

**OFFICIAL**

Halton Borough Council  
COVID-19

‘Local Lockdown Emergency Plan  
to support shielded, vulnerable  
and those self-isolating’  
August 2020

## **Disclaimer**

The document has been co-ordinated and published in good faith by Risk & Emergency Planning, Halton Borough Council and is believed to comprise accurate and up-to-date information regarding all matters contained within the document at the time of writing. This document is a “live” document and is in line with National Guidance.

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- Any person or persons who act or fail to act in reliance upon this plan or any part or parts of it do so entirely at his, her or their own risk.

## Plan Amendments

Version	Date	Plan Amendment	Produced By
1	July 2020	Production of HBC 'COVID-19 Outbreak Local Lockdown Contingency Plan' Draft Version	Emergency Planning in consultation with HBC Directorates.
2	July 2020	Document shared with Local Authority Public Health (Appendix: 2)  Plan currently with Health Protection Board. Comments to be incorporated.	Emergency Planning Team
2.1		Addition of Comments from HBC Hub Call 22/07/2020	
2.2		Addition of comments from Halton CCG and further process details on how to complete searches	
2.3		Update to the title of plan as directed from Public Health	
2.4	August 2020	Formalised Activation procedure, added additional Appendices and reordered.	
3.0	August 2020	Review of plan following guidance received from MHCLG regarding contents of the plan; additional information added regarding: Demographics of Halton; implications of cross-border travel and lockdowns; further information regarding resources; impact of shielding and debriefing and recovery. Reviewed at EP Team Meeting.	

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## **Section: 1 – Introduction**

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## **Aim & Objectives**

### **Aim:**

- To provide guidance for Halton Borough Council and partnering agencies in the response to a 'Local Lockdown' in relation to Shielded / Vulnerable Individuals and the wider consequences.

### **Objectives:**

- To ensure all agencies are prepared and able to deal with a lockdown so as to protect those highlighted as shielded.
- To establish a range of procedures and actions for all multi agencies.
- To identify the resources available to provide health and wellbeing support to the shielded population and
- To identify triggers for Halton Borough Council staffing and resources.

## Risks of a Local Lockdown

A Local Lockdown would potentially be required in the event of an Outbreak occurring within a defined area.

Halton Borough Council has developed a suite of Outbreak Contingency Plans in response to such an outbreak occurring. This been based on a number of various settings.

The authority's Outbreak Contingency Plans are accessed via the following hyperlink: <https://www3.halton.gov.uk/Pages/health/Covid-19-Preventing-and-Responding-to-Local-Outbreaks.aspx>.

Should the mitigation measures detailed within the Outbreak Plans not be sufficient to reduce the spread of the virus, a Local Lockdown may be required.

Those individuals who are **Clinically Extremely Vulnerable (CEV)** and will be known as Shielded Individuals or SI within this document) are particularly at risk during a Local Lockdown. These individuals should not be leaving the household during this period to obtain essential supplies, medication or meeting family and friends.

There are other individuals who are also at risk. However, this group are of a lower risk than the SI. They too may also require support, and are known as **Non-shielded Vulnerable (NSV)**.

A third group of individuals are those who are asked to **self-isolate** as they have potentially been exposed to the virus.

A decision to commence shielding arrangements is activated by Central Government (in agreement with the Chief Medical Officer and Local Authority Director of Public Health). A number of triggers are utilised by Public Health England and Central Government on a decision to invoke an 'Area of Intervention' or 'Local Lockdown'. Monitoring of local data is actioned by Halton Borough Council's Outbreak Support Team and CHaMPs (Cheshire & Merseyside Public Health Service).

The following triggers have been prepared by Public Health England as indicative a local lockdown may be required:

- 1-day rate: 7/100,000; 7-day rate: 30/100,000 or 14-day rate: 50/100,000.
- Significant increase in absolute numbers (e.g. doubling) of cases in any local authority in any given day.
- Weekly moving average cases with consistently increasing trend for the local authority.
- Increasing number of Covid-19 related calls to NHS 111 from local area NHS111 & 111 on-line.

Please Note: online data may include the same people checking more than once.

Further information is detailed within [Appendix 1](#)

## Enforcement of a Local Lockdown

The implementation of a full local lockdown of the scale implemented in other areas of the country such as Leicester will require legislation and direction from central government. The local authority and police may be provided with powers to enforce this lockdown.

In addition local authorities have been granted local powers to;

- restrict access to or close individual premises
- prohibit certain events or types of events from taking place
- restrict access to or close public outdoor places (or types of outdoor public places)

These powers are designed to enable a local authority to take decisive local action in relation to localised outbreaks or to prevent the local spread of infection in order to control the number of local corona virus cases and thereby prevent the circumstances arising that may require a full local lockdown.

The consequences of the council exercising these powers may require consideration and implementation of the contingency measures set out in the plan

Further information regarding the regulations can be found:

<https://www.gov.uk/government/publications/local-authority-powers-to-impose-restrictions-under-coronavirus-regulations/local-authority-powers-to-impose-restrictions-health-protection-coronavirus-restrictions-england-no3-regulations-2020>

## **Halton Demographics**

### **Ethnicity**

The borough of Halton has a below average BAME (Black, Asian + Minority Ethnic) community (2011 Census data), with 97.8% of residents being “White.”

Since the previous UK Census, there have been a number of refugees and asylum seekers arriving in the borough from the Middle Eastern, African and South East Asian regions, predominantly from the Syrian Refugee Relocation Program and SERCO placing a number of Asylum Seekers within the borough.

Halton Borough Council’s Partnership Officer maintains regular contact with the agencies which support these individuals along with their faith groups. At present, a larger than ‘average’ population of BAME individuals are located at the Daresbury Park Hotel. This is due to SERCO utilising the facility whilst assessing Asylum Seekers.

## Financial Support

In 2019, the Office of National Statistics (ONS) released data with respect to deprivation. Halton is ranked as the 23<sup>rd</sup> most deprived Local Authority within the UK (total of 317 LAs within the UK). The data details how 30% of the population fall within 10% of the UKs most deprived residents.

The authority has well established support mechanisms for those individuals who require additional financial support both 'internally' and through the 'voluntary sector.' Where individuals are identified as requiring financial support, the Contact Centre will signpost and direct people to the most relevant service.

### Local Authority Services:

**Welfare Rights** is a service which aims to ensure those who are in receipt of a low income are receiving the correct level of support from Central Government, such as Universal Credit and its legacy benefits, Pension Credit, Personal Independent Payment or Disability Living Allowance. The service works in partnership with the Department of Works and Pensions (DWP).

**Discretionary Support Service** is a service which aims to provide emergency 'one-off' financial support, when all avenues have been exhausted. This may include assistance with utility bills or food shopping.

**Adult Social Care Service** provides a range of services to individuals and families who require support for those who have a permanent disability (mental or physical) or are elderly. These may include provision of care, carer's support, financial management. This is also a referring service for Foodbanks.

**Children's Social Care** is a service which aims to provide additional support to families who are known to Children's Services and act as referring service for Foodbanks. The Children & Disabilities Service are able to provide additional support to families who have a member of the family, who is Clinically Extremely Vulnerable and are actively involved with the service (child or parent).

**Emergency Duty Team (EDT)** provide the emergency functions of Adult and Children's Social Care outside of core working hours.

The service operates

- Overnight Monday to Thursday from 17:30hrs – 09:00hrs
- Friday 16:40 – Monday 09:00, which includes Bank Holidays

## **Voluntary Agencies:**

**Foodbanks** operate in both Widnes and Runcorn. These facilities provide essential parcels to individuals and families who are unable to fund the purchasing of food provisions. The majority of provisions included within the parcels are long life items, such as dry goods. Individuals who require a parcel are able to apply for a voucher via a referring agency, such as:

- Adult and Children's Social Care
- Citizen's Advice Bureau and
- Halton and St Helens Voluntary Community Action.

**Halton Citizen's Advice Bureau (CAB)** offer impartial and free advice and support to residents who require assistance with financial and legal matters. They are also able to provide vouchers for the Food Banks

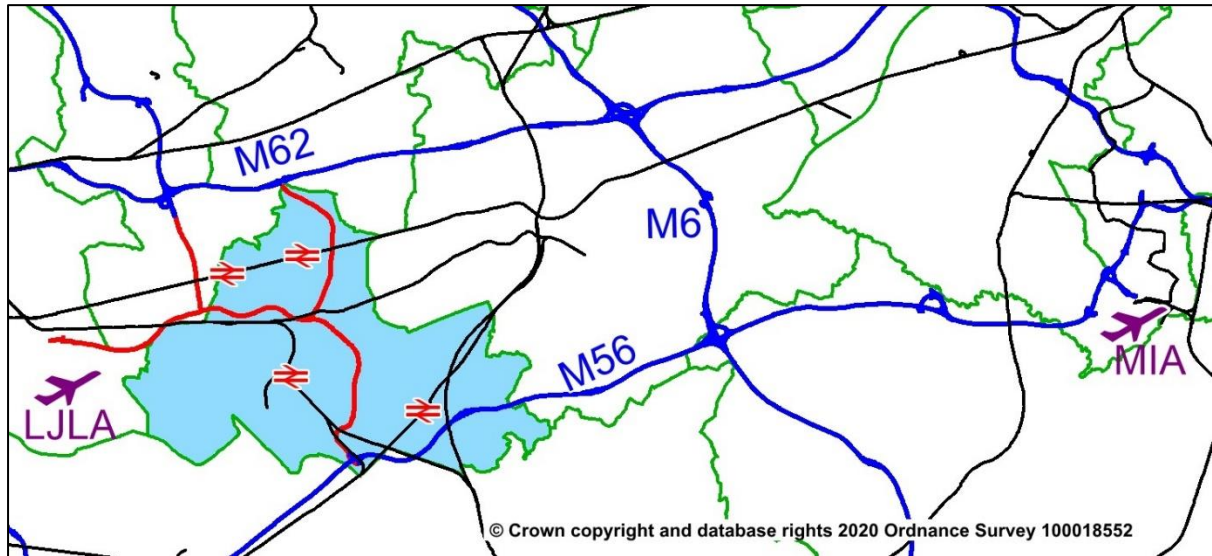
**Halton and St Helens Voluntary Community Action (HSVCA)** are a registered charity. The organisation have been providing a matching service for volunteers during the COVID pandemic for those that require support. The support that they can provide can vary, including someone to talk to, someone to walk the dog / take care of pets and to go shopping. HSVCA are also a referring agency for the Foodbanks in Halton.

There are a number of further agencies who provide support within the borough. Further information can be obtained via: <https://onehalton.uk/shieldedsupport/>

## Transport

The three methods of transport, Air, Rail and Road including Bus, are well served within the borough of Halton. [Figure 1](#) details the transport links within Halton and the surrounding region.

*Figure 1 - Transport Links in Halton*



A summary of the Transport Links for Halton are detailed within [Appendix 2](#).

## Shielding (Clinically Extremely Vulnerable)

There are a number of individuals who have underlying health conditions who have been required to take precautions to protect themselves in reducing the risk of contracting Coronavirus (Covid-19).

The virus poses a higher risk to a 'Shielded Individual' if exposed to the virus. Nationally around **2.5 million** people have been asked to shield, which **over 6,000** of those individuals reside within the borough of Halton.

Individuals who are clinically extremely vulnerable, are at a higher risk of serious illness from the Coronavirus. These individuals have been part of a NHS database for Shielded Individuals. These individuals would have been contacted to advise fit within the Shielded category. This contact would have been either by an NHS letter, advised by their GP or hospital clinician. The advice was to 'shield' during the initial outbreak of the Coronavirus.

Shielded Individuals include **clinically extremely vulnerable people** living in a long-term care facility for the elderly or people with special needs.

### Clinically extremely vulnerable people may include:

1. Solid organ transplant recipients.
2. People with specific cancers:
  - people with cancer who are undergoing active chemotherapy
  - people with lung cancer who are undergoing radical radiotherapy
  - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
  - people having immunotherapy or other continuing antibody treatments for cancer
  - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
  - people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary disease (COPD).
4. People with rare diseases that significantly increase the risk of infections (such as severe combined immunodeficiency (SCID), homozygous sickle cell).
5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
6. Women who are pregnant with significant heart disease, congenital or acquired.
7. Other people have also been classed as clinically extremely vulnerable, based on clinical judgement and an assessment of their needs. GPs and hospital clinicians have been provided with guidance to support these decisions.



Communication with the Shielded Individuals advised if they required support during the shielding phase, to register via a dedicated NHS website / telephone number. The NHS Shielded Patient website / telephone number closed Friday 17<sup>th</sup> July.

Following this process, the authority were advised via a daily download regarding the number of Shielded Individuals who had registered for support. Therefore, the authority used a number of Shielded HUB Callers to contact the individuals registered with the aim to confirm the level of support they required.

**The ‘Shielding population’ was split into categories based on their status:**

Category	
Registered shielded Requiring support with supplies, health & welfare	<b>RED</b>
Registered shielded Not requiring additional support	<b>AMBER</b>
Added to the Shielded Patient List (SPL) after 31 <sup>st</sup> July	<b>Yellow</b>
Unregistered shielded on SPL before 31 <sup>st</sup> July	<b>GREEN</b>

## Post 31<sup>st</sup> July 2020 – New Shielding

Government have announced from 1<sup>st</sup> August 2020 the shielding initiative will cease. This document has been produced to scope how those shielded individuals will be supported post 31<sup>st</sup> July 2020 and / or in the event of a lockdown.

In relation to [Table 1](#) below, all Shielded Individuals who fall within the **RED** and **AMBER** Categories have received an 'end of shielding' letter from Halton Borough Council ([Appendix 3](#)).

**Table: 1 - Shielded Categories with Numbers**

Number of Halton Residents	Shielding Status (as of 20/07/20)
1,439	Registered shielded and receiving a level of support from Halton Borough Council and/or partners <sup>1</sup>
2,403	Registered shielded and not receiving additional support
10 (will be added to post 17 <sup>th</sup> July)	Added to Shielded Patient List after 18 <sup>th</sup> July <sup>2</sup>
2556	Unregistered shielded up to 17 <sup>th</sup> July <sup>3</sup>

<sup>1</sup> Those Shielded individuals receiving parcels from the National Delivery Supplier week commencing Saturday 25<sup>th</sup> July received a letter which was included within their parcel advising this was their last food provision. Also, advising shielding was ending. The letter gave advice regarding what actions to take if support was required. The main point of contact was the Local Authority. The National Delivery Suppliers operate over Multiple Local Authority footprints so the letter is unable to be specific to Halton Borough Council.

<sup>2</sup> The 10 individuals are individuals who have been contacted by the NHS advising they are eligible to shield following the closure of the National Support Helpline and Website - 18<sup>th</sup> July 2020. These individuals have not had the opportunity to register if they required support. These individuals will be contacted at the point of a Local Lockdown in the area in which they reside. These individuals have not received the 'end of shielding letter' from the authority.

<sup>3</sup> The 2,556 individuals who are unregistered shielded have been contacted by the NHS advising to 'shield' in advance of 17<sup>th</sup> July 2020. However, these individuals have chosen not to register for support. This group of individuals have not received the 'end of shielding letter' from the authority.

The letter was sent to the first two Shielded groups, with the aim to ensure these groups received the correct level of support (basic food supplies, emergency contact numbers, public health leaflet etc.) and reassurance post 31<sup>st</sup> July 2020. The letter also advised the recipient, Halton Borough Council would be in contact if there is a change to the Shielding advice related to Covid-19. [Appendices: 3 & 4](#)

The authority's Chief Executive wrote to all GPs and the Clinical Commissioning Group to advise of the arrangements which were in place to those shielding from 1<sup>st</sup> August 2020 ([Appendix: 5](#))

Draft Guidance was received by MHCLG (7<sup>th</sup> August 2020) regarding the structure of this plan, including details of Data returns to MHCLG in relation to the outcomes on shielding actions. A number of individuals from the 'Amber' category were moved to the 'Red' category, as MHCLG requested return data on those individuals which requested support via the Registration Service. The reporting data for those included in these categories were initially based on the responses from the triage assessment and not the registration data. To ensure the data is "in-line" for the returning report to MHCLG, (17<sup>th</sup> August 2020), those individuals who were included within the Amber category had stated wished support via the National Registration Service were moved to the 'Red' category.

## **Non-Shielded Vulnerable (NSV)**

Non Shielded Vulnerable (NSV) individuals are those who were encouraged to isolate for a variety of reasons.

These included:

- age
- health conditions and
- pregnancy (3<sup>rd</sup> trimester) during the initial Covid-19 outbreak.

The above category were not classified as 'clinically extremely vulnerable.'

All local services offering a response to the Covid-19 Outbreak (apart from the National Food Parcel Scheme) were made available to the NSV Category. They were advised to contact Halton Borough Council for support. A similar offer of support will be made available during a local lockdown situation.

Information, advice and guidance is available via: <https://onehalton.uk/shieldedsupport/>

## **Self-isolating**

Those that have been asked to self-isolate by Test & Trace for two weeks will also be able to access support should they require it.

