



**Notice of a public meeting of
Children, Education and Communities Policy and Scrutiny
Committee**

To: Councillors Baker (Chair), Webb (Vice-Chair), Daubeney, Fenton, Fitzpatrick, Heaton and Barker

Date: Tuesday, 1 December 2020

Time: 5.30 pm

Venue: Remote Meeting

AGENDA

1. Declarations of Interest

At this point, Members are asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they may have in respect of business on this agenda

2. Minutes

(Pages 1 - 8)

To approve and sign the minutes of the meeting held on 26 February 2020.

3. Public Participation

At this point in the meeting members of the public who have registered to speak can do so. Members of the public may speak on agenda items or on matters within the remit of the committee.

Please note that our registration deadlines have changed to 2 working days before the meeting, in order to facilitate the management of public participation at remote meetings. The deadline for registering at this meeting is at 5.00pm on Friday

27 November 2020.

To register to speak please visit www.york.gov.uk/AttendCouncilMeetings to fill out an online registration form. If you have any questions about the registration form or the meeting please contact the Democracy Officer for the meeting whose details can be found at the foot of the agenda.

Webcasting of Remote Public Meetings

Please note that, subject to available resources, this remote public meeting will be webcast including any registered public speakers who have given their permission. The remote public meeting can be viewed live and on demand at www.york.gov.uk/webcasts.

During coronavirus, we've made some changes to how we're running council meetings. See our coronavirus updates (www.york.gov.uk/COVIDDemocracy) for more information on meetings and decisions.

4. **Voluntary Sector Work/Activity** (Pages 9 - 44)
To receive a presentation from the Chief Executive of York Voluntary Sector (CVS), the Chief Officer (Age UK) and the JRHT Partnerships Manager (Communities).
5. **Future Voluntary Support and Needs**
Round-table discussion with all attendees about future voluntary sector support.
6. **Work Plan** (Pages 45 - 46)
To consider the Committee's Work Plan for the remainder of the municipal year.
7. **Urgent Business**
Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer

Angela Bielby

Contact details:

- Telephone – (01904) 552599
- Email – a.bielby@york.gov.uk

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 (01904) 551550

This page is intentionally left blank

City of York Council

Committee Minutes

Meeting	Children, Education & Communities Policy & Scrutiny Committee
Date	26 February 2020
Present	Councillors Webb (Vice-Chair in Chair), Daubeney, Fenton, Fitzpatrick, Heaton and Hollyer
Apologies	Councillor D Taylor (Chair)

51. Declarations of Interest

Members were asked to declare, at this point in the meeting, any personal interests, not included on the Register of Interests, or any prejudicial or disclosable pecuniary interests they may have in respect of business on the agenda. None were declared.

52. Minutes

Resolved: That the minutes of the meeting of the Committee held on 28 January 2020 be approved as a correct record and then signed by the Chair.

53. Public Participation

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

54. Overview of Children's Services

Members considered a report that provided an overview of children's services using the new children's inspection framework.

The Assistant Director of Children's Services was in attendance to provide an update and she highlighted how the Local Authority were using self-assessments to respond to the thorough and challenging framework that would bring a different emphasis and feel to the way children's services was inspected.

She also discussed the quality and impact of social work practice in York and Members noted:

- The improvement priorities over the next 12 months and those improvements that were already demonstrating impact.
- Officers were working to strengthen the approach to attract, recruit and retain Social Workers and were investing in staff and culture change to encourage employees to learn and develop their practice.
- Structures in some key areas had been revised to support a better focus on the needs of the most vulnerable children.
- The tight focus on the six core priority areas in the improvement plan.
- The right plans were in place to strengthen the approach to permanence.

In answer to Members questions, it was confirmed that:

- Staff would continue to be supported through the improvement journey and their working conditions were regularly monitored.
- Drift and delay was improving in most areas although some challenges remained within child in need and child in protection and support would be targeted to bring some stability into those areas.
- An Adolescent Strategy was being developed with key partners to support the vulnerable cohort of children and it would focus on county lines, child criminal exploitation, neglect and transitional safeguarding.
- All staff were communicated with regularly and work continued to ensure self-assessments were accurate and that all staff knew the system well.
- Support, training programmes and supervision packages were in place for all levels of staff and a confidential health check survey would be issued shortly.
- The demand throughout the whole service was monitored and single assessments, through audits and deep dives, were taking place to ensure the thresholds were right.
- The U Matter Survey results had improved and officers could share the outcomes with Members.

Following further discussions around recruitment, retention and the support and supervision packages for newly appointed and

experienced staff, Members noted that a full 2 week inspection of Children's Services was imminent.

Members thanked the Assistant Director for answering their questions and confirmed they would support officers in the ongoing improvement journey. The Assistant Director requested Members contact her for any further clarity they may require on any points raised.

Resolved: That the report be noted and officers be supported in the ongoing improvement journey for Children's Social Care.

Reason: To ensure the Committee were kept up to date with progress in Children's Social Care.

55. Regional Peer Review of our Children and Young People in Care (CYPIC)

Members considered a report that provided a summary of feedback of the recent children in care regional peer review which was undertaken in November 2019.

The Assistant Director of Children's Services provided an update and informed Members that the Peer Team were asked to consider 5 key lines of enquiry and to complete an audit of a selection of case files. She highlighted the methodology, the key findings and top tips as recommended by the Peer Team.

Members noted the actions following the review which included the development of an effective joined up response to meet the needs of teenagers, which would include key partner agencies (housing, health and police) and that managers were now "Live Auditing" two cases with staff on a monthly basis.

Following further discussions, the Assistant Director answered Members questions and confirmed that:

- Children in Care figures had risen from 207 to 257 and the children were of various ages although a significant amount were adolescent. Members noted that addressing neglect in adolescent was a significant challenge and that where possible older children were kept within their family setting.

