

Covid-19: Impact on Hackney communities

Context

Since changes in national government strategy towards the Covid-19 pandemic in mid-March the Council has been focussing its efforts on implementing and supporting the new public health policies.

The Council has primarily focussed on [identifying](#) groups of residents who are most at risk of Covid-19 from a health and economic perspective such as older people (70+), residents with certain health conditions, residents on low incomes and 'newly vulnerable' communities such as those who have lost their jobs, or who are self employed. This is the right focus in the immediate term and some great work has been done to supply [food](#) and immediate [humanitarian](#) aid to those most affected.

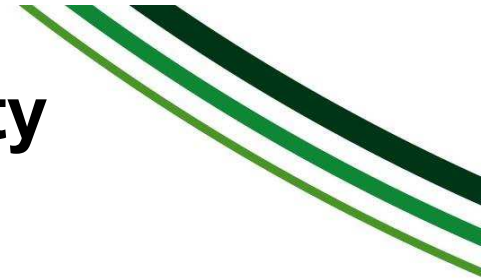
Purpose

- To consider our existing understanding of vulnerability and different communities in relation to Covid-19 and to help the Council broaden its thinking about impact and groups most in need
- To keep track of our response to some of these issues and consider what else we could do to help
- To consider community cohesion as we respond
- To identify what positives from the situation we should help maintain and build on
- To help shape our plans about how we might best recover

What we have done

- Used existing evidence and analysis, community insight, data and conversations with staff to identify issues and the groups they affect.
- Identified those groups who we know are at a higher risk of poverty and those groups who face disadvantages that might make coping with Covid-19 more difficult.
- Looked at the ways in which different groups of people may be affected by multiple issues and the overall impact over time.
- Whenever possible noted our response to some of these issues
- Considered the immediate and longer term impacts

Groups impacted - Pre-existing poverty



Groups we know are already at a higher risk of poverty include:

- Workless households
- Lone parents
- Households with two or more children
- Households with children under 10 (especially when youngest child aged 4 and under)
- Households with a disabled person (parent and/or child)
- Families that claim benefits affected by welfare reform
- Households living in the private and social rented sectors
- Adults with no formal qualifications
- Structural inequalities mean that black and ethnic minority communities are more likely to be in poverty

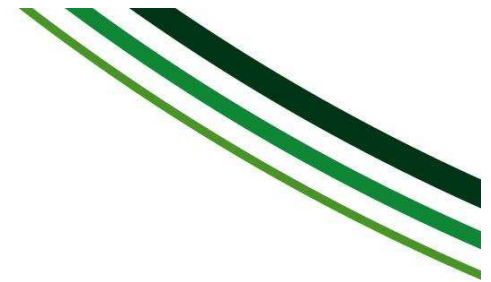
Other vulnerable groups

- Disabled people/those with long-term health conditions (excluding Shielding)
- People with No Recourse to Public Funds (NRPF)
- Street and hidden homeless
- People with unsecured private debt
- People with English as an additional language and other communication needs
- People at risk of domestic abuse
- People with mental health needs
- People with drug and alcohol abuse issues
- Households who are digitally excluded
- Some faith communities

Community Assessment - Appraisal

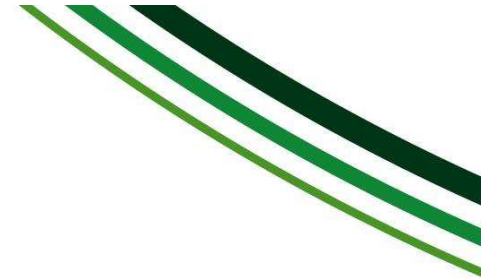


- Policy and Strategic Delivery maintain a master copy of the assessment for reference
- We create a highlight presentation each Thursday (these slides are added to the master copy)
- We are developing our thinking about how we understand impact on residents. For example, we are exploring what criteria we should use to assess which residents face particular difficulties and disadvantage which we should draw particular attention to.
- This appraisal may consider factors such as: impact at important life stages (e.g. 0-5 year old development, key points in education), reduced or loss of specialist/targeted services (e.g. SEND) and impact on particular communities



Part 1: Impacts on specific equality groups

Covid-19 in Hackney



Analysis from the Public Health team as of 8 June 2020

reports the following:

- 651 confirmed cases were reported (up to 3 June 2020)
- 176 deaths involving Covid-19 infection (up to 3 June 2020)
- Daily cases peaked in the first week of April
- Daily deaths peaked in the second week of April
- Daily cases and deaths have been consistently falling since early-mid April
- For the latest weekly report (28 May to 3 June) there were five confirmed cases of Covid-19 and no related deaths
- Over half of Covid-19 cases have affected residents aged 60+. Research does suggest a high proportion of undiagnosed cases.

Covid-19 deaths in Hackney

- Older people, migrant populations and people from lower socio-economic background have been more affected by covid-19 related deaths
- Of all deaths (176) around 70% were for residents aged 70+
- 57% of deaths were male and 43% were female
- 87% of residents who died had pre-existing health condition
- 69% (120) deaths were among residents born outside the UK - compared to 37% of the population who were born outside the UK
- 44 (27%) deaths were among residents born in the Caribbean
- 52% deaths were among people employed in routine and manual occupations compared to 32% of the Hackney employed in these occupations

Findings from wider literature review

- **Ethnicity:** Black and minority ethnic groups are more likely to live in overcrowded households, experience poverty and live in deprived neighbourhoods.
- **Gender differences:** Significant gender inequalities have emerged during the lockdown. For example, women are more likely to have been furloughed, have been made redundant or have left work. Women are more likely to be in higher risk occupations for contracting Covid-19 - 33% compared to 25%. Women are also consistently less likely than men to feel comfortable with the resumption of 'normal' activities.

Findings from wider literature review

- **Worse access to services:** Emerging evidence suggests that the lockdown have worsened access to services, including healthcare, social support, and justice services. For example, lower socio-economic groups are normally more likely to use A&E which is perceived as higher risk and leading to lower presentation for health conditions.
- **Education attainment:** The lockdown has exacerbated existing inequalities in educational attainment. For example, teachers in more deprived areas are more likely to report that their students are not sending back the work they have been assigned.

Families with children - Immediate impacts



- Lone parent families, families with 2 or more children and families with young children are all higher risk groups for poverty. Any fall in income due to job loss or reduced hours is likely to impact on this group quickly.
- CYP in households with problem debt are five times more likely than other children to have low well-being. Many families will experience higher food and utility bills caused by family being at home more.
- For working families leaving children at home alone may not be possible leading to a reduction in working hours or leaving employment with a subsequent fall in household income. This is also true for those able to work from home who will have childcare responsibilities in the home.

