

Notice of a public meeting of

City of York Outbreak Management Advisory Board

To: Councillors Aspden (Chair), Runciman (Vice-Chair) and Kilbane

Ian Floyd - Chief Operating Officer, CYC
Sharon Stoltz - Statutory Director of Health for the City of York, CYC
Amanda Hatton - Corporate Director of People, CYC
Philip Allott - North Yorkshire Police, Fire & Crime Commissioner
Siân Balsom - Manager, Healthwatch York
Lucy Brown - Director of Communications, York Teaching Hospital NHS Foundation Trust
James Farrar - Local Enterprise Partnership
Ian Humphreys - Managing Director, First Manchester and York
Professor Charlie Jeffery - Vice Chancellor and President, University of York
Phil Mettam - Track and Trace Lead for Humber, Coast and Vale, NHS Vale of York Clinical Commissioning Group
Dr Simon Padfield - Consultant in Health Protection, Public Health England
Mike Padgham - Chair, Independent
Stephanie Porter - Acting Director of Primary Care and Population Health, NHS Vale of York Clinical Commissioning Group
Alison Semmence - Chief Executive, York CVS
Dr Sally Tyrer - General Practitioner, North Yorkshire Local Medical Committee
Lisa Winward – Chief Constable, North Yorkshire Police

Date: Wednesday, 29 September 2021

Time: 5.30 pm

Venue: Remote meeting

AGENDA

- 1. Declarations of Interest**
- 2. Minutes of the Meeting held on 24 August 2021** (Pages 1 - 8)
- 3. Presentation: Current Covid-19 Situation in York**
- 4. Presentation: Vaccination and Winter Planning Programmes**
Including:
 - Vaccine Take Up & Boosters & Flu Vaccine
 - Access to Vaccines and Addressing Vaccine Inequality
- 5. Communications Update** (Pages 9 - 24)
- 6. A Community Approach to Recovery** (Pages 25 - 32)
- 7. Third Impact Survey: Update from the Voluntary Sector** (Pages 33 - 56)
- 8. Update from Sub-Group: Universities and Higher Education establishments** (Pages 57 - 58)
- 9. Items for Next Agenda**
- 10. Dates of Future Meetings**
- 11. Any Other Business**

For more information about any of the following please contact Democratic Services at democratic.services@york.gov.uk

- 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	City of York Outbreak Management Advisory Board
Date	24 August 2021
Present	<p>Councillors Aspden (Chair), Runciman (Vice-Chair) and Kilbane</p> <p>Peter Roderick (Substitute for Sharon Stoltz), Amanda Hatton - Corporate Director of People, CYC Siân Balsom – Manager, Healthwatch York Lucy Brown – Director of Communications, York and Scarborough Teaching Hospital NHS Foundation Trust Simon Dennis – Chief Executive & Monitoring Officer, Office of the Police, Fire & Crime Commissioner (Substitute for Philip Allott) James Farrar – Local Enterprise Partnership Professor Charlie Jeffery - Vice Chancellor and President, University of York Stephanie Porter – Director of Primary Care, NHS Vale of York CCG Peter Roderick – Consultant in Public Health (Substitute for Sharon Stoltz) Alison Semmence – Chief Executive, York CVS Dr Sally Tyrer – General Practitioner, North Yorkshire Local Medical Committee Lisa Winward – Chief Constable, North Yorkshire Police</p>
Apologies	<p>Ian Floyd - Chief Operating Officer, CYC Sharon Stoltz – Director of Public Health for the City of York, CYC Philip Allott – Police Fire and Crime Commissioner Ian Humphreys – Managing Director - First York Phil Mettam – Track and Trace Lead for Humber, Coast and Vale, NHS Vale of York Clinical Commissioning Group Dr Simon Padfield – Consultant in Health</p>

In Attendance Protection, Public Health England
Mike Padgham – Chair, Independent Care
Group

Claire Foale – Assistant Director Policy &
Strategy, CYC

22. Declarations of Interest

Board Members had no interests to declare.

23. Minutes of the Meeting held on 7 July 2021

There were no matters arising from the previous minutes.

The Board signed off the minutes as an accurate record of the meeting held on 7th July 2021.

24. Current Covid-19 Situation in York - Presentation

Peter Roderick, Consultant in Public Health, gave a presentation on the current COVID-19 situation in York.

The presentation provided the following key data:

- We were now in stage 4 of the national roadmap and many restrictions had been lifted.
- The latest official “validated” rate of new Covid cases per 100,000 of population for the period 12.8.21 to 18.8.21 in York was **343.1** (724 cases). The national and regional averages at this date were 324.2 and 363.5 respectively (using data published on Gov.uk on 23.8.21).
- The rate of new Covid cases per 100,000 of population for the period 12.8.21 to 18.8.21 for people aged **60+** in York was **190.3** (95 cases). The national and regional averages were 137.1 and 189.3 respectively.
- As at 20.8.21 there were **23** people with Covid in a General / Acute bed and **4** in ITU
- In the most recent period (Week 31: 31.7.21 to 6.8.21) **One** Covid-19 death was recorded as having occurred for CYC residents. There have been **105** ‘excess deaths’ in York since the start of the 2020 (using the 2015-2019 weekly average number of deaths as the comparator)

Additionally the presentation contained information about the number of 111 triages; local contact tracing and the lateral flow testing for York residents.

There were a number of questions about the presentation from Board members, including:

- Is there any knowledge of the extent of the problem around Long COVID? In response it was confirmed that there was active work going on around Long COVID and there had been some funding to help with this. There was a Long COVID clinic and access to this was through Primary Care, via a GP
- How big a problem is under-reporting? In response the board were informed that under-reporting had always been an issue and led to an increase in infection rates
- Are hospital admission rates and deaths comparable to those we would see from seasonal flu? Death rates were below the summer level of mortality and lower than they would be in winter. However, the hospital was under pressure with an increase in both general and COVID admissions and presentation at A & E.

[Note: the slides from this presentation have now been published online in an agenda supplement.]