- The voice of a child was strong and listened to, ensuring every child felt valued, understood and equal in the process.
- New practice models take time to embed and training would be rolled out to staff and partners.
- Recruitment open days, apprenticeships, step up and front line programmes, as well as the normal recruitment process had attracted a much better level of application, enabling some successful filling of posts at all levels. The next front line recruitment programme would take place in September 2020.
- A Workforce Development Strategy would be produced to address a number of issues related to recruitment and retention to ensure City of York Council was an employer of choice.
- The social work academy was offered to all staff and ran three times a year and the front line programme was aimed at graduates with a 2.1 degree or above or people working in other sectors who wanted to come into social work.
- All key partners were involved in the development of the Adolescent Strategy and Members would be able to view the document after April 2020.
- There was a better understanding in the organisation of what good looked like and an enhanced commitment to improve outcomes for children.

Members agreed it was important that all partners were involved in the ongoing improvement journey and the Assistant Director agreed to confirm if those Members who were Corporate Parents should be DBS checked.

Members thanked the Assistant Director for her update and for answering their questions.

Resolved: That the report be noted and officers be supported in the ongoing improvement journey for Children's Social Care.

Reason: To ensure the Committee were kept up to date with progress in the ongoing improvement journey for Children's Social Care.

56. Young People's Mental Wellbeing in York

Members considered a report that presented the initial information and draft remit proposed by the Task Group set up to examine young people's mental wellbeing in York.

The Chair highlighted the proposed aim and objectives and confirmed that Members had the following 3 options to consider:

- i. Endorse the draft remit proposed by the Task Group;
- ii. Amend the draft aim and/or objectives;
- iii. Add any further objectives the Committee agreed were relevant.

It was brought to the Committee's attention that a similar review had taken place by the Health and Wellbeing Board in 2016 and the Scrutiny Officer agreed to investigate this further and report her findings back to Committee Members via email.

Following discussion it was agreed that a reference to schools and other bodies was required in objective ii.

Resolved:

- i) That the suggested remit be endorsed with the following amendment to objective ii):

To review the policies and practices City of York Council, *schools and other bodies* has in place to help, support and intervene early where young people self-harm and whether these processes are timely, effective and cost efficient.

- ii) That the Health and Wellbeing Board be consulted regarding the recommendations arising from the self-harm needs assessment reported on 7 September 2016.

Reason: To enable the Task Group to proceed with work on the agreed scrutiny review.

57. Work Plan

Members considered the Committee's draft work plan for the 2019/20 municipal year.

Following discussions regarding the current work plan, Members agreed the following:

- That the Foster Carer remuneration update, due to be considered at the 24 March meeting, be moved to 20 May to enable the Placement Review to be included but that Members receive correspondence that briefly explained the current Foster Carer payment arrangements, including the independent review, which resulted in an agreed pay lift of 2% to level 1 and 2 carers.
- **Tuesday 24 March 2020**
Home to School Transport Report
To provide Members with an overview report of the current offer and the financial and legal impacts and to give Members an opportunity to ask questions and gain a better understanding.
- **Wednesday 22 April 2020**
Cultural Entitlement Update
Report to be provided by the Chair of REACH, the Local Cultural Education Partnership.

Nursery Provision Update

To provide Members with an update on the current early years provision across the city, including information from the annual Sufficiency Review, the impact the 30 hours of free places had on providers and Section 106. Members also suggested that sector representatives, from a large nursery and a childminder, be invited to the meeting or contacted for feedback.

Skills Report

To be moved to the September 2020 meeting due to the consultation period concluding at the end of July.

- **Wednesday 20 May 2020**
To receive the Adolescent Strategy and an update on the Multi Agency Safeguarding Hub (MASH), including the audit work, impact and review of the Front Door.

Placement Review/Foster Carer Remuneration

To provide Members with the Placement Review, including the allowances and pay to Foster Carers.

Following further discussions regarding the 2020/2021 work plan, it was suggested that at an appropriate time:

- Make It York be invited to attend a Committee meeting to give an update on the cultural offer.
- Members receive the Permanence Strategy, including the resources for placements outside of the city.
- Consideration be given to invite appropriate service users, partners and clients to attend specific meetings where items for business were relevant to them.

Members noted that the provisional 2020/2021 meeting dates for this Committee were detailed on the Council's Corporate Calendar.

Resolved: That the work plan be approved subject to the above amendments/additions.

Reason: To keep the Committee's work plan updated.

Cllr R Webb, Chair

[The meeting started at 5.30pm and finished at 7.35pm].

This page is intentionally left blank

WHAT WE DID DURING THE COVID-19 LOCKDOWN MARCH – JUNE 2020

SEPTEMBER 2020

yorkcvs

Contents

What we heard during the Covid-19 pandemic

Introduction	2
Who's 'We'?	2
What did we do during Covid-19?	2
What we heard – in summary	4

Themes

Food and medicines.....	5
Access to routine care	8
- Toenail cutting	9
Shielding and self-isolating	10
Mental health and wellbeing.....	10
Dementia.....	13
Learning Disabilities.....	14
Carers	14
Work and Money	16
Technology	17
Transport.....	18
Complex situations which included many of the themes above	19

Reflection	20
-------------------------	----

Conclusion	21
-------------------------	----

Appendices	23
-------------------------	----

Appendix 1 – Glossary of abbreviations.....	23
---	----

Appendix 2 – Organisation that are within York CVS and worked together throughout the pandemic	23
--	----

Introduction

On 30 January 2020 the COVID-19 outbreak was declared a Public Health Emergency of International Concern. In March, the UK government imposed a lockdown. All "non-essential" travel and contact with people outside one's home (including family and partners) was banned, shutting almost all schools, business, facilities, places of worship. People were told to keep apart in public. Those with symptoms, and their households, were told to self-isolate, while the most vulnerable (people in their 70s and people with certain illnesses) were told to shield themselves.

This report summarises the themes that emerged from the many conversations we had with local people we supported during this lock down.

Please note: all names have been changed to preserve anonymity.

Who's 'We'?

This report has been compiled to provide a snapshot of the work carried out by York CVS during three months, March to June 2020, at the height of the Covid-19 pandemic.

'We' refers to all York CVS staff working in collaboration throughout the period described. In normal times, those staff undertake a wide range of roles for York CVS across social prescribing projects Ways to Wellbeing and NHS Link Workers, Healthwatch York, Dementia Action Alliance and Safe Places. See appendix 1 for more information.

What did we do during Covid-19?

Local GP practices added an option to their phone menus, for people in need of non-medical support. On selecting this phone option, callers were put through to York CVS staff (predominantly the Social Prescribing team) to answer calls. We could then provide social, emotional and wellbeing support, and organise practical help.

