



## Outbreak Management Advisory Board

09 June 2021

### Emergency Response Hubs

#### Background

The Emergency Response Hubs have been operating since the end of March 2020. They are based in community venues staffed by City of York Council and supported by volunteers. There are currently 5 hubs operating across the city. The table below shows the areas of the city supported by each of the hubs.

<b>Foxwood Community Centre</b> <u>Acomb Ward</u> <u>Holgate Ward</u> <u>Westfield Ward</u> <u>Dringhouses and Woodthorpe Ward</u>	<b>Haxby Memorial Hall</b> <u>Haxby and Wigginton Ward</u> <u>Huntington and New Earswick Ward</u> <u>Strensall Ward</u>
<b>Clements Hall</b> <u>Micklegate Ward</u> <u>Guildhall Ward</u> <u>Fishergate Ward</u> <u>Fulford and Heslington Ward</u> <u>Bishopthorpe Ward</u> <u>Copmanthorpe Ward</u>	<b>Tang Hall Community Centre</b> <u>Heworth Ward</u> <u>Heworth Without Ward</u> <u>Hull Road Ward</u> <u>Osbalwick and Derwent Ward</u> <u>Wheldrake Ward</u>
<b>Clifton</b> <u>Rawcliffe and Clifton Without Ward</u> <u>Clifton Ward</u> <u>Rural West York Ward</u>	

The support offered through the Emergency Response hubs has evolved to meet local need throughout the pandemic. Initially 9 hubs were set up, all working to a core model but operating slightly differently to reflect local capacity, community infrastructure and local knowledge. In some areas local partners took the lead in the delivery of the response and in other areas City of York Council staff undertook this role.

The focus of the hubs has been to ensure that York residents have access to the support that they need when they need it. The majority of

requests for support have been actioned on the same day. This was only possible due to the dedication of those managing the hubs and the 500+ volunteers generously giving their time.

Since the Emergency hubs started in March 2020 they have completed over:

- 20,000 Phone calls, door knocks, referrals and welfare checks
- 8,000 Food supplies (Food parcels, food projects and essential shops)
- 1,500 Prescription collection and deliveries

These numbers are reflective of the tasks that have been recorded, the true number of tasks delivered is likely much higher.

### **Current plans and transition**

The current plans are to run the Emergency Response Hubs in their current form until the end of July 2021. The rationale being to reflect the roadmap to easing lockdown and to offer a period of transition. Post July the intention is to focus capacity on the roll out of a community approach model.

Since the end of the last period of lockdown, the levels of support requests to the emergency response hubs has significantly reduced. During this time we have delivered a core service and concentrated efforts in supporting people to find local sustainable solutions to issues:

- Signposting and connecting to specialist support
- Connecting people with local food projects and activities
- Supporting and delivering Covid compliant engagement activities
- Facilitating conversations to address anxieties around getting out and about, vaccinations, testing etc.
- Developing opportunities to deliver a strengths based community approach model.

In addition ward committees are supporting local projects through a dedicated grant pot for Covid-19 recovery activities to increase community capacity.

### **Flexibility**

Should it be required beyond the end of July 2021 it may be possible extend the support of the Emergency Response Hubs in a number of ways which could include one or a combination of the following:

- a) continue to run the service in its current form subject to allocation of sufficient funding and agreement with venue management.
- b) offer a hybrid approach joining together different response elements and sharing resources e.g. local test kit collection and testing.
- c) integrate support into the roll out of the community approach model on a 'by exception' basis.
- d) cease the current Emergency Response Hub operation at the end of July with the view to reinstating all or part of the service if needed.

## **Reflections**

Feedback from partners, staff and volunteers from the Emergency Response Hubs indicates that the area based approach taken to supporting residents has led to a greater shared understanding of local needs and issues, enhanced connectivity and sense of community and belonging. Many of the volunteers have also volunteered with connected activities which will continue beyond an emergency response. All contributing to the skills, knowledge and capacity to respond to future challenges. Conversely there are significant issues which have been highlighted whilst delivering support through the Emergency Response Hubs, particularly in the areas of loneliness and isolation and physical and mental health. Issues as a direct result or exacerbated by the pandemic where investment could make a real difference to lives now and the resilience of the York Community.

## **Contact Details:**

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