Issue: Free school meals (FSM)

- A national system is being put in place for the distribution of supermarket vouchers or for schools to provide meals and be reimbursed by government.
- Hackney schools have tended to distribute meals themselves
- This decision has been taken in order to (i) maintain contact with families (ii) ensure food support reaches those in need (iii) provide more nutritious food and (iv) avoid families having to travel to specific supermarkets to use vouchers
- In early April entitlement to FSM was extended to many families who often have no recourse to public funds (NRPF) including: Carers reliant on Section 4 support, Carers granted leave to remain as 'Zambrano carers', carers granted leave to remain under Article 8 ECHR and those supported under Section 17 Children Act 1989

Issue: Free school meals (FSM) considerations

- We have good awareness of what some schools are doing but not a comprehensive view at borough level. One unknown is which schools are using voucher schemes and the reach and success of such schemes.
- Education Secretary has acknowledged on 29.4 high levels of demand for the voucher scheme and delays and not all supermarkets taking part
- To date (30.4.2020) there has been no decision made about the continuation of FSM during the summer holidays
- There remains concern that a number of children will still not be eligible for support. For example, families who fall within the new eligibility categories but have an annual income of greater than £7,400 and children that are undocumented.

Families with children - Immediate impacts



- Families who become ill may become unable to care for their children (particularly lone parents). This could leave children and young people without adequate care and lead to children taking on household or care duties or the need for Council intervention.
- For parents/carers with children who become ill work may not be possible. This could result in lost income for this period not covered by sick pay (if eligible)
- For families with more than one child more help may be asked of older children with a negative impact on the child/young person
- Young carers - contact and support for those known to services continues, though identification of those unknown is more limited as young carers are more likely to be identified through their school
- Increased childcare responsibilities for parents while children are not in school, and without the possibility of help from family networks, this is exacerbated for single parents

Families with children - Immediate impacts



- Younger children may find it harder to understand the current situation and become upset and distressed by changes to everyday life. This can create strain for all family members.
- Families with disabled members (parent/children) or children with special educational needs will experience these issues to an even greater extent. Overcrowding will worsen the situation for larger families.
- Children and young people remain at risk of physical, sexual, emotional abuse or neglect and there are now fewer professionals in direct contact to observe harm or for this to be reported into services. Restrictions have limited contact with those who can help, and perpetrators may exert more control.

Families with children - Longer term impact

- It may be harder for families with younger children to achieve expected levels of development and education as this can be more reliant on a social setting than education in later childhood and adolescence.
- Families who are continuing to work may be unable to support their children with their education leading to lower outcomes and attainment.

Families with children - considerations

- How well is the support offer reaching families with young children? How are we supporting vulnerable parents (particularly lone parents)?
- Is the support offer meeting the needs of families with young children? (e.g. providing non-food items such as baby care products, children's clothing)
- Could we provide toys, games and books for families who may have limited resources in the home?
- What information and advice are we providing parents with young children?
- How are we hearing from families with young children? Are there more ways of hearing from this group (e.g. estate managers, VCS organisations)?
- How well is the Council reassuring parents about the support on offer and overcoming any worries about asking or receiving State support?

Families with children - considerations

- Disadvantage earlier in life can have long term impact. Should young children be a priority group for more targeted support as part of recovery or if the current situation continues in the medium-longer term?
- Is there best practice about how services support children who may be at higher risk of falling behind in terms of development and education?
- Restrictions on the use of playgrounds and parks will especially impact families with young children. Could we consider giving priority access to this group for using parks? For example, it was suggested that Brockwell Park open in the mornings only for adults accompanied by children and there has been discussion about using road closures to create more space for children to play.

Young people - Immediate impacts

- Young people who are already carers (known to services or not) or become carers/take on more caring responsibilities may experience a negative impact on their health and wellbeing, education, development and employment.
- Young people who are witnesses and/or victims of domestic abuse
- Young people in households where adults are struggling to cope with mental health issues exacerbated by the 'lockdown'.
- Young people at home with parents/family members with substance misuse issues (known or unknown to services)
- Not all young people will have an internet connection and a device for homeschooling putting them at a serious disadvantage
- In multi-generational and extended family settings - young people may be finding it difficult to self isolate. In overcrowding and unstable family settings this is made worse.

Young people - Immediate impacts

- Closure of educational facilities and youth provision means that young people are and will become increasingly disengaged. Those with special needs or receiving targeted may become increasingly vulnerable.
 - Response: agreed protocol in place for contact with vulnerable cohort (HLT, Schools, CFS)
 - Young Hackney has created a virtual online hub to access a range of activities. For example, the hub includes workshops, meetings and opportunities for group work. Online drop-in services available for specific needs.
 - All families with SEND are phoned twice a week
 - 650 young people/families are receiving targeted support through various digital channels. Young people are being supported maintaining rhythm and structure to their days and linking to other support services
 - Prospects are available for young people who are unsure of next steps in an education context (post 16, post 18 transitions). The careers festival will now be online.
 - Substance misuse service is still available to young people online (caseload of around 100)
 - CAMHS is not providing as wide a range of services but in house clinical consultation still available

Young people - Immediate impacts

- There is a risk that social distancing is perceived to be enforced too severely or inconsistently leading to resentment and distrust for some young people (e.g. young Black men)
 - Response: The Youth Independent Advisory Group (YIAG) has continued to meet with the police (e.g. meeting on Tuesday 7 April) since the new restrictions have been put in place to voice community concerns. A request has been made to the Police for information about how Fixed Penalty Notices (FPNs) are being used and who is receiving a notice. This should help understand how public health guidance is being enforced.

Youth conversations

- On Saturday 2 May 2020 Hackney Young Futures Commission hosted a virtual Q&A with the Mayor. A total 43 young people took part.
- Planning for the future: Young people expressed worries about planning for their future. For example, concerns about predicted grades, applying and starting University and other courses in September and general disengagement.
- Stress at home: Young people are worried about domestic violence and family conflict - particularly between siblings.
- Housing maintenance: Young people said that with more people being at home and for most of the day the home environment is being impacted and repairs not carried out.

Youth conversations

- Overcrowding at home: The pressure on families to stay at home, work at home and share resources (e.g. computers) is creating considerable strain on some families
- Non-compliance: Young people were worried about people not following social distancing rules (e.g. London Fields).
- Response: A meeting is taking place on Tuesday 12 May with Young Hackney, LBH and VCS organisations to consider the broader response to some of these issues.

Youth conversations

- Over policing: Young people have reported feeling overpoliced and dealt with harshly by the police. This has been reported by young Black men in particular. The need at this time to recognise the multiplicity of identities that young black men have which includes being carers and having dependents.
- Youth workers: As the rules change youth workers being outside more may be beneficial. Youth workers should be seen as key workers and given adequate protection and freedom to do their jobs.
- Engagement: Youth groups are struggling to maintain engagement and move to online services - particularly amongst boys/young men.
- Sexual health: Worries about how to access contraception.
- Life after lockdown: Concerns about coming out of lockdown and the need for young people to express their frustrations and deal with loss and stress.

Young people - considerations



- How can young people be helped to make decisions about their future and stay motivated?
- Young people said they would like to see institutions (Council, NHS, businesses) offer more work placements and apprenticeships to create opportunities for young people.
- What can the Council and other partners do about home maintenance and repairs? Will there be a prioritisation process for non-emergency repairs when they become possible again?
- How does the council encourage compliance with social distancing and acknowledge that most young people are following the rules?
- Can additional resources be made available to families? Is the current offer getting to people? (e.g. computer equipment)

Young people - considerations

- Enforcement and the police need to be understanding when dealing with young people. There needs to be a fuller understanding of the roles young people play (e.g. carers, young parents etc). This can particularly be the case for young Black men.
- Could young people be consulted or more involved in emergency planning?
- Could youth groups be supported by other services on how to maintain engagement and different ways of working?
- What sexual health services or information could be made more available?
- How are young people who have experienced loss and/or considerable stress helped as we come out of the current lockdown?