In addition, GP practices provided us with lists of vulnerable people of potential concern, for us to ring and offer support including a weekly welfare call. These lists included people with dementia (or who were in the process of receiving a dementia diagnosis) and they were supported by the York Dementia Action Alliance (YDAA).

Staff and volunteers (supported and co-ordinated by the York CVS staff team) made weekly welfare calls to vulnerable people, to make sure they had food, medicines and any other essential help.

In May, the Vale of York Clinical Commissioning Group (VoYCCG) asked York CVS to run a Covid-19 Monitoring Hub. This was set up to make sure that individuals who were symptomatic for Covid-19 were contacted regularly. It was recognised that on days 7 to 10 the symptoms of Covid-19 could worsen, and VoYCCG wanted to make sure people had access to the medical support they needed.

Healthwatch York encouraged local York residents to share their Covid-19 experiences via an item in a City of York Council (CYC) leaflet that went to every household.

They also urged local employers to help protect their most vulnerable staff with an article in the York press - <https://www.yorkpress.co.uk/news/18362063.coronavirus-vulnerable-put-risk-employers/>

York CVS also published weekly updates for the Voluntary Sector within York, to help keep other organisations up to date with York's response to the pandemic. Sharing information and knowledge was key.

What we heard – in summary

This report covers the period from 23 March to 30 June 2020, so the statistics reflect this time period. This data does not include the support we gave through the COVID-19 Monitoring Hub.

During this time frame:

1759 people were supported through the GP Hot Line.

Out of the people supported, **92%** needed social support. Only **8%** needed a GP/Nurse appointment.

1,005 people referred for social support

393 people continue to receive support from the Link worker team or welfare calls

876 Welfare calls were made, by the staff/volunteer welfare call team

The number of calls does not reflect the complex nature of many of the calls, and the high level of ongoing support and contact that some people needed.

Many of the calls that we received were questions about access to prescriptions and food, especially for shielding individuals who couldn't go out themselves, and for individuals who were struggling financially and were struggling to afford the necessities. York CVS staff took action to resolve peoples' problems and reduce anxiety.

Themes

Although every call was unique, clear themes emerged. Here, we explore those themes, with personal stories to illustrate them where possible.

Food and medicines

The Issue:

A large chunk of the calls that came through the hotline were about problems with accessing food and medicines. This also came up many times during the weekly welfare calls.

The reasons for people not being able to access food and medicines varied widely. Many of the callers were anxious about not having food and medicines.

Residents who were shielding weren't able to go into shops and chemists, or to GP practices and pharmacies to collect prescriptions. This meant a large number of people ran out of medicine, were afraid of running out of medicine and could not renew their prescriptions.

Digital exclusion was a significant barrier for many. Not being online or digitally confident meant that they were excluded from doing online food shops, online repeat prescription ordering and accessing online support groups (such as local Facebook support groups offering help).

We also spoke with many who were struggling financially. Some had been struggling before the lock down, and relied heavily on Food Banks and places like 'Pay as you feel cafes', that weren't open in their usual ways. Others had suffered financially due to Covid-19 which created serious problems and major anxiety for people and their families about accessing food and necessities.

How we worked to resolve this issue:

These issues were particularly challenging to deal with in the first few weeks of the pandemic and over bank holidays. Demand was high and there was widespread panic. Adequate help simply wasn't available at this point. As a result, York CVS staff delivered food and medicines to people who were really struggling, and had no other sources of help.

We worked collaboratively with Move the Masses, a charity that worked to deliver prescriptions to shielding people, or those who were self-isolating throughout the lock down. We sent many referrals through to Move the Masses, for their volunteers to deliver medicines, which was a very reliable service.

Once the CYC Food Hubs were established, we worked with them to get emergency food parcels to people and their families who were shielding, struggling to get to shops or who didn't have enough money for food.

Using the local food hubs meant that we could get food to people in need. We were able to depend on them in a way that was not possible with the Government food hubs.

Personal stories:



Michael was very unwell with Covid-19 symptoms and was unable to get food for his family due to feeling unwell and having to self-isolate. We provided support to the family and arranged for them to receive a food parcel. Michael told us that without our support he would have struggled to feed his family. He was very thankful.



Margaret is an older woman living alone. She registered with the Government scheme for food parcels and was hoping to get a priority slot for their online shop, but heard nothing back. She was already tearful and feeling anxious about Covid-19. We provided the number for Morrison's doorstep delivery in the interim while sorting them a food parcel. We then called back the following week for a chat and to make sure Margaret was doing ok.



Jacob's prescription was ready to be collected from his nominated pharmacy, but he was shielding. Jacob rang us as he was worried about how he would be able to collect it. We sent a referral to Move the Masses (MTM) and arranged for a volunteer to deliver the medication. Jacob was really happy with the help from both York CVS and the volunteers from MTM.

Access to routine care

Many of the calls we received highlighted the impact on individuals when routine care stops.

Dental Care

We received calls about the impact of lack of dental care due to dentists being closed. When people rang in need of urgent dental care, we signposted to NHS 111. Many people we spoke to found this process frustrating, confusing and not always resulting in appropriate care.



My COVID story is that from day 1 of the lockdown I have needed a tooth to be extracted, but all the dentist will do is give me more and more antibiotics. It aches and makes eating very difficult. All my food needs to be soft so that I don't need to chew anything. It gives me earache and the glands hurt. I'm not getting any information about when, if ever, I might be able to have the tooth extracted. I'm in my 70's.

Further into lockdown, emergency dental hubs opened in York, but people found it very hard to access this service due to capacity and a lack of information about how to access. When people did manage to access the care from the hubs, they found them very efficient and helpful.



I contacted NHS 111 as I developed severe toothache and accessed care from a dental hub. I was quickly (less than 24 hours) diagnosed with an infection and antibiotics prescribed. I was very happy with the service provided.

Toenail cutting

The closure of podiatry and nail cutting services in lockdown caused many issues for people who use these services. We received many calls from people who were in pain, struggling to walk and had balance problems. Their risk of falling increased. People were also anxious about when their next appointment would take place and were worried about other health conditions caused or worsened by their toe nails not being cut.

