular hunt group.
- Voice mail capability – if message left this is then transferred to an email
- Dedicated email: [CYYContact.Tracing@York.gov.uk](mailto:CYYContact.Tracing@York.gov.uk)

# Process – with phone number

- National T&T contact attempted for 48 hours
- Passed to CYCT&T who send 1 text message followed by 3 phone calls over 24 hours (afternoon, evening, following morning)
- If unsuccessful a home visit is made
- If no-one in property a letter and factsheet left, with information on how to contact the local T&T service



# Process – no phone number

- If address is known.
- Home visit with letter and factsheet.

## No phone number or address.

- If we cannot complete the data and we have no phone number or address on CYC system – Follow-up failed.

# Any Questions?

Thank You.



**Working together** to improve and make a difference