## **Further Consequences of a Lockdown**

In addition to supporting those who are more susceptible to the virus, the authority are aware there is wider impacts and consequences which affect a Local Lockdown, including the following:

- Support of non-essential local businesses within the lockdown area;
- Schools within the lockdown area including transport of children;
- Working with NHS colleagues to support GP Surgeries and Urgent Care Centres;
- Public Transport and Highway infrastructure;
- Supporting those individuals who are living within the lockdown area:
  - Finances
  - Childcare
  - Mental Wellbeing

## **The Effects of Winter Pressures**

### **Local Authority & National Health Service**

During the winter months there are additional pressures on Local Authorities and the NHS in relation to Winter Flu and Severe Weather.

These pressures may include issues affecting Transport / Logistics and staffing, as well as the pressure of Winter Flu on the NHS.

Halton Borough Council has a number of Contingency Plans to respond to such instances:

- HBC Major Emergency Plan
- HBC Winter Flu Plan
- HBC Severe Weather Plan
- HBC Crisis Support Plan

## **Shielded Individuals**

Those who are shielding due to their vulnerability to COVID-19, are also at risk of Winter Flu. In addition to Winter Flu Shielded Individuals in Halton may also experience additional pressures on them such as Fuel Poverty and social isolation. A leaflet will be distributed to all Shielded Individuals ahead of the winter season providing information. This will include information regarding the Affordable Warmth Scheme, Flu Vaccination, exercise and general wellbeing.

The Current Affordable Warmth Leaflet can be found:

<https://www3.halton.gov.uk/Pages/health/hit/campaigns/winterwarmth.pdf>

## **Flu Vaccination Programme**

Influenza (flu) is an acute viral infection of the respiratory tract that spreads easily from person to person. Influenza is usually self-limiting in healthy individuals, with recovery in 3-7 days. Flu is very infectious and easily spread to other people, by germs from coughs and sneezes, which can live on hands and surfaces for 24 hours. It is most contagious during the first 5 days.

This year we will aim to tackle flu whilst living with the current constraints of Covid. As it has been identified in all guidance, the large majority of those who have been deemed high risk and asked to shield fall within the eligible flu criteria. Therefore it is more important than ever that we ensure all eligible cohorts are invited for their flu vaccine and are actively encouraged to attend for it.

**Those who are eligible and at greater risk from flu include:**

- all children aged two to ten (but not eleven years or older) on 31 August 2020
- those aged six months to under 65 years in clinical risk groups
- pregnant women
- those aged 65 years and over
- those in long-stay residential care homes
- carers
- close contacts of immunocompromised individuals
- health and social care staff employed by a registered residential care/nursing home, registered domiciliary care provider, or a voluntary managed hospice provider.

To address the different groups of people who are at risk from Covid and also require additional protection from the Flu Virus; the vaccination programme has been expanded to include additional groups this year.

**These include:**

- household contacts of those on the NHS Shielded Patient List
- health and social care workers employed through Direct Payment (personal budgets) and/or Personal Health Budgets to deliver domiciliary care to patients and service users
- Those 50-64 year old age subject to vaccine supply and phased through November and December

All eligible individuals are encouraged to contact their GP or local pharmacy as soon as possible to arrange for the flu vaccine to be given. Due to Covid Safe Guidelines, vaccination clinics and approaches to delivery of the vaccine may be different from previous years and early contact with your pharmacy or practice would really help planning.

## **Section: 2 – Activation**

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## Activation

This section has been prepared as an 'action guide,' with the aim to protect and support the previously 'shielded' population within the community in relation to a 'Local Lockdown' scenario. The document will work to prepare, alert and prevent the major avoidable effects in relation to 'health & wellbeing.'

### Notification of an Area of Intervention

In addition to CHaMPS and HBCs Outbreak Support Team monitoring testing data (further information in [Appendix: 6](#)), Public Health England are also reviewing this. Where the triggers have been met the Director of Public Health (or her deputy) will receive a call from a Government Minister to discuss significant intervention with the aim to reduce the prevalence of the virus in the community.

A Localised Lockdown may be one of the outcomes of this discussion.

Reintroduction of 'Shielding' will be discussed between Ministers, Chief Medical Officer (or his deputy) and the Local Authority Director of Public Health. Shielding will only be reintroduced by Central Government due to entitlement to Statutory Sick Pay.

The discussion will also look to identify the location of the Area of Intervention (Local Lockdown) and the length of time shielding will be put in place. The DPH and Department of Health and Social Care (DHSC) and Ministry of Housing Communities and Local Government (MHCLG) Policy Teams will identify the location of the Area of Intervention (Local Lockdown). These will include identifying individuals affected by the reintroduction of Shielding arrangements.

The DHSC (as NHS) will contact those individuals advising of the shielding arrangements. The wording of this letter will be discussed, to ensure local contact details are included for local registration, or the National Registration Service details for registration on a national footprint.

**Following the confirmation of Shielding Letters being sent to local residents, will automatically activate this plan.**

### Cost Recovery

An unringfenced Section 31 Grant is available to support Local Authorities to provide support to SI during a 'Shielded Lockdown' situation. The payments are made of a specified amount per Shielded Individual and is calculated from the Shielded Patient List.

**A Local Lockdown may occur in one of the following areas:**

- A street;
- A number of streets;
- One side of a street;
- A Complex Setting:
  - Educational setting;
  - Care setting;
  - Workplace;
- Ward / Polling District;
- Village;
- Widnes;
- Runcorn;
- Borough of Halton Borough Council;
- Cross border:
  - Cheshire Resilience Forum (Warrington, Cheshire West & Chester, Cheshire East);
  - Liverpool City Region (6 LAs) ;
- North West of England;
- North of England;
- Whole of England.

## Notification

Once the nominated officer has activated the Lockdown Plan, the Emergency Planning Team will be contacted and together an 'action plan' will be agreed which will commence the response and support the area / community affected.

Following the receipt of notification, normal Emergency Planning communication cascade will be actioned.

The following officers notified of the Local Lockdown who will further cascade to their staff:

- Chief Executive (if not already sighted)
- Strategic Director Enterprise, Community & Resources;
- Strategic Director People;
- Leader of the Council;
- Deputy Leader of the Council;
- Ward Elected Members;
- Ward Elected Members for adjacent Wards;
- Emergency Planning Portfolio Holder;
- HBC Operational Directors
- Principal Emergency Planning Officer;
- Duty Emergency Planning Officer.

In addition to the above internal notifications, the Emergency Planning Team will contact the following partner agencies:

- Partner Agencies
  - Local Housing Associations
  - MerseyLink O&M (Tarmac)
- Liverpool City Region Local Authorities who will notify Merseyside Resilience Forum:
  - Knowsley Metropolitan Borough Council;
  - Liverpool City Council;
  - Sefton Metropolitan Borough Council;
  - St Helens Metropolitan Borough Council;
  - Wirral Metropolitan Borough Council.
- Cheshire Resilience Forum Secretariat who will notify:
  - Cheshire Constabulary (including British Transport Police);
  - Cheshire Fire & Rescue Service;
  - North West Ambulance Service;
  - NHS England and Improvement (NHSE/I);
  - Warrington & Halton Clinical Commissioning Group;
  - Public Health England (PHE) or its replacement National Institute of Health Protection (NIHP);
  - Cheshire East Council;
  - Cheshire West and Chester Council;

- Warrington Borough Council;
- British Red Cross (as lead Voluntary agency in Cheshire);
- Highways England;
- Network Rail;
- Avanti West Coast (as lead Rail Operator in Cheshire);
- Liverpool John Lennon Airport;
- Manchester International Airport.

The following officers / services will be involved as part of the response to a Local Lockdown:

- Emergency Planning Team;
- Public Health Team;
- Environmental Health (including the Local Test, Track and Trace Team);
- Health Improvement Team;
- Halton Direct Link Contact Centre;
- Communications and Marketing and Customer Intelligence;
- OOH Team;
- Partnerships Officer;
- Lockdown Shielded Calls Team and Admin;
- Adult Social Care Contracts;
- Children with Disabilities Service
- Complex Settings Working Group;
- Traffic Manager;
- Transport Co-ordination;
- Highways Division.

## **Section: 3 – Response**

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## **Roles & Responsibilities**

This section outlines the roles of the authority and responding agencies / organisation prior to and during a 'Local Lockdown.'

### **Halton Borough Council**

#### **Public Health (Director of Public Health)**

- On receipt of a call from a Government Minister and a Local Lockdown is required, define the area with DHSC/MHCLG Policy Teams and notify Chief Executive, Leader of the Council and Emergency Planning Team;
- Maintain contact and update Public Health England.

#### **HBC Emergency Planning – Facilitate the following:**

- Maintain and update the 'shielding lists' for the defined area within the Borough;
- On receipt of the details of the defined area, utilise the maps and Shielded Database to obtain details of those to be contacted. ([Section 4](#));
- Create a Spreadsheet with contact information;
- Create a further spreadsheet from those to be contacted for outcomes. ([Appendix: 7](#));
- Organise and schedule regular HBC Hub Shielded Teleconferences to take place;
- Field information to Shielded Hub Admin and Health Improvement Team to make contact with the individuals defined within the area;
- Support and liaise with Shielded Hub Team and Halton Direct Link Contact Centre;
- Work in partnership with Local Authority Public Health Team;
- Update Chief Executive and Strategic Directors;
- Update Leader / Portfolio Holder / Elected Ward Councillors;
- Liaise with responding services / organisations / agency's;
- Liaise with Communications and Marketing / Contact Centre / Out of Hours Team regarding calls / communications / reassurance messages;
- Ensure Financial records are maintained;
- Ensure Corporate Log is maintained.

## **Adult Social Care Contracts Team**

- Liaise with all care providers regarding the Area of Intervention;
- Notify Divisional Manager Care Homes should the Area of Intervention encompass a HBC Care Home.

## **Communications & Marketing**

- Provide reassurance and information messages during a non-lockdown situation;
- In the event of a local lockdown work with Communications and Marketing Representatives from the other Responding agencies to co-ordinate a public information response to the lockdown;
- Provide co-ordinated reassurance information messages during a lockdown.
- Example messages are detailed via: [Appendix: 8](#).

## **Customer Intelligence**

- Maintain the COVID-19 Support area within the Halton Borough Council Website;
- Create and maintain a web-form <https://halton.me/shielded-person-form/> (output is shown in [Appendix: 9](#)) for Hub Call Handlers to use to assess Shielded Individuals when called;
- Where directed, update the authority's website in the event of a local lockdown.

## **Shielded Individuals Hub Team / Admin Manager**

- Form a Shielded HUB Call Handler Team (at short notice) using the staffing information in [Appendices: 10 & 11](#);
- Distribute Shielded Individuals contact information to Hub Call Handler Team to make calls;
- Monitor incoming assessment forms and forward them to relevant departments using the Shielded Individuals Lockdown Pathway ([Appendix: 12](#))

## **Shielded Individuals Call Staff**

- Contact Shielded Individuals Calls list and assess needs using the web-form <https://halton.me/shielded-person-form/> and submit completed form.



## **Halton Direct Link Contact Centre**

- Operate COVID Support Helpline:
- 0151 907 8363
- During Office Hours: 08:00 – 18:00
- Monday to Friday.
- Update “Hold” Message via the ‘COVID Support Line’ with a message to reflect current situation ([Appendix: 13](#)):
  - Pre–1st August
  - Post – 1st August
  - Local Lockdown
- Following receipt of a call from a member of the public following 1st August and there is no ‘Lockdown’ in place, provide most appropriate support via “COVID Support Helpline Pathway (1st August 2020 onwards)” ([Appendix: 14](#));
- Following receipt of a call from a member of the public during ‘Lockdown,’ provide the most appropriate support via “COVID Support Helpline Pathway Lockdown)” ([Appendix: 15](#));
- Following receipt of a request regarding food provision in relation to the ‘Adult Referrals e-mail Account,’ contact the customer to discuss the options available and provide the support. (See [Appendix: 12](#)).

## **OOH Team (Telehealthcare Service)**

- On receipt of a call from a member of the public requesting support, ask the resident can the request wait until the next working day:
  - If yes – email the details to Adult Referrals (Corporate & Policy) for a call back;
  - If no – complete the EDT Halton (SS002) as a normal Emergency Duty Team referral.

## **Emergency Duty Team (EDT)**

- On receipt of a referral for support from a shielded individual outside of working hours, assess if the resident can wait until the next working day:
  - If yes – email the customers details to Adult Referrals (Corporate & Policy) for a call back;
  - If no – Provide the support as per normal EDT procedures.

### **Health Improvement Team**

- Triage assessment forms in order to provide support with “Other Support” and forward the request to the most appropriate service for support. ([Appendix: 12](#)).

### **Pharmacy Support**

- On receipt regarding a request for support with medication, arrange the most appropriate transport service (Cheshire Fire & Rescue or HBC Transport Co-ordination) using “Shielded Individuals Lockdown Pathway.” ([Appendix: 12](#)).

### **Highways Division and Traffic Manager**

- On receipt of the notification of an Area of Intervention brief staff and monitor the network.

### **Transport Co-ordination**

- On receipt of notification of an Area of Intervention notify local bus operators and Mersey Travel of the area affected;
- Liaise with Education and Adult Social Care as to whether schools and day services activities are taking place and if transport is still required;
- On receipt of addresses from Shielded HUB Admin Manager / Emergency Planning Team, deliver parcels for Community Shop Boxes;
- Deliver medication as requested via the Pharmacy team.

### **Education Division and Children with Disabilities Team**

- Using the Shielded Patient List, identify those parents or children who live in the Local Lockdown area or attend a school within the Local Lockdown area;
- Provide support to the family.

### **Complex Settings Working Sub Group**

- Reporting directly to the Chief Executive and tasked with collating the contacts for community and external partners that would need to be informed in a local outbreak and lockdown situation. ([Appendix: 16](#)).

### **Volunteer Portal Support**

- Halton Borough Council will provide up to three members of staff who can be re-called to support the volunteer portal with Halton & St Helen's VCA to cope with an influx of demand for volunteers to support residents.

### **Partnerships Officer**

- On receipt of the notification, contact Plus Dane – SHAP as the commissioned provider for supporting resettled refugees with the details of the area in question, to provide support to those resettled refugees within that area.

## **Supporting Agencies**

### **Cheshire Fire & Rescue Service Welfare Unit**

- Provide home visit for uncontactable registered shielded;
- Complete medication deliveries when requested by Pharmacy Support.

### **Cheshire Constabulary – Operation Pandas**

- Activate 'Operation Pandas';
- Provide home visit for uncontactable registered shielded.

### **Cheshire Emergencies Voluntary Agencies Committee**

- Coordinate additional emergency support (not covered by this document) in the event of a local lockdown or Major Incident being declared (via Cheshire Resilience Forum);
- Act as a Single Point of Contact for Voluntary Agencies in the event of a Local Lockdown.

### **Department of Health & Social Care**

- Provide support to the Local Authority, with Ministry of Housing Communities & Local Government, to provide support in identifying those individuals who are required to Shield in the 'Area of Intervention' (Lockdown area);
- Work with the Local Authority on the wording of the Shielding Letter to the SI in the Lockdown area;
- As the National Health Service, write to those SI advising that Shielding has commenced and how to access support if required.

### **Halton & St Helens Voluntary Community Action (VCA)**

- Halton & St Helens VCA is the umbrella organisation for Halton's voluntary sector, otherwise referred to as the third sector. This sector is large and varied from small neighbourhood or thematic groups such as sport, arts & culture and the more formalised part of the sector with large organisations, social enterprises and charities such as Age UK, Barnardo's, Wellbeing Enterprises, Sew Halton etc.;
- VCA also support volunteering in Halton and have a portal which matches local volunteers with residents in need. The system will provide a co-ordinated volunteer approach that responds to needs triaged through the contact centre.

### **Halton Clinical Commissioning Group and Primary Care**

- Support the Local Authority response with SIs by signposting anyone needing support to the COVID-19 contact centre helpline that is set-up
- In the event of a local lockdown, consider adding contact centre helpline information to local GP practice websites and CCG website
- Consider any staff for redeployment to the contact centre helpline (in the event of any large surge causing capacity difficulties)
- Utilise existing patient and engagement forums to communicate the local response and to reinforce messages of support via the contact centre
- Continue to reinforce messages regarding medication, food, supermarket slots etc., particularly to primary care so that they can use these when liaising with patients

### **Halton Community Shop**

- Provides non-perishable food parcels containing items such as soup, pasta, long-life milk, tea, coffee, biscuits, tinned fruit, veg meat & fish and toiletries;
- For one person for approximately one week, £10 for anyone in receipt on benefits or financial hardship, £25 to others, ordered and paid for through the authority's Contact Centre.

### **Home Office, Serco and Migrant Help**

- Communicate with and support asylum seekers in Halton, in both dispersed accommodation and in the Contingency Initial Accommodation Hotel (Daresbury Park).

### **Housing Associations**

- Accept referrals from Halton Borough Council for support to tenants;
- Provide support to their vulnerable and shielded tenants;
- Refer those residents who require support that cannot be made through the Housing Association to the Local Authority.
- Plus Dane SHAP, as the commissioned provider of support to resettled refugees, to provide support to any resettled refugees in an area detailed by the Partnerships Officer.

## **Ministry of Housing Communities & Local Government**

- Provide support to the Local Authority, with Department of Health and Social Care, to provide support in identifying those individuals who are required to Shield in the 'Area of Intervention' (Lockdown area);
- Work with the Local Authority on the wording of the Shielding Letter to the SI in the Lockdown area.

