

# TELFORD & WREKIN LOCAL OUTBREAK MANAGEMENT PLAN

March 2021 Refresh

25<sup>st</sup> March 2021 DRAFT for HWB



## Contents

|  |           |
|--|-----------|
| <b>Foreword</b> .....  |           |
| <b>Context</b> .....   | <b>1</b>  |
| <b>Introduction</b> .....  | <b>2</b>  |
| <b>Our Approach</b> .....  | <b>3</b>  |
| <b>Our Telford &amp; Wrekin COVID-19 Journey</b> .....                 | <b>6</b>  |
| Telford & Wrekin Response .....  |           |
| Achievements .....   |           |
| <b>Delivering the plan</b> .....                                       | <b>9</b>  |
| DHSC expectations.....   |           |
| Governance & Reporting.....  |           |
| Operational Response .....   |           |
| Resources and Staffing.....  |           |
| Governance Overview.....   |           |
| Telford & Wrekin Health Protection Hub.....                            |           |
| <b>New and Emerging Priorities</b> .....                               | <b>14</b> |
| Variants of Concern (VOC) .....  |           |
| Tackling Enduring Transmission .....                                   |           |
| Intelligence-led Approach .....  |           |
| Vulnerable and underserved communities.....                            |           |
| Vaccination .....  |           |
| Local Implementation of the National COVID Vaccine Delivery Plan ..... |           |
| Reducing Inequalities in COVID Vaccination .....                       |           |
| <b>Communication, Engagement and Community Resilience</b> .....        | <b>18</b> |
| Comms and Engagement Plan .....  |           |
| Best Practice.....   |           |
| Community Resilience .....   |           |
| Support for people self-Isolating .....                                |           |
| Business Support Grants.....   |           |
| <b>Data, Intelligence and Surveillance</b> .....                       | <b>25</b> |
| Improving our Picture.....   |           |
| Planned Developments .....   |           |
| Best Practice.....   |           |

|  |           |
|--|-----------|
| <b>Compliance and Enforcement .....</b>                    | <b>27</b> |
| Legal Powers .....   |           |
| COVID secure approach.....                                 |           |
| Case Study .....   |           |
| Best Practice.....   |           |
| Limitations of powers of current legislation.....          |           |
| Living with Covid .....                                    |           |
| <b>Testing.....</b>  | <b>31</b> |
| Symptomatic Testing .....                                  |           |
| Asymptomatic Community Testing.....                        |           |
| Best Practice.....   |           |
| Community Testing Programme: Telford & Wrekin .....        |           |
| <b>Management and Control of Cases and Outbreaks .....</b> | <b>34</b> |
| Telford & Wrekin Health Protection Hub.....                |           |
| Working with PHE .....                                     |           |
| Hub Risks and Mitigations.....                             |           |
| Contact Tracing and Information Gathering .....            |           |
| Identification of outbreaks and situations.....            |           |
| High Risk Places and Locations.....                        |           |
| Outbreaks in the NHS .....                                 |           |
| Case Study.....  |           |
| Living with Covid .....                                    |           |

## **Appendices**

1. Surge volunteer resource plan
2. Variants of concern time line and plan
3. Legal Powers
4. Road Map for Enforcement Work
5. MOU Standard operating procedure
6. PHE Roles and Responsibilities

### Foreword

Telford & Wrekin Council have demonstrated that a strong locally-led system is best placed to prevent and reduce transmission of the coronavirus. We have made use of our internal expertise and the sound relationships with key local partners in: the NHS, Public Health England, Shropshire Council, the community and voluntary sector and most crucially with our communities.

Through our local pandemic journey we have endeavoured to reduce the number of new cases of COVID-19 and minimise the impact the virus is having on the most vulnerable communities – especially those in Black and Minority Ethnic Groups, older people and those who are clinically vulnerable. A key part of our response has been to recognise the wider effects on our local residents linked to the impact of the lockdown restrictions on emotional health and wellbeing.

Communication with our residents to give advice and support us all to stay safe has been key to prevention.

