Summary

This paper sets out a high level overview to the Leadership and Executive Board to enable the Partnership move forward and recover its Community Strategy and Action Plans as a result of Covid 19.

It sets out an interim structure and set of priorities and areas of focus that the Partnership can tangibly move forward with, as well as responding to new and emerging needs.

Action to be taken

The intended outcome from the review is for partners to;

a) Consider the interim Partnership Structure;
   a. Agree Meeting Frequency of the Leaders and Executive Board;
b) Approve the Draft Terms of Reference for the Community Recovery Task Group;
c) Discuss and direct on proposals and work streams, including evaluation.

Work streams and Objectives

The Leaders and Executive Board (30th April) established a task group for the purpose of developing an operational response to supporting communities during and after the Covid 19 Pandemic. The aim of the task group is to ensure communities are supported in their recovery from the impact of Covid 19.

The emerging areas of focus identified by Partners include:

- Potential for Increase in Debt and need for support;
- Potential Increase in social and domestic issues impacting on mental and physical wellbeing;
- Homelessness;
- Unemployment and re-engaging people in to the job market;
- Access to Digital technologies for those who may be digitally excluded.

In particular the function of the task group is to align and recalibrate existing partnership projects to support recovery. Further to this where there is a need identified, the task group should develop and propose new projects/responses to support the community recovery. The three areas of focus for the group has been identified and linked to the themes of the Community Strategy to which they impact:	Effective Partnerships	Connected	Growth	Place
1. Access to advice and support services effectively	●			
2. Co-ordinate operational activities between organisations to limit duplication and help ensure capacity is available across organisations/services to meet need	●	●		
3. Assess the need for access to Digital across communities and services to support future business and service delivery models.			●	

A terms of reference and membership is attached at Appendix 1 for Board Approval.

Structure and Proposals

The Partnership's current structure (Appendix 2) has established a series of thematic based groups. These groups have already undertaken initial work against the agreed objectives of the Partnerships Action Plans (Appendix 3)

Currently the Executive Board meets 6 times annually, three of which are jointly with the Leaders Board. It is proposed that in response to the Community recover Task Group which will be operational in nature, for the immediate future the Leaders Board and Executive Board continue to meet jointly to manage the overall partnership approach through this period. The meeting schedule would seek to fall in line with the existing dates of the Leadership and Executive Board meetings.

However the Leaders and Executive Board may wish to revise the frequency to meet more regularly.

The Community Recovery Task group having identified three operational areas in which they can focus would establish sub tasks groups to take forward development and delivery. The chart below shows the proposed structure together with the existing projects of the Partnership which would be rolled forward into each respective sub task groups (these are identified in the greyed out section)
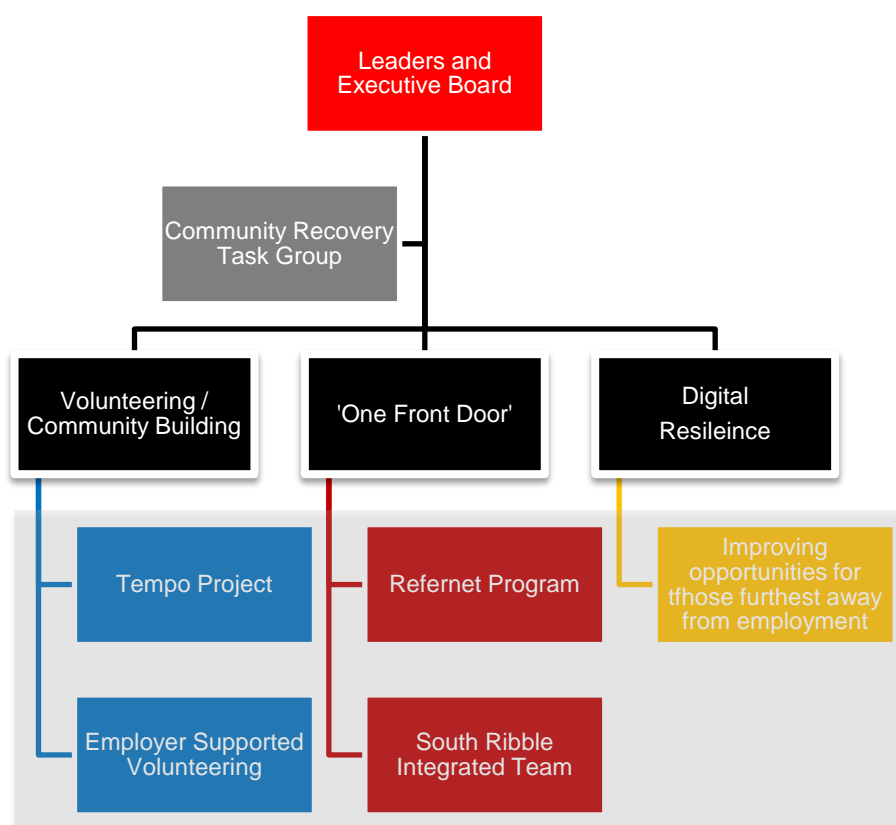
The Board(s) should note that it is proposed:
   A) Any use of performance reward grant will need to be approved by the joint Leaders and Executive Board Meetings;
   B) The Partnership's Performance Framework will apply as standard for the delivery of all projects (Appendix 4);
   C) Performance Measures will be identified by the Community recovery Task Group for agreement by the Leaders and Executive Board;
   D) Work will continue on implementing the Communications Strategy;
   E) Existing thematic group members will be invited to join the new task groups to focus on those project areas in which they are already engaged.