## **NHS Digital**

- Continue to provide data on Clinically Extremely Vulnerable individuals in the Halton area via the GDS – COVID-19 Data Transfer Service:

<https://transfer-coronavirus-data.service.gov.uk>

## **Other Supporting Organisations in Halton**

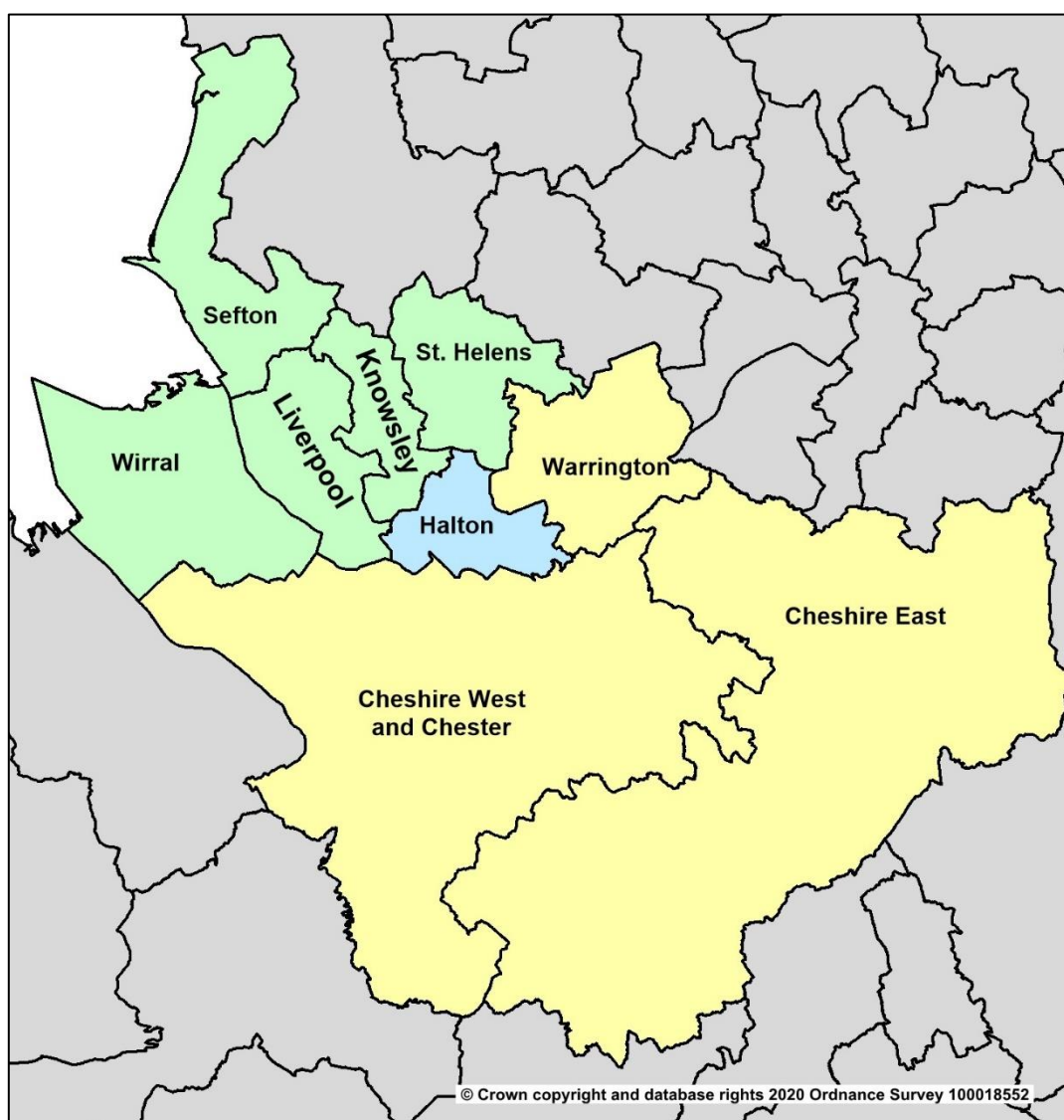
- There are other Information, Advice and Guidance organisations who can support their clients who may have particular needs – key contacts can be found on this link:- <https://onehalton.uk/shieldedsupport/>

## Cross Border / Mutual Aid

Halton Borough Council is located within the Ceremonial County of Cheshire, and is a member of the Cheshire Resilience Forum. HBC is also a member of the Liverpool City Region and works with its Merseyside neighbours on a service basis, including regulatory and transport services. Public Health (CHAMPS) and NHS services operate on a Cheshire and Merseyside footprint.

Halton shares boundaries with three of the Liverpool City Region / Merseyside and two of the Cheshire Local Authorities. They are Liverpool City Council, Knowsley Metropolitan Borough Council and St Helens Metropolitan Borough Council in the Liverpool City Region; and Warrington Borough Council and Cheshire West & Chester Council in Cheshire. Shown in [Figure 3](#). In [Figure 3](#) the five other Liverpool City Region Local Authorities are shown in Green and the other three Cheshire Local Authorities are Yellow. Halton is displayed as Blue.

**Figure 2 - Liverpool City Region & Cheshire Resilience Forum**



To support this process each of the Local Authorities within Cheshire and the Liverpool City Region have been invited to upload their Local Lockdown Shielding Support Plan to Resilience Direct at:

<https://collaborate.resilience.gov.uk/RDService/home/228012/LCR-and-Cheshire-Local-Authorities---Local-Lockdown-Shielded-Contingency-Plans>

The pages have been set up in Resilience Direct so that those in the same region can view each other's plans, and those of neighbouring authorities as per [Table 2](#).

**Table 2 - RD access to Local Lockdown Shielding Support Plans**

	Knowsley	Liverpool	Sefton	St Helens	Wirral	Halton	CWAC	Cheshire East	Warrington
Knowsley	✓	✓	✓	✓	✓	✓	X	X	X
Liverpool	✓	✓	✓	✓	✓	✓	X	X	X
Sefton	✓	✓	✓	✓	✓	✓	X	X	X
St Helens	✓	✓	✓	✓	✓	✓	X	X	✓
Wirral	✓	✓	✓	✓	✓	✓	✓	X	X
Halton	✓	✓	✓	✓	✓	✓	✓	✓	✓
CWAC	X	X	X	X	✓	✓	✓	✓	✓
Cheshire East	X	X	X	X	X	✓	✓	✓	✓
Warrington	X	X	X	✓	X	✓	✓	✓	✓

In the event the 'Local Lockdown' impacts on the boundaries of another local authority area, Halton Borough Council via the Director of Public Health and Emergency Planning will action the following,. The aim to work collaboratively with the other Local Authority(s) involved, MHCLG and DHSC:

- Identify area(s) affected;
- Identify Shielded Individuals who are affected;
- Identity any complex settings within this area;
- Map these areas;
- Identify critical infrastructure;
- Harmonise the Local Authority shielded offer to residents in the Local Lockdown area, including:
  - Food provisions;
  - Medical provisions;
  - Additional Support needs.
- Collaboratively develop a Recovery / RESET strategy and structure;
- Ensure debriefing outcomes are shared.



## **Processes**

### **Local Outbreak in a Complex Setting**

A Complex Setting is defined as a place of Work, Education establishment or Care Setting.

In the event of an Outbreak occurring in a complex setting, the Outbreak Support Plan (Complex Settings) will be implemented:

<https://www3.halton.gov.uk/Pages/health/Covid-19-Preventing-and-Responding-to-Local-Outbreaks.aspx>.

In a workplace or education establishment, where individuals are required to self-isolate, Halton Borough Council's Public Health Team can request employee and / or student records under the Public Health Control of Diseases Act, to check for those who are Clinically Extremely Vulnerable and appear on the Shielded Patient List. Where an individual is on the SPL, they (or their parent / guardian) will be called to see if they require support.

In a care setting, support will be provided by the Bridgewater Infection Control Team and Halton Borough Council Adult Social Care where appropriate to the care facility to support the residents. The support provided by this plan is not required as the needs of the SI are already provided by the care provider.

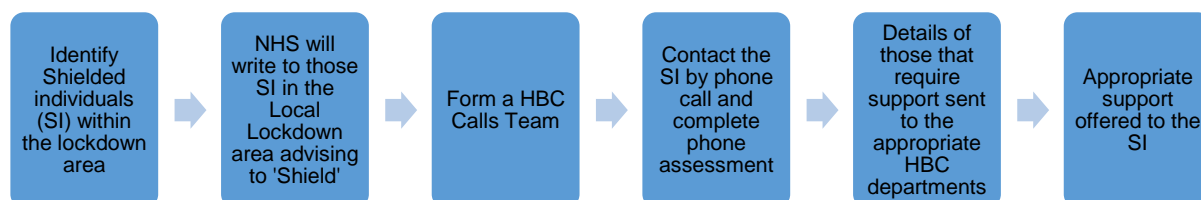
### **Local Outbreak / Lockdown in a defined area**

Where a Local Outbreak is identified in a defined area, a Local Lockdown may be required, in this instance those that were previously shielded may require additional support. The sections below detail how the SI are identified, contacted and supported.

### Clinically Extremely Vulnerable (SI)

Once the Area of Intervention has been identified for a Local Lockdown, a number of processes will take place in order to inform and contact the SI within the designated area, these processes are summarised in [Figure 4](#).

**Figure 4 - Abridged Process for Local Lockdown Shielded Support**



Using data provided by the Government Digital Services (GDS) Halton Borough Council are aware of the names and address of all shielded Individuals within Halton.

The SI have been categorised based on their status during the initial covid-19 outbreak in [Table 3](#).

**Table 3 - Shielded Categories**

Status	Definition
Red	Registered shielded and receiving a level of support
Amber	Registered shielded and not receiving additional support
Yellow	Added to Shielded Patient List after 31 <sup>st</sup> July
Green	Shielded but not registered

The Registration Service for **Clinically Extremely Vulnerable** closed Friday 17<sup>th</sup> July. From this date, SI are unable to register on the service, however, new “Registered Shielded” may still be added to the Shielded Hub Database until 31<sup>st</sup> July as some individuals have been able to “pre-register” on the Registration Service Website before being added to the Shielded Patient List. These individuals will still be called, but will not be able to receive any national parcels or Supermarket Delivery Slots directly with DEFRA. They will be able to access the support detailed in this plan prior to 31<sup>st</sup> July.

The Shielded Patient List will continue to be maintained by NHS Digital and add to the GDS portal as residents will be classified and declassified as Clinically Extremely Vulnerable based on their clinical needs.

## **Production and Maintenance of the Shielded Data Lists**

A full process can be found in [Appendix: 17](#), however, a brief guide is explained below. All Shielded Patient data can be found in the Emergency Planning Portal Local Lockdown page:

<http://hbc/teams/EMERPLAN/Local Lockdown/HBC Local Lockdown Plan/Shielded Data/>

## **Creating the Shielded Lists**

### **Red and Amber Lists**

A final version of the Shielded Hub Database from the 'National Shielding Initiative' was taken on Friday 31<sup>st</sup> July and transferred in to tabs within a spreadsheet.

Those within the database that were deceased, No Longer Shielded and Out of Area were removed from the data.

Those who received support for Medication, 'Other Support' or essential supplies after 23<sup>rd</sup> June were classified as Red. Those who did not, were classified as Amber.

A comparison (VLOOKUP) of both Lists is made against the current Shielded Patient List (SPL).

Where there is no match, these individuals are No Longer Shielded (NLS) and do not require a call and removed from the spreadsheet.

### **Green List**

Production of the Green List was made by comparing (VLOOKUP) the SPL on 31<sup>st</sup> July with those are in the Red and Amber lists (together). Those not in any of the Red or Amber lists form the Green List.

### **Yellow List**

On the release of the first SPL following Shielding coming to an end, a comparison (VLOOKUP) of the new SPL and Red, Amber and Green Lists together. Those not in any of the lists for the Yellow List.

## **Maintaining the Shielded Lists**

### **Red, Amber, Yellow and Green Lists (No Longer Shielded)**

A comparison (VLOOKUP) of all four lists is made against the current Shielded Patient List (SPL).

Where there is no match, these individuals are No Longer Shielded (NLS) and do not require a call and removed from the spreadsheet.

### **Yellow List (Newly Shielded)**

A comparison (VLOOKUP) of the current Shielded Patient List (NHS List), against Red, Amber, (current) Yellow and Green Lists (together), those not on any of the lists are added to the Yellow cohort.

## **Maps and Ward Information**

There are a number of maps incorporated within this plan, which will be used with the aim to scope the location of all Shielded Individuals across the borough of Halton. The maps have been broken down using the Polling Districts and Ward Areas across the authority.

### **Identification of Shielded Individuals within a Lockdown Area**

The Local Lockdown area will be defined by the Director of Public Health, A Public Health Consultant or the Chief Executive. The lockdown area could be:

- A street or streets (using Post Code);
- An area of a town defined by:
  - Polling District;
  - Election Ward;
- A Town or Village;
- The Local Authority Area;
- A defined shape on a map.

Details of how to complete the searches can be found in [Appendix: 18](#).

Once the Shielded Individuals have been identified within the 'Lockdown' defined area, a list of individual names will be sent to the Covid-19 calls teams. Those Shielded Individuals highlighted RED will be prioritised, followed by AMBER and then GREEN.

The maps will be updated on a regular basis in conjunction with the latest information provided by the Government Digital Service (GDS).

## **Registration For Support**

At the Activation stage, discussions with the Government Minister, DPH, Chief Exec, MHCLG and DHSC regarding the registration method.

There are two methods to register for support:

- National Registration Service
- Local Registration

## **National Registration Service**

This service operates in a similar method to the registration service operated by the DEFRA and the DHSC during the National Lockdown between March and July 2020.

The 'Shielding Letter' that will be issued when the Shielded Lockdown commences will include details of how to register for Shielding Support via the website and an automated telephone service.

The website has been updated to only allow users to register if their post code is affected by the Area of Intervention with an eligibility check.

Should the person be eligible to register they can do so as previously, although some of the questions have changed.

Support requests will be diverted to the Local Authority for:

- Food – where the individual is not able to use online supermarket shopping;
- Medication Support
- Other 'Care' needs. In this context 'Care' refers to additional support and not formal Social Care Support.

Users of the online service can also register for an / Attach their NHS 'Account'. This allows the user to view their patient record and also view historical registrations they have made using the service.

Those that have registered using the website or the telephone registration service will be detailed in a 'download' from the GDS portal daily.

The Shielded Calls Team will make contact with the individual to ensure that they are receiving the support that they need and make arrangements for additional support, should that be required.

In addition to those registering directly with the Daily Download, once the above calls have been made each day, the Shielded Calls Team will call those that have not registered with the national service and complete the triage assessment, and where required register the SI with the National Registration Service.

The calls will be made on the Priority detailed above: Red, Yellow, Amber then Green.

The SI will always be provided with the COVID Support Helpline for reference, should their needs change.

## **Local Registration**

Local Registration is where the SI registers their need for support directly with Halton Borough Council.

The 'Shielding Letter' that will be issued when the Shielded Lockdown commences will include details of how to register for Shielding Support directly with Halton Borough Council, using the COVID Support Line (0151 907 8363) or the One Halton page (<https://onehalton.uk/shieldedsupport/>).

## **Inbound Calls**

Calls to the COVID Support line will be received by Halton Direct Link Contact Centre on a dedicated high priority telephone line.

The Contact Centre advisor will discuss directly with the SI what support they require. A form on the Council's CRM System (CSD) will be completed by the Advisor which will feedback to the Shielded Hub Admin Support the outcome of the call. The form will also be sent to Public Health for Medication Support and Health Improvement Team for additional support needs, including Mental Health Support.

## **Outbound Calls**

In addition to those registering directly with the COVID Support Line, the Shielded Calls Team will call those that have not made contact with the Helpline and complete the triage assessment, where Support is required the form will be distributed to the relevant services as below.

The calls will be made on the Priority detailed above: Red, Yellow, Amber then Green.

The SI will always be provided with the COVID Support Helpline for reference, should their needs change.

## **Provision of Support Calls Team**

The authority has identified over 70 employees that can become available to form the calls team in the case of a covid-19 local lockdown. The Hub Team Manager has informed the Operational Directors and Line Managers for all the employees on the list that their staff maybe required to immediately stand down their day to day roles if they are required to assist with a local lockdown.

The Call Team staff were issued with laptops for their role in the initial shielding process, if their substantive roll did not provide them with one. The staff have been instructed to regularly log the machines on to the network to maintain activity. Payday has been suggested as the relevant date for the staff to do this.

Staff will also maintain contact regarding annual leave with the Hub Team Manager on a month by month basis.

The number of staff required to form a calls teams is dependent on the number of SI that Halton Borough Council are required to contact are detailed in [Table 4](#).

**Table 4 - Calls Team**

<b>Number of SI to be contacted</b>	<b>Number of staff required for calls team</b>
1 – 10	2 callers
11 – 30	6 callers
31 – 50	10 callers
50 – 70	14 callers
70 – 100	20 callers
100 – 150	30 callers
150 – 200	40 callers
200 +	All callers available

The authority has a 'Calls Manager' who will coordinate the number of calls allocated to each caller. In the event of a large number of calls, this is achieved by issuing 5 per caller initially, following the initial 5 calls are made, the callers will contact the 'Hub Manager' to request additional 5 calls to be allocated to them. This is an ongoing process until all calls have been made.