25. Covid-19 Booster and Seasonal Flu Vaccination Programmes

The Director of Primary Care at NHS Vale of York Clinical Commissioning Group presented the paper included within the agenda pack and also provided the Board with some more up to date information. This covered:

- Background information and the current position regarding the flu vaccination and the COVID-19 vaccination programme: Currently about 82% of York residents have had a first dose of a COVID-19 vaccine. Students returning to the universities and international students will be offered the vaccine (if they haven't already been vaccinated). The Vice-Chancellor of York University told the Board that they were beginning to gather data from both new and returning students and there was early indication that vaccine hesitancy was not of concern. There was no suggestion that there was a low uptake of the vaccine from international students. A further update would be provided once more data had been gathered.
- Phase 3 COVID-19 boosters and seasonal flu vaccinations for this winter: primary care and community pharmacy will be the delivery point for seasonal flu vaccinations and planning is underway. People will be called for their flu vaccine based on age and

eligibility. There are ongoing discussions in primary care about how best to administer the flu vaccine, the COVID vaccine and the COVID booster vaccination programmes alongside each other.

- Addressing inequalities and access to vaccination services.
- Risks and issues.

26. Easing of Covid-19 Restrictions and the Impact this has had Locally - Presentation

The Consultant in Public Health, along with some Board members, presented a number of slides included within the agenda pack.

The slides provided information on the impact of easing COVID-19 restrictions in the following areas:

- Economic
- Public Protection
- Community Safety
- Children's Social Care
- Adult Social Care
- York Hospital
- Community and Voluntary Sector

Some of the key points highlighted were:

- York appeared to be taking a sensible approach to the lifting of restrictions with many still wearing face coverings in indoor and busy settings.
- There were concerns around the quality and sustainability of some employment opportunities as well as concerns around matching skills to the employment vacancies available in the City.
- There was an increase in demand for children's social care services along with a change in the complexity of those coming forward. However, it was noted that it was positive that people were coming forward for early help.
- There was a rise in complex mental and emotional wellbeing problems within children's services.
- There were major workforce issues and challenges around recruiting experienced social workers and other staff in adult social care. Work was ongoing around how to attract people to work in York.
- The health and social care system was under pressure and this was a national issue.
- The hospital had seen a rise in attendances and admissions which was not usual for this time of year.

- There were workforce challenges within the hospital setting exacerbated by both long term vacancies and staff needing to self-isolate.
- Routine work was taking place in the hospital but this had to be done in a safe way to avoid COVID infections within the hospital environment.
- In terms of the voluntary sector; many charities were using their reserve funds to continue operating. There had been two charity closures within the last month and another very close to having to close. There had been an increase in demand, more complex cases and fewer staff and volunteers to provide voluntary sector services. At a time when the voluntary sector is needed more than ever it is struggling. The sector has its own workforce issues and as many contracts are short term it is difficult to recruit.

A Board member asked a question around the ability of the Council to maintain statutory services within adults' and children's social care, especially as some grants would stop soon. It was confirmed that work was happening around this and the system was doing its best to work together in partnership; however the whole system was under great pressure. A paper was being prepared at a regional level that could be used to 'lobby' against the cessation of grants and to highlight the pressures within the system.

Comments were made about the impacts on primary care and the pressures on this particular workforce; the fatigue they were experiencing and the significant backlog of work as a result of the pandemic situation.

It was also acknowledged, in response to a question from a Board member, that those that could confidently navigate the health and social care sector might have better health outcomes than others and this would undoubtedly lead to an increase in health inequalities within the system. It was already known that COVID-19 has affected people's health and wellbeing unequally and this gap is higher in 2021 than it was in 2010.

The Board also acknowledged and endorsed the importance of working together as a system in all areas and that *all* partners had a key role to play in this and should be involved from the beginning.

27. Communications Update - Presentation

The Assistant Director of Policy and Strategy at City of York Council commented on work that was taking place to advertise York as a

good place to work and it was hoped that this would benefit the whole system and lead to employment vacancies being filled.

The Board the received a presentation, contained within the agenda papers, that highlighted some of the communications and campaigns that had recently taken place in relation to COVID-19 and the lifting of restrictions. It also mentioned work being undertaken to support the vaccination programme; work to support residents 'mental and emotional wellbeing; a 'deconditioning campaign' to encourage residents to exercise more; testing for children to return to school and the new self-isolation rules.

A Board member highlighted a query around 16 and 17 year olds and how best to inform them about the vaccination programme; including how to access a vaccine. It was agreed further work needed to be done around the best social media platforms to use, and further information about this would be included as part of the communications update to the next meeting.

28. Items for Next Agenda

The Chair confirmed that there were three standing items for all future agendas:

- Current Situation in York
- Communications and engagement
- Updates from Sub-Group/ Task and Finish Groups

Other than the items already on the Board's forward plan no further items were suggested; however Board members could contact the Chair with any additional items they might have.

29. Dates of Future Meetings

The next meeting date was 29 September 2021. It was proposed that the meeting cycle thereafter change to once every two months, with confirmation/review of this being considered at the September meeting.

30. Any Other Business

The Board had no other business to discuss.

Cllr K Aspden, Chair

[The meeting started at 4.30 pm and finished at 6.09 pm].

This page is intentionally left blank



CITY OF
YORK
COUNCIL

YORK OUTBREAK CONTROL Communications update

29 September 2021

Page 9

Agenda Item 5



Key messages

Protect each other by
**washing your
hands regularly**



Protect each other by
**wearing a
face covering**



Protect each other by
**getting regular
symptom-free tests**



Protect each other by
**getting both doses
of the COVID vaccine**



Protect each other by
**giving people
space**



Protect each other by
**staying home and
getting tested if you feel unwell**



Protect each other by wearing a face covering

Wearing a face mask is now a personal choice, please wear one if you can.

Enjoy York safely.



Protect. Respect. Be kind.

Restrictions may have gone, but COVID-19 hasn't...



