

Monday 26 Oct 2020

HCC Adult Care Commissioned Services - Housing Related support and complex needs (Homeless)

COVID-19 Resource and Information for Homeless hostels

This is a regular update to keep you informed about the resources available to commissioned services to support service users during the pandemic.

For ease of reference, any previous information has been shaded.

In addition to this, Kami Chahal will continue liaising with you to understand the current demands, ensuring that you are supported and able to deliver critical services.

Once again, thank you for what you are doing, which is so vitally important to keep Hertfordshire residents supported and safe.

1. Accessing Support for medications and food packages

If people need support with collecting medications, food packages, they should contact **Herts Help** on **0300 123 4044**. The service has been extended to offer crisis intervention. See attached Herts Help offer.

- 2. Homeless Health Weekly Update – This** includes distraction packs and a range of useful resources. See attached. I would like to draw your attention to Groundswell <https://groundswell.org.uk/what-we-do/resources/healthcare-cards/>. There are excellent initiatives to refer to and good practise.

6. Hertfordshire Care Providers (HCPA) eNews

Providers are encouraged to sign up for HCPA's regular newsletter. These updates contain valuable information about Covid-19 such as testing, PPE, funding opportunities etc. Providers can sign up for this free newsletter by clicking on the following link: <https://www.hcpa.info/news/>

7. Information for Professionals

The **Money Advice Unit** has produced a new guidance document is available for professionals on [benefits and financial advice for people affected by coronavirus](#)

For **Drug & Alcohol services** advice and information you can call CGL Spectrum via their Single Point of Access number (9am-7pm) on 0800 652 3169

For help/advice for anyone who has substance misuse issues who is homeless or at risk of homelessness contact Emerging Futures on 0333 012 4714

This short [guidance](#) provides information on stopping drinking for people dependent on alcohol and how they can do this safely during Covid particularly when access to detox is not so readily available at the moment.

Domestic Abuse For frontline professionals and members of the public, all current services and referral routes into services remain the same. Our services have adapted the way they work to continue offering a service to victims, even during tier three restrictions Visit the Sunflower website

<https://www.hertssunflower.org/information-for-professionals/sunflower-coronavirus-updates-for-professionals.aspx>

Modern Slavery online training is available for free to all Herts organisations.. For information, VSO are not deemed as first responders but **need to have knowledge and be fully aware** how to identify a modern slavery case and access support. Some cases may require an emergency response with the Police.

- [Home Office Statutory Guidance](#): MSA Act 2015 (Adult and Child Support)
- [Home Office First Responder E-Learning Module](#): **Strongly recommended that every NRM First Responder should complete this module**. Non-NRM First Responders should **also** consider completing this module as you should have the knowledge. Free and any organisation can access.
- [NRM Online Portal](#)
- Sign up to the NRM Reform Newsletter: email NRMReform@homeoffice.gov.uk

8. Public Health Guidance

This [Guidance](#) sets out clinical advice and guidance on delivering a health-led, multi-agency approach to reducing the risk of infection and severe illness among the homeless population as a result of coronavirus (COVID-19). The guidance is primarily for health professionals but can be used by anyone involved in delivering its aims and activities.

[Covid-19-guidance-on-services-for-people-experiencing-rough-sleeping/covid-19-guidance-for-hostel-or-day-centre-providers-of-services-for-people-experiencing-rough-sleeping](#).

9. COVID-19 related grants

We appreciate that providers are working in new ways and developing new projects to meet the current pandemic. There is a useful compilation of new covid-19 related grants at <https://www.grantsonline.org.uk/coronavirus.html>

10. Claiming COVID-19 related costs from HCC (accommodation-based homelessness services only)

To claim COVID-19 related *eligible* costs please complete the revised V3 claim form attached (eligible costs are costs that cannot be met through other income sources). If you are delivering additional services to accommodate and support rough sleepers in response to the Government Directive 'Everyone In'. Any related costs from 1 July 2020 will be reviewed by your local District Council. Access to the emergency grant ended on 30 June 2020.

Eligible costs relate to;

- Food due to no cooking facilities
- Supporting adults with no recourse to public funds
- Additional staff due to infection control measures e.g. staff self-isolating

Claims are to be completed on a monthly basis.

Every effort will be made to make the payments as quickly as possible. In some cases, there may be some queries which could cause delay. We must reserve the right to check your financial records in the future and may claw-back any additional monies that are claimed dishonestly or fraudulently.

11. Procurement timetable for HRS contracts

The original procurement timetable has been postponed which means that re-commissioning activity will not take place this year. Our (the Council and Providers) emergency response to COVID-19 and recommendations in the HCC Complex Needs Strategy, means that we will adopt a measured approach to reviewing services in each District.

In the meantime, through joint contract monitoring with your local District Council and the learning from the emergency response provides an opportunity to adapt service specifications from 1 April 2021. You will be engaged in this process to ensure that we are in position to respond to emerging needs.

12. KPI Workbooks

The attached KPI workbook has been revised to include indicators required by MHCLG. Providers mobilising services under the Next Steps Accommodation Programme.

In view of the this, the workbook return for Q2 has been extended to 09/11/20.

13. Staffing resource:

Herts County Council has been working with **voluntary sector partners** to develop a volunteer resource for you to consider as part of your organisational capacity planning. Some voluntary organisations have utilised volunteer assistance with tasks such as collecting and delivering medications and food parcels for individuals self-isolating. Some of these volunteers already have a DBS in place and could be mobilised fairly quickly. For more information, visit Team Herts <http://www.thvolunteering.org.uk/organisations>

HCPA volunteer and recruitment services can also support with staff recruitment and volunteers. For further details, email volunteer@hcpa.info (volunteers) and or jobs@hcpa.info (paid staff) or call 01707 536 020.

15. Employee Assistance Scheme:

During this unsettling time, managing staff anxieties is a big challenge for all organisations. We are pleased to inform you of a resource that you can refer any staff or volunteer requiring support.

- You can pass details on to your staff members or volunteers who need support with anxiety, mental health or bereavement;
- Access to support includes an app, web-based self-help or one-to-one telephone counselling sessions;
- The service can be accessed simply by emailing EAP@hcpa.info (Employee Assistance Programme) or send a text to **07520 649 448**

Please note that the support is available on an individual basis and not the entire organisations.

16. Support for you - Care Provider Hub

Our dedicated provider support hotline hosted by HCPA can answer queries for all organisations that support people with care/support needs (phone number 01707 708 108 or assistance@hcpa.info)