Young people - Longer term impacts

- Young people may develop or experience more acute mental health issues
- As the weather improves, school holidays begin and social distancing continues there is a risk that some people, particularly young people, may not follow guidance.
- Young people not able to take their exams will be awarded their predicted grades. This may have an affect on their future life course and aspirations. It is also difficult for young people to make decisions about their future (e.g. starting training/college/University in September)

Safeguarding concerns

- Increase in domestic abuse referrals locally raises concerns about significant harm for children in those households.
- Loss of school as a protective factor for children/young people and a decrease in referrals to Children and Families Services
- Impact on vulnerable adolescents who ordinarily spend time in peer groups, online and in neighbourhood spaces - these can provide positive experiences but can also facilitate exploitation and harm.
 - Protocol for maintaining contact with this cohort (HLT, Schools, CFS)
- Some young people will find it difficult to follow the 'stay at home' message. With decreased adult oversight in many spaces there is increased risk of harm.
- The number of missing children has remained stable. However, one serious incident involving a young people was reported last week.
- Safeguarding in an online context is challenging with closed groups and young people at risk with regards to inappropriate, antisocial or illegal behaviour - bullying, grooming, sharing of inappropriate images/ harmful sexual behaviour, videos that incite violence

Older people

- Digital exclusion is highest among older people. This has presented challenges in terms of accessing information and support, social and networking opportunities and accessing and paying for food and other essential supplies
- Those who have recovered from Covid-19 likely to require ongoing care and support. Others with underlying conditions may need to self-isolate for a considerable amount of time
- Concerns about serious illness and excess deaths from diseases like Cancer and Heart Disease due to lack of diagnosis and treatment
- Covid-19 outbreak has created a wave of intergenerational solidarity - need to ensure this neighbourliness continues, but that older people play a full role in shaping it, so they are not just passive recipients of care

Pan-London insights - Gender

- 25% increase in calls to the Domestic Abuse Line, over-representation of women in the Care sector and low-paid employment, challenges with home-schooling, women are more likely to be primary carers for children or relatives
- Impact on women's organisations - 93% were concerned about staff mental health, 61% concerned about surviving the crisis, 83% said ability to run services effectively was their biggest challenge, 73% found moving services online challenging, 79% said crisis negatively impacted their income
- For Black and minoritised women-led organisations much greater concern about unemployment, physical and mental health staff absence higher, deeper concerns about financial constraints
- For disabled led women's organisations, concerned centred around food, access to health and medical services, support/independent living

Insights from Adult Social Care: Older People and People with Long Term Conditions

People with long term conditions and older people needing to isolate.

Humanitarian aid group ensuring access to medicines and foods

Cases of clients refusing social services due to fear of infection

Major home adaptations (e.g. walk-in showers) have been on hold which may increase risk of falls in this time

Reduced ability/willingness to access non-covid healthcare

People in care homes disproportionately affected. High mortality rate + associated psychological impact

Lockdown may cause a decline in mobility/independence

Virtual alternatives to regular services are being explored, though accessibility for some remains a challenge (e.g. lack of device)

Some services have had to pause e.g. those supporting sensory needs

3,912 deaths involving COVID-19 that occurred in March 2020, 91% were of people with at least one pre-existing health condition, 87% were aged 65+ ([ONS](#))

Potential for rise in [age-related discrimination](#)



Insights from Adult Social Care: Mental Health

- MH Services delivered in a new way, which will need adjusting to. Service is contacting everyone on the caseload. Essential services (e.g. injections or blood tests) provided in people's homes.
- MH care demand from older adults has increased
- Service is providing mobile phones and credit for people who are socially isolated
- Carers provision, emergency plans if they become unwell
- Psychological impact of lockdown across the population
- More calls to the crisis line
- Rise in mental health related to safeguarding



Insights from Adult Social Care: Learning Disabilities

The picture in Hackney has been similar to the stories reported in the national press such as

There has been a disproportionate number of deaths in the learning disability community, sadly there has been 5 deaths in Hackney.

In normal circumstances independent reviews are carried out when a person with learning disabilities dies. Under COVID rapid reviews have been implemented along with the CCG to learn lessons quickly with the CCG.

Nationally, it has been reported that Do Not Resuscitate instructions have been written into LD patient records. Locally, a service user was admitted to hospital and a do not resuscitate was placed on their file without the family being consulted and a consultant had to intervene to get this changed on the service users records.

These cases reflect some of the health inequalities that people with a learning disability face under the pandemic.

Learning Disabilities (cont'd)



For some residents with learning disabilities the current situation under lockdown and social distancing can be challenging to understand and can be difficult to explain so easy read resources are key to helping communicate the rules with service users.

For many service users who receive local community based support or support in education have found these services have closed or have had to adapt service provision.

This has meant that service users are spending more time in the home with their families. For many families these services provide much needed respite for parents who might also have other children they need to care for or homeschool. Especially in communities such as the Orthodox Jewish communities who have larger families.

This has meant there has been an increase in the need for help for families to deal with behavioural challenges and encourage positive behaviour through psychological support or resources for activities and also poses questions on how long families will be able to cope without these services.

ASC Integrated Learning Disability Service response



Carrying out welfare calls to all service users and family members to ensure their well being. Staff have been checking in with service users about their understanding of coronavirus, reviewing support packages, checking on mental and general health, ensuring access to food and shopping as well as checking if family members and carers are still able to support service user.

Producing and sharing easy read resources for service users.

Producing and updating Hospital passports for service users to explain medical conditions, medication and any behavioural issues if they get admitted to hospital

Checking in with providers to ensure they have what they need to carrying on providing support where they can.

Insights from Adult Social Care: Carers

The situation has really highlighted how crucial carers are for our vulnerable members of our community as they are relied on more than ever to look after family members.

The pandemic has uncovered “hidden” carers who aren’t normally known to services. This has highlighted the importance of support and networks that carers need to provide care to loved ones and has raised the profile of the care that they provide.

For some people under lockdown their carers have not be able to support them which has led to an increase in referrals to ASC, increase in care packages and Humanitarian Assistance group have stepped in to provide food and medication.

The council has worked with carers services in the voluntary sector to help carers carry out the duties that they do as they might not have been able to stick to some of the lockdown rules as they might need to leave the house more frequently to carry out errands for do food shopping for those that they care for. The council has provided a standard letter for many carers to confirm the need for them to do this without being questioned.