The 'HBC call team' complete an 'online assessment form' with the Shielded Individual. The form will confirm all contact details and highlight any support the individual may require, for example, basic supplies and health & wellbeing.

A copy of the form will be sent the 'Covid-19 inbox' and retrieved by Shielded Individuals Hub Admin.



## **Shielded Individuals Hub Admin**

The 'Shielded Hub Admin Team' will co-ordinate the contacting of the SI in the lock down area by:

- On receipt of the calls to be made, will determine the number of call staff required ([see calls team](#));
- Allocate the calls to the Shielded Individuals Call Staff;
- Monitor the Shielded Individuals Hub Email account and where support is required divert to the relevant team:
- Co-ordinate Food Provisions – Adult Referrals – Corporate Services;
- Co-ordinate Medication – Info Public Health (Pharmacies);
- Supporting in other areas via Health Improvement Team;

Through the process will update the Lockdown Outcomes Spreadsheet ([Appendix: 7](#)).

## **Adult Referrals - Food and Basic needs**

Adult referrals will receive the online assessment form requesting support for food and basic needs. A number of options are available:

### **Priority Online Supermarket slots**

On receipt of a request for support for food, contact the customer to discuss options which are available:

- If the SI registered for support for basic supplies on or before the 17/07/20, they will be eligible for priority online shopping slots with the 7 Supermarkets in the initial scheme;
- Should the customer wish to shop online and had not already registered for food support, register the customer for a Tesco or Iceland Priority Service using the Non-Shielded Vulnerable Pathway on SHP 71023.

### **Community Shop Box**

- Where the customer is in receipt of income related benefits, take a payment of £10 and email Transport Co-ordination with the details to arrange a parcel to be delivered;
- Where the customer is not in receipt of income related benefits, take a payment of £25 and email Transport Co-ordination with the details to arrange a parcel to be delivered.
  - If Transport Co-ordination are unable to arrange delivery a HBC employee will deliver the parcel;
  - If a HBC employee is also unable to deliver the parcel, a request will be made to Halton and St Helens VCA to deliver the parcel.

### **Referral to VCA**

- Assistance with shopping or basic support via the Street Champion Scheme
- Referral to VCA for support with food bank vouchers if they are unable to pay for their shopping.

## **Emergency Food Provision**

Where the Shielded Individual is unable to obtain food support through any of the means above, such as unable to match to a Volunteer through the VCA or does not have sufficient funds and a foodbank voucher is not available, arrangements have been made with local supermarkets and food distributors to provide emergency parcels to be delivered by Halton Borough Council's Transport Co-ordination Service. There is also the facility for Halton Borough Council to utilise Community Shop Boxes, with no charge to the customer. Halton Borough Council will recompense Halton Community Shop for any parcels utilised in this way.

## **Pharmacy Support**

- Receive notification from contact centre or shielded hub admin stating SI needs support with medication;
- Information log spreadsheet updated;
- Follow up with second call to SI if required for further information;
- Patient details and pharmacy information logged on spreadsheet and daily pick up list sent to Cheshire Fire & Rescue – dependant on demand may be two or three separate emails sporadically throughout the day;
- Cheshire Fire & Rescue confirm delivery has taken place and this is logged via the spreadsheet.

**\*\*For controlled/refrigerated medication collections and deliveries, a message will be sent to Halton Borough Council Transport team to provide the service. The same processes as above will apply to record the delivery.**

## **Health Improvement Team**

- On receipt of a request for additional support, contact the customer to confirm the details of the request;
- Utilising the Support Services Matrix, signpost the customer to the most relevant service either within the Council or with a third party;
- Record the outcome.

## **Cheshire Fire & Rescue**

### Contacting 'Uncontactable' Shielding Individuals:

- Receive list of uncontactable SI from Halton Borough Council;
- Home visit the SI and provide a welfare check;
- Inform Halton Borough Council of the outcome of the home visit.

### Collecting and delivering Medication:

- Receive list of SI from Halton Borough Council who are requiring support collecting medication, including pharmacy information;
- Collect medication from pharmacy and deliver to SI;
- Inform Halton Borough Council of the outcome of the collection & delivery.

## **Cheshire Police (Operation Pandas)**

### Contacting 'Uncontactable' Shielding Individuals:

- Receive list of uncontactable SI from Halton Borough Council;
- Make enquiries utilising Police Databases to attempt to establish contact with the individual either as a telephone call or home visit the SI;
- Where appropriate complete a welfare check via the Widnes and Runcorn Local Policing Units;
- Inform Halton Borough Council of the outcome of the home visit.

## Reporting

In the event MHCLG advise shielding is required, the authority will be required to feedback regarding the outcomes of those within the 'shielded area'.

This data request is done so on an aggregate level, with numerical returns for numbers being supported.

The returns will be on a weekly basis and include:

- Total cumulative number of shielding individuals who previously requested support (via central system) with either food and/ or care who have been successfully contacted and their needs assessed; and number of people whose need remain unknown.
- Total cumulative number of shielding individuals who have directly approached Halton Borough Council as needing support with either food and/ or care who have been successfully contacted and their needs assessed; and number of people whose needs remain unknown.
- Total number of shielding individuals added to the SPL since 17th July whose needs require assessment. Number of these who have been successfully contacted and their needs assessed.
- Number of shielding individuals that have been supported with food access.
- Number of shielding individuals being supported with 'paid for' food access (by the local authority).
- No of shielding individuals being supported to meet basic care needs

This will be supplemented with existing data the MHCLG hold centrally:

- Number of shielded individuals on SPL per LA
- Number of shielded individuals on SPL who previously requested support with food and care per LA

During the 'National Shielding Initiative', individuals registered their requirements via an automated system (telephone or website). It quickly became apparent that the options chosen did not reflect the support required by the individual. Therefore, all of those that registered were contacted and triaged, resulting in the Red and Amber categories.

In the details above MHCLG have indicated that they require the reports to be returned on those who initially requested support. Therefore, all those that were Amber as of 31<sup>st</sup> July who had indicated that they required support via the national system, were moved to Red, to facilitate reporting.

The above categories, will be collated from the "Shielded Calls Outcome" spreadsheet ([Appendix: 7](#)), and returned to MHCLG via their preferred method.

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## **Section: 4 – Ward Information & Mapping**

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## **Halton Ward Information**

The information to follow is split into Widnes and Runcorn into ward areas (as of Jan 2020). This will assist in identifying quickly the population that are required to shield during a local lockdown.

### **The tables highlight the following:**

- Total population per ward
- Polling district
- Number of registered electors (as of Jan 2020)
- Number of Registered Shielded (receiving support / not receiving support)
- Number to receive end of shielding letter
- Number of unregistered shielded
- Total shielded Individuals (registered / unregistered)

## Widnes

Election Ward (Population)	Polling District	Registered Electors (Jan 2020)	Shielded					
			Registered			Not Registered		Total
			Red	Amber	End of Shielding Letter sent	Yellow	Green	
			Receiving Support	Not Receiving Support		Unable to Register	Not Registered	
Appleton	BA	1604	22	24	45	0	36	81
(6886)	BB	1163	16	15	31	1	17	50
	BC	1657	28	24	52	0	43	99
	BD	362	11	17	28	0	12	44
	BE	488	8	13	21	0	9	30
	<b>Total</b>	<b>5274</b>	<b>85</b>	<b>93</b>	<b>177</b>	<b>0</b>	<b>117</b>	<b>304</b>
Birchfield	XA	3475	28	45	73	0	56	134
(7208)	XB	2026	12	22	35	0	22	57
	<b>Total</b>	<b>5501</b>	<b>40</b>	<b>67</b>	<b>108</b>	<b>0</b>	<b>78</b>	<b>191</b>
Broadheath	FA	674	17	16	34	0	24	62
(6318)	FB	848	19	13	31	1	16	49
	FC	813	9	19	29	0	14	45
	FD	1272	14	22	36	0	40	79
	FE	1335	19	37	46	0	34	85
	<b>Total</b>	<b>4942</b>	<b>78</b>	<b>97</b>	<b>176</b>	<b>0</b>	<b>128</b>	<b>320</b>
Ditton	GA	867	13	12	25	0	13	39
(7233)	GB	1119	17	12	29	0	19	50
	GC	1422	33	25	58	0	47	110
	GD	1015	15	26	41	0	25	69
	GE	652	11	12	23	0	11	37
	GF	541	7	6	13	0	13	25
	<b>Total</b>	<b>5616</b>	<b>96</b>	<b>93</b>	<b>189</b>	<b>0</b>	<b>128</b>	<b>330</b>
Farnworth	AA	3330	38	48	87	0	49	143
(8816)	AB	1720	12	23	36	0	23	61
	AC	1223	7	9	16	0	12	28
	AD	875	8	18	26	1	17	45
	<b>Total</b>	<b>7148</b>	<b>65</b>	<b>98</b>	<b>165</b>	<b>0</b>	<b>101</b>	<b>277</b>

Election Ward (Population)	Polling District	Registered Electors (Jan 2020)		Shielded				
			Registered			Not Registered		Total
			Red	Amber	End of Shielding Letter sent	Yellow	Green	
			Receiving Support	Not Receiving Support		Unable to Register	Not Registered	
Hale (1817)	JA	1563	47	67	115	0	80	199
Halton View	CA	1473	18	28	46	0	20	67
(6682)	CB	1801	35	31	68	0	38	113
	CC	1318	19	28	47	3	27	80
	CD	545	8	5	13	0	10	23
	<b>Total</b>	<b>5137</b>	<b>80</b>	<b>92</b>	<b>174</b>	<b>0</b>	<b>95</b>	<b>283</b>
Hough Green	HA	2118	29	57	86	0	46	139
(6694)	HB	814	15	20	35	0	16	52
	HC	1147	22	20	42	0	19	64
	HD	1024	19	14	32	0	24	57
	<b>Total</b>	<b>5103</b>	<b>85</b>	<b>111</b>	<b>195</b>	<b>0</b>	<b>105</b>	<b>312</b>
Kingsway	DA	1045	7	15	22	0	14	37
(6699)	DB	627	5	12	18	0	5	25
	DC	2203	42	40	83	1	51	139
	DD	622	7	7	15	1	9	29
	DE	398	7	8	15	0	14	30
	<b>Total</b>	<b>4895</b>	<b>68</b>	<b>82</b>	<b>153</b>	<b>0</b>	<b>93</b>	<b>260</b>
Riverside	EA	592	10	5	15	0	10	25
(5528)	EB	955	24	21	42	0	25	72
	EC	787	22	15	40	1	16	58
	ED	1291	32	27	59	0	39	108
	<b>Total</b>	<b>3625</b>	<b>88</b>	<b>68</b>	<b>156</b>	<b>0</b>	<b>90</b>	<b>263</b>

## Runcorn

Election Ward (Population)	Polling District	Registered Electors (Jan 2020)	Shielded					
			Registered			Not Registered		Total
			Red	Amber	End of Shielding Letter sent	Yellow	Green	
			Receiving Support	Not Receiving Support		Unable to Register	Not Registered	
Beechwood	PA	1314	18	35	53	0	29	82
(3504)	PB	1656	15	40	55	0	35	90
	<b>Total</b>	<b>2970</b>	<b>33</b>	<b>75</b>	<b>108</b>	<b>0</b>	<b>64</b>	<b>172</b>
Daresbury	TK	685	9	27	36	0	19	55
(4741)	TL	283	0	4	4	0	2	6
	TM	738	10	18	28	0	12	40
	TT	2584	10	38	48	0	41	89
	<b>Total</b>	<b>4290</b>	<b>29</b>	<b>87</b>	<b>116</b>	<b>0</b>	<b>74</b>	<b>190</b>
Grange	NA	1310	11	25	36	0	25	61
(6926)	NB	1669	31	47	78	0	41	119
	NC	2000	54	57	111	0	55	166
	<b>Total</b>	<b>4979</b>	<b>96</b>	<b>129</b>	<b>225</b>	<b>0</b>	<b>121</b>	<b>346</b>
Halton Brook	MA	1994	33	46	79	0	54	133
(6701)	MB	1371	27	40	67	0	33	100
	MC	1601	45	64	109	0	58	167
	<b>Total</b>	<b>4966</b>	<b>105</b>	<b>150</b>	<b>255</b>	<b>0</b>	<b>145</b>	<b>400</b>
Halton Castle	OA	1577	49	54	103	0	87	190
(6519)	OB	894	41	52	93	0	56	149
	OC	1321	28	31	59	0	41	100
	OD	1019	40	49	89	0	51	140
	<b>Total</b>	<b>4811</b>	<b>158</b>	<b>186</b>	<b>344</b>	<b>0</b>	<b>235</b>	<b>579</b>
Halton Lea	QA	1994	46	49	95	0	64	159
(6479)	QB	1075	28	27	55	0	59	114
	QC	977	28	30	58	0	33	91
	QD	559	19	18	37	0	32	69
	<b>Total</b>	<b>4605</b>	<b>121</b>	<b>124</b>	<b>245</b>	<b>0</b>	<b>188</b>	<b>433</b>
Heath	LA	731	8	20	28	0	12	40
(5762)	LB	1419	9	24	33	0	27	60
	LC	919	5	14	19	0	23	42
	LD	1616	10	43	53	0	33	86
	<b>Total</b>	<b>4685</b>	<b>32</b>	<b>101</b>	<b>133</b>	<b>0</b>	<b>95</b>	<b>228</b>

Election Ward (Population)	Polling District	Registered Electors (Jan 2020)		Shielded				
			Registered			Not Registered		Total
			Red	Amber	End of Shielding Letter sent	Yellow	Green	
			Receiving Support	Not Receiving Support		Unable to Register	Not Registered	
Mersey	KA	1753	21	31	52	0	41	93
(7537)	KB	808	12	17	29	0	15	44
	KC	728	9	16	25	0	7	32
	KD	991	17	22	39	0	24	63
	KE	1153	12	27	39	0	29	68
	<b>Total</b>	<b>5433</b>	<b>71</b>	<b>113</b>	<b>184</b>	<b>0</b>	<b>116</b>	<b>300</b>
Norton North	RA	2637	35	77	112	0	52	164
(6504)	RB	2387	44	75	119	0	85	204
	<b>Total</b>	<b>5024</b>	<b>79</b>	<b>152</b>	<b>231</b>	<b>0</b>	<b>137</b>	<b>368</b>
Norton South	ZX	1098	28	47	75	0	33	108
(6613)	ZY	1522	44	67	111	0	67	178
	ZZ	2017	33	48	81	0	69	150
	<b>Total</b>	<b>4637</b>	<b>105</b>	<b>162</b>	<b>267</b>	<b>0</b>	<b>169</b>	<b>436</b>
Windmill Hill	SA	992	27	39	66	0	59	125
(2428)	SB	837	26	33	59	0	36	95
	<b>Total</b>	<b>1829</b>	<b>53</b>	<b>72</b>	<b>125</b>	<b>0</b>	<b>95</b>	<b>220</b>

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## **Maps**

This section contains maps detailing the SI located within the Wards and Polling Districts, based on the Red, Amber, Green system (RAG Rating) in Background.

## Registered Shielded Individuals who are receiving support by Polling District and Ward

This section contains Personal Details of the SI categorised as **RED** within the plan, in the table format below:

NHS Number	First Name	Surname	Street Address	Town	Post Code	Phone 1	Phone 2	Email
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## Registered Shielded Individuals who are not receiving support by Polling District and Ward

This section contains Personal Details of the SI categorised as **AMBER** within the plan, in the table format below:

NHS Number	First Name	Surname	Street Address	Town	Post Code	Phone 1	Phone 2	Email
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**Individuals who became Shielded after 17<sup>th</sup> July by Polling District and Ward**

This section contains Personal Details of the SI categorised as **Yellow** within the plan, in the table format below:

NHS Number	First Name	Surname	Street Address	Town	Post Code	Phone 1	Phone 2	Email
------------	------------	---------	----------------	------	-----------	---------	---------	-------

## Non-Registered Shielded Individuals who are not receiving support by Polling District and Ward

This section contains Personal Details of the SI categorised as **GREEN** within the plan, in the table format below:

NHS Number	First Name	Surname	Street Address	Town	Post Code	Phone 1	Phone 2	Email
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## **Section: 5 – Review, Extension and Stand Down of Shielding Arrangements**

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## **Review of Shielding Arrangements**

During the discussions between the Director of Public Health, Government Minister and the MHCLG and DHSC Policy teams, an initial time frame for review will be established.

The shielding letter distributed to SI at the commencement of the Local Lockdown may include the date or timeframe in which shielding arrangements are being reviewed as a potential end date.

## **Extension of Shielding Arrangements**

Should the virus not be sufficiently under control in the Local Lockdown area discussions with the Local Authority, MHCLG and DHSC will take place to determine whether shielding will need to be extended further, both in time and locality.

Should this be required DHSC (as the NHS) will write to those SI in the original Lockdown Area, and if the Local Lockdown Area changed any new SI, to advise that shielding has been extended, and may include a new expiry date.

The Local Authority, DHSC and MHCLG may also choose to relax shielding in part of the Lockdown area, where Stand Down will take place.

Halton Borough Council call staff will be mobilised to contact those SI in the Local Lockdown area(s) to establish whether further assistance is required. Additional questions will also be asked in relation to emotional support.