How we worked to resolve this issue:

We had a lot of communication with White Cross Podiatry Service (NHS) who were keeping in touch with their regular patients, checking in to see how they were managing. They were offering self-care packs, posting out equipment to patients and explaining how to use them over the phone. They were also offering emergency face to face appointments for patients who had broken skin, in-growing toenails or were in severe pain.

Some private podiatry services were offering face to face appointments for a fee. For people that called us who weren't struggling financially and were willing to pay for care, we signposted to these services.

Blood tests

We heard multiple examples of people getting confusing or incorrect information about blood tests. For example, getting sent to the wrong locations, not having the correct paperwork for the tests or not being in accessible locations (such as being suitable for people with mobility issues, and people with autism).

When people were given the correct information, the majority of people we spoke to found that Nuffield Hospital worked well as a location for blood tests.

Shielding and self-isolating

At the start of lockdown we heard from many people concerned about shielding, the most common worries being:

- needing to shield, but hadn't receiving a shielding letter
- receiving a shielding letter, but feeling they had no need to shield
- having to shield but then were not receiving any help with managing foods and medicines
- worries about what to do if one person in the household had to shield and the others didn't

We gave people classed as vulnerable and needing to shield the appropriate Government advice. We also arranged for people to speak to their GP's for medical advice when they had other concerns and confusions as to whether or not someone should be shielding. We also arranged for shielding letters to be sent to people who should have received one but hadn't.

Mental health and wellbeing

A large proportion of our calls were from people struggling to cope with poor mental health, often linked to being lonely and isolated in lockdown.

Many people were finding it very hard to manage high levels of anxiety. For example, people worried about catching the virus, and how life would be after lockdown. Many of these people had no previous experience of mental ill health before Covid-19.

We also heard from people with previous experience of mental health support, whose mental health was significantly deteriorating. They described the support networks and coping strategies they normally rely on being knocked due to services closing because of the pandemic.

We also had feedback from the Covid-19 Monitoring Hub highlighting an increasing number of people experiencing mental ill-health related to their experiences of contracting Covid-19.

How we supported people struggling with poor mental health

We offered weekly welfare calls to people who were struggling (most often this meant they were feeling lonely, anxious, depressed) and who would benefit from someone checking in on them.

We are particularly proud of our work here. Set up in rapid time shortly before lockdown started, our welfare call work was hugely successful in terms of uptake and efficacy.

- **223** people were referred to the welfare call volunteers
- **876** welfare calls made

We were able to keep an eye on those who seemed to be deteriorating (mentally and physically), or were otherwise giving cause for concern - offering extra support when needed, and also giving lots of practical support.

We signposted people to other organisations and charities; shared self-care tips, information on mindfulness and how to look after your wellbeing when stuck at home.

One Social Prescriber also set up a mindfulness group after lockdown began. The aim was to help people who were feeling lonely or anxious, and those interested in meditation. The group, called 'Breathing Space' is a weekly volunteer-led online mindfulness group. Members have a catch up, then are led through a meditation practice, followed by a further opportunity to talk and reflect. It has given the group members a safe space to chat and socialise, as well as an introduction to mindfulness and meditation. Several members of the group are hoping they might be able to meet up face to face one day soon.



Pat was a very isolated woman who was referred to us by her GP. Living alone with her cat, she spoke to nobody other than her York CVS welfare caller. As well as the support she got from the simple human contact of our weekly calls, we were also able to discuss practical ways to manage her mental health at home, introducing her to new coping techniques and resources. We searched online for community-based alternatives and she has now started watching the National Theatre at Home plays online each week. Crucially, this also enables her to chat with others who are online.

We also explored ways to stay physically active at home, and how to manage anxiety with online yoga. A referral to York Mind's adapted 1-1 emotional wellbeing support over the phone means she's getting more practical tips to manage her anxiety and mood.

Her anxiety caused her to be very worried about what would happen if she or her cat became unwell. Through our weekly calls, she was much reassured to discover that Move the Masses could deliver her prescriptions, and that she could order food delivery online.

She now has a whole suite of coping strategies to use, and a new online social community. Her anxiety has lessened because she knows help is out there if she needs it, and she knows how to get that help.

Dementia

We spoke to many people with dementia and to their families and carers, both via our hotline number and through the lists of vulnerable patients that GPs gave us. The loneliness and social isolation felt by many people with dementia has become even more apparent. There is also an understandable unease about returning to 'normal' life as lockdown restrictions slowly lift.

Concerns about loss of confidence, confusion about what 'rules' remain in place, and worries about loss of skills mean that many are even more fearful of the future.

Many people with dementia have seen a decline in their cognitive and physical health following lockdown. The loss of routine, and regular social interaction, has had a catastrophic effect on many, and those in relationships have experienced additional stresses from spending long periods of time together in the confines of their home without respite.

It is likely that York will follow national trends, in seeing a disproportionate amount of deaths of people living with dementia during COVID-19 -

https://www.alzheimersresearchuk.org/fifth_deaths_covid_dementia/



Fred rang the GP hotline out of concern for Ellie, who was struggling with memory loss and confusion about lockdown rules to a worrying degree.

We found out that Ellie had been in the process of getting a dementia diagnosis, but due to the pandemic her appointments with the Memory Clinic had been cancelled.

We offered support to both Fred and Ellie. We made weekly welfare calls to them both, posted out information about dementia services in York, and arranged for weekly food parcels to be sent to Fred, who cooked meals for Ellie. We also organised a face to face GP appointment for Ellie, to rule out any medical issues potentially exacerbating her symptoms (such as a urinary tract infection).

Fred expressed deep thanks for our help, describing how reassured he felt now that he had somewhere to turn if needed.

Learning Difficulties

We took calls from a number of people with learning difficulties, both living alone and in supported accommodation. Many were shielding and lots felt very confused about the changes to their normal routines, sudden lack of support, activities and places to go.

We arranged food deliveries for many, made regular welfare calls and helped arrange practical support. We also sent craft packs to those who were struggling to occupy their days, and set up a letter-writing scheme using Healthwatch York's freepost address.

Carers

Many carers highlighted how the pandemic had cut them off from their usual sources of help and support. These could be formal, such as social care services and schools, or informal, through friends, family and peer networks.