Pan-London insights - Disability

- 1.2m disabled people in London, already impacted by austerity, twice as likely to live in poverty or be unemployed
- Particular concerns re. Covid - 'Do Not Resuscitate' notices, lack of guidance from National Institute for Clinical Excellence, lack of British Sign Language Interpretation;
- Isolation, lack of support
- Access to food, PPE, social care, face to face services
- Challenges faced by disabled people's organisations - Staff and Trustees often face similar challenges to clients, moving services online, challenges of remote working - staff wellbeing, staff having to shield long-term;

Black and minority ethnic (BME) communities

- Before Covid-19, BME communities faced higher levels of unemployment, low pay and poverty. BME communities are likely to fare less well in a recession.
- BME communities are more likely to be working in frontline roles such as caring, cleaning and transport
- BME communities more likely to live in larger, multigenerational households, often more overcrowded
- BME communities also likely to experience higher rates of underlying health conditions like Diabetes, Cardiovascular Disease
- BME communities experience higher rates of unemployment and socio-economic deprivation
- There are higher rates of Covid 19 fatalities in BME communities.

Black and minority (BME) ethnic communities



- A quarter of Hackney's population do not have English as a main language, and may have difficulty accessing accurate information and support services. Older BME residents are more likely to be impacted in this way
- Concerns about enforcement, linked to the historic impact of Stop and Search on some BME communities, could be made worse during lockdown
- People from outside the European Economic Area not entitled to apply for benefits unless they have indefinite Leave to Remain or their spouse is from the EEA
- Those from outside the EEA are liable to pay for NHS treatment

Covid Deaths by ethnicity - ONS

On May 7 the Office for national statistics published data on Covid-19-related deaths by ethnicity up to 17 April. They found that:

When taking into account age, Black males are 4.2 times more likely to die from a COVID-19 and Black females are 4.3 times more likely than White men and women

People of Bangladeshi and Pakistani, Indian, and Mixed ethnicities also had [statistically significant](#) raised risk of death involving COVID-19 compared with White ethnicity.

After taking account of age and disability at the 2011 the risk of a COVID-19-related death

Black males and females reduced to 1.9 times more likely than those of White ethnicity.

Similarly, males in the Bangladeshi and Pakistani ethnic group were 1.8 times more likely to have a COVID-19-related death than White males when age, health and disability were taken into account; for females, the figure was 1.6 times more likely.

These results show that the difference between ethnic groups in COVID-19 mortality is partly a result of socio-economic disadvantage and other circumstances, but a remaining part of the difference has not yet been explained.

Feedback from meeting with non-White-British led community organisations

- Concern food parcels do not always take account of dietary needs and sometimes don't contain right ingredients to cook a meal
- Digital exclusion, particularly for young and older residents;
- People not approaching medical services because of concern about catching Covid 19;
- Information in community languages;
- Lack of awareness about support for households self-isolating - food, access to medication, mental health and support with benefits mentioned;
- Greater understanding of diversity within communities needed;
- Concern about support for patients without English as a main language as hospitals have no visitor policies;
- Impact on mental health especially for key workers, lacking PPE, who may also be living in overcrowded conditions;

Feedback from meeting with non-White-British led VCS organisations

- Safeguarding - domestic violence - partners and children as perpetrators;
- Families in temporary accommodation living in very cramped conditions;
- Praise for schools, but concern about young people in care missing out on opportunities for social interaction as services moved online;
- Need to consider ways of bringing resources e.g. toys/books currently locked up to local people;
- Acknowledgement of importance of education as a means of social progression for non-white people;
- Discussion about term BAME - tendency to lump all non-White British communities together
- Lack of parity in funding of community organisations and charity sector;
 - Over £300m Lottery funding to be made available soon
- Risk of social resentment - not all in this together



PHE Review - Disparities in risks and outcomes

- On Tuesday 2 June Public Health England (PHE) published its [review](#) into the how different factors have affected COVID-19 risk and outcomes. It finds that the impact of COVID-19 has replicated existing health inequalities and, in some cases, it has increased health inequalities.
- The review takes into account age, sex, deprivation, region and ethnicity
- It does not take into account the existence of comorbidities which are strongly associated with the risk of death (e.g. hypertension, diabetes) nor does it fully account for roccupation.
- The review makes no formal recommendations. It does address its limitations.

Health in Hackney Scrutiny Commission discussion on the response to Covid 19

- This Tuesday Health in Hackney Scrutiny Commission held a meeting which included a panel discussion on the response to Covid-19.
- Discussion focussed on: contact tracing in Hackney/London, a report on Covid-19 options for the UK from the Government's leading scientific advisory group (SAGE) and a look at what measures guided the reopening of New York State.
- [Link](#) to agenda and papers
- [Link](#) to full video recording

Covid-19 and race

- The Health in Hackney session gained national news coverage (Channel 4 [link](#) and Sky) for the evidence given by Professor Fenton.
- His report looking at the impact on ethnically diverse communities is still to be published.
- He highlighted: deprivation, occupation, and stigma, structural racism and discrimination as factors affecting ethnically diverse communities. [Link](#) to media report.
- His comments on the need for action on racism and discrimination were of particular media interest
- The racial dimension of the pandemic and wider issues around race continue to be felt across Hackney with many residents and staff reporting considerable distress.
- Vigils have been held at the Town Hall and online this week for George Floyd each attracting several hundred people

Community Cohesion - Disparities in risks and outcomes

- It is important to acknowledge that the report and wider response has been criticised for its lack of recommendations - particularly in relation to protecting the non-White population.
- The racial dimension of the impact of the pandemic and the killing of George Floyd in the US have, in part, led to protests in this country.
- It is clear from events this week that the disparate impacts of COVID-19 will need to be acknowledged and addressed.
- From our community engagement it is clear that this is a moment of considerable pain and anger for many residents in Hackney in relation to the disparate impact of the pandemic

PHE Review - Disparities in risks and outcomes



- Age: People aged 80+ and diagnosed with COVID-19 are seventy times more likely to die than those aged under 40. (Largest disparity)
- Sex: Risk of death is higher in males than females. Working age men are twice as likely to die of the disease than working age women.
- Deprivation: Risk of death is twice as high for those living in the most deprived areas than those living in the least deprived.
- Ethnicity: Risk of death is higher in those in Black, Asian and Minority Ethnic (BAME) groups than for White ethnic groups. Bangladeshi people are twice as likely to die than White people. People of Chinese, Indian, Pakistani, Other Asian and Caribbean and other Black ethnicity have between 10-50% higher risk of death compared to people of White ethnicity.



PHE Review - Disparities in risks and outcomes

- Occupation: There is a higher risk of death for people working in a range of caring occupations (e.g. social care, nursing), those who drive passengers in road vehicles (e.g. taxi and minicab drivers), security guards and related occupations and people working in care homes.
- Occupation: Deaths for people aged 20-64 are 1.6 times higher than normal. For people in caring personal services this is 2.1 times higher, for taxi drivers/chauffeurs it is 3.2 times higher and for security occupations 3.4 times higher.
- Care homes: Deaths in care homes account for 27% of all COVID-19 deaths. This is over double (2.3) the number of deaths in care homes than would normally be expected.