Our local relationships and collaborations, which have further developed through the initial phase of the pandemic, mean we can draw on the strengths of local partner's resources and expertise and further evolve to effectively deliver this plan's aims and objectives together.

This plan sets out how we are going to tackle the challenges of coronavirus going forward to in the next phase, to protect the health of the people in Telford & Wrekin as much as possible. We need to ensure our approach is intelligence-led, evidence-based and community-focused. It needs to be sustainable for the longer term given the living with COVID agenda - we must hope for the best and plan for the worst.

## Context

Local Outbreak Management Plans (LOMPs), initially developed in June 2020, have played a key part in the [Government's COVID-19 recovery strategy](#). A new system working approach was established to tackle the coronavirus pandemic as part of the [COVID-19 contain framework](#). This expected the newly established [NHS Test and Trace programme](#) and [Joint Biosecurity Centre](#) at a national level, to work with Public Health England (PHE) and local authorities at a local level. Local COVID-19 Health Protection Boards were put in place to ensure local oversight and assurance and local political ownership and public-facing engagement and communication developed through Local Outbreak Engagement Boards.

Local authority Directors of Public Health were asked to coordinate a refresh of their LOMPs during March 2021, to incorporate the learnings of in the previous nine months of the pandemic. This refresh of the Telford & Wrekin LOMP describes the local journey and approach and the key achievements. It sets out the arrangements for the next phase of the response, accounting for the associated funding, reflecting local roles, responsibilities and resources. It also presents an opportunity to share good practice and to reflect developments since the original plan was produced.

## Introduction

The [Telford & Wrekin Health & Wellbeing Strategy 2020-2023](#) was reset to reflect the pandemic context and recovery, including setting a new priority to ensure people's health is protected as much as possible from infectious diseases and other threats.

This refreshed Local Outbreak Management Plan<sup>1</sup> for Telford & Wrekin describes how the Council works with our communities and key partners, the NHS Test and Trace programme, PHE West Midlands in the next phase of the pandemic. There is alignment with the Shropshire Council and the Shropshire and Telford & Wrekin NHS system footprint.

The COVID Health Protection Board, Outbreak Engagement Board and Multi Agency Response Group (MARG) provide the governance and oversight for the plan. Key partners include: Shropshire Fire & Rescue Service, Telford Police, the CCG, Shropshire Community Health NHS Trust, Shrewsbury & Telford Hospitals NHS Trust and our two universities. The engagement with Elected Members and the public remains key, and effective communication with our communities on public health advice and compliance with messages is crucial.

The plan focuses on describing our approach to preventing the spread of infection and controlling outbreaks. As we move of the pandemic response and into the next Living with Covid phase - there is a requirement for a series of Covid defences which are locally-led, as part of the national system. It is recognised that a range of scenarios are possible, depending on virus evolution and success of control measures.

| Best case   | Optimistic  | Pessimistic  |
|---|---|--|
| <ul style="list-style-type: none"><li>• Population immunity achieved and sustained</li><li>• Vaccine can be reformulated in response to emergence of new strains</li><li>• Covid defences reduce circulation of virus to background levels with occasional outbreak</li><li>• Societal restrictions can be lifted without pressure on NHS</li></ul> | <ul style="list-style-type: none"><li>• Partial population immunity achieved but uptake and effectiveness of vaccine suboptimal</li><li>• New strains partially compromise immunity</li><li>• Covid defences insufficient to keep virus at background levels – likely resurgences during winter</li><li>• Low level societal restrictions imposed seasonally</li><li>• Ongoing impact on well-being and economy</li></ul> | <ul style="list-style-type: none"><li>• Limited population immunity achieved with uptake and/or effectiveness of vaccine poor</li><li>• New strains significantly compromise immunity</li><li>• Covid defences insufficient to control the virus with ongoing circulation</li><li>• Ongoing societal restrictions imposed</li><li>• Significant health and economic impact</li></ul> |

<sup>1</sup> NB. Please note that all stats contained in this plan were correct as of 12<sup>th</sup> March 2021

## Our Approach

**Aim - To protect the health of the people in Telford & Wrekin and assure the public and partners that this is being done effectively**