We also heard multiple reports of people's mental health or behaviour deteriorating due to the impact of lockdown, increasing the challenges for the carers supporting them.

We spoke to many carers, sharing information and offering welfare call support where appropriate. We directed many to York Carers Centre, who were offering support online, over the phone and via Zoom.



Louisa is a parent of two: James, a teenager with autism and learning disabilities, and his sister Erin who has developmental issues. Louisa told us that the family normally feel well supported with informal support from family, the local community and James' school. For James, routine is very important, as is time outdoors. In lockdown, all of this stopped.

The direct impact of this was an escalation of challenging behaviours, especially when only able to leave the house once a day.

Both children became very anxious about leaving the house, and there was a lot of verbal abuse. Erin struggled a lot with the change in routine and James' worsening behaviours.

Louisa has mental health issues which are normally well managed with support from family and friends. However, once all this was removed she struggled to cope. She felt the children's schools provided little support at first, in terms of contact, school work or support. She felt they were just left to get on with it.

Eventually the family was referred to the school welfare worker who was very supportive and helped facilitate discussions to get James back into school part time.

Work and Money

During the first few weeks of lockdown, we heard from a large number of people worried about work. This included people (including key workers) who were unable or afraid to go to work for fear of putting a vulnerable loved-one at risk. We also heard from people who were self-employed, stressed and anxious about shielding, isolating, work and income. Some callers only needed information about how to access sick notes or get confirmation that they should be shielding.

The Government introduced Isolation Notes - a form of sick note for people with Covid-19 symptoms and who were isolating. GP's didn't need to sign off Isolation Notes, thus reducing pressure on surgeries struggling with the high number of people calling. We were able to complete Isolation Notes for people who were unable to access them online.

It became apparent that some employers were failing to fully understand their employees' circumstances, and the impact of shielding. This was resulting in workers having to decide between protecting their health (or the health of their families), or having an income.

Financial difficulties were a predominant issue throughout the pandemic. The food parcels were vital in helping people and families who were struggling (especially those who relied on free school meals).

One of the most frequent interventions we carried out was helping those struggling to afford or get hold of food. We referred a significant number of people to York Food Bank, local Pay as You Feel (PAYF) Cafes such as Planet Food, local mutual aid initiatives such as The Supper Collective, plus CYC food hubs.



Betty phoned us seeking financial help. She explained that she was retired and on a half pension, and had no food. Betty depended on her local weekly PAYF café and was struggling without it. We helped Betty speak to Citizens Advice York, who secured her more financial support. We signed Betty up for regular food parcels, and gave her information about Morison's Doorstop Delivery service, who could help her with any other necessities. We rang Betty weekly and she was very thankful for this support.

Technology

We supported a huge number of people to set up online prescription ordering, and provided information about how to register for online food delivery.

There was also much confusion about (and help needed to use) the NHS app for ordering prescriptions, choosing a nominated pharmacy, and making GP appointments.

We also sent lots of information by post (for example details of food delivery services). We did this as we didn't want digital exclusion to impact people's knowledge and to affect those needing to access services.

Technology came up as an issue for children and families in lockdown, especially those who were home schooling, as so much of this was expected to be done online. This put huge pressure on those families who couldn't afford the equipment or Wi-Fi, or had multiple children all needing to do school work.

Transport

We dealt with many calls from people unable to find transport to and from appointments. There seemed to be an assumption amongst health and care providers that everyone can travel easily.

People were unable to access transport for many reasons, such as shielding, not being able to access public transport, facing financial barriers and not being able to mix households.

We worked closely with Dial-A-Ride, who provided an excellent, reliable service. We could refer and arrange transport for people who needed to get to appointments. They used their mini-bus which meant that social distancing measures could apply for those that were shielding, and it meant that people who were struggling financially didn't have to worry about affording a taxi.



Peter had learning difficulties, was confused by the lockdown and needed transport for an urgent GP appointment. We worked with the surgery to change the time of the appointment so that Dial-a-Ride could do the pick-up and safely get Peter to and from his appointment. Peter was really happy with this service and felt reassured.

Complex situations which included many of the themes above

We heard from many people whose situation involved several of the themes above. There were particular challenges in living through the pandemic for people whose situations involved:

- Homelessness or rough sleeping
- Insecure and inadequate housing conditions
- Domestic violence and abusive households
- Being a single parent and juggling working from home and childcare
- Regular drug or alcohol misuse
- Safeguarding issues
- The sudden lack of care for those with Learning Difficulties
- Pre-existing health conditions
- Previous regular access to respite care

There was also a lack of guidance for agencies trying to support individuals. For example, it is dangerous for someone who drinks every day to stop drinking suddenly without support, but there was little information available about what support could be offered to someone who is reliant on alcohol.

We signposted people to the relevant services, in addition to providing telephone and practical support.

Reflection



Alison Semmence

Chief Executive, York CVS

The speed at which lockdown happened meant we had to respond extremely quickly to ensure people who needed support were not let down. Faced with a whole range of challenges the team were not phased – they went the extra mile to ensure people got what they needed. It hasn't been easy but they have done a fantastic job!



Christine Marmion-Lennon

Social Prescribing Manager, Ways to Wellbeing

It is hard to summarise our response to Covid-19. From ensuring the delivery of food and prescriptions at the height of the Pandemic, delivering cards made by young people in the youth justice system to reduce feelings of isolation, to supporting those with the most complex and enduring health conditions to access the support they needed and everything in between. All done as a collaboration between the social prescribing team, Primary Care, Healthwatch York and fantastic local volunteers. By working together we were able to co-ordinate a joined up response to provide care and support to those who needed it most.



Sian Balsom

Healthwatch York Manager

Everyone pulled together to make sure no-one was left alone and in need, whether on the front line or behind the scenes. I could not be prouder of my team and my colleagues both in and outside York CVS.

Conclusion

York is a city where the relative affluence of the majority of its population masks the challenges faced by those with less. For us, supporting people during lockdown brought the ongoing issues faced by people with less advantage into sharp focus.

