

Hertfordshire Local Resilience Forum Stakeholder Update – 28 August 2020

A message from Cllr Linda Haysey, Leader of East Herts Council, and Chair of the community reassurance cell of the Local Resilience Forum

Dear stakeholder,

Here's the latest update from Hertfordshire's Local Resilience Forum, a multi-agency partnership of public services working to coordinate our approach to COVID-19.



Cllr Linda Haysey

Play your part and get back to school safely

The focus of the 'Play your Part' campaign this week has been on schools and colleges ahead of their return in September. A range of communication materials have been produced including [this video](#) to help young people understand what changes to the school day might look like.

Throughout the summer, Hertfordshire schools, their operational staff and teachers have been working hard to make sure that schools and colleges are as safe as possible for the new school term in September. Schools have had to complete thorough risk assessments and are following the latest advice and guidance from Government and Public Health England.

Planning your journeys to and from school: Children and families are being encouraged to think about their journey to and from school or college. Hertfordshire County Council has been working with Highways colleagues and bus and train operators to ensure school journeys are as safe as possible. Those driving are urged to plan ahead and check <http://one.network/> for live traffic updates and changes to road layouts. Walking or cycling is also encouraged. Further communications on transport will be sent out over the coming week.

Supporting our communities

Policing update: We have seen an increase in illegal unlicensed music events and house parties in recent weeks, and are warning the public that illegal and unlicensed events will not be tolerated in Hertfordshire.

Restrictions on large gatherings and unlicensed events remain in place and officers will continue to engage within their communities, taking enforcement action where necessary. Young people are not immune to coronavirus, and should think twice before attending illegal events. Our teams will act to prevent or shut down such events. We have seized thousands of pounds worth of high-tech equipment from previous raves.

The key to stopping these events is early intelligence, so please let us know if you or anyone else you know, has been approached looking for land to hire, even if the activity appears genuine. Often rave organisers choose rural locations, so we ask people living in these areas to remain vigilant, ensure their land is properly secured and report any suspicious activity to us. Industrial areas are also prime spots.

You can report information online at herts.police.uk/report, launch an online web chat at herts.police.uk/contact or call the non-emergency number 101.

Restoring health and care services: Hertfordshire's health and care organisations are working to restore services to pre-COVID levels, using the following principles:

- prioritise services which are accessed by those in greatest need
- engage those in greatest need with preventative services, to improve their long-term health
- protect those at greatest ongoing risk of COVID.

We recognise the importance of valuing health, care and support equally. Social care, charities and communities themselves all play a vital part in maintaining the wellbeing of our residents.

All of our health services are firming up their plans to ensure that our workforce and volunteers can adapt to the changing needs of residents. We are working to keep patients and service users supported and informed about their care, with virtual appointments offered where this is possible and suitable.

GP, pharmacy and dental services over the bank holiday weekend: The local NHS is still here to help you get the treatment you need over the August bank holiday.

If you urgently need medical help or health advice outside of GP practice hours, but it's not an emergency, the NHS111 service is available online or by phone 365 days a year. It also has a dedicated online service for advice on coronavirus: www.111.nhs.uk/service/COVID-19

Normal business hours have resumed for GP practices. This means that opening hours are now from 8am to 6.30pm Monday to Friday, excluding bank holidays. However, the usual GP out-of-hours and 'extended access' services will be in place for those who need them over the bank holiday – see your own GP website for more information. Please note in some areas extended access appointments need to have been booked by 6:30pm Friday.

Some community pharmacy services will be open over the bank holiday. Search 'find a pharmacy NHS' to find an open pharmacy near you, [or click here](#) and select our region.

If you think you need urgent dental treatment, call your dentist. If you cannot contact your own dentist or are not registered with a dentist, use the NHS 111 online service. Urgent appointment will be arranged at an urgent dental care centre.

Flu vaccinations this winter: As in previous years, the priority groups to receive the flu vaccination are:

- People who are 65 or over
- People of any age with long term health conditions, including asthma, diabetes or heart disease
- Pregnant women
- People with learning disabilities
- Children aged 2-11 years

In addition, this year the household contacts of those shielded for COVID-19 are a priority group.

The flu vaccination programme will also be extended to those aged 50-64 years without a pre-existing medical condition, after those most at risk have been vaccinated. Everyone aged 50-64 who doesn't normally get invited to get a flu vaccine should wait to be invited, as vaccines will go to the most at risk first. When invited please take up the opportunity, it is the best protection there is against the virus.