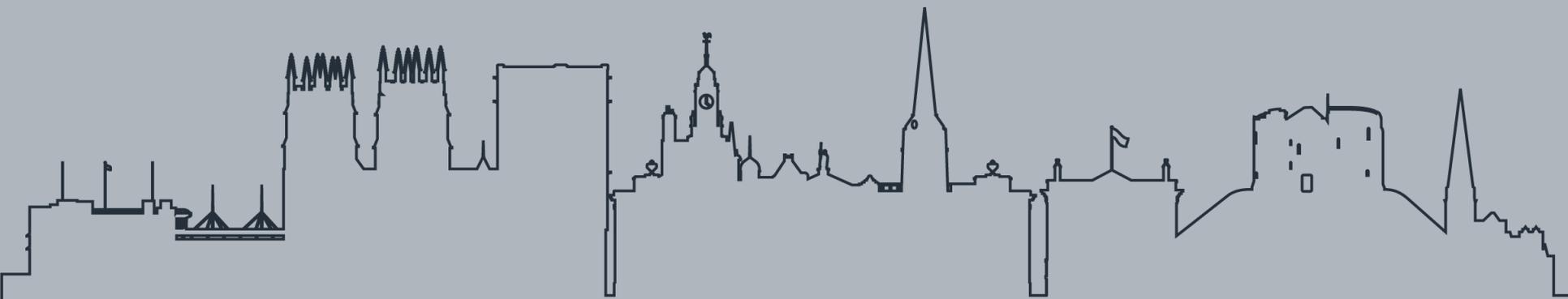
Wear a face covering, if you can, in busy and indoor spaces.



Wash your hands regularly.



If you feel unwell, stay home and get tested.



The four phases of outbreak management communications

Phase 1

- Prevent - Provide updates about the current situation to prevent outbreaks

Phase 2

- Respond – Share information in responses to an alert following increased cases and/or change in restrictions

Phase 3

- Manage the outbreak

Phase 4

- Safely recover

A phased approach

Phases		Approach (including aims)	Timing
1	Regular updates of current situation to try and prevent outbreaks	<p>Amplify in phase 2</p> <p>Share accurate and timely updates: Share key public health messages and updates about the current situation in York, quickly addressing inaccuracies and providing the most up to date information and tools to support behaviour change.</p> <p>Build advocacy: Work closely with partners to ensure consistent messaging across the city. Share public health actions taken by city partners and public health and show how behaviour changes are supported by partners.</p>	15 June 2020: Reopening
2	Alert following spike in cases and/or change in restrictions	<p>Build confidence in the steps taken and what people need to do : Share what the city is doing to protect residents and what they need to do to keep others safe and places open. Use case and vaccination data to update residents and businesses on the current position. Demonstrate partnership approach being taken.</p> <p>Build engagement through conversation: Share messages and updates with residents. Engage audiences to find out how they are feeling and what they need to help the city recover and adapt their behaviours. Work closely with our partners to share insight and ideas.</p>	<p>2 December 2020: Tier 2</p> <p>30 December 2020: Tier 3</p>
3	Manage outbreak	<p>Deliver a regular drumbeat of accurate information: Initiate incident communications toolkit, assign roles and establish the rhythm of the incident, with regular and targeted communications and ongoing social media and website updates.</p> <p>Signpost support: Update CYC website and signpost support through all channels, responding to social media and providing information for partners to distribute through their channels</p> <p>Promote unity and community cooperation: Put people first, share stories of the personal impact of covid (MyCovidStory) and of people coming together and showing the very best of themselves and their experience of covid (York Kind)</p> <p>Target information: Provide residents with targeted information about changes, signpost relevant support services, coordinate information through targeted networks for partners to distribute to their channels</p>	<p>23 March 2020: Lockdown</p> <p>2 November 2020: Lockdown</p> <p>5 January 2021: Lockdown</p> <p>8 March 2021: step 1a</p> <p>29 March 2021: step 1b</p>
4	Safely recover	<ul style="list-style-type: none"> Approach as per phase 1 and 2 	<p>12 April 2021: step 2</p> <p>17 May 2021: step 3</p> <p>19 July? 2021: step 4</p>

Communications roadmap



	J	J	A	S	O	N	D
Restrictions	Step 3	Step 3 Step 4	Self isol		Monitor and respond to govt guidance		
Regular updates / e-newsletters	1x weekly;				Reduced frequency		
Direct publications, Our City	Quarterly						
Facebook live – ask the leaders	Monthly – link to restrictions/changes						
Let's be York (Safe reopen) replaced by Protect. Respect. Be Kind	Signage, social, web, PR throughout Partner use						Page 14
Right place, right care – winter pressures	Supporting NHS led campaigns						
18-34 yo residents	PR, social, partner packs						
Testing	Direct, web, social, signage						
Vaccinations	Support rollout and potential autumn boosters/school vaccination service. Social, PR, Web, Signage						
#FeelRealYork	Social media, posters, partner toolkit around men's mental week.						
Return to education	Support education settings		Prepare for return of pupils				
#Whatsmynextstep	PR, social, partner toolkit shared on building in more activity around the home, plus case study						

Regular update of current situation to try and prevent outbreaks





Share accurate and timely messaging

1 of 26 press releases COVID-related;

4/39 media enquiries COVID-related

20/09/2021	Navigation Road low traffic trial neighbourhood to begin
17/09/2021	York Youth Council needs you!
17/09/2021	York Walking Festival begins this weekend
17/09/2021	Plans shared for £3.3m transformation of York active travel routes by 2023
14/09/2021	My City Centre vision published, Join the conversation and help shape York's future
14/09/2021	New centre of excellence continues York's role at cutting edge of smart transport
09/09/2021	A time to reflect and mark World Suicide Prevention Day
08/09/2021	York Community Woodland secured for future generations
07/09/2021	Funding awarded to support the Jorvik Viking Festival
07/09/2021	York supports Emergency Services Day on 9 September
06/09/2021	Let's stay safe as children return to school
14/07/2021	Adult Learning in York Week starts September 6th
03/09/2021	Changes to support economic development and inward investment in York
03/09/2021	New cafe, hall and salon to open in extended independent living community
01/09/2021	Media briefing on work to prepare for Afghan refugees in the city
01/09/2021	34 new homes completed at independent living community
26/08/2021	Emergency roadworks and road closures for Bootham and Gillygate
25/08/2021	Developing the space around the Eye of York through public engagement
24/08/2021	Executive: Council proposes £500k additional support for local businesses
24/08/2021	Jon gets more active as he recovers from covid
23/08/2021	Have your say on Tadcaster Road walking, cycling and bus improvement scheme
20/08/2021	All York Family bus ticket offer to continue until school holidays end

Build confidence in the steps taken and what people need to do

The council works closely with partners and uses different channels to reach as many people as possible.