### Rationale

➤ **Prevention first**

to reduce the spread of infection and also ensure there are enough resources to manage outbreaks- to work collaboratively with settings and communities to ensure Covid secure measures are in place and understood

➤ **Contain outbreaks**

Intervene early to prevent & control outbreaks, by contact tracing, use of effective and appropriate testing, support and prevention advice

➤ **Suppress the spread of infection**

with effective use of data, population wide measures which are well communicated to the public and businesses

**Living with Covid**

Surge capacity to test large numbers of people in response to identification of new variants of concern

Maintenance of contact tracing and ability to respond to surge or outbreak

Maintenance of the capability to manage outbreaks across a range of settings

### Objectives

1. To prevent viral transmission and ensure early identification and management to suppress outbreaks.
2. To reduce case incidence and prevalence to manageable levels
3. To tackle enduring transmission through an evidence-based and intelligence-led approach
4. To protect the most vulnerable and reduce demand on health and care and other services
5. To coordinate timely, evidence-based action and expert advice across partner organisations to minimise this risk
6. To ensure robust local data and intelligence identifies actual/ and potential hotspots, to support prevention and control action
7. To offer proactive support for settings with high levels of risk or need
8. To provide a systematic and consistent approach and appropriate setting guidance
9. To disseminate effective communication with all partners
10. To actively promote key public health messages to our communities to foster engagement and participation, offering support where people need it most
11. To ensure Elected Member leadership and engagement supports the development and implementation of the plan

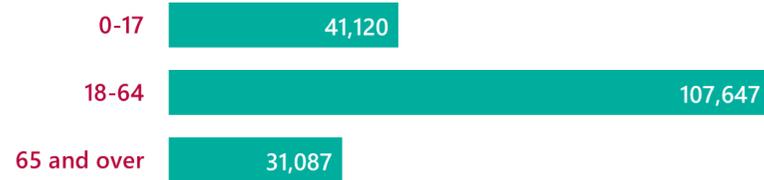
## TELFORD & WREKIN LOCAL OUTBRAK PREVENTION & CONTROL PLAN

### Principles

| Principles                                 | Key elements  |
|--|---|
| Public health systems and leadership       | <ul style="list-style-type: none"><li>• local authority DPH leadership</li><li>• Public Health and Public Protection teams skills and expertise</li><li>• evidence-based action to prevent infection and contain and suppress outbreaks</li><li>• PHE specialist health protection advice</li><li>• NHS infection control capability and capacity</li><li>• COVID-19 testing capacity- including expansion of rapid asymptomatic testing</li><li>• integrated data and intelligence - contact tracing, mapping &amp; surveillance and epidemiological analyses</li><li>• ensuring effective vaccination roll out and understanding barriers to uptake</li></ul> |
| Whole system approach                      | <ul style="list-style-type: none"><li>• system working in line with statutory duties, roles &amp; responsibilities and interdependencies across Council and with partners</li><li>• active engagement with local communities through Members</li><li>• link to Local Resilience Forum (LRF) - SCG and TCG and LHRP</li><li>• harnessing capabilities from partners - NHS clinical advice, police e.g. use of legal powers and voluntary sector e.g. to support those self-isolating</li><li>• targeted communications, self-isolation payments, business grants</li><li>• rapid testing centres and assistance with vaccine co-ordination</li></ul>             |
| Efficient, effective and responsive system | <ul style="list-style-type: none"><li>• local decision making and command and control arrangements</li><li>• rapid and proactive management of individual cases and outbreaks</li><li>• agreed data flows, pathways and information sharing protocols</li><li>• sufficient information to allow management of outbreaks and appropriate actions.</li></ul>  |
| Sufficient resources                       | <ul style="list-style-type: none"><li>• skills &amp; expertise from partners - people, capabilities, funds, assets</li><li>• funding, including specific Outbreak Management funds from Government</li><li>• swift and robust commissioning processes to deliver the required actions</li></ul>   |

## Our population

### Population



Latest ONS estimates put the total population of Telford and Wrekin at 179,854 people. 17% of the population (31,100) are estimated to be aged 65 and over.