## **Stand Down of Shielding Arrangements**

Should the control of the virus be sufficient that the Area of Intervention is no longer in place, DHSC (as the NHS) will write to the SI in the Local Lockdown area to advise that shielding is coming to an end on the date specified in the letter. The letter will be produced in conjunction with the Director of Public Health and information regarding support that is available when shielding comes to an end can be included, should this still be required by the SI.

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## **Section: 6 – Debriefing & Recovery**

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## **Debriefing**

Following the stand down of an Area of Intervention, Halton Borough Council will schedule an Internal Debrief, where all staff involved will have the opportunity to share their experience. The Debrief will ask what went well; are there any areas of improvement and are there any recommendations should an Area of Intervention be required again within the authority.

Any internal actions and recommendations will be captured and reviewed at HBCs COVID-19 Management Team, where they will be assigned and monitored.

Cheshire Resilience Forum will schedule a Formal Debrief with all agencies that were involved in the response to the Area of Intervention. This will be conducted in a similar format to Halton Borough Council's Internal Debrief.

Any recommendations will be recorded by the Cheshire Resilience Forum Secretariat and captured within the work program at CRF Management Group and followed up on a regular basis.

Following the debrief taking place, this document will be reviewed, in line with any recommendations or actions recorded by Halton Borough Council or Cheshire Resilience Forum.

Supplier and partner arrangements will be reviewed periodically to ensure that services are still in a position to provide the support agreed. This document will be updated to reflect any changed to support available.

## **Recovery**

During the Local Lockdown period Halton Borough Council will be planning for the Recovery Phase. Creating a Recovery structure in preparation for the Local Lockdown coming to an end, work streams will have commenced during the Local Lockdown.

When the Local Lockdown comes to an end, the Major Incident will also be stood down, and responsibility for the Recovery phase will be formally handed over to Halton Borough Council (if Halton BC was not the lead agency during the Major Incident).

The 'Recovery Phase' has no set time limits and can last long after the impact stage is over. The Emergency Centre will form a "Recovery Co-ordinating Group (RCG)", bringing together emergency services, health, voluntary groups and specialist Council Departments, as fits the type of emergency that has occurred.

This group can be set up under the direction of a Senior Local Authority Manager under the direction of the Borough Council Emergency Co-ordinator, in consultation with the Staff Officer, during the incident and be ready to implement the Recovery Strategy when required.

As far as practicable, the Recovery Phase will be incorporated into normal departmental work, unless the scale dictates otherwise.

The RCG is chaired by Local Authority Chief Executive or his / her deputy. The Chair would aim to appoint a Secretariat to maintain records of RCG meetings, follow up actions and coordinate a master record for all the Sub-Groups which are operating.

The RCG will set up structures similar to those detailed in the National Recovery Guidance: <https://www.gov.uk/guidance/national-recovery-guidance>

## Membership of Recovery Co-ordination Group

The Halton Borough Council Departments and Partner Agencies are detailed in [Table 5](#).

**Table 5 - Recovery Co-ordination Group Membership**

Halton Borough Council Departments		Partner Agencies
Chief Executive		Cross Border Local Authority Representation (where applicable).
Public Health		Cheshire Police
Emergency Planning		Cheshire Fire & Rescue Service
Contact Centre		NHS England / Improvement
Finance		Halton and Warrington CCG
Legal & Democratic Services		Public Health England (or National Institute of Health Protection)
Communications & Marketing		Liverpool City Region Local Economic Partnership (LEP)
Shielding Calls Team		Cheshire & Warrington LEP
Health Improvement Team		MHCLG RED
Environmental Health		Halton & St Helens Voluntary Community Action
Transport Coordination		British Red Cross
Economic Regeneration		
Ward Members of the areas affected		

## **Considerations of Additional Lockdowns**

Should subsequent lockdowns be required where shielding arrangements are put in place, it is important to consider a number of factors for those that are shielding:

- Seasonal pressures (see Winter Pressures);
- Financial Pressures (see demographics);
- The effect of shielding on Mental Health.

A number of scientific articles have been produced on the effects of COVID-19 and its effect on Mental Health. However, no specific empirical data or reports have been produced on the effects of quarantining or shielding arrangements on mental health.

It can be safely assumed that the effects of shielding will have a detrimental effect on mental health and additional lockdown situations will increase anxiety and depression with all of the general public, not just those that are subject to shielding arrangements.

Therefore, should an Area of Intervention be imposed in the same area a second time, additional care must be taken when considering imposing shielding arrangements where they have been in place previously.

## **Section: 7 – Appendices**

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## **Appendix: 1 – Criteria for Covid-19 alert threshold and suggested process for C&M LAs to follow [23/07/20]**

Dr Sam Ghebrehewet, PHE NW, C&M HPT

This summary is to help identify potential increases in Covid-19 cases in a local authority which need further investigation, monitoring, and/or enhanced action.

### **Step 1. Daily monitoring of local authority data**

- Identify key lead for relevant LA with support from surveillance analyst
- Review of available data on daily basis and previous days exceedance report (if available)
- Suggested criteria for identifying any concerns/issues for enhanced monitoring:
  - *1-day rate: 7/100,000; 7-day rate: 30/100,000 or 14-day rate: 50/100,000*
  - *Significant increase in absolute numbers (e.g. doubling) of cases in any local authority in any given day*
  - *Weekly moving average cases with consistently increasing trend for the local authority*
  - *Increasing number of Covid-19 related calls to NHS 111 from local area NHS111 & 111 on-line*

(note: online data may include the same people checking more than once)

- Action notes taken - clearly documenting whether enhanced monitoring is required.

Weekend – agree key lead for the weekend to review available intelligence.

## Step 2. Need for enhanced monitoring identified

- DPH informed and lead identified (could be the same lead)
- Key lead to liaise with local PHE team re HPZone and other data sources
- Involve surveillance/intelligence team (local/C&M)
- Review available data / reports:
  - Review local intelligence for known clusters or outbreaks
  - HPZone holds cluster and outbreak reports by geography – ask Health Protection Team
  - Covis – can help identify care home, school and workplace[?] clusters – needs PHE support to access at this point
- Consider drafting a high-level action plan:
  - Define local geography that might need increased action immediately as rates in that local area might be higher if the denominator can be defined
  - Consider significance of any identified clusters or outbreaks for the wider community – is this spread within the care home / school / workplace, or an indicator of community spread?
- If concerned – convene IMT meeting (invite PHE): document if there is significant concern or not.

### **Step 3. Enhanced monitoring identifies significant concern**

- DPH to lead (or group of LA DsPH if common links)
- Regular liaison with local PHE HPT and agreed action plan
- Escalate as appropriate and consider convening multiagency meeting (inform SCG and LRF)
- Document agreed actions and report to relevant professionals and organisations as appropriate
- Identify current actions and consider what else can be done, for example:
  - Identification of worship places, large employers or workplaces where the risk is higher (e.g. food manufacturers) with consideration of occupational screening or testing for Covid-19, particularly where there may be gaps in the Covid-19 response
  - Identification of other settings or workplaces where there are issues related to Covid-19 safe practice and consider taking action (e.g. increased hand washing, social distancing and close monitoring with a plan for further action such as enforcement of control measures)
  - Considering wider testing of defined places or settings with one or more cases
  - Considering testing asymptomatic people in identified high risk communities
  - Identifying any ongoing outbreaks that may be contributing to any community spread
  - Considering joined-up communications in the local community to raise awareness of Covid-19 testing and response, including self-isolation and social distancing

## **Further information**

### **Data sources:**

#### **Individual (case) level data accessible by local authorities**

- Public Health England started providing individual-level, test data on the 24 June enabled through a data sharing agreement with Directors of Public Health. This contains additional information such as full postcode, age and ethnicity where available.
- Since last week PHE also included individual case data across pillars 1 (NHS and PHE laboratories) and 2 (commercial laboratories) of the testing programme. This data is being provided on a weekly basis but will shortly move to a daily frequency.
- Under this arrangement the local authorities are the data controllers and are responsible for what they share and publish. The local authority must ensure compliance with the relevant standards.
- Information on individual cases to help outbreak management PHE shares information with local directors of public health as part of the routine investigation of outbreaks and incidents. This includes information on individual cases and their contacts as required to support the public health response. This continues as the usual part of the management of COVID-19 outbreaks in specific settings or groups.

## **Aggregated and interactive dashboards and reports accessible to approved users**

All the following (except the Containment and LRF dashboard) products are currently available to Directors of Public Health through a PHE SharePoint site.

### **1. Local Authority Covid-19 Containment Dashboard**

This dashboard, produced by NHS-Digital, has been available since 11 June and provides a picture in the local area of cases and Covid triage data. There is a geographic breakdown to LTLA of the number of tests conducted, the total number of positive cases and a rolling average, as well as information on 111, 999 and online triage cases related to COVID-19. It enables easy comparison of areas.

From July 6th the number of positive tests and 111 and 999 telephony triages is available to LSOA level. This dashboard is updated daily with a three-day lag due to the changeable nature of new data.

The next development is to provide data at the full postcode level within the dashboard. Given this information is more sensitive it is reliant on a more robust security infrastructure that is being developed including Two Factor Authentication. Access to this dashboard is currently scheduled to be rolled out on Wednesday 15 July.

Requests for new accounts should be emailed to NHSD Contact Centre at [enquiries@nhsdigital.nhs.uk](mailto:enquiries@nhsdigital.nhs.uk) with 'Pillar 2 Dashboard' in the subject line. Each requestor to provide the following information:

Name, NHS Email Address, Role, Organisation, Mobile Number, Business Justification (reason for access)

After approval, the login info and T&Cs will be sent out

### **2. Contact tracing**

Public Health England produce a daily contact tracing report – this report provides information on contact tracing activity at a regional and UTLA level. This includes cases invited, cases completed, contacts identified, contacts reached, including aggregate totals of contacts associated with incidents.

A more detailed contact tracing report is produced weekly with a set of quality and epidemiological information including numbers of cases, case outcomes, number of contacts, contact outcomes, numbers of contacts per case and by exposure setting and time to completion. Data is presented at regional and UTLA level.

### 3. Daily Situational Report

Public Health England provides a daily situational report - this is a national summary of tests, cases, ethnicity, residential property type, workplace outbreaks, contacts by exposure settings/activities, links to healthcare settings. There is breakdown for some of this data by region. By local authority there is information on those UTLA's with the highest rates of incidence, testing, positivity rates, exceedances, outbreaks in educational settings. The aim is to bring together much of the information and intelligence on where the epidemic is currently taking place both in terms of place and groups of the population to help inform local action. It is anticipated that the Covid-19 Situational Awareness Summary will be shared with the public in the next few days.

### 4. Daily Exceedance Report

Public Health England provides a regional daily exceedance report to Directors of Public Health. Exceedance scores are calculated using the current and historic data on cases of COVID-19 for each lower tier local authority area. An exceedance means that an area has a greater than expected rate of infection compared with the usual background rate for that location. This is a way of assessing a recent change in incidence in that area. Every day, PHE produce in depth reports for the areas that have exceeded (RED reports) shared with appropriate DPHs.

- PHE daily Exceedance Reports ('PILLAR 1 and PILLAR 2 Combined Report for North West') in COVID-19 Local Authorities Report Store  
[https://extranet.phe.gov.uk/sites/C19LASEC/\\_layouts/15/start.aspx#/SitePages/Exceedance%20Reports.aspx](https://extranet.phe.gov.uk/sites/C19LASEC/_layouts/15/start.aspx#/SitePages/Exceedance%20Reports.aspx) (password protected website – need to register)
  - $O > T$  = number of days O is above the local threshold T: 2 is taken as significant
  - $O > E$  = number of days O is above E: 8 is taken as significant
  - IRR (incidence rate ratio) = estimate of the relative change each day in the number of laboratory confirmed COVID-19 cases: significant increase shown by  $>1$ , with 95% CI  $>1$
  - MSOA reports of Covid-19 cases from PHE

### 5. Daily Surveillance Report

Public Health England produce a daily surveillance report. The report provides descriptive information (trends and demography) at health protection team and local authority level of case data, testing data, in-hospital mortality data, outbreaks reported in a range of settings, syndromic surveillance data (GP out-of-hours calls, NHS 111 calls, emergency department attendances) and COVID-19 Hospitalisation in England Surveillance System (CHESS) data.

## **6. Bespoke epidemiological reports (deep dives)**

In addition, the PHE Field Service teams also support local partners with more detailed epidemiological analyses as needed to inform local action and agreed locally.

## **7. Local Resilience Forum Dashboard**

The LRF dashboard is run by MHCLG to show multiple data points showing whole system response and resilience. It is accessible through the Local Resilience Forums and contains indicators such as police workforce, food supply, proportions of population shielding and ventilator availability.

## **Future developments**

From the feedback and requests made by local authorities there are several improvements being made to the existing sources. This includes giving full postcode and later demographics (where available) in the NHSD Dashboard. The PHE data feed will soon be available daily and will continue to be improved in terms of data quality. Improvements are being made on upstream data capture to improve ethnicity, occupation and place of work completeness. Work is ongoing jointly between the Joint Biosecurity Centre and PHE to develop a set of analytical products that will aid in early detection of outbreaks as well as the next best action to take. We continue to welcome feedback on priority data feeds or improvements to existing sources to guide the work of the national teams.

## **Data in the public domain**

### **Summary of national figures**

- National figures for COVID-19 tests, cases, deaths for the UK and every country of the UK are produced daily  
<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>
- National figures for the NHS Test and Trace service are produced weekly. This includes numbers of people tested; people testing positive; time taken for results to become available; numbers of people transferred to the contact tracing service; the time taken for them to be reached; close contacts identified for complex and non-complex cases, and the time taken for them to be reached.  
<https://www.gov.uk/government/collections/nhs-test-and-trace-statistics-england-weekly-reports>

## Public dashboards with geographic breakdown

- The Weekly Coronavirus Disease 2019 (COVID -19) Surveillance Report, produced by Public Health England, summarises information from a variety of surveillance systems covering national data on cases, age, gender, rates, ethnicity, NHS111, google searches, general practice consultations, emergency attendances, hospitalisation rates deaths (age, ethnicity, excess mortality) antibody testing, global data.
- There is also regional data and weekly rates 9th July 2020 of cases by local authority including a PHE top 10 of UTLAs with the highest weekly rate of cases  
[www.gov.uk/government/publications/national-covid-19-surveillance-reports](http://www.gov.uk/government/publications/national-covid-19-surveillance-reports)
- The Coronavirus (COVID-19) in the UK dashboard contains information at UTLA and LTLA level on cases and rates and is updated daily  
<https://coronavirus.data.gov.uk/>
- A new dashboard, launched on June 25, has been updated with sub-national data including people tested and positive cases at national, regional and local authority level. This includes the ability to view epidemic curves and 7-day averages as well as the ability to look at positive cases as a proportion of all tests <https://coronavirus-staging.data.gov.uk/>
- On Friday 3 July, NHS-Digital released a public version of the Containment dashboard, Progression, that enables triages and cases to be tracked through time at UTLA level: that includes, by UTLA, the number of people with coronavirus identified through an NHS lab (Pillar 1) or from a commercial swab testing (Pillar 2). In addition, the count (not people) of triages of coronavirus symptoms through NHS Pathways by calls to NHS 111 and 999 and through NHS111 online. <https://digital.nhs.uk/dashboards/progression>



## Appendix: 2 – Transport Links in Halton

### Air Transport

Although Halton does not have an airport within its border, there are two airports that are sufficiently local for Halton residents to utilise for domestic and international travel as shown in [Figure 2](#).

**Liverpool John Lennon Airport (LJLA)** is located in the Liverpool City Council Local Authority area. However, the boundary of LJLA's runway is along the boundary between Halton Borough Council and Liverpool City Council boundary. LJLA provides domestic and short haul flights to Europe and North Africa. Environmental Protection, including disease control at LJLA is managed by Liverpool Port Health Authority.

The main airlines operating out of LJLA are EasyJet and Ryanair. However, other airlines serve the airport include Blue Air (Eastern Europe), Wizz Air (Eastern Europe), Lauda (Austria), Wideroe (Scandinavia) and Logan Air (Scotland). More information can be found at: <https://www.liverpoolairport.com/airlines>

**Manchester International Airport (MIA)** is located approximately 20 miles from Halton, however, there are excellent transport links to this airport both via road and rail. MIA is located predominantly in Salford City Council Local Authority area. MIA provides domestic, short and long haul flights. Environmental Protection, including disease control at MIA is managed by Manchester Port Health Authority.

There are a 35 airlines serving MIA including British Airways, EasyJet, Jet2, TUI and Virgin Atlantic as UK based carriers. The full list of airlines can be found at: <https://fly.manchesterairport.co.uk/airlines-from-manchester>

Both Airports are Category 2 responders under the Civil Contingencies Act, as such the notification of a Local Lockdown to the airports will be made by the Cheshire Resilience Forum Secretariat as part of the cascade process of a declaration of a Major Incident. The airport will then cascade the notification to the airlines and their relevant Port Health Authority.

### Rail

Halton is served by a three main lines that cross the borough, and has four stations, two in Widnes and two in Runcorn as shown in [Figure 2](#).

The two Widnes Stations operate on the same line between Liverpool and Lincoln, also serving Warrington, Manchester and Sheffield as major way points.