Our regular communications
(increasing registrations throughout the month by %):

- 1 x weekly email updates to members and partners (130 recipients)
- 1 x weekly resident e-newsletter (2,405 recipients + <2%)
- Weekly business e-newsletter (1,698 recipients +2%)
- Weekly families e-newsletter (1,151 recipients + 2%)
- Regular press releases and media interviews
- Social media campaigns
- Facebook live: Wed 18/08 696 views, 343 engagements

Regularly share case data and vaccination update



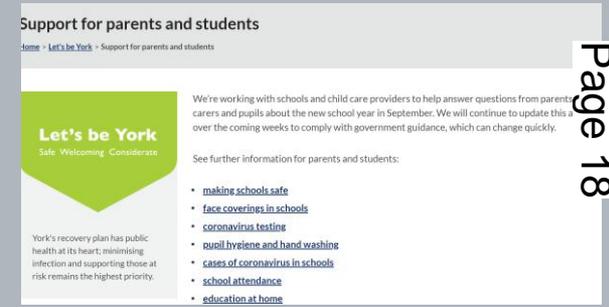
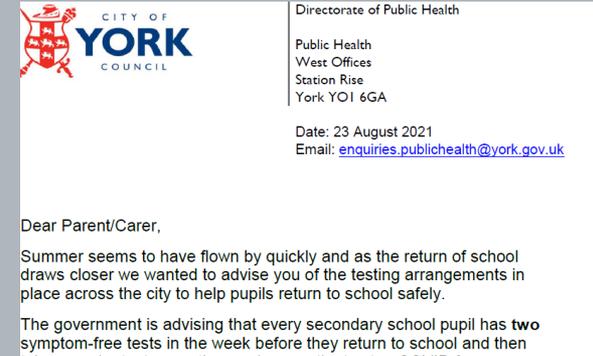
Return to education campaign

Focus on supporting parents, carers and pupils to return safely back to school/college in September

Encouraging young people aged 11+ to take two lateral flow tests before their return to school/college

Targeted activity included:

- Letter to parents/carers of secondary school pupils
- Social media posts
- Articles in residents and family newsletters
- Updated webpages, with information about testing, covid restrictions in schools, etc



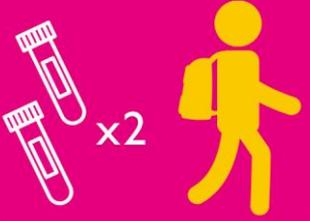
Page 18



Working together to improve and make a difference



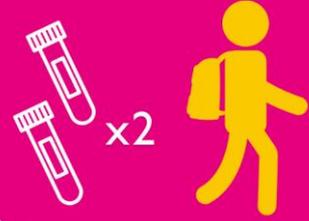
Back to school: key messages



Is your child at secondary school or college?

Help reduce the spread of coronavirus. Take two symptom-free covid tests, three days apart before the start of term.

Visit www.york.gov.uk/schools-education/home-testing-students



Heading to secondary school or college?

Help reduce the spread of coronavirus. Take two symptom-free covid tests, three days apart before the start of term.

Visit www.york.gov.uk/schools-education/home-testing-students

Click to add text



Get ready to start the new term

From covid to clothes, find out all you need to know for the start of the school term...

Visit www.york.gov.uk/LBYParentStudentSupport



Start the school year in the right way

Regular attendance at school - as long as you're fit and well - is key to doing your best and getting the qualifications you need.

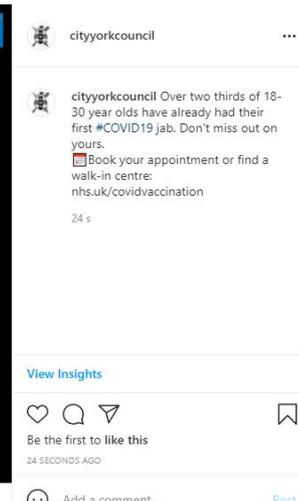
Check out our webpages to help you start the new term.

Visit www.york.gov.uk/LBYParentStudentSupport

16-29 year olds

Vaccinations

Shared national social media assets on CYC channels
 Varied messaging – don't miss out, get vaccinated,
 Also shared via university and college partners to get messages direct to York's student population, ahead of return to York for many



Young people aged 16 and 17 can now walk in and get their Covid jab in York

Encouraging young people to get vaccinated

National, Regional and local insight

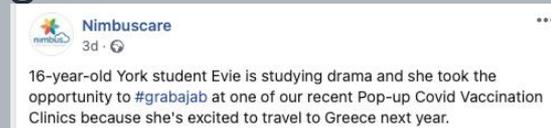
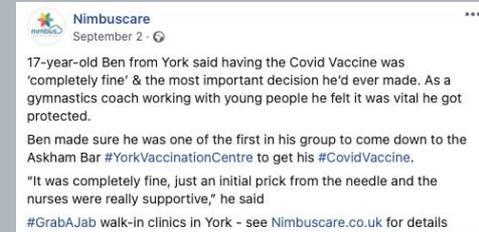
- Convenience – pop-ups where they are, when they want
- Motivated by social good/doing normal things
- Low sense of personal risk
- Partner approach
- Peer influence; vox-pops, 'why I had mine' stories, social influencers
- Parent-power

3-tier approach:

National assets

Regional trial behaviour change campaign (PHE-led)

Nimbus vox pops, selfie-stand, engaging local influencers



Youth vaccination toolkit

COVID-19 Young people and vaccines Toolkit Overview

The vaccination programme has substantially reduced the risk from severe COVID-19 in the UK.

The latest national [COVID-19 vaccine surveillance report](#), estimates the programme has prevented about 22 million infections and 50,000 deaths so far in England.

Half of all young people aged 18 to 29 in England have received a first dose of a COVID-19 vaccine.

People who are double jabbed or aged under 18 are no longer legally required to self-isolate if they are identified as a close contact of a positive COVID-19 case unless they have symptoms.

Key messages

- All adults can now book a vaccine.
- Young people aged 16 to 17 in England are encouraged to have their first dose before they return to school.
- Half of all young people aged 18 to 29 in England have now received a first dose of a COVID-19 vaccine.