### Ethnicity



The 2011 census showed 10.5% of Telford and Wrekin's population to be BAME. More recent data shows the proportion to be increasing with 16.8% of the borough's school age population from a BAME background in January 2019.

### Long term health & disability 65 and over



Of the population aged 65 and over 55% (17,500 people) are estimated to have a **long term health problem or disability**.



Live in areas ranked in the 20% most deprived in England

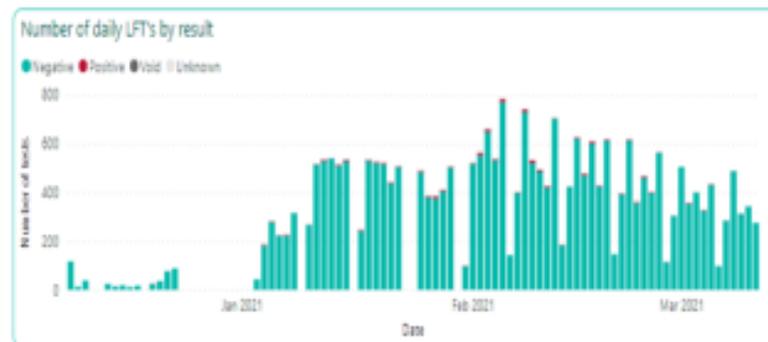
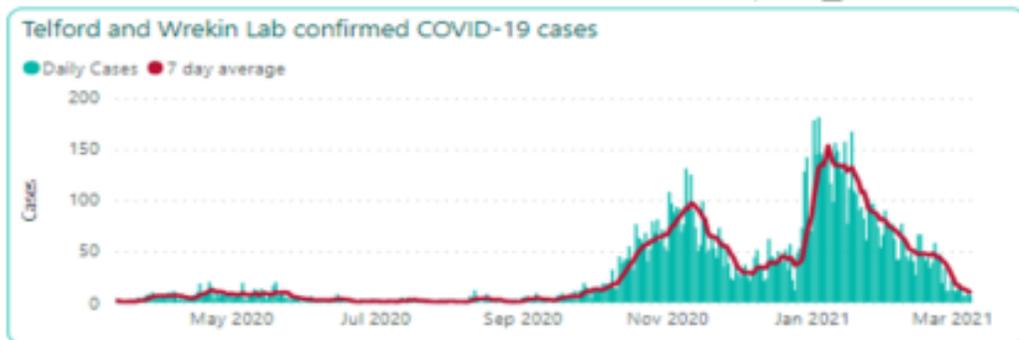


Live in income deprived households



Live in income deprived households

## Our Telford & Wrekin COVID-19 Journey



## Telford & Wrekin Response

(all stats correct as of 12.3.2021)



## Achievements

### Contact Tracing & Outbreak Management

- ✓ Bespoke case management system, with online reporting
- ✓ Hub resourced, staffed and trained with surge capacity
- ✓ Local Contact Tracing Partnership – tracing NHS T&T Follow Up Fails
- ✓ Backward contact tracing to understand enduring ward transmission
- ✓ Enhanced contact tracing to identify and manage clusters & outbreaks as part of OIRR
- ✓ Named Hub support to care and education settings
- ✓ Regular Hub-led IMTs to investigate outbreaks
- ✓ Strong relationships with businesses offering advice for Covid secure and testing
- ✓ Regular welfare calls to care homes and early decision to protect care homes through pre-discharge testing

### Compliance and Enforcement

- ✓ Covid Spot check pilot with HSE
- ✓ Intelligence sharing with Telford Police - Multi Agency Team Exercises (MATES)
- ✓ Daily sharing of Hub intel with Public Protection Team

### Data, Intelligence & Surveillance

- ✓ Interactive Power BI dashboards
- ✓ Strategic 'Gold' Dashboard
- ✓ Deep Dive analysis
- ✓ Enabling intelligence-led communications

### Communications and Engagement

- ✓ Locally branded campaigns
- ✓ Weekly Covid releases
- ✓ Video case studies
- ✓ Significant social media reach & engagement