PHE Review - Disparities in risks and outcomes



- Regional health have increased. For example, London (highest death rate) has a death rate three times higher than the South West (lowest death rate) and this difference is greater than normal (i.e. pre-COVID mortality)
- The disparity in the death rate between more and less deprived areas is also greater than normal
- Death rates are highest among people of Black and Asian ethnic groups. This is the opposite of what has been seen in previous years, when the death rates were lower in Asian and Black ethnic groups than for White ethnic groups.

Disparities in risks and outcomes - Ideas

- The PHE review does not contain recommendations but other organisations have suggested what could help respond to the disparities.
- Some examples taken from two events attended by Hackney officers are included in the remaining slides
- Suggestions include:
 - Adequate income protection for people in low paid occupations and insecure work to reduce the need to risk their health (e.g. sick pay)
 - Reduce occupational risk with adequate PPE and clear guidance and enforcement of workplace safety
 - Reduce barriers in accessing healthcare for at-risk groups including migrants (e.g. remove NHS charges)
 - Targeted public health communications which are culturally and linguistically appropriate and reach at-risk groups

Insights from Hackney Refugee Forum



- GP waiting times getting longer for Connecting GPs and making appointments. Sessions not long enough to explain health problems properly, disadvantaged by lack of language skills.
- Mental health problems getting worse. Migrant families living in overcrowded places and experiencing isolation and anxiety.
- Homelessness is becoming worse, some East Europeans have no recourse to public funds
- Lack of information about testing.
- People reluctant to go hospitals even their conditions are serious/they have been infected, distrust of health services in some communities.
- Advisers of Migrant organisations facing difficulties completing benefit forms (often complicated). Using telephone is costly and can be difficult to navigate
- Concerns about non-emergency housing repairs.
- Lack of internet access or using computers and not having computer. Particularly affects older people who are struggling to access online services.
- Additional help/coordination needed for organisations supporting infected individuals who can't shop. Some organisations are trying to help them with their own capacity by organising their own food banks and water delivery at their doors. Maybe small grants for

Insights from Hackney Refugee and Migrants Forum



- Migrant groups for better signposting, basic advocacy even simple advice.
- Challenges with home schooling (lack of digital access, unfamiliarity with UK education system, language barriers) and need for more support for parents. Some organisations who have offered support to BAMER families have struggled to get schools to identify and refer families.
- Especially women living in houses of multiple occupancy find it difficult to find a safe, confidential space to access virtual services or join remote meetings. Particularly worrying given the increase in domestic violence
- Difficulty maintaining social distance/ proper hygiene measures in houses of multiple occupancy.
- People struggling to meet funeral costs, especially where families have lost multiple family members.
- Risk to community cohesion in Hackney as people become more isolated and interact only with their own communities. Increasing incidents of racist abuse/threats to some communities. This needs to be addressed in longer term covid recovery plans.
- Crisis has exposed underlying inequalities affecting BAMER communities. We cannot return to the previous status quo and covid recovery plans need to include addressing these inequalities and building back better support systems and services.
- Important role in this crisis played by small community organisations with limited budgets. Investment is needed to help them continue to function and support people most at risk who may not access other services.

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Pan-London insights - Race

- Black, Asian and Minority Ethnic communities disproportionately affected by austerity pre-Covid, more likely to be in high risk, insecure employment
- Approaches based on diversity and unconscious bias ignored structural racism, Equality Impact Assessments often a tick box exercise
- Hidden impact on children with Sickle Cell, children of frontline workers, Gypsy and Travellers sites often lack facilities to shield against Covid
- Impact on Black, Asian and Minority Ethnic-led voluntary and community organisations - 90% could be forced to close, 87% of those are micro-organisations (less than £10k annual income), many have adopted new ways of working, but need support, for some crisis management has become the new normal

Faith communities - Immediate impacts

- Cultural practices mean that the use of the internet and other forms of digital communication are prohibited. This could leave faith communities (e.g. Orthodox Jewish) without the most up-to-date public health information increasing the risk of contracting coronavirus.
 - Response: Mailshots have been sent to every household as well as communication in OJ media.
- Some faith communities may be more influenced by religious leaders than government advice. There is therefore a possibility that any inaccurate or misleading information puts this group at an increased risk.
 - Response: Conversations with community leaders ongoing in order to make sure the most up-to-date accurate information reaches communities. Enforcement of public health guidance is being carried out by community enforcement in the Stamford Hill area. Guidance developed in partnership with the Muslim community during Ramadan.

Faith communities - Immediate impacts

- Food availability may become a challenge for this group because of the limits on what may be eaten and preparation methods limiting supply (e.g. kosher and halal, particularly during religious festivals)
 - Response: The Orthodox Jewish community has responded by distributing hot meals. The group has also joined Hackney Food Justice Alliance. However, they have reached capacity and the Council is exploring ways to help scale up food parcel delivery to meet the demand.

Faith communities - Immediate impacts

- Closure of schools will create considerable childcare pressures at home for faith communities. For example, Orthodox Jewish families can be large and have multiple young children (under-10) in the household. This will create serious strain and leave parents (typically mothers) with many competing responsibilities and children may not be able to receive the care and support they need.
- Faith communities are more likely to experience overcrowding. Staying at home will put pressure on all family members and may result in distress and conflict. Overcrowding will also contribute to the likelihood of coronavirus affecting the entire household and makes self-isolation/shielding particularly difficult.

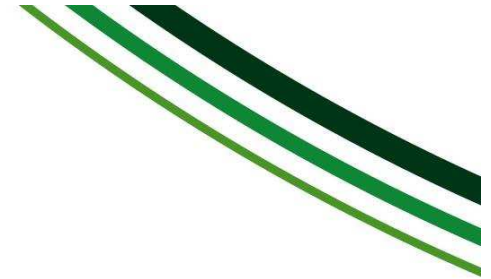
Faith communities - Immediate impacts

- The prohibition of using the internet (i.e. Orthodox Jewish) will make some elements of homeschooling more difficult.
- Closure of places of worship will have a particularly large impact on this group. It will prevent regular forms of worship, affect education and reduce other forms of social support.
- Some faith communities (e.g. Orthodox Jewish) rely more heavily on non-statutory community organisations who are facing financial pressure
- New legislation gives local authorities responsibilities for directing funerals and burial. It allows for cremations, which are not allowed for some religions, but any decision must 'have regard to the desirability' of any decision.

Community impact - Orthodox Jewish

- A food hub has been set up in the North East of the borough to serve the needs of the Orthodox Jewish community. Working on this project has led to the following community insights.
 - Low use of the internet and TV news limits the influence of key public health messaging for this community
 - There has been some concern about how this community are expected to use any tracing app that is recommended by government
 - Most children and young people attend Independent Schools and therefore are not eligible for free school meals. The replacement meals scheme or vouchers excludes these children.

Community impact - Orthodox Jewish



- Community insights:
 - As expected, larger families amongst this group and associated overcrowding is putting strain on families. This is particularly the case where there is a child in the family with a disability or special needs.
- A group is being set up chaired by Director of Communications to engage with different Orthodox Community groups.
- A helpline for Orthodox Jewish communities has been created to provide culturally specific support during the pandemic.