West Hertfordshire Hospitals NHS Trust (WHHT): WHHT is continuing its efforts to re-start planned services across its three hospital sites. Over the last couple of weeks St Albans City Hospital has re-started same day surgery and inpatient elective activity alongside outpatient and diagnostic activity. At Hemel Hempstead Hospital, the number of outpatient appointments and diagnostic services are increasing. The Urgent Treatment Centre has remained open throughout the pandemic.

Watford General Hospital is seeing a steady return to pre-COVID emergency care demand and is also now carrying out outpatient, diagnostic and inpatient work. Some appointments are taking place virtually, enabling patients to have their consultation using technology which means that they don't need to travel to hospital. Over the coming weeks the Trust will continue to increase its activity levels in a way that priorities the safety of both patients and staff. [Find out more here.](#)

Central London Community Hospitals NHS Trust (CLCH): All services at CLCH are accepting referrals but are now operating on a 'Talk-Before-You-Walk' approach. Face-to-face clinic services are taking place where this is absolutely necessary, via booked appointments. At the beginning of July, CLCH went live with its Rapid Response service, which accepts referrals for patients who require rapid assessment and help at home within 2 hours.

Annual health checks for people with learning disabilities: People with a learning disability often have poorer physical and mental health than their peers, for reasons that are not directly connected to their learning disability. To help to tackle this inequality and improve the health and wellbeing of people with learning disabilities, all those aged 14 or older should have a dedicated annual health check-up with their GP.

This week [Healthwatch Hertfordshire published a report](#) on people's experiences of these annual health checks, which looked into concerns about the uptake and quality of these checks.

If you know someone with a learning disability who is 14 years and over and would benefit from an annual health check, please do encourage them to make an appointment with their GP. More information can be [found here](#). Processes are in place to keep people safe from the risk of infection during their appointments. Please share this [web address](#) with your networks, friends and family members who have learning disabilities, or who support people with learning disabilities.

Domestic abuse - victim and survivor survey: Everyone who has experienced domestic abuse should be able to get the right help for them, at the right time. The Hertfordshire Domestic Abuse Pathways team is asking those who have experienced domestic abuse to advise them on the services they think should be in place. A [survey has launched](#) and will be running until 28 September. It is completely confidential and will be used to inform the services on offer in future.

Supporting our most vulnerable residents

Operation Sustain: Hertfordshire County Council has been allocated £924,000 of the Local Authority Emergency Assistance Grant for Food and Essential Supplies. The grant will be used to complement the existing scheme in operation by HCC, which has a well-established three-tier Crisis Intervention Service (CIS). When lockdown occurred, a sudden increase in demand of the crisis intervention service occurred and although this has now decreased, we expect to see a large increase over the coming months now that Shielding has paused, and furloughing is ending for most sectors. The additional funding will help prevent the current CIS funding from draining rapidly from an increased usage, whilst providing an enhanced offering such as through allowing greater access to the service and increasing capacity.



Community Help Hertfordshire (CHH): A key priority of Operation Sustain is to build on the strong partnerships developed such as through implementing the joint funded county-wide Community Help Hertfordshire (CHH) service model, under which all the Hertfordshire CVS organisations will come together to provide a unified response to the new volunteering landscape, while still attuned to local differences in needs and resources.

Herts Economic Recovery Team (HERT): As part of Operation Sustain, HCC's Money Advice Unit (MAU) and Citizens Advice Hertfordshire (CAH) will come together to enhance the finance, welfare benefits and debt management advice already available in Hertfordshire to vulnerable residents who have been most affected by the COVID-19 crisis, to aid their financial recovery and embed future financial security and literacy. A team of advisers based across the MAU and CAH will work countywide for 12 months, to reach, assist and advise those with complex financial problems, complementing the work done by financial inclusion workers in District and Borough Housing teams, especially regarding complex cases.

Economic Resilience

Economic Recovery: Hertfordshire business and public sectors leaders shared their experiences and the measures taken in response to COVID-19 at the 'Rebuilding Hertfordshire's Future Together' webinar on 20 August, which was hosted by Hertfordshire Local Enterprise Partnership (LEP) and Hertfordshire Chamber of Commerce. You can download the [presentation slides here](#).

Thank you.