We are proud of many elements of our response to the pandemic:

- The speed of our response in the early stages
- How well staff worked together, adapting to rapidly changing circumstances with flexibility, initiative and drive
- The large number of people we supported across the city
- Our ability to swiftly identify gaps in provision and those in most need
- Our volunteers; the support they provided and the way we were able to support them
- Of how we were able to work in collaboration with the VCSE sector, pull together and put people in York at the heart of our response
- Our recognition of the risk of harm to people when intense support suddenly stops, and the measures we put in place to make sure nobody was left without support (for example, continued support from Social Prescribing Link Workers)

Next steps

We have learned a great deal from this experience and have had a rolling conversation to explore how the VCSE sector, City of York Council and other partners can work even better together, in the event of a second wave.

To this end, York CVS organised and hosted an online planning meeting on 23rd September 2020. This event brought together 50 people from the local VCSE sector, NHS Responders, City of York Council, North Yorkshire Police and York Teaching Hospital NHS Foundation Trust to discuss planning for a possible second wave and lockdown due to COVID-19. During the meeting we explored gaps in provision experienced during the first lockdown, and discussed what support organisations can offer if we go into a second lockdown, the sustainability or transition arrangements

as we revert to 'business as usual' and messaging for volunteers in order to manage expectations.

The main concern was about welfare/emotional wellbeing as we are already hearing from people who are feeling isolated, anxious and mental ill-health is increasing. Other issues were around access to accurate information about who was providing help and support. Another key concern is that the most disadvantaged and vulnerable people are being missed – we need to do more to creatively reach people who cannot use computers, phones, etc.

York CVS has committed to issue a simple survey to collate information about the local offer in the event of a second wave. This information will be available on our website and will be circulated widely.

We will organise an event with the NHS Responders to develop the relationship and understand what they can offer to York.

We will organise a session specifically focussing on the welfare response.

We will organise a session focussing on Christmas.

In addition we commit to:

- continuing to listen to people's experiences
- highlighting the problems they face
- working with our partners to meet the needs of our community.

Appendices

Appendix 1 – Glossary of abbreviations

CAY	Citizens Advice York
CYC	City of York Council
MTM	Move the Masses
VoYCCG	NHS Vale of York Clinical Commissioning Group
VCSE sector	Voluntary, Community and Social Enterprise sector

Appendix 2 – Organisation that are within York CVS and worked together throughout the pandemic



HWY provide information about local health and social care services. They also listen to your views and experiences about these services to make sure voices are heard and taken into account. They want to know what is working well and what is not working well. HWY can also signpost you to independent complaints advocacy if you need support to complain about a service.



Ways to Wellbeing is made up of a team of Social Prescribers. Social Prescribing aims to improve wellbeing by connecting people to activities, services and support networks in their community. We support individuals to identify what is important to them and work together to achieve the individual's goals.



Primary Care Link Workers are based in GP Surgeries across York. Often individuals access their GP for what is primarily a social issue; such as loneliness, isolation or financial problems. Social Prescribing provides an alternative to a medical intervention. The Primary Care Link Workers are well placed to address the root cause of these difficulties and work together improve an individual's health and wellbeing.



York Dementia Action Alliance is a group of around 60 businesses and organisations for the public, private and voluntary sector who are committed to making York a better place to live, work and visit for people affected by dementia. YDAA is coming to an end in September 2020.



Safe Places are located in buildings in York, like libraries, shops, cafes and museums that are open to the public and are accessible. They have agreed to provide a safe and supportive place if someone who is vulnerable needs to ask for help while out and about.

Contact us:

Post: York CVS
15 Priory Street
York YO1 6ET

Phone: 01904 621133

Email: enquiries@yorkcvs.org.uk

Twitter: @YorkCVS

Web: <https://www.yorkcvs.org.uk/>

This page is intentionally left blank

This COVID-19 VCSE Response Directory has been collated to provide a valuable resource for voluntary, community and social enterprise (VCSE) sector organisations to use as a sign-posting tool. This document is **NOT** designed to be distributed to the general public.

ORGANISATION:	SUPPORT PROVIDED:	OPENING TIMES:	CONTACT DETAILS:
Age UK York	Welfare/Befriending Information and Advice (benefits support, signposting)	Telephone information, advice and signposting, help with completing benefit claims, telephone befriending, welfare calls, paid for services include: personal care, shopping, cleaning, help/with for pets, day clubs, carer's respite service (In Safe Hands). Have emergency volunteers who may be able to do "one offs".	Mon - Fri 09:30 - 15:30 Email: ageukyork@ageukyork.org.uk Website: www.ageuk.org.uk/york Telephone: 01904 634061 (information) /01904 627995 Address: 70 Walmgate, York, YO1 9TL
Alzheimer's Society	Welfare/Befriending	Telephone support, advice and information for people affected by dementia (people living with dementia and their carers). Welfare calls and companion calls by telephone. Online forum.	Mon - Fri Daytime Email: yorkservices@alzheimers.org.uk Website: www.alzheimers.org.uk Telephone: 01904 929444
AWOC York	Welfare/Befriending	Support for people ageing without children owing to choice, circumstance, infertility, bereavement, estrangement or distance.	Weekly social meetings on Zoom: 11:00 Thursdays Monthly meetings: Second Wed of
Clements Hall	Food, Welfare/Befriending	Working with the Supper Collective, we deliver free meals to people who need them, twice a week, mainly in the Micklegate ward. We also offer doorstep chats for people missing human company.	Wed, Fri Day Email: enquiries@clementshall.org.uk Website: www.clementshall.org.uk Telephone: 01904 466086 Address: Nunthorpe Road, York YO23 1BW

Dementia Forward	Welfare/Befriending	Telephone dementia support service to people with dementia and their carers. Running activities such as quizzes on zoom and providing advice on activities to do at home to help keep people engaged and living well during Covid-19.	Mon - Fri Daytime	Email: info@dementiaforward.org.uk Website: www.dementiaforward.org.uk Telephone: 03300 578592 Address: Nunthorpe Road, York YO23 1BW
Foxwood Community Centre	Food	Free food for anyone who wants to collect it, supported by Fareshare and other food outlets.	Wed, Fri Day	Email: infofoxwoodcc@gmail.com Website: www.foxwoodcommunitycentre.org.uk Telephone: 07928486040 Address: Cranfield Place, Bellhouse Way, Foxwood, York YO24 3HY
Kyra Women's Project	Support for vulnerable women	Weekly telephone support. Running online sessions including: motivation coaching, yoga, mindfulness, music therapy, craft group, poetry, meditation, loss group (bereavement), counselling, Freedom (recovery from domestic abuse) and poetry group.	Mon - Sat Daytime	Email: contact@kyra.org.uk Website: www.kyra.org.uk Telephone: 01904 632332 Address: CMC St Saviourgate, York YO1 8NQ
		Continuing to support women looking to get back into employment through Action on Inclusion. We have outreach to women in rural locations to link them to our services. Aiming to continue face to face enrolment and some groups eg. walking group, self defence and drama therapy, where this can be done in a Covid secure way and within Government guidelines.		