Pan-London insights - LGBT

- Consortium reports increase in isolation, LGBT people not feeling safe where they live - increased 'at home' hate crime, unable to access medication, health concerns (66% of LGBT people surveyed by the LGBT Foundation said they would rather receive support from an LGBT specialist organisation)
- For LGBT community organisations - 47% said they had experienced an immediate negative financial impact from Covid 19, 20% predict they will close in the next 1-6 months, 40% have lost volunteers, half have seen an increase in demand but forced to reduce services
- 70% of 'Consortium' members are micro groups

Sex workers

- In 2019 Home Office research found while it is not possible to accurately estimate the prevalence of sex work in England 'a substantial proportion of individuals (mainly women and trans women) sell sex to get by financially'. The stigma of their work makes them additionally vulnerable.
- The COVID-19 outbreak could exacerbate this by reducing their income and potentially encouraging more risky behaviour
- The English Collective of Prostitutes (ECP) report abuse of outdoor workers from members of the public
- The charity Streetlight has reported an increase in suicide attempts among women. "For drugs users in prostitution it has tipped some over the edge because they ... cannot get access to drugs,"
- Beyond the Streets wrote to the Government asking for an end to Police enforcement and benefit sanctions plus additional funding for services.

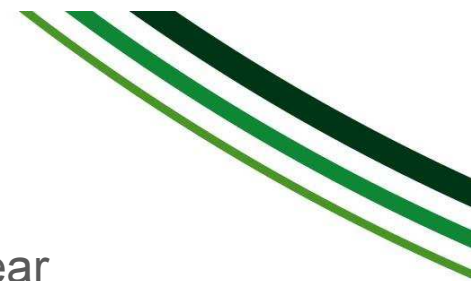
Prisoners

- Ministry of Justice announced some prisoners will be eligible for early release
- Only those assessed as low or medium risk of serious harm with less than two months of custodial sentence considered.
- Individuals who have committed a serious violent or sexual offence won't be considered.
- Anyone displaying COVID-19 symptoms, or who was convicted for a COVID-19 related offence will not be released early.
- Those without accommodation or with unmet health needs will not be in scope for early release.

Housing

- Increase in requests for advice, has not yet translated into significant increase in homelessness applications
- Higher proportions of single people seeking advice than usual
- The Greenhouse, which works with single homeless people with multiple needs has seen a doubling of approaches
- Increase in approaches from those who were previously informal tenants - those living with friends, in squats or short-term temporary accommodation withdrawn because of social distancing needs
- Number of new rough sleepers has increased tenfold (currently 10 per day)
- Shortage of self contained stock, support workers and clinical staff - Covid 19 has exposed a lack of infrastructure compounded by lack of testing and need for self-isolation of symptomatic clients, VCS organisations also under pressure. Some will require long-term support.

Housing



- Impact on Private Rented Sector in early stages, not yet clear
- Local Housing Allowance increased but no increase in the benefit cap
- Workless households face additional costs like food, fuel
 - In response the Council is spending £7,200 per day supporting homeless people. It is lobbying Government for necessary for additional funding and regulatory changes.
- Concern that increased demand for sanctuary will place additional pressure on refuges and homeless hostels, those with shared kitchens/bathrooms face challenges when self isolating
- Private tenants will not be able to access Housing Plus services which include community outreach, resident associations, and help with rent arrears.

Housing - longer term considerations

- Concern that increased LHA rate may become the market base
- Hope that smaller landlords will start to accept claimants
- Reports some tenants have stopped paying rent - concern this may lead to increase in evictions longer term
- Concern about problem debt if people use credit cards or expensive loans to cover arrears
- Concern that some affected landlords/tenants may not be known to the benefits system
- Hopes that more landlords may lease properties to the Council as confidence in market shaken by recent events

Housing - Longer term considerations



- Restrictions on construction during lockdown may impact the number of new build-completions
- Additional financial pressure on Hackney Housing and RSL's as tenants forced to take a rental holiday
- Restrictions on moves during lockdown and additional demand for social housing likely to impact the number of voids, which in turn will place upward pressure on the housing waiting list
- If the economic downturn persists landlords could be forced to reduce rents, homeowners and landlords may face repossession
- Fall in demand for housing could lead to fall in house prices - may impact some regeneration schemes

Housing - Further considerations

- What are our own communications with tenants and what do we know about how RSLs are communicating and supporting their tenants?
- Beyond the current three-month period what plans are there for supporting residents who may continue to struggle to pay their rent and/or be in greater debt from the March-June period?
- For rent arrears post-Covid-19 will the Council/RSLs take a different approach to debt collection? There have been calls at a national level for some private debt to be written off but how would the Council manage with this loss to revenue?
- Some families use laundrettes for washing clothes, what support or advice is on offer to these families?

Food access

- Some people who are medically Shielded and some who are isolated cannot afford food. Others can afford food but are unable to leave the house.
 - Response: Established a borough-wide and neighbourhood based network to deliver free or subsidised food parcels
 - Established a helpline, referral hub and network of volunteers
 - Working with food banks, community kitchens and Mutual Aid groups to meet wider food needs
 - Working with the Orthodox Jewish and Muslim communities in particular to ensure adequate supply of culturally appropriate food

Businesses - immediate

- Loss of income
- Staff shortages
- Difficulties implementing social distancing
- Overheads, specifically rent, continue to accrue
- HMRC support for self-employed not due till June

Gaps in government support reported by businesses in Hackney:

- Especially for businesses in arts, entertainment and recreation
- Supply chain for shops, pubs and restaurants etc. gets no specific financial support
- Workspace providers and their tenants missing rate relief or grants
- Self employed limited company directors don't get income support. If working from home no rate relief or grants either
- Rate threshold for grants/rate relief not adjusted for London property values
- Support for startups only for those who already have £250,000 in venture capital - will exclude newer firms/those without access to funding

Business - Council response and longer term



Council response:

- advice via Hackney Business Network & Council website
- 3 month rent deferral for Council's commercial tenants
- letter to Chancellor re gaps in support for Hackney businesses (see slide above)
- monitoring impacts on local businesses via survey
- repurposing funding for Creative Enterprise Zone

Longer term

- Business closures damaging employment and growth - possibly blight in deprived neighbourhoods
- Closures risk knock-on impact on local businesses
- Locally concentrated unemployment could also lead to local knock-on impacts
- Some business owners personally liable for company debt
- Childcare providers vulnerable to closure due to loss of fees

Universal Credit - Changes

- Changes to Universal Credit award include: Increase in working tax credits by £20 a week (£1040 pa), revised Local Housing Allowance to cover at least 30% of the local rental market, and an end to the minimum income floor for self-employed people.
- Changes to claiming Universal Credit: Wherever possible claims are now made online and supported by telephone. Face-to-face meetings at Job Centres are suspended (excluding urgent need). Claimants agree to search for work where appropriate but no sanctions are being issued at present.
- The 5 week delay before a first payment remains in place. Claimants who need money immediately are offered an advance payment which is paid back in the longer term (repayments can be deferred for three months)