### Testing

- ✓ Good access and a solid testing culture in community
- ✓ Promotion of precautionary testing for wider symptoms
- ✓ Consistently high symptomatic testing rates
- ✓ Rapid community testing at scale in Council-run sites and pharmacies

### Community Resilience & Support

- ✓ Community Support line
- ✓ Self-isolation payments
- ✓ Community Covid champions
- ✓ Interfaith Council relationship
- ✓ Business support grants

### Vaccinations

- ✓ Council support to mass vaccination centre at Telford International Centre
- ✓ Top performing vaccination programme
- ✓ System-wide inequalities action plan to reduce vaccine hesitancy and improve uptake

## Delivering the plan

## DHSC expectations

### Core Aspects / Areas of Focus

**Outbreak management**

Contact tracing

**Surveillance**

Community testing

**Support for self-isolation**

**COVID safe**

**Enduring transmission**

**Vaccination**

### Themes

**High risk settings, communities and locations**

Vulnerable and underserved communities

**Data integration and information sharing**

Communications and community engagement and resilience

**Enforcement and compliance**

**Resourcing**

**Governance**

## Governance & Reporting

The governance and oversight for this plan remains through the Member-led Local **Outbreak Engagement Board** and the Director of Public Health-led **COVID Health Protection Board**, which reports to the Health & Wellbeing Board (see governance overview on page 12).

The **Telford & Wrekin Multi Agency Response Group (MARG)**, chaired by the Council's Chief Executive, provides multi agency response arrangements and oversight. If further multi agency escalation is required, this will be through the West Mercia Local Resilience Forum (LRF) routes. There is reporting between the local NHS system, through the Shropshire, Telford & Wrekin NHS Gold group and the Shadow Integrated Care System (ICS) Board.

## Operational Response

The Telford & Wrekin Health Protection Hub now provides a well-embedded operational response through local and enhanced contact tracing, coordination and management of local outbreaks, situations and complex cases and relationships with high risk settings. (see overview page?)

[The Telford & Wrekin Community Testing Programme](#) offers access to asymptomatic rapid testing across the borough, through Council run testing sites, home test collection points and community pharmacies.

## Resources and Staffing

### Funding

[The Government has made funding streams available to LAs in England to develop and deliver their LOMPs](#). The amount awarded to Telford & Wrekin is £1,162,282 in the LA Test & Trace Service Support Grant to develop and implement the Outbreak and Control Plan. This money has been used to support the council and stakeholders across the response model. Additionally £1,438.832 was given in the Contain Outbreak Management Fund.

Ensuring that there is sufficient capacity to deliver timely interventions, support and analysis has been a crucial part of the pandemic response. The DPH has oversight of these funding streams and ensures that the funding is utilised to ensure that Outbreak Control Plan can be delivered. This funding will also be used, as far as it lasts, to ensure that health protection work focusing on Living with Covid continues into 2022 and beyond.