Toolkit:

<https://drive.google.com/file/d/1Kz4uq5YXIKCMQhWjZnrQYJw8PA3ECb/view?usp=sharing>

Materials:

<https://coronavirusresources.phe.gov.uk/covid-19-vaccine/resources/young-people-vaccines/>

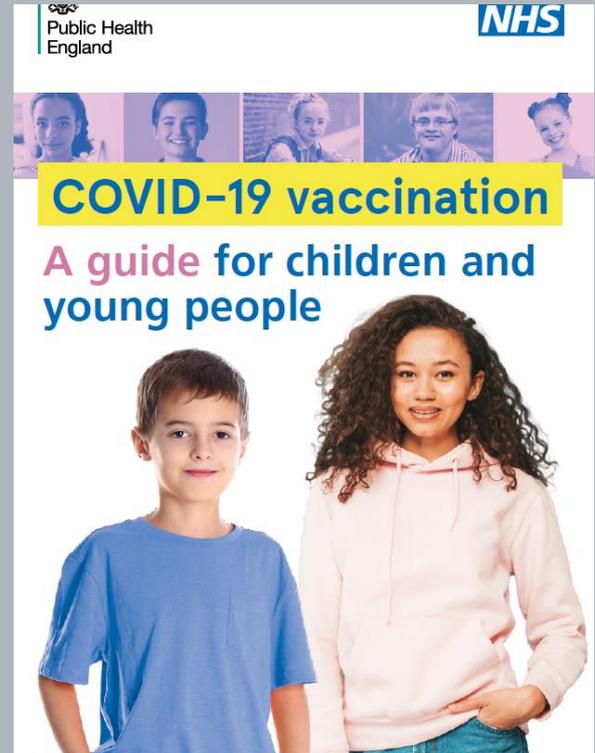
Video:

<https://coronavirusresources.phe.gov.uk/covid-19-vaccine/resources/vid-content-viewand/>



Next phase – supporting national rollout of vaccinations to 12-15 year olds

- Awaiting social media assets from PHE for CYC social media accounts
- Leaflets and information to share via secondary schools
- Share assets with secondary schools
- Articles for residents and family newsletters



Build confidence in the steps taken and what people need to do

Vaccinations

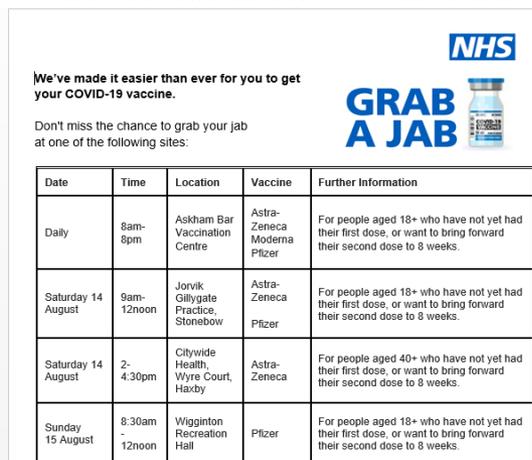
- Partner communications
- Shared NHS/CCG communications
- Business bulletin to city employers
- Promoted vaccinations to next groups
- Shareable information at vaccination sites



Get your second dose sooner.

Go to nhs.uk/covidvaccination to bring forward your appointment, or visit your local walk-in centre.

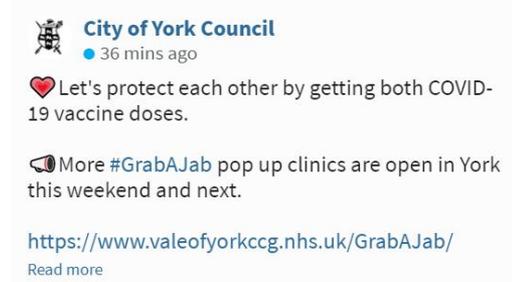
EVERY VACCINATION GIVES US HOPE



We've made it easier than ever for you to get your COVID-19 vaccine.

Don't miss the chance to grab your job at one of the following sites:

Date	Time	Location	Vaccine	Further Information
Daily	8am-8pm	Askham Bar Vaccination Centre	Astra-Zeneca Moderna Pfizer	For people aged 18+ who have not yet had their first dose, or want to bring forward their second dose to 8 weeks.
Saturday 14 August	9am-12noon	Jorvik Gillygate Practice, Stonebow	Astra-Zeneca Pfizer	For people aged 18+ who have not yet had their first dose, or want to bring forward their second dose to 8 weeks.
Saturday 14 August	2-4:30pm	Citywide Health, Wyre Court, Haxby	Astra-Zeneca	For people aged 40+ who have not yet had their first dose, or want to bring forward their second dose to 8 weeks.
Sunday 15 August	8:30am-12noon	Wigginton Recreation Hall	Pfizer	For people aged 18+ who have not yet had their first dose, or want to bring forward their second dose to 8 weeks.



City of York Council
36 mins ago

Let's protect each other by getting both COVID-19 vaccine doses.

More #GrabAJab pop up clinics are open in York this weekend and next.

<https://www.valeofyorkccg.nhs.uk/GrabAJab/>
Read more



YORK

Saturday 14 August 9am-12pm

- Jorvik Gillygate Surgery

Sunday 15 August 9am-12pm

- Wigginton Recreation Hall

Saturday 21 August 9am-12pm

- Jorvik Gillygate Surgery
- Kimberlow Hill Surgery

No appointment needed.
No GP registration or NHS number needed.
You can walk in for your

Page 23




Women who are breastfeeding are able to have the COVID-19 vaccine.

We will let you know when your vaccine is ready for you.

Working together to improve and make a difference

Build confidence in next steps people need to rebuild fitness

Physical health - #WhatsMyNextStep

Social and partner comms
Case study end August



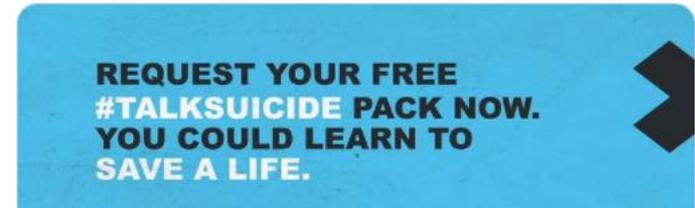
Mental wellbeing - #FeelRealYork

Partner toolkit – suicide prevention day



City of York Council @CityofYork · Sep 18

It can be hard to know what to do if someone you know is struggling with their mental health. @TalkSuicideHCV are offering FREE suicide prevention training to spot the signs. It only takes 20 minutes. Go to talksuicide.co.uk #TalkSuicide #FeelRealYork



NHS Vale of York CCG @ValeofYorkCCG · Dec 16, 2020

Over these challenging times, it is now more important than ever to keep on top of your emotional well being. There is always someone you can talk to.