Universal Credit - Local response



- **Hackney JCP:** Between 13 March and 12 April 2020 Hackney Jobcentre Plus had 4442 new UC claims. By 12 April 2020 it had 13356 UC claims. Previously it had around 200 new claims a week and this is now 1000 claims a week.
- **Hoxton JCP:** Between 13 March and 12 April 2020, Hoxton JCP 3613 new UC claims. By 12 April 2020, Hoxton JCP had 10290 UC claims.
- Hackney has worked through the initial surge and backlog and is around the 90% target for timely payments
- DWP has responded to the increase in demand through recruitment and redeployment of staff

Universal Credit - Ongoing issues

- Some residents, who may not have claimed benefits before, are unsure how to get help and arriving through complicated routes
- Support is needed for existing claimants moving from face-to-face to online/phone based system
- Some residents think that they can access a rent holiday for three months and do not understand that these payments will need to be paid back
- Some residents will struggle to make a claim online even with telephone support
- Wider support needs may be going unaddressed (e.g. money management)
- Closure of JCP office to all non-emergency business limits contact with claimants with complex needs: substance misuse, domestic abuse and mental health conditions

Universal Credit - Response



- Hackney Council is developing its communications for: raising awareness of UC, helping people claim UC, and the need to continue paying rent/bills if able to
- Hackney Council is making contact with all residents who have not paid rent. Around 2500 households have not paid rent in the past month. Normally there are about 70-90 cases a week but this is now 600
- Hackney Council is developing a process for cash payers to move to digital payments (this mainly affects older residents)
- Meeting between DWP and LBH Client Financial Affairs Team to resolve issues relating to Corporate Appointees
- UC Partnership meeting is moving to biweekly meetings

Universal Credit - Considerations

- DWP staff have responded to the crisis and should be congratulated for maintaining a timely response to new claims. In the medium to longer term DWP will require additional resources to meet the needs of claimants. For example, to respond to reassessment and change in circumstances.
- Changes to making a claim need to be maintained or introduced only when necessary and with adequate resource in order for the system to cope (if at all)
- Digital access and support to claim and maintain a claim remains a priority
- Other services are anticipated an increase in demand i.e. Financial Inclusion
- Further reform to improve UC could include: changes to the savings limit, extending the repayment period and removing it for the pandemic

Digital exclusion

- This has come up repeatedly in our discussions with the community
- Groups particularly impacted at this time appear to be:
 - Older or disabled people who need to access food and other immediate support
 - Children and young people needing to undertake school work, socialise or access support services
 - Those who need to claim benefits or update their records with the DWP
 - Groups who do not use the internet for religious reasons, particularly the Orthodox Jewish community
- Specific problems cited are:
 - No internet access at all
 - No access to devices like PC's or tablets needed to transact online
 - Insufficient number of devices in the household e.g. for children to do schoolwork

Digital exclusion

- Ongoing concerns about health inequalities resulting from over-reliance on apps to track and test
- In 2019 the Hackney Residents Survey found that;
- 89% of Hackney residents now have access to the internet
- 80% of respondents said they were confident using the internet.
- Disability, ethnicity, English as an additional language, benefits and social tenure were key factors in digital exclusion
- 68% have access to mobiles, 65% to PCs and 25% to tablets.
 - 14% said they use computers at school, the library or internet cafe.

In response the Council is proposing to bring colleagues and VCS partners together in mid-May to design a package of support aimed at addressing issues like lack of broadband access, lack of access to hardware, digital skills and increasing motivation to use services online.

Voluntary and community sector



- VCS organisations are able to furlough staff, however, for many this is a difficult decision to make as needs for service-users increase.
- VCS organisations directly responding to Covid-19 are concerned they may not be able to provide support due to lack of funding.
- VCS organisations not directly providing support concerned they may face closure as resources are directed elsewhere.
- Concerns about access to PPE
 - Response: Raising awareness of an emergency fundraising appeal through Hackney Giving, Working with other London funders and providing additional funding to those providing Covid 19 related services (e.g. hot meals) and lobbying the Government for additional support

Council workforce

- Some staff (e.g. care workers, cleaners) are at higher risk of contracting Covid-19 and require adequate protection to do their job safely.
- Some staff will be under considerable stress in their role. For those with direct experience of the illness and working with those affected this could be traumatic.
- Some staff will suffer family illness and bereavement
- Some staff may be negatively impacted by lockdown (e.g. experiencing higher levels of stress, anxiety, frustration, loneliness or isolation)

Council workforce

- Lockdown may adversely affect morale and cohesion within some teams, work may be needed to repair trust and relationships in the longer term
- There may be worry amongst some staff about the risk of service being cut and redundancies in the longer term
- The Council's Pension Fund has been adversely affected by the downturn in the stock market. Staff pensions will be adversely affected if there is a prolonged economic downturn

Covid deaths by Occupation - ONS

On 11 May the ONS published a study of working age deaths from Covid 19 to 20 April by occupation.

- 2,494 deaths involving Covid-19 in the working age population (aged 20 to 64 years) of England and Wales:
- Nearly two-thirds (64.6 per cent) were male, 1,612 deaths, 9.9 deaths per 100,000 males compared with 5.2 deaths per 100,000 working aged females.
- Men working in lowest skilled occupations had the highest death rate involving Covid-19, with 21.4 deaths per 100,000 males (225 deaths); male security guards among highest with 45.7 deaths per 100,000 (63 deaths).
- Men and women in social care, including care workers and home carers, had significantly raised death rates involving Covid-19, 23.4 deaths per 100,000 males (45 deaths) and 9.6 deaths per 100,000 females (86 deaths).
- Healthcare workers, including doctors and nurses, were not found to have higher death rates from Covid-19
- Other occupations with higher male death rates involving Covid-19: taxi drivers and chauffeurs (36.4 deaths per 100,000); bus and coach drivers (26.4 deaths per 100,000); chefs (35.9 deaths per 100,000); and sales and retail assistants (19.8 deaths per 100,000).

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- The charity Streetlight has reported an increase in suicide attempts among women. "For drugs users in prostitution it has tipped some over the edge because they ... cannot get access to drugs,"
- Beyond the Streets wrote to the Government asking for an end to Police enforcement and benefit sanctions plus additional funding for services.
 - The Council continues to fund Open Doors, a specialist support service for sex workers, which has adapted its ways of working to the current situation.

Social isolation

- For people with substance misuse problems and those living with them (particularly those not known to social services) social isolation might worsen this situation. There is risk of withdrawal, relapse or domestic and financial abuse. In the medium-longer term this could lead to higher levels of dependency, deterioration in health and relationship breakdown.
- For people with mental health issues (especially those not known to social services) social isolation might make the problem worse. In the medium-longer term this could lead to a person developing a more acute and chronic mental health condition.
- There could be an increase in harmful cultural and religious practices arising from reduced surveillance

Physical Activity

- How can physical activity be used to help the impact of Covid 19 and what needs to be considered. For instance, identification of suitable community provision to engage and encourage physical activity (in and out of lockdown)
- Being inventive to reach the community e.g. online classes or exercise dvds to your home
- Helping to prevent health and wellbeing issues which will in turn reduce visits to GP/hospital
- Being aware of the benefits that physical activity brings e.g. helping to reduce risk of chronic conditions, mental health episodes, musculoskeletal conditions, weight management problems and social isolation.
- In response the Council is encouraging physical activity by keeping parks open for longer, and lining residents into home-based exercise activities via N

Access to parks and open spaces - ONS



On 14 May the ONS published analysis of access to green spaces - including parks and private gardens. They found that:

One in eight households (12%) in Great Britain has no access to a private or shared garden. This rises to more than one in five households in London (21%), the highest of all regions. In England, Black people are nearly four times less likely than White people to have no access to any private outdoor space including balconies or patios (37% compared with 10%), according to Natural England survey data.