| **One Front Door**	**Relationship to Strategy**
In response to Covid 19, the Government asked local authorities to establish a locality hub with responsibility for co-ordination of humanitarian assistance with their administrative areas. The purpose of those hubs have been to provide free help, support, advice and assistance for vulnerable people during the Coronavirus outbreak (Covid-19). As part of this approach the Government expects that the hubs will work with local partners, community groups, charities, services and volunteers to provide help and support for vulnerable people. The support includes:- - Signposting to other community groups, where possible, if people need help shopping or picking up prescriptions. - Referring to relevant agencies if the person needs to talk to someone and is suffering from isolation and loneliness. - Obtaining food parcels and providing practical support for delivery and collection if NO other support available or the person is in hardship. - Sign post volunteers who can offer assistance to local community Groups and Lancashire Volunteer Partnership/Our Lancashire. To date partners have responded to the needs of the community. - South Ribble Borough Council established 'South Ribble Together' - Progress Housing Group established 'Here to Help' - Age Concern Central Lancashire set up their Coronavirus Response Service - Citizens Advice has developed referent to include the ability for the public to refer themselves for support and advice. *Sustainability* The Humanitarian Cell from the Local Resilience Forum expects that the South Ribble Together Hub will need to operate for a further 6/9 months at least. As services and organisations begin to put in place recovery plans and more people go back to work, the current levels of service may not be sustainable for a single organisations. Building on the Partnerships existing programs around the Refernet portal and South Ribble Integrated team, it is proposed that a 'one front door' solution is developed rapidly to: - Direct requests for support through a single point to triage and signpost to relevant services. This would be to: - Alleviate pressures on the need to have staff redeployed - Ensure quality advice services through trained triage call handlers - Services are able to focus on their expertise and provide those services to those in need	**Effective Partnerships** Partners working together to develop action plans that meet community needs and tackle issues such as persistent inequalities and social isolation. **Effective Partnerships** Better sharing and coordination of information and intelligence between partners, including collaboration in community engagement, to support an integrated approach **Effective Partnerships** Effective partnerships that promote, encourage and implement solutions that work

Volunteering / Community Building	Relationship to Strategy
It is recognised that the community has responded to the call for volunteering. There are many services asking for volunteers whether that is the national NHS volunteer campaign or the County based Lancashire Volunteer Partnership. In response to Covid 19 Tempo has established www.tempocommunities.com which provides a locally based platform which can host community groups and businesses providing covid19 related services. In addition it provides infrastructure for community groups to manage their volunteers. The increase as well as impact on volunteering raises a number of opportunities as well as areas for caution: a) New volunteers – post covid19 how do we maintain engagement; b) Furloughed individuals have been able to volunteer (people have more time); c) Danger that existing Community Groups may struggle to survive post Covid 19; d) Unregulated volunteer/community action is open to abuse and safeguarding concerns. It is recommended that the Partnership led projects around Tempo Time Credits, Single platform for volunteering and Employer supported volunteering can all be taken forward in response to Covid 19 on the basis that; • Adopt www.tempocommunities.com as the volunteer and community group platform for the district • Employers continue to enable volunteering and take forward a Partnership framework for enabling volunteering of employees to support community groups and 3rd sector organisations.	Connected Communities A new relationship between communities and service providers. Community leaders, organisations and groups have the resources and tools they need.

Digital Resilience	Relationship to Strategy
The use of digital communication, be it social media, video conferencing, medical consultations, the courts service and online shopping has been essential to communities and businesses during the period of 'lockdown'. It is suggested that this shift to wider use of digital, particularly through service delivery will not simply dissipate and return to the same environment after Covid 19 measures relax. Via the local resilience forum, emerging work is developing around Digital Inclusion as a response to Covid 19. Work has already been completed by Lancashire Skills Hub to identify areas where people may be at higher risk of digital exclusion (an area of high risk doesn't mean that everyone in that neighbourhood is necessarily digitally excluded). A role for the partnership exists in using the data by connecting it with people, or community groups and others on the ground. There is an opportunity to help identify directly individuals which have been identified directly, whether by being on a vulnerable list or asked during surveillance calls, or by social prescribing link workers signposting people. • Improve access to digital devices and connectivity for those socially isolated through Covid 19 • Deliver effective training and support to improve digital skills and capability	Growth Skills, education and job opportunities reflect local people's ambitions and promote social mobility

Timescales

The timescale below sets out a high-level projection for delivery of key elements. This is based on the need to move at speed as we are responding to evolving needs in the community at unprecedented pace.