**Hough Green Station** is located in the North West of Widnes serves local trains between Liverpool and Warrington (Central) and / or Manchester. Hough Green

Station is also part of the Merseytravel network. The station is operated by Northern Rail.

**Widnes North Station** is located in North Central area of Widnes and serves some local trains that also stop at Hough Green Station, but also those operated by East Midlands Railway. EMR operates trains that serve Sheffield, Nottingham and Norwich. This station is also operated by Northern Rail.

The stations in Runcorn operate on two different main lines:

**Runcorn Station** operates on the West Coast Main Line. This line serves Liverpool, Crewe, Stafford, Birmingham, Oxford and London Euston. The station, with the opening of the Halton Curve, also serves Chester, Llandudno and Holyhead in North Wales. Runcorn station is operated by Avanti West Coast (formerly Virgin Trains) and other trains that stop at Runcorn are operated by Transport for Wales, Northern Rail and London Midland.

**Runcorn East Station** operates on the North Wales to Manchester Line. Trains served by this station also stop at Llandudno, Chester and Warrington (Bank Quay) and are operated by Transport for Wales, East Midlands Railways and Northern Rail. Northern Rail operate the station.

It must also be understood that all 4 stations provide access to the majority of the mainline networks via one change, at Liverpool, Warrington or Manchester.

All rail operators and Network Rail who manage the network are Category 2 Responders under the Civil Contingencies Act, as such the notification of a Local Lockdown to operators and Network Rail will be made by the Cheshire Resilience Forum Secretariat as part of the cascade process of a declaration of a Major Incident.

British Transport Police provide the policing of the England and Wales rail network. BTP are a Category 1 responder and will also be notified by the CRF Secretariat as part of the cascade of a Major Incident.

## **Bus Routes**

Halton has two main operators who are based within the authority, Ashcroft's Travel and Arriva North West. There are also bus operators from other authorities that serve Halton; from Liverpool, Warrington, St Helens and Knowsley. Buses operating in the area also operate in the following Local Authorities:

- Liverpool;
- Knowsley;
- St Helens;
- Warrington;
- Cheshire West & Chester (Chester, Frodsham and Helsby).

Notification of a Local Lockdown will be made to the local operators by Halton Borough Council's Transport Co-ordination Team. Halton Borough Council's Emergency Planning Team as part of the Notification process will also inform the Cheshire and Merseyside Local Authorities.

**It is important to note that both Rail and Bus operators may operate a reduced service in the event of a Local Lockdown.**

## **Motorway and Road Networks**

Halton has one motorway within its borders, the M56 and another that touches the northern tip of the authority, the M62. The M6 is also easily accessible from both of the other Motorways, as shown in [Figure 2](#).

The M56 runs from Chester to Manchester, passing through South Runcorn and Warrington, and connects to the M6 at Lymm in Warrington.

The M62 runs from Liverpool to Hull, via Warrington, Greater Manchester and Leeds. It also connects to the M6 at Winwick in Warrington, and forms part of the M60 (Manchester Orbital Motorway) at Eccles to Burnley. Whilst the M62 is not inside Halton, there is a junction for Widnes at the northern boundary, with a dual carriageway leading in to the authority, the A557 (Watkinson Way)

Within Halton, a through route has been established from the M56 to the M62 via the A533 (Central Expressway and Mersey Gateway) and A557 (Watkinson Way). Allowing traffic to travel 9 miles in as little as 13 minutes. Part of this route is tolled (Mersey Gateway).

The M6 runs from Birmingham to Carlisle in a North-South direction.

The above network provides Halton with excellent transport links and as such has several major logistics companies with bases of operation, including Suttons, XPO Logistics and Eddie Stobart, who also operate a Freight Road/Rail Interchange in Widnes (3MG).

In the event of a Local Lockdown being established the road network is unlikely to be altered, although traffic volume may reduce.

The motorway networks are operated by Highways England who is a Category 2 Responder and will be notified by the CRF Secretariat as part of the cascade of a Major Incident.

The A533 Central Expressway and Mersey Gateway Bridge is operated by MerseyLink O&M and will be notified of a Local Lockdown by Halton Borough Council's Emergency Planning Team as part of the notification process.

The A557 Watkinson Way and all other major roads within the boundary of Halton are maintained by Halton Borough Council's Highways Division and Traffic Manager, who will be notified as part of the internal cascade.

Due to the excellent transport links to Halton, should an Area of Intervention be required within Halton, it will likely have an impact on the surrounding Local Authorities. As such the activation process will include the notification of all eight of the other Local Authorities in Cheshire and Merseyside. Cheshire Resilience Forum is also likely to notify the surrounding Local Resilience Fora at the declaration of a Major Incident as an Area of Intervention is announced. Those LRF are Merseyside, Greater Manchester, Staffordshire and North Wales.

## Appendix: 3 – Shielding Letter

Dear Title Forename Surname,

I hope you are keeping safe and well.

You may be aware, the Government has announced changes to current arrangements for 'shielded' individuals like yourself.

This means that from 1 August, the arrangements that have been in place from the early days of the lockdown, will come to an end. If you were not receiving weekly food parcels, but you wish to use online shopping, you can still register for priority slots with the major supermarkets online at ([www.gov.uk/coronavirus-extremely-vulnerable/](https://www.gov.uk/coronavirus-extremely-vulnerable/)) or by calling 0800 028 8327) - you will need to do this before 17 July.

After this date, we may be able to help you to access priority slots with Tesco and Iceland, if you need to do this contact us on 0151 907 8363.

We understand that this may be an anxious time, as you adjust to getting back to a more normal way of life. To help you, we have created a new online directory with details of support and advice that is available to you. It includes sections on food and shopping; medical and pharmacy; social support; wellbeing and finance. You will find the directory at <https://onehalton.uk/shieldedsupport/>.

If you do not have access to the internet, the following telephone numbers may be useful to you:

- Halton Borough Council COVID-19 Support Line: 0151 907 8363 (Mon to Fri 8am – 6pm)
- Surestart to Later Life: 01928 569498 (support if you are isolated, or feeling alone)
- Halton Health Improvement Team: 0300 029 0029
- Mental Health Helpline: 0800 051 1508

To keep up to date with current Government advice you should visit [www.gov.uk](https://www.gov.uk), if there is information we need to share, we will do this through our local radio stations and newspapers and online at [www.halton.gov.uk](https://www.halton.gov.uk); Facebook (Halton Borough Council/Twitter @HaltonBC). If there are any important changes in the future that we need to update you on about shielding, we will contact you directly.

Yours sincerely,



**David Parr OBE**

**Chief Executive, Halton Borough Council**

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## Appendix: 4 – Leaflet to accompany letter

### Stop Smoking

"My contact at the stop smoking service made me feel at ease and I never felt judged at all"

### Fresh Start

"If it wasn't for the Fresh Start staff and group I would never have had the 'get up and go' to change my lifestyle, not only for me but my whole family."

"It's been life changing"

### Exercise on Referral

"The level of motivation and support has been excellent."

"I'm really glad I joined the class, it's given me a new lease of life."

### Fit 4 Life

"I was very worried about my child's eating, but I am leaving the group with some good healthy stuff to try."

"My son is now performing better in school, he is star of the day at school and has a speaking part in the school play, which he never would have done."

### Age Well Exercise

"I finally feel like I am up and running again. I have got my life back again, it's wonderful."

## START WELL

Giving children the best start in life

## LIVE WELL

Helping adults lead healthier lifestyles

## AGE WELL

Supporting healthy and active ageing

**Contact us for more information:**

Tel: 0300 029 0029  
Email: [HIT@halton.gov.uk](mailto:HIT@halton.gov.uk)  
Twitter: @HaltonBC  
Facebook: /HaltonBC

[www.haltonhealthimprovement.co.uk](http://www.haltonhealthimprovement.co.uk)

### HALTON HEALTH IMPROVEMENT

**Supporting you and your family to lead a healthier and happier life.**





For more information call the team on:  
0300 029 0029  
or visit [www.haltonhealthimprovement.co.uk](http://www.haltonhealthimprovement.co.uk)  
@HaltonBC #HaltonBC

### START WELL

## START WELL

Giving children the best start in life


**Infant Feeding Support**  
Support for all mums antenatally and postnatally at workshops and by phone. Breastfeeding support through 1-to-1 home visits and groups.

**Introducing Solid Foods**  
Workshops for parents of babies 3-5 months old to prepare for introducing solid food at 6 months.

**Healthy eating and physical activities**  
Fit 4 Life for families to learn together about healthy lifestyles.

**Halton Healthy Schools and Early Years**  
Supporting schools & settings to reach healthy standards. Education and training on healthy eating & lifestyles, mental health, e-safety, smoking and alcohol.

**Positive Parenting Programme (Triple P)**  
Gives practical support to help parents or carers build strong, healthy relationships with their child, manage behaviour and prevent problems.



### LIVE WELL

## LIVE WELL

Helping adults lead healthier lifestyles

**Halton Stop Smoking Service**  
Our team offers **FREE** support and advice to anyone who wants to stop smoking.

**Fresh Start**  
Fresh Start helps adults lose weight, get more active and feel great. Free for 6 months.

**Specialised Exercise & Support**  
If you have heart or respiratory problems or have had a stroke, cancer, or back problems, our specialised Exercise on Referral classes are designed to build confidence, improve quality of life and help you carry out your daily activities.

**NHS Health Checks**  
Are you aged 40 - 74? You may be eligible for a **FREE** NHS Health Check. This simple check takes about 30 minutes and looks for signs of high blood pressure, diabetes, kidney disease, heart disease and your risk of stroke and dementia.

**Mental Health**  
Through high profile campaigns, training and events, we aim to get people in Halton talking about their mental health and challenging the stigma of mental health.

**Workplaces**  
We are working with a growing number of local employers to deliver in-house services, health checks, training and advice to staff.

### AGE WELL

## AGE WELL


Supporting healthy and active ageing

**Age Well exercise sessions for the over 50s**  
Exercise and home safety advice for people who have fallen or are at risk of falling. Helps avoid hospital admissions and maintain your independence and mobility.

**Exercise and support for people with chronic conditions**  
Tailored classes for people with pulmonary or cardiovascular disease & those recovering from cancer or stroke.

**Activities and support for over 55s in the community from Sure Start to Later Life**  
Services and activities to help the over 55s feel less isolated, learn new skills, feel better & get more active. Contact Sure Start to Later Life direct on 01928 569477.

**Early detection of cancer & promotion of screening.**  
Community awareness campaigns & training for front-line staff & community groups on the signs & symptoms of cancer & screening.



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## Appendix: 5 – End of Shielding Guidance Email to GPs

### Changes to Shielded Arrangements from 1<sup>st</sup> August 2020

Dear Colleague

Back in March, the Government asked those who were clinically extremely vulnerable to coronavirus to 'shield', meaning they were advised not to go outdoors, even for shopping or exercise.

The Government has now announced changes to these arrangements.

When shielding is paused on 1 August it will mean that those in this category can:

- return to work – as long as their workplace is COVID-secure – but carry on working from home if they can
- children who are clinically extremely vulnerable can go back to school
- go outside to buy food, to places of worship and for exercise – keeping 2 metres away wherever possible

Shielded individuals **will no longer receive weekly food parcels**. However, they will keep their supermarket online priority status if they had a pre-existing online account with a supermarket.

The Council have created a directory with details of support and advice that is available to former shielded individuals . The directory can be found at <https://onehalton.uk/shieldedsupport/>

The following telephone numbers can also be accessed if shielded individuals need assistance:

- Halton Borough Council COVID-19 Support Line: 0151 907 8363 (Mon to Fri 8am – 6pm)
- Surestart to Later Life: 01928 569498
- Halton Health Improvement Team: 0300 029 0029
- Mental Health Helpline: 0800 051 1508

The Council has written to all those who have shielded with information about ongoing support and advice that is available.

The Council has also set out plans on how it would 'step up' shielding arrangements again, should they be needed, for example if there was a local lockdown or 2<sup>nd</sup> wave.

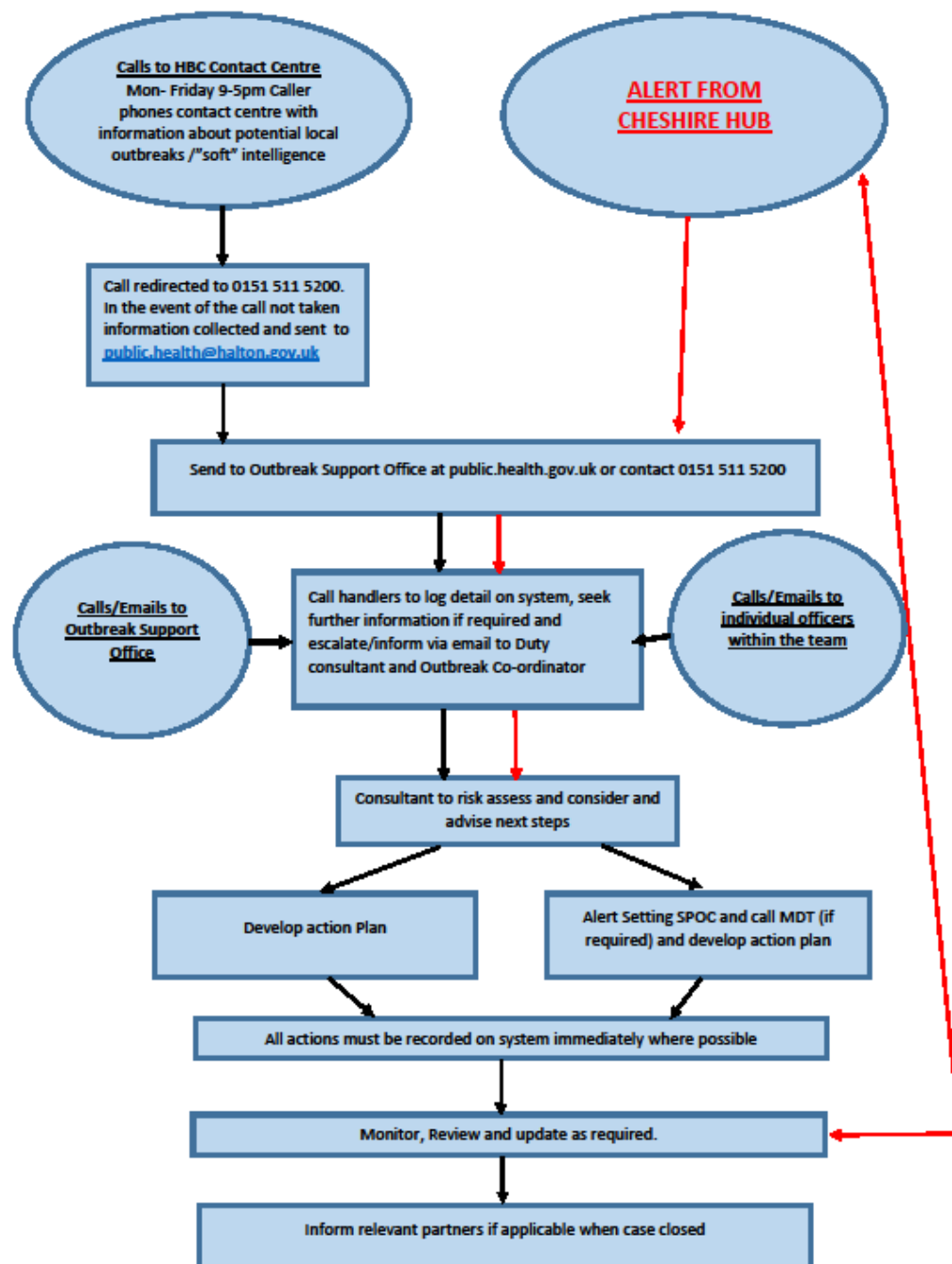
A copy of the step up plan can be viewed at