Even when we compare people of similar age, social grade and living situation (similar area, with or without children), those of Black ethnicity are 2.4 times less likely than White to have a private garden.

Access to public parks is more evenly distributed, with people from minority ethnic groups almost as likely as White people to say their local greenspaces are “within easy walking distance” (86% compared with 88%).

The briefing contains data on proportion of households without private open space by ward and access to parks by postcode.

Community cohesion

- Risk of loss of trust in the Council if residents feel the response is not targeted at those most in need but those best able to seek help.
- Risk of damage to Council reputation if everyday services (e.g. waste collection, street cleaning and pest control) are not maintained to a minimum standard.
- Risk of noise nuisance and ASB, particularly on estates, leading to community tension.
- There is risk of prejudice (possible hate crimes) against certain groups wrongly blamed for Covid-19 (e.g. SE Asian communities)
- Some faith groups (e.g. Evangelical Churches) have continued to meet and had to be dispersed. This needs to be done sensitively and could create a challenge for enforcement

Community cohesion

- Cancellation of large events like Carnival undermines general feeling of togetherness. This is also true of family fun days and play schemes which often take place over the summer months.
- Regular volunteering opportunities may have been interrupted or stopped.
- Voluntary and community sector organisations have raised concern about paying staff.
- Voluntary sector organisations close due to lack of funding
- Any early release of prisoners may lead to community tension

Community cohesion - Conversations

- Ongoing series of neighbourhood conversations across the borough with LBH, local NHS and Volunteer Centre Hackney and VCS organisations
- Conversations to answer questions and hear from community groups what the issues are, how they are coping and how we can work together
- Conversations WC 20.4 in Shoreditch and Hackney Downs: focus on food and medical needs and linking vulnerable families/individuals to wider support (e.g. befriending)
- Conversations WC 27.4 in Springfield and London Fields
- Other issues raised: support for families in TA, resources for people living with dementia and learning disabilities, home schooling and overcoming stigma of asking for help

Community cohesion - Conversations

- Other issues raised include: digital divide, cultural divide (including language and translation services), safeguarding (e.g. protection against scams and abuse) and signposting to up-to-date and accurate information especially for families with children.
- Longer term issues identified: long term if not permanent health impact on older residents and the need for a strong VCS sector to support recovery when many may fail by this point
- The Communications team have set up a resident survey to hear from residents about how they are coping with the pandemic, impact on employment and finances and views on how the council is responding

Community Cohesion - Conversations



- Increase in demand for different kinds of support such as befriending, practical help, mental health and bereavement support. An expanded offer of befriending is much needed and understanding the effects of trauma for staff and residents.
- Longer term there are worries about people not accessing preventative care and accessing health services as well as addressing fears relating to threat of contracting Covid-19. The Council is developing plans for this.
- As we move to the next phase, we need to sustain and co-ordinate a bigger picture of change and building on the opportunities of positive change that could emerge. This includes mutual aid groups continuing in the longer term as a form of social support.

Community Cohesion - Conversations



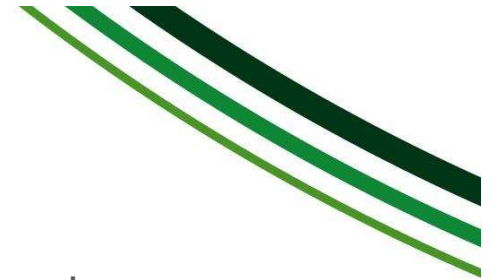
- How can the Council and partners support easier signposting? Particularly for families with children?
- Hackney Volunteer Centre is developing its befriending offer already. How can we support this and other forms of social support for residents?
- What is the specific offer for bereaved friends and family? Are these culturally appropriate and accessible for different communities?
- Do people know what non-emergency health services they can access?
- The Council and partners are already considering this but as we anticipate some changes to lockdown how do we communicate this to residents and shift from the current messaging?
- How do we create together new opportunities for groups that emerged in the immediate response to continue in the longer term?



Community cohesion - Conversations (21 June update)

- Following on from last week's focus on the digital divide, there is concern that COVID-19 testing requires digital booking which excludes those who are most marginalised.
- There is a desire amongst some households receiving food parcels to move to a different form of food supply. The Council is developing its plans for changes to this service while ensuring residents receive sufficient food supplies.

Community cohesion - Conversations



- Non-urgent health conditions (excluding covid-19) which have been postponed by the health service or have not been raised by residents are becoming more serious and some have resulted in the need for urgent care. We have approached the CCG for more information about plans for health and care services.
- There are moves within the voluntary sector to move from looking at transactional styles of volunteering to more asset based community volunteering where every resident shares their skills, experience and expertise.

Things to watch - Medium and Long term

- Lower levels of development and educational attainment for children and young people (particularly for younger children)
- High levels of debt and arrears with long term financial consequences
- Longer term and more complex social care needs for older residents
- Young people lose motivation for carrying on with education and training and at risk of negative influence (e.g. gangs, exploitation)
- A rise in unemployment will lead to more demand for employment support
- Businesses pause or stop activity leading to longer term unemployment
- Effects of trauma on individuals and families (especially the bereaved) having a lasting effect on people and leading to more demand on services

Some additional considerations

- What information and advice do we have for people struggling with private debt?
- Could we use our existing relationships to promote take up of more affordable credit for those who need it (e.g. Community Credit Union)?
- How are we helping protect residents from scams?
- What support is there for bereaved families?
- Beyond communication about social distancing and use of open spaces what messages do we have about how we support one another through the crisis?
- Is there a way for the borough to celebrate what residents are doing to help one another and the work of grassroot organisations?

Building on the positives

- How do we help support the work of the voluntary and community groups which have responded to the crisis?
- How do we maintain and support relationships between businesses and voluntary organisations?
- How do we learn from the immediate response and wider community engagement about what matters to residents?
- How do we help maintain positive changes in behaviour? (e.g. daily exercise, car free streets, volunteering, donations, cycling, and community networks)
- How do we continue to work in partnership with other Statutory services, businesses and VCS organisations to respond to shared problems?

How we support recovery

- What can we do to prevent long term damage to some groups (e.g. additional educational support for children in low income families, risk of more serious violence, especially when restrictions are lifted)?
- Which groups do we need to prioritise help to recover/get back on track? (e.g. young people joining the labour market)
- How do we manage the transition in how services operate as the situation develops? This is especially the case for particular sources of support that depend on emergency council services, public donations, networks of volunteers.
- What failures or weaknesses in policy has the crisis taught us (e.g. welfare system) and how do we avoid these returning?