valeofyorkcccg.nhs.uk/feel-realyork/

#FeelRealYork



THE PRESS

News Sport Photos Business What's On Eating Out Announcements

NEWS

24th August

York Olympic trainer fights back to fitness after Covid-19

By Haydn Lewis | [Haydnpress](#)



Working together to improve and make a



CITY OF
YORK
COUNCIL

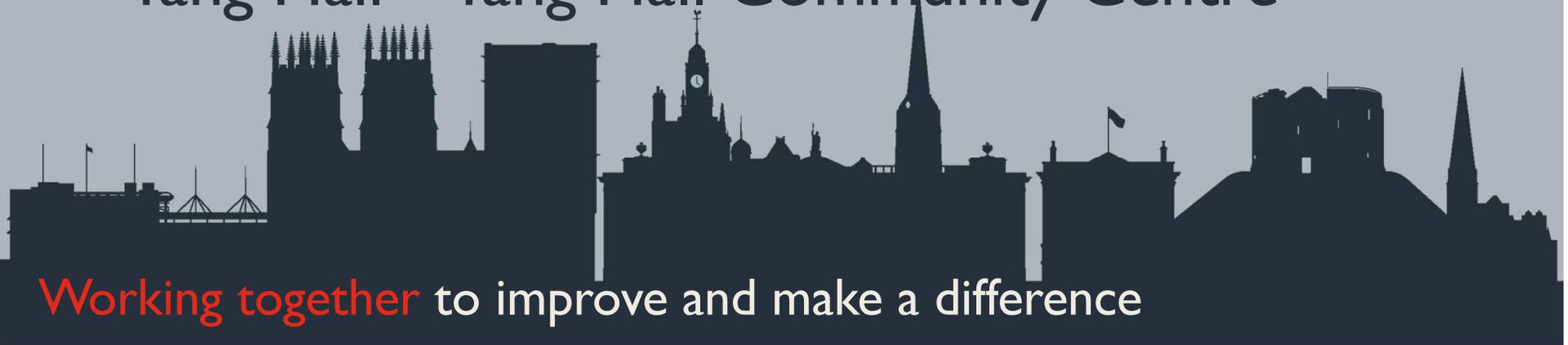
A community approach to recovery – hubs update

29.09.21



Emergency Response hubs

- Acomb - Acomb Library and Foxwood Community Centre
- City Centre – Clements Hall
- Clifton – Various including Acomb Library, York Travellers Trust and St Josephs Church Hall
- Haxby – Haxby Memorial Hall
- Tang Hall – Tang Hall Community Centre



Working together to improve and make a difference

Tasks

Since the start of the pandemic

- Food distribution
- Shopping
- Prescription collection and delivery
- Support for those identified as Clinically Extremely Vulnerable

What's New?

- Coffee mornings and engagement events
- Lateral Flow Test Kit Collection Points
- Lateral Flow Outreach



Working together to improve and make a difference

What difference has it made?

‘.....has been helping to support me during the pandemic, mainly with prescription collections and getting shopping for me. It has made a huge positive impact on my time whilst shielding for the last 15 months, all the volunteers have been kind and friendly and have given me company in what was a very lonely time. I would like to see more community hubs running in the future to offer people the same level of support I have had. I am looking forward to everything getting back to normal so I can have my life back’



Working together to improve and make a difference

Volunteers

- ‘Helping my local community in these trying times has been very rewarding and our customers are always extremely grateful. Helping out at the hub has also made me feel useful again’.
- ‘.....I love volunteering, it gives me flexible ‘work’ to fit around my other obligations. I’ve also found out a great deal more about the localities of Foxwood, Acomb, Dringhouses and Holgate’.



Working together to improve and make a difference

Staff

- The work I am now doing has impacted me more than I would have imagined. Most people live happily in their own bubble, aware that there are people worse off than themselves but not quite knowing how much worse off. Working in the hub has helped me realise there are a lot of people needing help, not just financially..... I now make sure I chat with anyone I come across if they seem like they want to, whether at work or at home.

Opportunities

- Roll out the community hub approach
- Together with partners develop the range and scope of volunteering activities.
- Strengthen networks and peer support across the city
- Increase community connectivity
- Raise awareness of assets within communities
- Sense of community
- Maximise opportunities for collaboration



Working together to improve and make a difference

This page is intentionally left blank



Outbreak Management Advisory Board - 29 September 2021

Alison Semmence, Chief Executive

In May 21, York CVS carried out the third in a series of surveys to understand the impact of Covid-19 on the Voluntary, Community and Social Enterprise (VCSE) Sector in York. Earlier surveys had been undertaken in April and October 2020.

York CVS joined with other VCSE infrastructure support partners across Yorkshire and Humberside to produce and circulate this shared survey which was analysed by the Mobilising Volunteers Effectively (MoVE) project: a partnership between the Universities of Sheffield, Hull and Leeds.

The report focuses on the responses from VCSE sector organisations who are operating in York and consists of responses from 40 organisations.

The key findings are indicative of the impact the pandemic is having on the sector but they are not definitive.

Although there have been some improvement in the expected financial sustainability within the VCSE sector in York over the past 12 months, the full extent of the impact the pandemic has had on the sector is yet to be seen. We are now starting to see closures of York based charities with two closing in recent weeks; several have downsized, sold property and reduced their capacity.

This is at a time when demand and complexity is increasing significantly across the whole system, and including the VCSE.

Another worrying factor is the increased use of reserves which can be a slippery slope.

Members of the Board are asked to consider how they can invest in the VCSE in the short, medium and long-term to ensure we retain a dynamic, agile and robust VCSE in York.

This page is intentionally left blank

VCSE Resilience Survey

Key Findings - York

Alison Semmence, Chief Executive
York CVS

Introduction



Key findings from the third Voluntary, Community and Social Enterprise (VCSE) Resilience Survey; a joint online survey circulated across Yorkshire and Humberside to gather up-to-date information on how the pandemic is impacting the VCSE sector.

York CVS joined with other VCSE infrastructure support partners across Yorkshire and Humberside to produce and circulate this shared survey which was co-ordinated by Voluntary Action Leeds and Community First Yorkshire. The data was analysed by the Mobilising Volunteers Effectively (MoVE) project: a partnership between the Universities of Sheffield, Hull and Leeds.