### **Staffing**

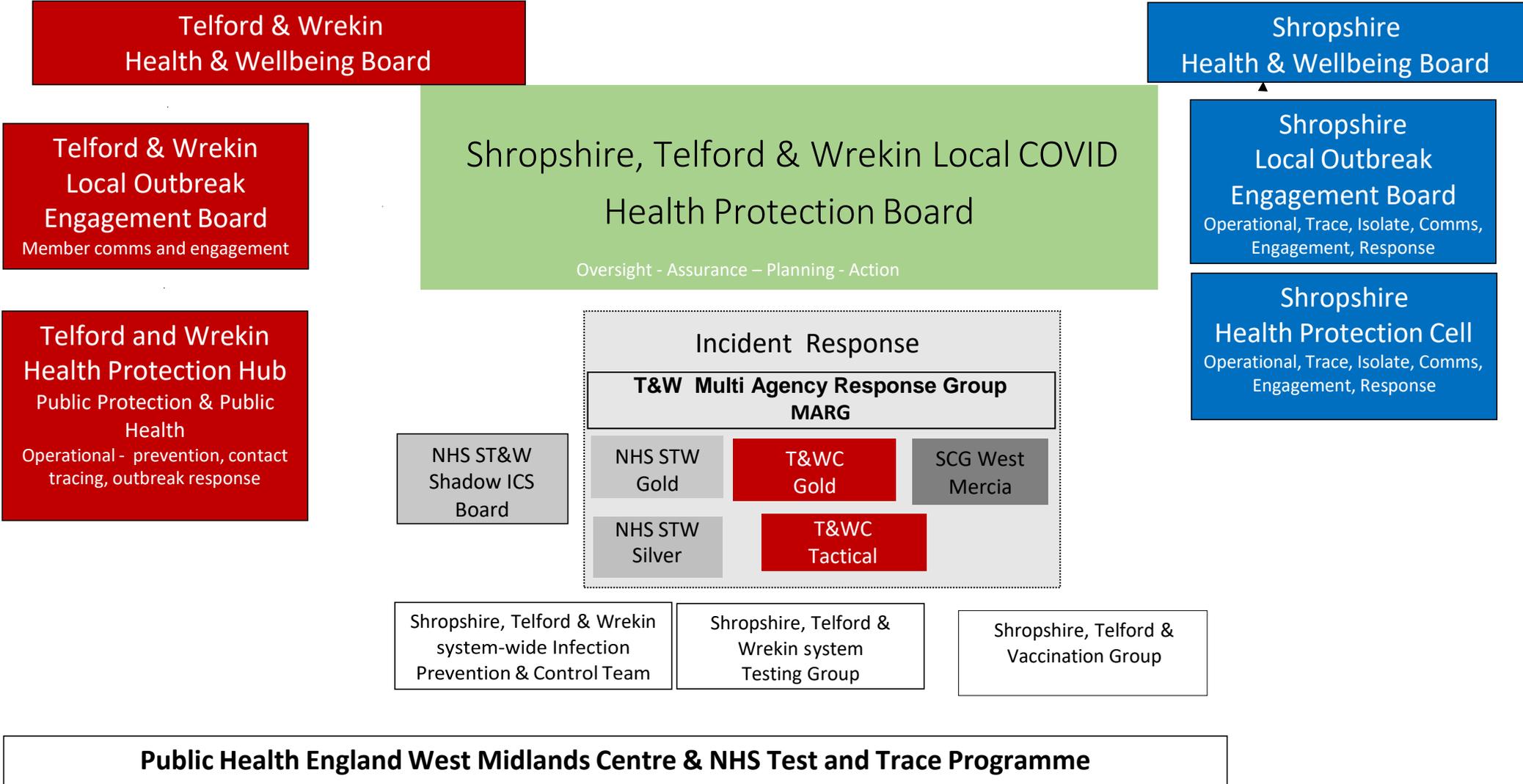
The Hub, established in June 2020 originally consisted of five existing officers with expertise in public health and public protection. The Hub capacity has since been expanded with 4.5 WTE Environmental Health Officers (EHOs). An additional 50 Council staff from other teams who were trained to become surge officers working a weekly rota basis - 4 of these are seconded full time. The SDM Public Protection has been seconded to work full time in the Hub and business support officers have also been seconded to provide additional support. The LGA and CIEH Environmental Health Together register has been used to rapidly recruit temporary staff and this approach will continue if surge capacity is required.

It is recognised that in future phases there may be additional capacity required and therefore there is plan of how trained surge staff will be used moving forward (see appendix 1)

Moving forward it is acknowledged that a core health protection team is needed and funding has been set aside from the Test and Trace grant for 3 additional EHO posts and 1 Business Support Officer until at least March 2022.

The Public Protection Team have engaged contract staff to ensure that Covid secure visits take place in premises. It has also been agreed that an additional, substantive EHO post is needed within the Council's Food Health & Safety Team to work on the Living with Covid agenda.