MYSight York	Welfare/Befriending	<p>Home Connections service can explore an individual's needs by telephone and supply specialist equipment straight to their doorstep.</p> <p>Keeping in Touch project pairs individuals up with a friendly volunteer.</p> <p>Activity groups continue to meet online or by telephone and welcome new members.</p> <p>Talking Space Counselling Service is operating on a reduced basis via telephone.</p>	<p>Mon - Fri Daytime</p> <p>Phones are answered between 9:00 - 16:00</p>	<p>Email: hello@mysightyork.org Website: www.mysightyork.org Telephone: 01904 636269 Facebook: mysightyork Twitter: @mysightyork</p>
National Youth Agency	National Youth Work Guidance for youth work services	<p>National Youth Work Guidance backed by Government detailing the different levels of restrictions and what this means for youth work services and organisations.</p> <p>We also have the Youth Work Support Site (https://youthworksupport.co.uk/) which we created in partnership with UK Youth, the Mix and the Federation of Detached Youth Workers. This has a variety of training webinars, templates, guidance and activities that youth workers and those working with young people can use.</p>	<p>24 hours Websites are available 24/7. You can email nya@nya.org.uk or guidance@nya.org.uk for further queries.</p>	<p>Website: https://nya.org.uk/guidance/ Youth Work Support Site: https://youthworksupport.co.uk/ Email: nya@nya.org.uk Telephone: 0116 242 7350</p>
OCA Y	Welfare/Befriending Advocacy	<p>Advocacy help and support with issues such as benefit applications, energy supply switching and queries, access to services such as housing and social care, writing letters and making complaints. We will be staying open throughout any lockdown, providing a telephone support service.</p>	<p>Mon - Fri Daytime</p>	<p>Email: info@ocay.org.uk Website: www.oldercitizensadvocacayork.org.uk Telephone: 01904 676200 / 07715 099493 Address: Priory Street Centre, York, YO1 6ET</p>

Peasholme Charity	Advice - Housing / Benefits / Access to food provision	Advice line, which referers can sign post individuals and families to, for support related to welfare benefits / housing / food provision. Increased resources within Housing Team to provide comprehensive support to prevent homelessness, including working with people with complex needs who may be street homeless.	Mon - Fri Daytime	Email: info@peasholmecharity.org.uk Website: www.peasholmecharity.org.uk Telephone: 0300 3657700 Twitter / Facebook: @PeasholmeCharity Office currently closed to the public
RAY (Refugee Action York)	Welfare/Befriending	RAY works to support refugees, asylum seekers and migrants living in the York area. We offer a weekly zoom coffee morning; individual phone support for befriending, English conversation, or homework help; Arabic and Turkish classes for children by Zoom; translations of Government guidance posted onto a WhatsApp group for service users; donations of clothing, shoes and other items to a large group of male asylum seekers; regular contact with for each family or individual from a Families Support Worker, in their own language.	Mon - Fri Daytime Times vary depending on the service but generally weekday daytime.	Email: info@refugeeactionyork.com Website: www.refugeeactionyork.com
Secret Helpers York (SHY)		Assisting people in need who are the victims of financial hardship, suffering by supplying essential items but not limited to fuel top ups, food and suitable clothing.	24 hour support	Email: yorkssecrethelpers@gmail.com Facebook: https://www.facebook.com/SHYSECRETHELPERSYORKSHIRE/ Telephone: 07860675887

The Wilberforce Trust	Welfare/Befriending	Virtual befrienders for individuals with sight and/or hearing loss in York. Either phone, email, letter, text or video chat. Sensory Assessments from our Yorsensory team (either at our Hub in Huntington or at the individual's home) to support individuals with sight and/or hearing loss with their day to day life, and Assistive Technology support in the same locations. Children's club, Club Wilber, for children with sight loss and their siblings. Virtual activities, activity kits delivered to their homes.	24 hour support	Email: enquiry@wilberforcetrust.org.uk Website: https://www.wilberforcetrust.org.uk/ Telephone: 01904 760037 Address: 49 North Moor Road, Huntington, York, YO32 9QN
Time to Change York	Mental Health anti-stigma campaign	Helping people with lived experience of mental ill-health (this does not have to have a formal diagnosis) to use their experience to end mental health stigma and discrimination in a variety of ways (e.g. blogs, vlogs, poems, radio appearances, press releases, zoom events) to a variety of audiences (e.g. workplaces, the general public, and health professionals). We provide a group of like minded people to campaign to end mental health stigma and discrimination in York. We have various sub-project groups that meet virtually during the evenings as well as day times. You are welcome to set up your own project as an individual and we will see if our Coordinator and / or fellow Champions (volunteers) are able to support your project idea to end mental health stigma and discrimination in York.	Mon, Tue, Wed Evenings	Email: timetochange@yorkcvs.org.uk Website: https://www.time-to-change.org.uk/hub/time-to-change-york Twitter/Facebook: @TTCYork YouTube: https://www.youtube.com/channel/UCpyIGDz2uHvLmqINamdktg