Fieldwork took place in May 2021. The report focuses on the responses from VCSE sector organisations who are operating in York and consists of responses from 40 organisations (not all responded to all questions).

The key findings are indicative of the impact the pandemic is having on the sector but they are not definitive.

Past surveys



Partners across Yorkshire and Humberside, including York CVS and Community First Yorkshire issued two earlier surveys in April 2020 and October 2020 to gain information about how the pandemic was impacting the VCSE sector.

The results of these surveys have been shared and discussed with stakeholders, funders and strategic partners across Yorkshire, the Humber and nationally. Reference to data from these surveys is used throughout this document. You can view the summary reports for York on our [website](#).

Key findings



- **Significant decrease in earned income – 87% of organisations reported a decrease in earned income. 1 in 3 organisations [28%] have seen their earned income decrease by between 76% - 100%.**
- **Increased demand for services with fewer staff and volunteers - 64% of organisations reported that demand for their services has increased, with 39% reporting that they now employ fewer paid staff and 44% reporting a decrease in volunteers.**
- **Depleting reserves – 33% of organisations have used their reserves and of those organisations who have used their reserves, 23% have used between 76% - 100%.**

Key findings

- **Digital exclusion – 21% of organisations reported finding digital exclusion an issue for their staff. This is in comparison to 22% of organisations who reported that ‘technological barriers’ were an issue for their volunteers, and 64% reporting that digital exclusion was an issue for their service users.**
- **Positive outcomes - moving services online has resulted in the development of new skills, rethink service delivery and restructure and revise their strategy and planning.**

About the respondents



The organisations who responded to the survey are reflective of the wider VCSE sector in York. The main service delivery areas are indicative of the wider VCSE sector in the city, as are the size of organisations, based on their annual turnover:

- 20% of organisations had an annual turnover of less than £10k
- 35% had an annual turnover of between £11k to £100k
- 23% had an annual turnover of between £101k to £500k
- 15% had an turnover of between £501k to £1m
- 8% had an annual turnover of between £1m+ to £5m.

Table 1 provides a breakdown of respondents based on their organisational type and table 2 provides an overview of the service type.

About the respondents:



Table 1. Organisational Type

Organisational Type	April 2020	October 2020	May 2021
Charitable Incorporated Organisation (CIO)	22%	18%	33%
Community Interest Company (CIC)	5%	14%	8%
Company limited by Guarantee	9%	29%	13%
Company limited by Share	0%	0%	0%
A Mutual	1%	0%	0%
Registered Charity	56%	47%	50%
Group or unincorporated association	6%	4%	8%
Organisation Type Not Known	4%	0%	0%
Other Organisation Type	1%	6%	3%

% does may not total 100 due to rounding and some organisations identifying as more than one organisational type, for example a registered charity and a company limited by guarantee.

About the respondents



Table 2. Service type

Service type	May 2020
Disability, Social Activities and Befriending	25%
Social & Community Care, Mental Health and Volunteering	20%
Children & Young People, Education & Training and Health	33%
Community & Village Hall and Sports & Leisure	8%
Arts, Culture & Heritage and Community Development	3%
Other classification	13%

% does may not total 100 due to rounding and some organisations identifying as delivering more than one service type.

Financial sustainability



Overview

Although there has been some improvement in the expected financial sustainability within the VCSE sector in York over the past 12 months, the full extent of the impact the pandemic has had on the sector is unknown. We are now starting to see closures of York based charities with two closing in recent weeks.

Table 3 shows the levels of risk with regards to the future financial sustainability of the organisations who responded to the survey. A direct comparison has been made with the results of the past VCSE Resilience Surveys.

Financial sustainability

Overview



Table 3. Financial Sustainability

Levels of risk for future financial sustainability – organisations were asked: ‘Thinking ahead how many months do you expect you can continue to be financially sustainable?’	April 2020	October 2020	May 2021
High risk - financially sustainable for only 1-3 months	15%	10%	5%
Medium risk - financially sustainable for only 6 months	25%	33%	19%
Lower risk - financially sustainable for 12 months	23%	29%	41%
Lowest risk - financially sustainable indefinitely	15%	14%	35%

% does may not total 100 due to rounding and n/a / don't know answers provided.

Financial sustainability

Income generation



Of those organisations that generated earned income in pre-COVID times, 87% reported a decrease in income with 28% of organisations seeing their earned income decrease by between 76% - 100%. Only 3% reported that their earned income has increased since the pandemic.

Organisations stated lack of trading, lockdowns, restrictions, public sector cuts, no new funding, less donations and increased operational costs as reasons for their loss of income.

Table 4 provides a more detail relating to the different levels of reduction in earned income experienced by organisations.

Table 4. Reduction in Earned Income	
Reduction:	May 2021
Increased	3%
The same	10%
Decreased by 0 - 25%	21%
Decreased by 26% - 50%	14%
Decreased by 51% - 75%	14%
Decreased by 76% - 100%	28%
Not sure	10%

% does may not total 100 due to rounding.

Financial sustainability

Use of reserves

33% of organisations have used their reserves with 13% indicating that they might have to use their reserves by the end of 2021. Of those that have used reserves, the following table [Table 5] provides a breakdown of approximately how much of their reserves they have used:

Table 5. Use of Reserves

Percentage used:	May 2021
<10%	30%
11% to 25%	15%
26% to 50%	15%
51% to 75%	8%
76% to 100%	23%
Don't know	8%

% does may not total 100 due to rounding.

Relationship with funders



When asked if funders had offered flexibility for those organisations that receive grant/contract income, 52% said funders had offered 'some flexibility', and 48% said that 'All funders had been flexible'.

When referring to the flexibility of the funders, organisations reported that funders had offered flexibility with regards to: extending timelines for delivery/activities, providing additional/advanced funding, varying service towards COVID-19 response and varying service delivery and activities from plans.

Impact on staff and volunteers

Staff



Compared with pre-COVID, 39% of organisations reported that they now employ fewer Full Time Equivalent (FTE) staff, 58% employ the same number of FTE staff, and 3% reported employing more FTE staff since pre-COVID.

When the data was gathered 76% of organisations did not have any FTE staff on *Furlough. A quarter of organisations [24%] had FTE staff on furlough. Of those organisations who had staff on furlough, 86% said they did not envisage making any of their furloughed staff redundant, 14% said they were unsure.