**Governance Overview**



## Telford & Wrekin Health Protection Hub

Community focus - care homes & residential settings – schools & educational settings – workplaces

### Functions: prevention, management & control

#### Proactive advice, guidance & support

- Health & Safety, Risk Assessments
- Infection Prevention & Control, PPE
- Regulation, Monitoring & Compliance
- Bespoke advice to care homes
- Support for rapid testing

#### Local outbreak control & management

- Information gathering
- Testing and Contact Tracing
- Advice on Control Measures
- Incident Management

#### Support to vulnerable individuals

- Clinically at risk and shielded people
- Homeless and vulnerable people

Local intelligence  
and surveillance

Comms and  
engagement

### Expertise: multidisciplinary

- **Director of Public Health**
- **Consultant in Public Health**
- **Senior Delivery Manager Public Protection**
- **Environmental Health Officers**
- **Public Protection officers**
- **Public Health officers**
- **Senior Intelligence Analyst**
- **Communications Officer**
- **Emergency Planning Officer**

Infection Prevention & Control Team, HR etc co-opted

Single point of contact

[HealthProtectionHub@telford.gov.uk](mailto:HealthProtectionHub@telford.gov.uk) (local enquiries)

## **New and Emerging Priorities**

### **Variants of Concern (VOC)**

SARS-CoV-2 variants with concerning epidemiological, immunological or pathogenic properties are designated as Variant Under Investigation (VUI) with a year, month, and number. Following risk assessment with the relevant expert committee, they may be designated Variant of Concern (VOC). Existing and emerging variants of concern are monitored nationally by the VaM Taskforce.

Regionally, the PHE West Midlands Health Protection Team VOC cell are responsible for maintaining the line listing cases and contacts, undertake investigation and enhanced contact tracing, provide daily reports and liaise into local HUB regarding specific localised action.

The Senior Management Team have drafted an operational plan and a response timeline that would be used if we have a VOC – See appendix 2. The response will be led by the CEO with the DPH and involve the MARG. Clear and timely national or regional decision making will be crucial to support swift local responses to VOCs.

The Hub together with other Council teams will be responsible for the localised response to a VOC. This may include mass testing of a ward/ community and then contact tracing those positive cases.

## **Tackling Enduring Transmission**

### **Intelligence-led Approach**

Our local approach to tackling enduring transmission already has traction and will evolve further as infection rates have stabilised following the local peak rates in the second wave of the pandemic.

The granular intelligence in our surveillance dashboards allows for monitoring of infections and testing at a ward level.

Infection rates have been high in the working age population and especially among 20 and 30 year olds. In the last lockdown it was clear from triangulated intelligence that there was a comparatively high level of people in the borough needing to leave home to work. Proactive engagement with businesses has been an important aspect of our approach. This identified areas where public health controls and non-pharmaceutical interventions were either not in place or not understood. This allowed for targeted communications to be sent directly to settings as well as in wider social media.

Continuation and promotion of self-isolation payments will also play an important role.

Intelligence-led communications have been used throughout the winter 2020/21 to encourage people living in the wards with the highest infection rates and low testing uptake rates to seek regular testing. There have been notable increases in the testing rates in these areas in the days following our social media campaigns.

### **Vulnerable and underserved communities**

There is a clear inequalities focus with recognition that the greatest local impact of Covid is seen within our most deprived and vulnerable communities. The wards with the highest infection rates, obvious enduring transmission, low testing and vaccination uptake are amongst the most deprived communities in the borough, and also are where our largest Black and Minority Ethnic communities live.

The vaccination inequalities action plan has multiple work streams with a focus on engagement and improving access. The priority groups at this stage include people from Black and Minority Ethnic backgrounds, those with disabilities and sensory impairment and those who are homeless and have mental health issues. Going forward the scope of this action plan will broaden, with the learning used to galvanise a strategic approach to tackling enduring transmission.

## Vaccination

### Local Implementation of the National COVID Vaccine Delivery Plan

The NHS in Shropshire, Telford & Wrekin are leading the roll out of the [UK COVID-19 vaccines delivery plan](#) in line with the [Joint Committee on Vaccination and Immunisation](#) (JCVI) recommendations on priority groups. The Council has heavily supported the roll out of the programme, across multiple work streams.

The programme started the roll out on December 8<sup>th</sup> 2020 and the local service delivery model now includes: Mass Vaccination Centres, Hospital Hubs, Primary Care Network, Local Vaccination Sites and Community Pharmacies.