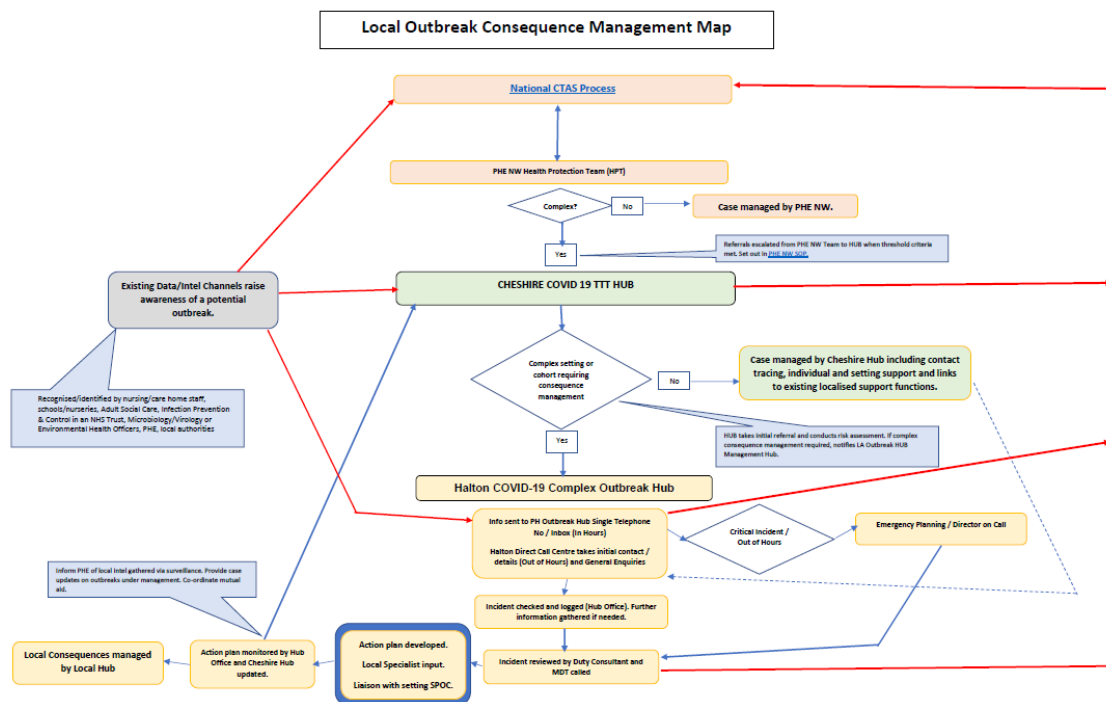
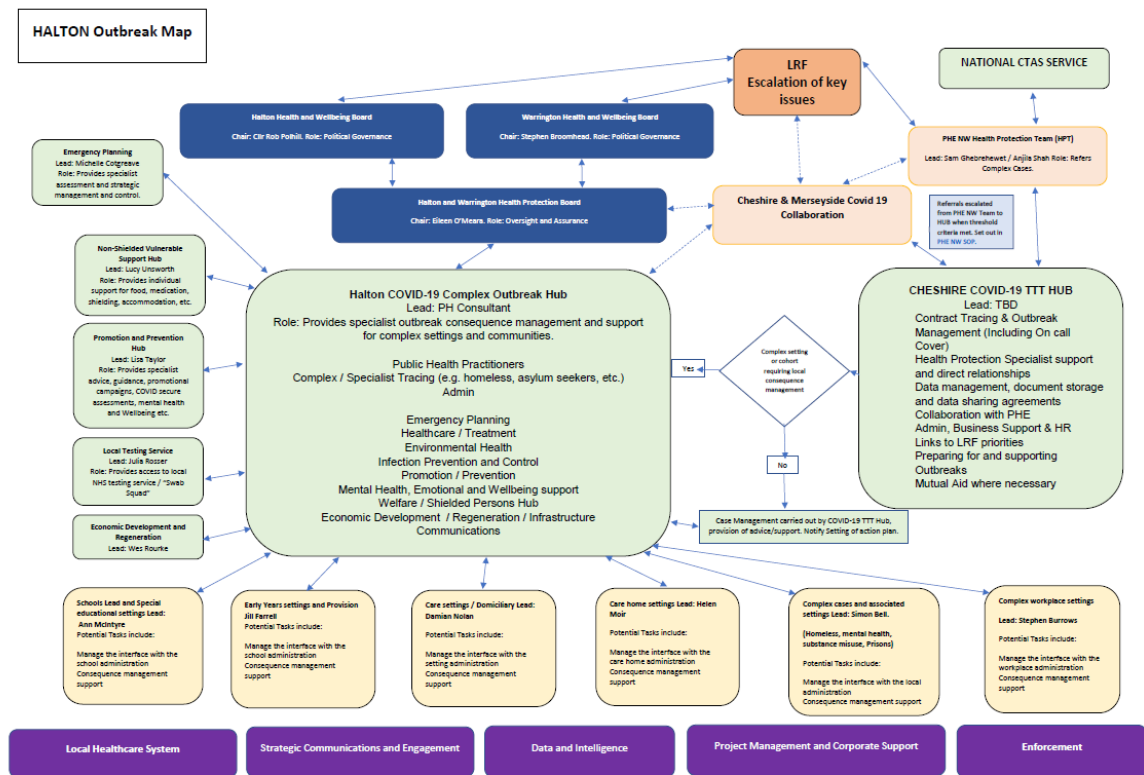
[http://councillors.halton.gov.uk/documents/s63028/Local\\_lockdown\\_planv2.1\\_External.pdf](http://councillors.halton.gov.uk/documents/s63028/Local_lockdown_planv2.1_External.pdf)

Kind regards,

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## Appendix: 6 – Public Health Outbreak Notification Processes





**Subject:** FW: Halton Covid Outbreak Support

As you may be aware, Halton Borough Council needed to establish an Outbreak Support office to provide consequence management of any local outbreaks of Covid 19 .

As from today (Monday 6<sup>th</sup> July) we now have a local office in place which will support and manage these outbreaks within Halton.

The main role is to support the national test, track and trace and engage system in working with local organisations, venues, businesses and facilities when an outbreak has been identified or suspected.

The office will co-ordinate the local response and bring together the various teams and functions that will have an important role to play in responding to any outbreak. This will vary depending upon each case, but will include Environmental Health, Infection Control, Health Promotion and Prevention, as well as the specialist leads for each area. E.g. education, social care, care homes, etc.

The office has a dedicated direct number **0151 511 5200** which will be open between 9am and 5pm Monday to Friday and an email address – [publichealth@halton.gov.uk](mailto:publichealth@halton.gov.uk)

The office will act as a central point of contact to the Cheshire Hub and to the National Contact, Test and Trace and engage facility. Most individuals that are identified as testing positive will be managed by either the national hub or by the Cheshire Hub, but there will be circumstances where a local outbreak needs to be managed locally, or additional support measures will need to be put in place. As soon as we are aware of any potential need for local action, we will call a virtual Multi Discipline Team (MDT) meeting to develop a local action plan.

Enclosed for your information a copy of the Halton outbreak map.

Information on the general approach to managing an Outbreak plan can be found here –

<https://www3.halton.gov.uk/Pages/health/Covid-19-Preventing-and-Responding-to-Local-Outbreaks.aspx>

In order to prevent confusion, any individual concerned about their own health, or that of a family member or friend should still continue to contact [www.111.nhs](http://www.111.nhs) or their GP for support. Equally those seeking general information about Coronavirus or its implications should continue to use existing channels of communication such as the websites or national support lines. The purpose of the office is to deal with the consequences of any outbreaks locally.

The role of the office will evolve and develop as we understand what is needed to support the people of Halton. We will be in contact this week to better understand the existing systems and processes that you already have in place, and look at how we can all work together when required.

Cllr Rob Polhill.

David Parr.

Leader

Chief Executive

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## Appendix: 7 – Shielded Calls Outcomes

			Successful Contact Y/N and Date			Requires Additional Support (Y/N)			
Polling District	First Name	Surname	Contact 1	Contact 2	Contact 3	Food/Supplies	Medication	Other	Action Taken

### Passed to Cheshire Fire

Date of CFRS visit	Name of CFRS Advocate	Comments	Tel number for all AMBER	RAG status RED AMBER Green	Cheshire Police Visit Date	Police Contact	Outcome 1st Visit	Outcome 2nd Visit	Outcome 3rd Visit

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## Appendix: 8 – Key Media Messages

### Holding posts for social media

#### General:

It has been necessary to put in place a local lockdown in [AREA NAME]. If you live or work in [AREA NAME] it is essential that you now follow the measures that have been put in place. Details of these measures can be found on our website [www.halton.gov.uk](http://www.halton.gov.uk). We will keep you regularly updated via our website, social media and through the local media.

#### Shielded:

A local lockdown is in place in [AREA NAME]. Halton Borough Council will be contacting those individuals in this area who are 'clinically extremely vulnerable' to coronavirus [who have registered as shielded and have previously received help] [who are registered as shielded], to put in place new arrangements for support, should it be needed. General information on support available can be found at [www.onehalton.uk/shieldedsupport](http://www.onehalton.uk/shieldedsupport).

#### Web page/statement

It has been necessary to put in place a local lockdown in [AREA NAME].

If you live or work in [AREA NAME] it is essential that you now follow the measures that have been put in place. These measures are;

- Xx
- Xx
- Xx
- Xx

These measures will be in place for the next XX days.

During this period we will be taking the following steps to control the spread of Coronavirus

- Xx
- X
- x

We will keep you regularly updated on this web page, through our social media channels and through the local media.

Halton Borough Council will be contacting all individuals in this are who are 'clinically extremely vulnerable' to coronavirus to put in place arrangements for support, should it be needed. General information on support available can also be found at [www.onehalton.uk/shieldedsupport](http://www.onehalton.uk/shieldedsupport).

## Appendix: 9 – Call Assessment Form

Personal Details
<b>Title:</b>
Test
<b>First Name:</b>
Test
<b>Surname:</b>
Test
<b>Date of Birth:</b>
01/01/2020
Address Details
<b>House Number:</b>
1
<b>Street:</b>
Any Street
<b>Town:</b>
Widnes

<b>Postcode:</b>
WA8 1AA
<b>Contact Details</b>
<b>Home / Mobile Telephone:</b>
01234567890
<b>Email address:</b>
<a href="mailto:anyone@anyISP.com">anyone@anyISP.com</a>
<b>Support with Food</b>
<b>Do you require support to buy food?</b>
Yes
<b>Support with Medication</b>
<b>Do you require support with medication?</b>
Yes
<b>What is the name and address of the pharmacy you use?</b>
Boots Pharmacy, Runcorn
<b>How many different medications do you need support for?</b>
1

## Medication 1

**What is the name of the medication?**

Med1

**How many days of medication do you have left?**

2

**When is the next prescription due?**

Tuesday

## Other Support

**Is there any other urgent support you require?**

Yes

**Please tell us the urgent support you need?**

Struggling to get around the house.

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## Appendix: 10 – HBC Covid Calls Team

This section contains Contact Details of the HBC Covid Calls Team in the table format below:

Surname	First Name	Role in Hub Operations	Number of Days per week working on the HUB	Days of the week working on the hub (AM/PM)	Proposed last day of working in the HUB Team	Normal Job Role	Service Area	Critical Service P1/P2/P3	Notes
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## Appendix: 11 – Contingency SI Callers for Weekends

This section contains Contact Details of the HBC Covid Calls Team available to work at the weekend in the table format below:

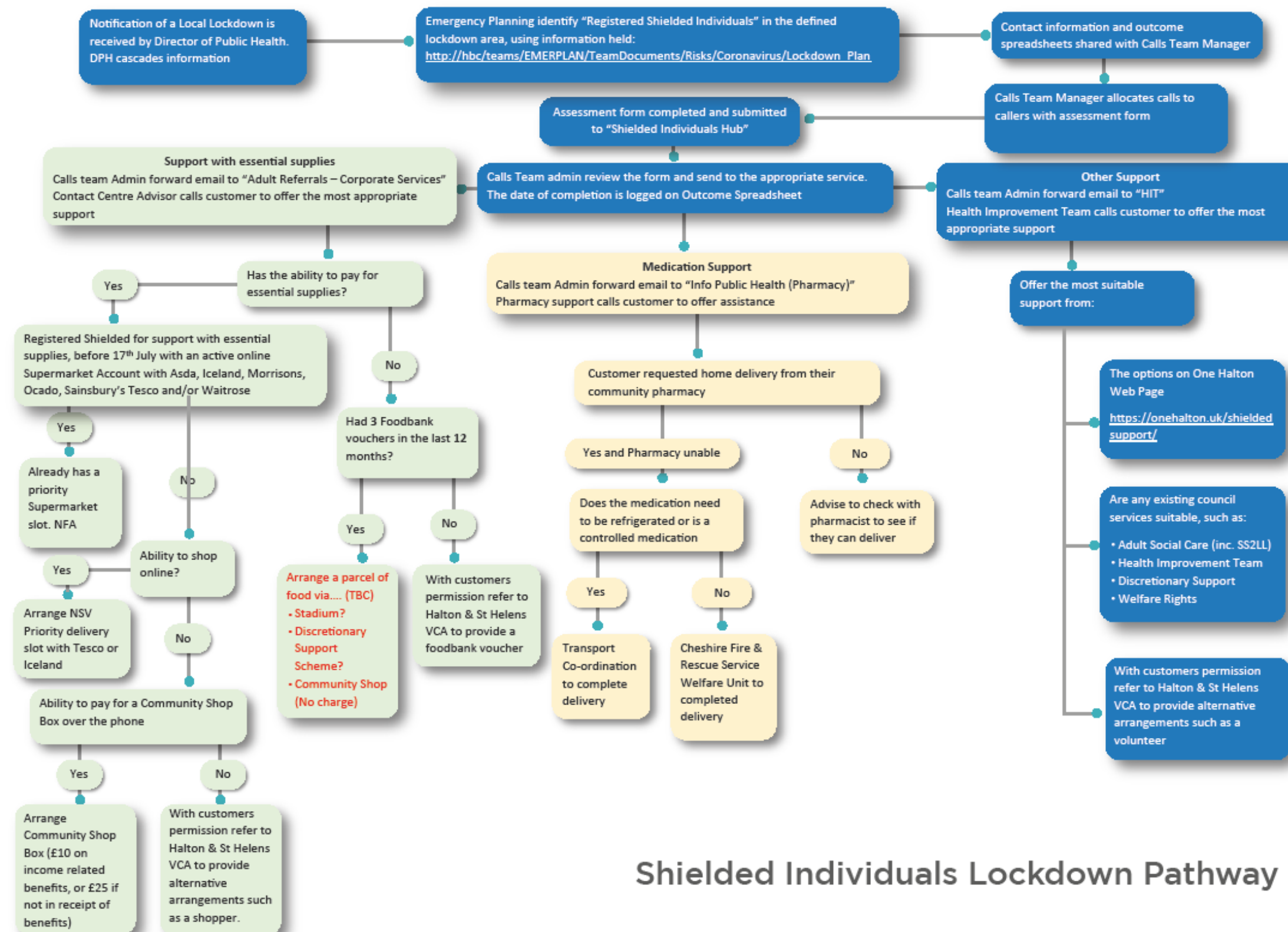
Name	Mobile Telephone Number	Personal Email

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## Appendix: 12 – Shielded Individuals Lockdown Pathway



### Shielded Individuals Lockdown Pathway

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## **Appendix: 13 – COVID Support Helpline Messages**

### **Message 20<sup>th</sup> July – 31<sup>st</sup> July**

You should all by now have received your letter regarding the changes to lockdown shielding. As from the 1st August direct support for those shielding will come to an end and for example food parcel deliveries will cease.

Those who had shielded are now required to make their own arrangements to access food. If you feel you are unable to do this you will need to ask friends and families to assist you.

The priority slots for those who shielded will continue to with major supermarkets after the 1st of August. To access these deliveries please register with the supermarket of your choice.

If you still require assistance please continue to hold for the next available advisor.

### **Message 1<sup>st</sup> August onwards**

Please note that shielding ended on 1st August. Those who were previously shielded are now required to make their own arrangements to access food. If you feel you are unable to do this you will need to ask friends and families to assist you.

The priority slots for those who shielded will continue to with major supermarkets to access these delivery slots please register with the supermarket of your choice.

If you still require assistance please continue to hold for the next available advisor.

### **Local Lockdown**

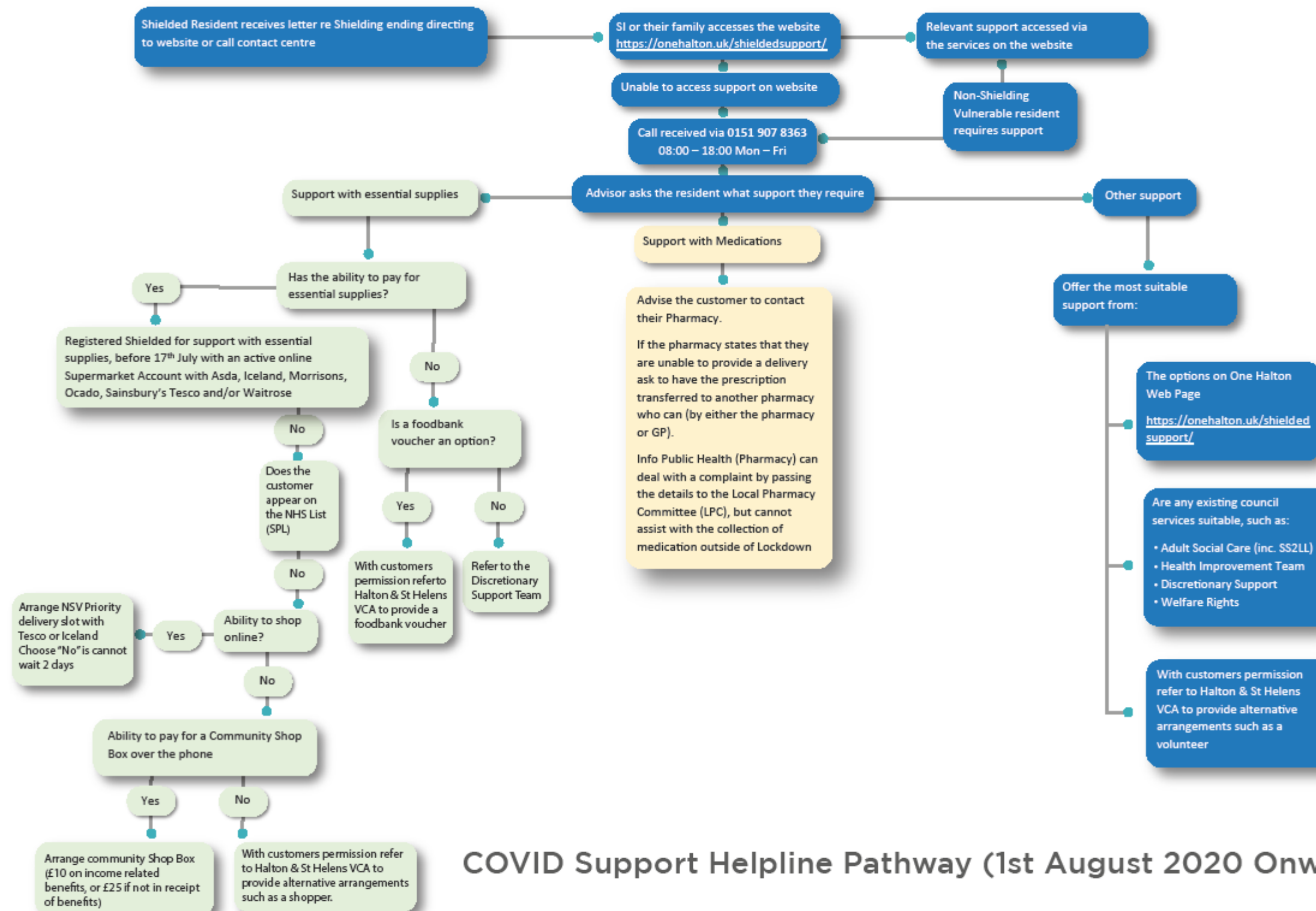
Due to the different scenarios in respect to a Local Lockdown, a specific message has not been created. However, “Hold” messages can be created very quickly (in a matter of minutes). Any messages would need to include:

- Location of the local Lockdown
- Some details of the lockdown, i.e. non-essential shop closures, etc.
- Details of where further information can be found.