*[Government job retention scheme](#)

Impact on staff and volunteers

Volunteers



44% of organisations indicated a decrease in volunteers, 36% reported the same amount of volunteers and 19% reported seeing an increase in volunteers.

Organisations reported the reasons for the loss of volunteers was due to a reduction in their services, shielding, technological barriers, and Government restrictions.

45% of organisations said they were *'not confident at all'* that their previous volunteers would return. 18% said that they were *'confident'* that their previous volunteers would return.

A positive with regards to volunteering is that 22% of organisations reported gaining volunteers due to their COVID-19 response and 39% have retained the same volunteers they had pre-COVID.

Demand on services



64% of organisations reported seeing a demand for their services, 21% said that demand had stayed the same and 15% reported seeing a decrease in demand for their services.

When asked if their organisation had had to close/put on hold all or part of their services, 33% had stopped some services, 28% had stopped in lock-down but were re-opening, and 38% reported that no services had been stopped.

Positive outcomes



Organisations were asked *‘What are the positives for your organisation/your service users to emerge from COVID-19?’* The majority of responses focused on moving services online which has resulted in new skills, service development and the positive aspects of remote working. Organisations also commented on how the pandemic had forced them to re-focus on their core activities, restructure and revise their strategy and planning, and enabled them to rethink how they deliver their services. A sample of the responses can be viewed below:

‘There has been much more regular communication between staff and Charity Trustees.’

‘We have become far more flexible, far more used to using IT, far more engaged in business change.’

‘Some older members have engaged for first time with online meetings and enjoyed them.’

Positive outcomes



'We've learnt that we can work from home. We are flexible and can do things in different ways. We are more connected to our members than we were before. We've been able to do pieces of work with people far away without any cost issues.'

'Mutual aid is a powerful resource.'

'We have managed to focus on what we do, and do it even better. Our delivery and performance has increased as has our ability to communicate and line manage.'

'We are a stronger team with more flexibility in our working practice, which we wouldn't have explored if we hadn't been forced to by the lock down. On the other hand, we are really looking forward to being able to get together physically again!'

Recommendations



The VCSE Sector in York is still facing a potential crisis at a time when the sector is needed more than ever due to pressures on the health and social care sectors. Loss of income, staff and volunteers coupled with an increase in demand is continuing to challenge an already oversubscribed and overwhelmed VCSE sector. Concerted action is required to reduce risks for the sector, and the wider implications this will have on York and its citizens.

York CVS will continue to support our members and we will discuss the findings of the survey with partners and the VCSE sector to agree a range of actions to ensure the sustainability of York's VCSE sector.

Recommendations

York CVS will:



- Share the learning from this survey and continue to co-ordinate the collation of intelligence about sector resilience;
- Bring together the VCSE and partners to agree what can be done together to ensure the VCSE remains sustainable in years to come;
- Encourage and support collaboration and partnership working across VCSE sector organisations (and other sectors) for the ultimate benefit of vulnerable citizens;
- Provide practical support to organisations facing challenges to give them the capacity they need to plan for sustainability with an emphasis on reaching out to groups farthest from accessing help;

Recommendations

York CVS will:



- Continue to provide training, workshops and information on issues raised by the VCSE sector in York;
- Support the re-establishment of face-to-face services - a critical part of the VCSE sector offer;
- Continue to support the VCSE sector in York by expanding online resources and services;
- Support VCSE organisations with the recruitment and management of volunteers both during and post COVID-19;
- Further engage with existing lobbying efforts at national level and make this work visible to VCSE sector organisations.

This page is intentionally left blank

Universities and Colleges Sub Group - Update for the Outbreak Management Advisory Board

Summary

This regular report from the Universities and Colleges sub group provides updates for the Outbreak Management Board on preparations for the start of term across our institutions, on efforts to ensure HE and FE students across the city are vaccinated, and on changes to how test and trace now operates in educational settings

Detail

1. Vaccinations

Working closely with Nimbuscare and other NHS and City partners there has been significant activity across all HE and FE institutions in the city to make vaccinations as accessible as possible for our students. Vaccine pop up clinics and information stalls are planned, or have already taken place, at all four Universities and Colleges and there are extensive plans for pop up vaccination clinics at both Universities during their Freshers' weeks. Clinics run by Nimbuscare in the city centre, and in residential areas have also been positively received by our students.

All institutions have also been regularly promoting uptake of vaccinations to our students using our own communications material; locally coordinated messages and collateral from national campaigns.

A combination of easy availability of vaccinations (either on-site, or in other convenient locations) and these communication messages has seen a significant uptake of vaccinations across the student body. The University of York, for example, has been collecting data on vaccine status during enrollment and to-date 90% of those who have enrolled have told us they are either fully or partially vaccinated. This suggests that our students are engaging with the vaccination process in an extremely positive way and uptake is currently tracking ahead of the national average across all age groups.

2. Preparations for start of term

Following the move to Stage 4 in the roadmap out of lockdown, restrictions continue to be lifted or revised across England. The overall approach by Government is to reduce the levels of hard controls given high levels of vaccination across the population. For our sector specifically, DfE have also been clear on their expectations that education should take place in person with as little restriction as possible to normal modes of teaching and learning.

Across the city our HE and FE institutions are following DfE and wider guidance carefully, ensuring that we have a range on control measures in place across our sites including regular testing, vaccination, face coverings where appropriate, maximising ventilation, hand hygiene measures, and continuing to regularly promote public health messages across our communications channels.

We have also been closely involved in co-creating a new covid-aware campaign with colleagues in the City Council. The headline for the campaign - as you may have already seen on posters and on-line - is **Protect. Respect. Be Kind.**

This campaign aims to set expectations and shape behaviours of our community, and the priority messages initially will cover the importance of getting vaccinated; wearing face coverings; staying away from work or study if you're feeling unwell; getting regularly tested; and isolating when you've tested positive or have been told to by NHS Test and Trace;

3. Track and Trace

Arrangements for Track and Trace in educational settings have also changed over the summer and responsibility for track and trace now rests with the NHS' central tracing team rather than individual providers. However, across our institutions we are continuing to track covid cases carefully and share this data regularly with colleagues within the Public Health team at the City Council to ensure we spot and respond to potential outbreaks or clusters of cases.

Universities and Colleges Sub-Group
20 September 2021