TuVida (formally Crossroads Care)	Food, Medication, Welfare/Befriending, Respite Home Care	We allow a carer to step back and have a break, offering personal, emotional and social support we will also get shopping/prescriptions while the restrictions are in place. Our organisation is continuing our service as normal with full PPE and Covid risk assessments, social distanced when possible.	Mon - Fri Day	Email: Yorkshire@tuvida.org Website: https://www.tuvida.org/yorkshire Telephone: 01423 22371 Address: Community House, 46-50 East Parade, Harrogate, HG1 4RR
WEA Families Get Active	Support for Families	Supporting families in getting active by providing an interactive facebook online community and online courses where families can 'check in' with each other online through learning.	Tue, Wed, Thu Daytime Other appointments can be made with families to suit	Email: rrowan@wea.org.uk Website: www.wea.org.uk/familiesgetactive Telephone: 07833127786 Activities: https://www.eventbrite.co.uk/e/116409779785
York Alcohol Forum	Welfare/Befriending Mutual Aid	Mutual Aid for those dealing with addiction.	Mon and Fri Evening	Email: clairecook2@yahoo.co.uk Telephone: 07773 363166
York Carers Centre	Welfare/Befriending Supporting unpaid carers children through to elderly with all their support needs	Regular calls to unpaid carers, linking them to appropriate statutory and other services; peer group support particularly in areas of mental health and addictions; liaison with schools and children's services; work closely with Social Prescribing, MIND, AGE UK etc through referrals; shopping and access to medication support along with welfare advice and benefits support; regular updates through website, newsletters, and direct posting; mindfulness and emotional support; online activities.	Mon, Tue, Thu, Fri Daytime Wed Evening	Email: enquiries@yorkcarerscentre.co.uk Website: www.yorkcarerscentre.co.uk Telephone: 01904 715490 Address: Priory Street Centre, York

York Cares	Welfare/Befriending Support with IT, business skills support	Providing support through the Social Connections Programme including welfare calls and technology support, and through the Skills Share programme, providing business skills support.	Mon - Fri Daytime	Email: info@yorkcares.co.uk Website: www.yorkcares.co.uk Telephone: 07385 341587 Address: c/o Careers and Placements, University of York, York, YO10 5DD
York Family Mediation Service/York Child Contact Service	Support for families in crisis due to separation/divorce	Providing clients' choice of safe face-to-face or remote online (Zoom or WhatsApp) Family Mediation appointments; and safe supported Child Contact sessions or help with handovers at our neutral venue.	Mediation appointments: Mon-Fri Child Contact: Saturdays	Email: yorkfamilymediationservice@gmail.com / ccc.york@googlemail.com Website: www.yorkfms.co.uk Telephone: YFMS 01904 792151 / YCCS 07904 586206 Address: Bintay House, 13 York Road, Acomb, York YO24 4LW (Contact Centre operates at a different site in Acomb)
York LGBT Forum	Welfare/Befriending	Online groups on wellbeing and offer 1 to 1 support.	Mon - Fri Daytime Times may vary depending if groups are running and if paid workers are in meetings.	Email: enquiry@yorklgbtforum.org Website: www.yorklgbtforum.org.uk Telephone: 07731 852533

York Mind	Welfare/Befriending Mental Health and Wellbeing	<p>Offering all services digitally for people experiencing with mental health issues. Where people, who cannot access digital support for counselling, and our Action Towards Inclusion service, there are a small number of face to face appointments.</p> <p>Advocacy Service still visiting clients face to face, where essential.</p> <p>Young People's service offering all services digitally. This includes a drop in text service for young people who don't want to speak over the phone/by video.</p> <p>COVID-19 service offering coaching and telephone support to clients who are experiencing low mood and poor mental health due to Covid, but who do not have a diagnosed mental health condition.</p> <p>Also offering a range of online courses and activity sessions, including peer support, aimed at helping people improve/maintain their wellbeing and social interactions.</p>	Mon - Fri Daytime	<p>Email: office@yorkmind.org.uk Website: www.yorkmind.org.uk Telephone: 01904 643364 Address: Highcliffe House, Highcliffe Court, York, YO30 6BP</p>
------------------	---	--	----------------------	---

York Neighbours

Food
Medication
Transport
Welfare/Befriending
Shopping

York Neighbours supports people over the age of 65 living within the City of York in order to reduce social isolation and promote independence. We do this in a number of ways by offering support through regular phone calls and helping with practical one-off tasks.

Mon - Fri
Daytime
Office hours are Monday to Friday but Volunteers can provide help outside of these times.

Email: info@yorkneighbours.org.uk
Website: <https://yorkneighbours.org.uk/>
Telephone: 01904 891627
Address: The Raylor Centre, James Street, York, YO10 3DW

This page is intentionally left blank

**Children, Education and Communities Policy and Scrutiny Committee
Draft Work Plan 2020-21**

5 January 2021 at 5.30pm	<ol style="list-style-type: none"> 1. Safeguarding Report, Maggie Atkinson/Sophia Lenton-Brook 2. SACRE Report - SACRE Representative 3. NEET Report – Steve Flatley 4. York Learning Report – Charlie Croft (To be confirmed) 5. Recovery & Mental Health Resilience in schools – John Tomsett
6 April 2021 at 5.30pm	To be agreed

Council Plan priorities relating to Children, Education and Communities
A Better Start for Children and Young People
<ul style="list-style-type: none"> • Strengthen the work of communities, local organisations and agencies so that families become more resilient.
<ul style="list-style-type: none"> • Continue the improvement of children’s social care to provide excellent services for vulnerable young people.

<ul style="list-style-type: none"> • Prioritise improved outcomes for our most disadvantaged children and young people in the city.
<ul style="list-style-type: none"> • Work across sectors to improve apprenticeships and in-work progression.
<ul style="list-style-type: none"> • Work with our partners to identify and tackle issues relating to the rise in mental health problems in the city.
<ul style="list-style-type: none"> • Focus on the importance of the early years and the impact that this stage of life has on a child's development.
<ul style="list-style-type: none"> • Give every child and young person access a full and rounded arts and cultural offer.
<ul style="list-style-type: none"> • Increase the number of foster carers and adopters
<ul style="list-style-type: none"> • Improve play and sports provision for young people
<ul style="list-style-type: none"> • Develop a York citizenship offer in conjunction with schools in the city
<p>Safe Communities and Culture for All</p>
<ul style="list-style-type: none"> • Develop a cultural and sporting offer
<ul style="list-style-type: none"> • Deliver an inclusive cultural strategy
<p>Good health and Wellbeing</p>
<ul style="list-style-type: none"> • Make open spaces available to all for sports and physical activity