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## Appendix: 14 – COVID Support Helpline Non-Lockdown

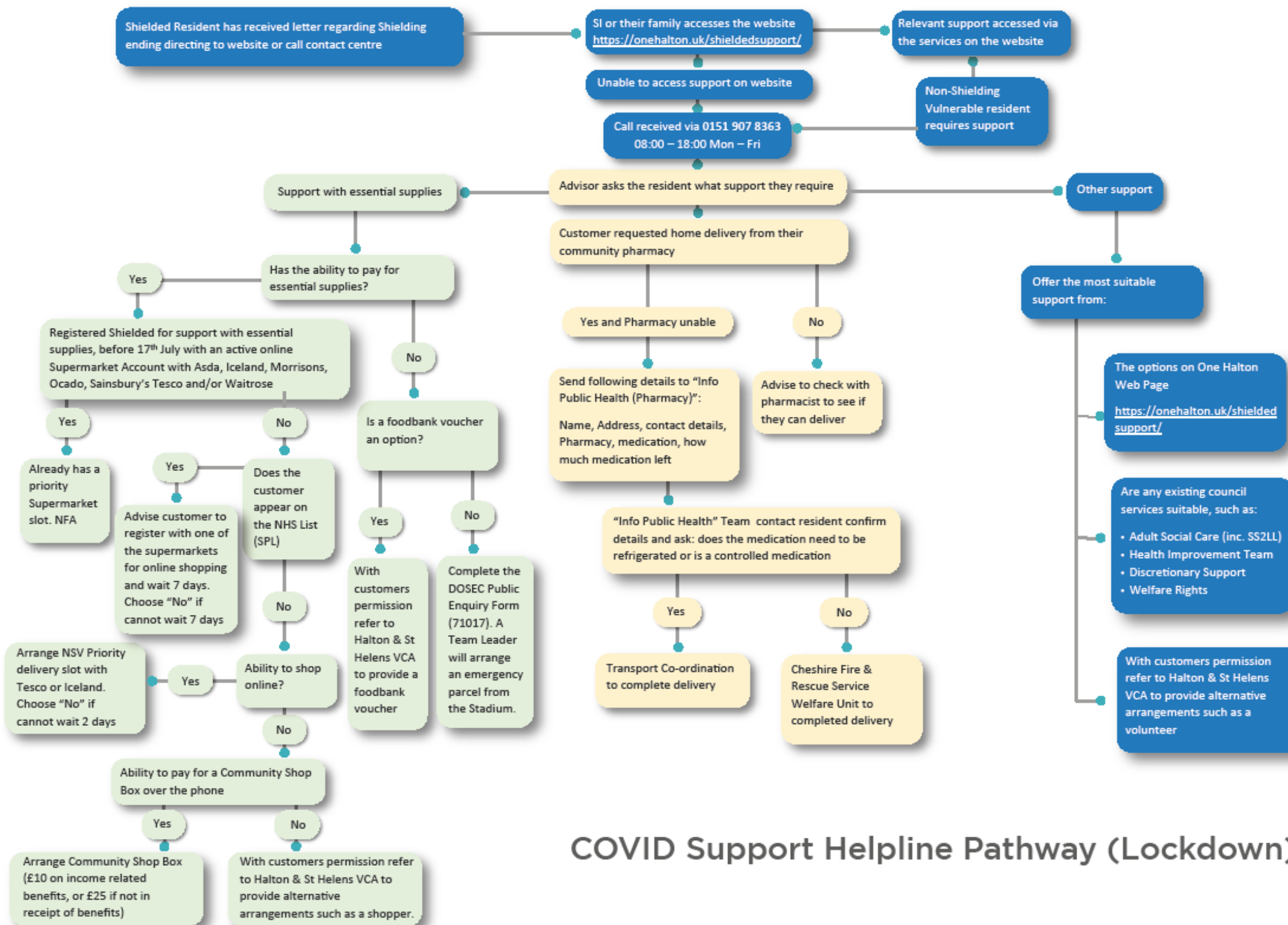


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## Appendix: 15 – COVID Support Helpline (Lockdown)



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## Appendix: 16 – Complex Settings Matrix

### Halton – Covid 19 - Local Outbreak Plan - Community Resilience Annexe (DRAFT ONLY)

Resources Required	IDENTIFIED AREAS OF POTENTIAL OUTBREAK								
	Care Homes and Residential Settings	Schools and Early Years Settings	Single Business and Business Districts	Ward Level	Town Level	Borough Level	Halton Hospital	Daresbury Park Hotel	
Communication Plans									
Liaison with internal colleagues									
Liaison with external partners									
Food									
Medications									
IT									
Staff									

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## Appendix: 17 – Updating the Shielded Data Files

All lists can be found in: <http://hbc/teams/EMERPLAN/Local Lockdown/HBC Local Lockdown Plan/Shielded Data/>

On receipt of an updated Shielded Patient List (SPL) also known as the NHS List. The following is actioned.

### Creation of the lists on 31<sup>st</sup> July.

#### Red and Amber Lists

A base list was created on Friday 31<sup>st</sup> July from the Shielded Hub Database. Those individuals on the database that have moved out of the area, passed away or are no longer shielded have been removed from this list.

Those that have received a food parcel since 23<sup>rd</sup> June, or received any support via the HIT Team pathway are classified as 'Registered Supported' and form the Red List. Those that are left are 'Registered Unsupported' and form the Amber List.

Subsequently, a number of individuals were moved from the Amber List to the Red list in line with reporting outcome for MHCLG.

#### Green List.

A temporary spreadsheet is created, where the Red, Amber and Yellow lists are added (ensuring NHS number from each of the lists is in the same column)

Using the updated SPL a comparison (VLOOKUP) is carried out on the updated SPL as the source with the temporary spreadsheet. The comparison is actioned using the NHS Number of the individual. Any "#NA" are new individuals and their details are classified as "Un-registered" and are the Green List.

#### Yellow List

The Shielded Patient List (SPL) from the 17<sup>th</sup> July has been downloaded and stored in the file location above.

Using the updated SPL a comparison (VLOOKUP) is carried out on the new (updated) SPL as the source data with the 17<sup>th</sup> July SPL file. The comparison is actioned using the NHS Number of the individual. Any "#NA" are new individuals and their details are classified as "Newly-Shielded" and are the Yellow List.

## **Maintenance of the Shielded Lists**

On receipt of a New Shielded Patient List, each of the 4 lists (Red, Amber, Yellow and Green) is compared with the SPL via the VLOOKUP function using the NHS Number.

Those that are no longer on the SPL List (#N/A on each list) are removed as “No longer Shielded” from the database.

A new temporary spreadsheet is produced, with the all SI who are in each of the four lists.

A comparison (VLOOKUP) is conducted on the SPL against this combined list.

Any individuals that are newly shielded will not match (#N/A) and are added to the Yellow List as newly shielded.

## **Mapping and ward Data**

All four files are sent to GIS who will use an algorithm to ensure that Location and Ward information Data is added to the spreadsheets and the Addresses are split to be House number / Name, Street address to allow for the ability to search by street name.

GIS also create ward maps with the 4 data points.

## **On receipt of Subsequent SPLs**

A comparison (VLOOKUP) is actioned on the Base Red and Amber Lists (31<sup>st</sup> July) against the new (current) SPL. The comparison is actioned using the NHS Number of the individual.

This comparison is done to remove any individuals who are No Longer Shielded (NLS. Comparison against the Base Lists ensures that any residents who had been removed as NLS, but are eligible again will remain on the Red or Amber Lists.

The Yellow and Green lists are actioned as new (above).

All 4 files are sent to GIS to produce updated maps.

## Appendix: 18 – Creating a Local Lockdown Call List

### Searching by Street, Polling District, Ward or Town.

The columns in each of the Four Shielded Data Files (Red, Amber, Yellow and Green) are as below:

Column	Description	Details
A	Easting	Mapping Co-ordinate
B	Northing	Mapping Co-ordinate
C	Ward	Election Ward – prior to 2020 boundary changes
D	PD	Polling District (Sub area of Election Ward)
E	UPRN	Unique Property Reference Number
F	NHS Number	Personal information
G	First Name	
H	Surname	
I	Property Number	Address information
J	Street Name	
K	Town	
L	Postcode	
M	Phone 1	Contact information
N	Phone 2	
O	Email Address (Not yellow and Green Files)	

All four files has filters enabled. Searching for a Street or Streets, Polling District(s), Ward(s) or an entire Town is a matter of unticking and ticking in the relevant column(s).

### **Searching by Radius.**

Where a defined radius is required from a specific location, Emergency Planning and Public Health have access to a mapping service within Resilience Direct.

A Geographic position, such as co-ordinates or a property address can be used as the defined centre. Select Shapes from the left Menu and choose “Circle”

Centre the point on the location in question (if a co-ordinate is used it can be re-centred later if not in the exact spot).

In the Edit Menu to the right, the size of the radius can be set in Metres, Kilometres and Miles.

If the circle needs re-centring, select “Drag” from the bottom menu and move it so that it is in the correct position (centre of the circle location is shown in the bottom right).

### **Searching by Shape**

Select Polygon and draw the shape on to the map (this shape is drawn by “freehand”). Double click when the shape has been drawn.

### **Obtaining addresses within the Shape**

To obtain all of the addresses within the circle select “Property” from the bottom menu and click inside the shape.

A Menu pain will appear on the right. Select the Download icon (↓). Resilience Direct only allows the file to be downloaded in 5,000 properties at a time. Therefore, download as 1-5,000, 5,000-10,000, until all address have been downloaded. Where required, combine all of the downloaded files in to one spreadsheet, and remove duplicates.

Compare (VLOOKUP) each of the Shielded Data Files with the combined list from Resilience Direct, using the UPRN as the method of comparison. Those with a match are within the defined area.



## Document Contacts:

Hub Role	Name	Phone 1	Phone 2	Email
<b>Halton Borough Council Senior Management Team</b>				
HBC Chief Exec				
Director of Public Health				
Strategic Director Enterprise, Community & Resources				
Strategic Director People				
Director of Adult Services				

Operational Directors				
Enterprise Community & Resources				
Operational Director Legal & Democratic Services				
Operational Director Finance				
Operational Director Policy, Planning & Transportation				
Operational Director ICT Services				
Operational Director Economy, Enterprise & Property				
Operational Director Community & Environment				
Operational Director Policy, People, Performance & Efficiency				

People				
Operational Director Education, Inclusion & Provision				
Operational Director Children's Social Care				
Director of Public Health				
Director of Adult Services				
Hub Management Team				
Hub Manager				
Hub Manager				

Halton Borough Council Shielded Hub Team				
<b>Generic Contact</b>	<b>Generic Contact</b>	<b>0151 907 8363</b>		<b>Covid-19sihub@halton.gov.uk</b>
Hub Admin / Operations				
Hub Admin / Operations				
Hub Admin / Operations				
Call Team Manager				
Contact Centre (Adult Referrals)				
<b>Adult Referrals Generic Contact</b>	<b>Generic Contact</b>	<b>0151 907 8363</b>		<b>socialservicesreferrals@halton.gov.uk</b>
Adult Referrals / Contact Centre Manager				
Adult Referrals / Contact Centre Team Leader				
Adult Referrals / Contact Centre Team Leader				

Hub Role	Name	Phone 1	Phone 2	Email
<b>Calls Team Available (Available at Weekends)</b>				
<b>Health Improvement Team</b>				
<b>Generic Contact</b>	<b>Generic Contact</b>	<b>0300 029 0029</b>		<b>hit@halton.gov.uk</b>
Health Improvement Team Manager				
Health Improvement Team Officer				

Public Health				
Generic Contact	Generic Contact			Info.publichealth@halton.gov.uk
Pharmacy Team Leader / Outbreak Team Leader				
Pharmacy Support				
Halton Track & Trace				
Voluntary Sector Engagement				
Voluntary Sector Engagement				
Partnerships Officer				
Communications & Marketing				
Communications & Marketing Officer				
Communications & Marketing Officer				

Emergency Services Support				
Cheshire Fire & Rescue - Uncontactables				
Cheshire Fire & Rescue - medication				
Cheshire Police - Uncontactables				

Cross Border Local Authorities – Mutual Aid				
Local Authority	Principal Officer	Contact Number	Emergency Incident Line	Email Address
<b>Cheshire</b>				
Cheshire East Council				
Cheshire West & Chester Council				
Warrington Borough Council				
<b>Liverpool City Region</b>				
Knowsley Metropolitan Borough Council				
Liverpool City Council				
Sefton Metropolitan Borough Council				
St Helens Metropolitan Borough Council				
Wirral Metropolitan Borough Council				



<b>Cheshire Resilience Forum (Non–Local Authority Agencies)</b>			
<b>Organisation</b>	<b>Contact</b>	<b>Contact Number</b>	<b>Email</b>
Cheshire Resilience Forum			
Cheshire Police			
Cheshire Fire and Rescue			
North West Ambulance Service			
NHS England & Improvement			
Halton Clinical Commissioning Group (Including Warrington CCG)			
Public Health England			
Ministry Of Housing, Communities & Local Government (MHCLG) – Resilience & Emergencies Division (RED)			

Voluntary Sector			
Organisation	Contact	Contact Number	Email
Cheshire Emergency Voluntary Agency Committee			
Halton & St Helens Voluntary Community Action Group			
Migrant Help			
Home Office (Asylum Seekers)			
SERCO			
<b>Supermarkets</b>			
<b>Housing Associations</b>	<b>24 hours Support Line</b>		

## Communication Contacts for Local Groups & Cohorts to support Covid Halton Local Lockdown Plans

Cohort	Lead Officer	Organisation/Community Contact Name	Email address & phone number
<b>Schools</b>		Headteachers?	
<b>Age 18-24 years</b>		Sports Development Riverside College Youth Federation/NCS Power in Partnership Youth Offending Youth Parliament Murdishaw Boxing Club	
<b>Older People</b>		Sure Start to Later Life Dementia network Age UK Mid-Mersey Halton OPEN	

		HBC Trading Standards ICAN Network	
<b>Asylum &amp; Refugees</b>		A Better Tomorrow	
<b>Voluntary Sector Groups</b>		Halton Haven  Widnes & Runcorn Cancer Support  Alzheimer's Society  Halton Carers Centre  Halton Speak Out  Mencap  Vision Support  Halton Disability Services  Halton Talking Newspaper	

		Citizens Advice	
<b>Faith Network</b>			
<b>Workplaces/business</b>		Halton Chamber of Commerce HBC Business Support Public Health Workplace Wellbeing Environmental Health	
<b>Unemployed/Digitally Excluded</b>		Halton People Into Jobs HBC Adult Learning DWP	
<b>Social Landlords</b>		Halton Housing Onward Riverside	

<b>Managed Retail Spaces</b>		Runcorn Shopping City Runcorn Trident Park Green oaks Widnes	
<b>Local Media Contacts</b>		Weekly News Halton Community Radio	

## **Distribution List**

### **Halton Borough Council**

- Chief Executive
- Strategic Director People
- Strategic Director Enterprise, Community & Resources
- Director of Public Health
- Operational Director Adult Social Care
- Operational Director Children Social Care
- Leader
- Deputy Leader
- Portfolio Holder
- Elected Members (as appropriate)
- Emergency Planning Team
- Contact Centre
- OOH Team
- Communications and Marketing

## **External**

- Cheshire Police
- Cheshire Fire & Rescue Service
- North West Ambulance Service
- Halton Clinical Commissioning Group
- Cheshire East Council
- Cheshire West & Chester
- Warrington Borough Council
- Knowsley Metropolitan Borough Council
- Liverpool City Council
- Sefton Metropolitan Borough Council
- St Helens Metropolitan Borough Council
- Wirral Metropolitan Borough Council