Key deliverables will be to:
- Establish the one front door model (engaging key partners populating Refernet and agreeing referral pathways);
- Taking forward population of Tempo Community to encourage community and volunteer based groups to register and be supported through our Time Credit project to utilise the platform. We already have trained users for the system which can be deployed;
- Developing in further detail proposals to support digital evolution and access to devices and services;
- Reporting back to the Partnership In July with;
    o Full appraisal of the impact on the Approved Action Plans Dec 2019,
    o Performance Indicators and progress (measuring our success),
    o To agree the next 3 months of work for the Partnership.
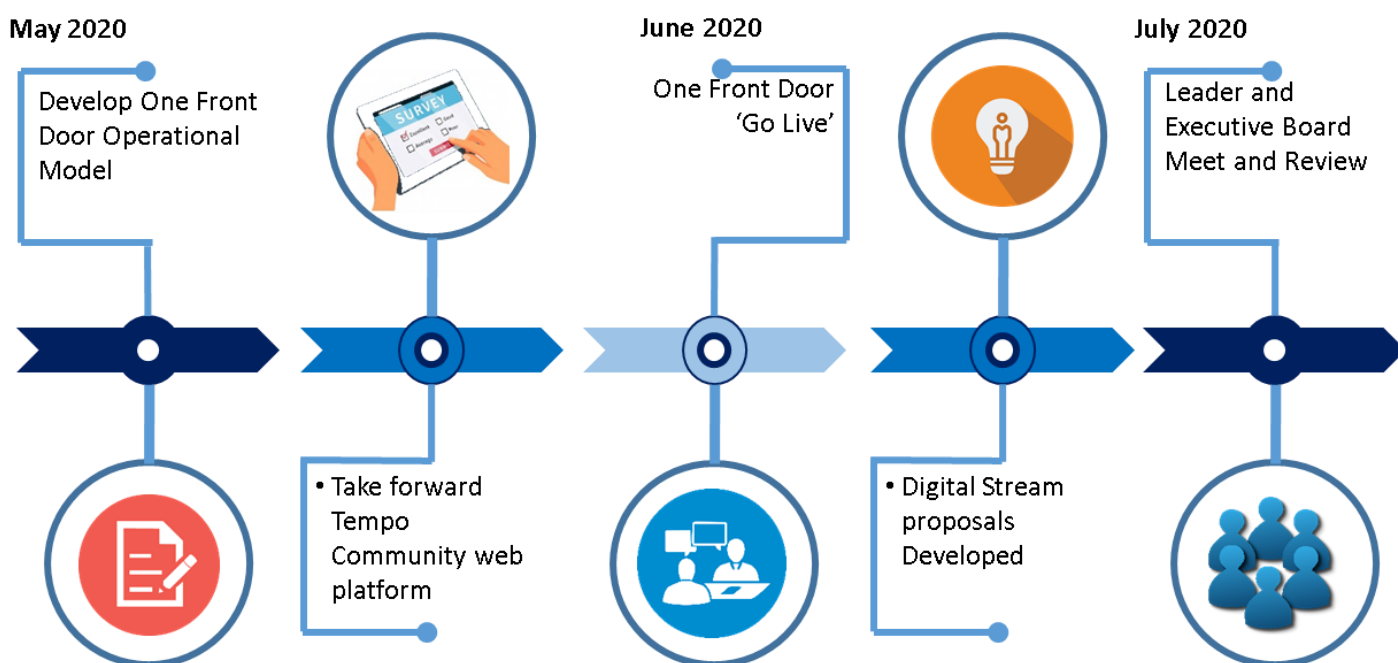
Performance and Evaluation

Evaluation of the services provided through the Partnership will be important to allow the Partnership body to learn and take forward lessons that will support future integrated and collaborative working.

1. General Customer feedback could be considered to understand experience;
2. Evaluation of outcomes for individuals (Refernet allows for outcomes to be measured and report);
3. Opportunities exist to measure wellbeing outcomes/development for individuals to demonstrate change;
4. Process/system review and evaluation to understand effectiveness of data sharing, collaboration and service improvement.

The specifics of each evaluation theme will be developed by the Task Group and reported to the board at its next meeting.