

# North

## Covid 19 - Area Community Virtual Hub Weekly Partner Performance report

25-31 May 2020



### Partners working collaboratively:

Sunderland City Council – Area Arrangements, Customer Service Network, Welfare Rights and Foodbanks, Council Tax, Enforcement and Environmental Services; GP Alliance, Northumbria Police, Gentoo, Voluntary and Community Sector Network



409

Number of calls received into the Covid 19 Campaign Line  
**FROM SUNDERLAND RESIDENTS**  
(including referrals from partners including GP Alliance, Gentoo etc)



1

Number of contacts received into the Covid 19 hubs via the Council website and online form,  
**FROM NORTH RESIDENTS**  
(including referrals from partners including GP Alliance, Gentoo etc)



228

Number of volunteers registered on Covid 19 Volunteer Platform for **NORTH**. All Volunteers received a thank you email from the Council, thanking them for their continued hard work and efforts. The email was well received with many volunteers keen to support in their community longer-term.



216

Number of residents receiving support from volunteers within **NORTH** via the Covid 19 volunteer platform



7,518

Number of residents receiving Council Tax support across **NORTH**



0

Vulnerable people in the **NORTH** required additional Adult Social Care support as routine contact effective



0

Adult Social Care Parcels required on out of hours across the **NORTH**



537

residents across **NORTH**, have received a door knock (welfare or shielded residents) as we were unable to contact them via telephone

## Number of Community and Voluntary Organisations supporting Covid 19 activities across NORTH

- Southwick Neighbourhood Youth Project
- Friends of Fulwell
- Sunderland North Community Business Centre
- Sunderland Community Action Group

## Summary of support delivery across the NORTH area

- Details of accessing the business rates grants was shared with the North VCS Network and targeted at Community Associations in the North- feedback to date has identified a £10k grant has been received by Redby CA, Fulwell Community Centre, Castletown CA, Winchester House. St. Bede's, Thompson Park CA, Castletown Scouts, Thompson Park Café CIC and Southwick CA
- Resident of Downhill called the Council to let us know his volunteer Sam (SNCBC) is amazing and he wanted to thank her and everyone for the help that he has been given it is invaluable to him and he is so grateful.
- Resident of Redhouse called Council to ask us to give a big thank to her volunteer Sam.
- As well as receiving requests for shopping support we have matched volunteers from the platform to pick up prescriptions for local residents and also dog walking support for those that are unable to leave their houses.
- VCS groups providing the shopping support are ringing the residents they support on a weekly basis to keep in touch and ensure their shopping needs are met and are also referring back to the hubs if further support is required.
- w/c 1st of June is National Volunteers Week and Sunderland North will be showcasing the work of our volunteers on North Social Media pages and Sunderland, UK Social Media page

## Crisis support referrals and welfare rights activity: council services

Our Customer Service Network (CSN) are taking calls for Crisis Support and where possible they are referring customers to a range of local foodbanks – based on where the customer lives.

The majority of CSN referrals though are made to Sunderland Foodbank (SFB) and their 8 distribution points.

Referrals to Foodbanks are made for people in financial crisis and who lack the money to buy food rather than

for those that are self-isolating etc.

CSN stopped issuing food cards and started to refer eligible customers to the foodbanks from 27 March 2020, when the CSN office closed to the public. For people unable to leave their homes to shop/use a foodbank voucher (and in financial crisis) food parcels are delivered by council staff. However, food cards can still be issued where appropriate.



0

Number of Food Cards issued between 26 May and 29 May (value of £0)



25

Number of Food Parcels issued between 26 May and 29 May which have fed over 35 people – this also includes some shielded cases



20

Number of CSN referrals between 26 May and 31 May to our partner foodbanks



29

Number of people referred between 26 May and 29 May to the Welfare Rights Service for a full welfare check

## Foodbank referrals and usage

As reported previously the council has received detailed information from Sunderland Foodbank (SFB) for about 2 years in terms of demand and activity, SFB includes 8 separate distribution points.

Both SFB and Salvation Army normally provide the majority of their help in North, East and West areas although SFB do cover all wards.

There were 8 less parcels and 1 less people fed compared to the week before (across all the foodbanks that provide figures).

- Salvation Army have moved to new recording/reporting system and are still finding it difficult to confirm figures accurately -including quantifying the number of people being fed by the parcels they have supplied

The situation is being closely monitored however and the council is still heavily involved in providing (if required) additional support to foodbanks to enable them to continue to help people in financial crisis as well as those who are self-isolating. This support has ranged from significant volunteer support at Sunderland Foodbank and assisting with stock issues for a number of other foodbanks

Area	Number of parcels	Number of people fed
Coalfield	39	92
Sunderland East, North and West combined	123	187
Washington	18	32

## Public Protection and Regulatory Services city-wide update 29 May 2020

51	Total no of requests	8	No of referrals to other agencies (inc other councils and HSE)
40	No of complaints from the public		
0	No of complaints from employees of businesses	0	No of premises are being monitored
46	No of businesses have been advised on business closure/social distancing requirements	0	No of prohibition notices
11	No of visits to premises have been made		

## Enforcement Actions taken across Sunderland for the period 25-31 May 2020

To date the following investigations/actions have been undertaken by the Community Resilience Team.		5	Section 46 Notices issued in relation to mis-presentation of residual waste
49	ASB/Noise new cases	1	Written warning
197	Request for service relating to dumping of waste (quantity of a small van loads and above), which have all been investigated and removed	2	Fixed Penalty Notices
		7	High risk victims supported
12	Fly-tipping incidents in which evidence/ witness information was retrieved and referred for investigation	1	Wellbeing referral