Phase 1 of the programme expects the first vaccination dose to be offered by May 2021 to the priority groups 1-9. In line with these recommendations vaccinations have been offered to groups in priority order, including residents in care homes for older people and their carers, frontline health and social care workers, and individuals with clinical risk factors for serious illness alongside population groups in age-ordered cohorts over 50 years.

The local vaccination programme has produced impressive results thus far and is one of the highest performing programmes in the country, with over 70,000 residents immunised.

The JCVI have recommended that [phase 2 of the COVID-19 vaccination programme](#) should adopt an age-based delivery model, giving priority for vaccination by age. The national ambition is to ensure that all adults over 18 are offered a first dose of vaccine by July 2021. Delivery of phase 2 of the programme will run alongside delivery of the second dose of vaccine to those included in phase 1.

### Reducing Inequalities in COVID Vaccination

A system-wide strategy and action plan to reduce vaccine hesitancy and improve uptake is being led across Shropshire, Telford & Wrekin by the Telford & Wrekin Director of Public Health. The partnership working on this plan is strong and multiple Council teams working closely with NHS colleagues, community and voluntary sector organisations to actively engage communities in conversations regarding vaccination.

Local intelligence is identifying low uptake in Black and Minority Ethnic Groups, deprived communities and care workers which are priority groups. In addition further vulnerable and under served groups are priorities in the plan, including those with disabilities and sensory impairment and those who are homeless and have mental health issues.

## Reducing Inequalities in COVID-19 Vaccination

**Objective – reduce vaccine hesitancy and improve uptake through engagement**, focussing on:

- ❖ confidence - level of trust in vaccine
- ❖ complacency - perceived lack of need or value for vaccine
- ❖ convenience - barriers to access

### INEQUALITIES FACTORS

#### Personal factors

age - gender - ethnicity  
language – religion  
sexual orientation  
marriage & civil partnership

#### Health Status

learning disabilities  
physical disabilities  
mental & physical illness  
sensory impairment

#### Social factors

deprivation & poverty  
income & employment  
educational attainment  
digital exclusion  
isolation and loneliness  
rurality

#### Under served groups

Gypsies and Travellers  
immigrants  
homeless  
carers  
vulnerable families

### BARRIERS

#### Interpersonal

peer views  
family views  
fake news & misleading views

#### Community

religious & cultural norms  
gender norms  
stigma & discrimination

#### Intrapersonal

language  
Literacy  
health literacy and beliefs

#### C19 Vaccine Programme

GP registration  
culturally-specific services  
programme organisation

### ENABLERS

- I. **work in partnership**
  - communities - interfaith councils and forums – GPs - elected members – CVS – LAs – CCG/ICS
- II. **conversations and engagement**
  - COVID champions - communications toolkit - gather insight
- III. **remove barriers to access**
  - temporary registration - homelessness - Gypsies and Travellers - physical barriers – service location - transport, language barriers
- IV. **data and intelligence**
  - inequalities profiling – refine population denominators

### PRIORITY GROUPS

- ❖ Black & minority ethnic groups
- ❖ Health and social care staff
- ❖ Deprived communities
- ❖ Impaired health status
- ❖ Under served groups

### GOVERNANCE

Shropshire, Telford & Wrekin Covid Health Protection Board/ STW ICS Board

## Communication, Engagement and Community Resilience

### Comms and Engagement Plan

#### PREVENTION FIRST

what to do to stay safe and prevent the spread  
supporting the return to the new “living with Covid-19”

#### Key messages

- Sharing public health messages, informing of what people can/can't do (Govt. guidelines)
- Promoting “Get Tested” as a prevention
- Encouraging vaccination take-up

#### General audience

everyone who lives or works in Telford & Wrekin

#### Targeted audiences

- **SETTINGS** - businesses, schools, care settings
- **KEY COMMUNITIES** - ethnic minorities
- **VULNERABLE PEOPLE** – clinically vulnerable & at risk

#### MANAGEMENT OF OUTBREAKS

#### Key messages

- Reassuring residents, employers, businesses and services that the Council is responding to and managing outbreaks
- Proactively supporting affected settings/areas affected by an outbreak
- In key borough settings/ areas with high infection rates

Responding to new variants of concern (contingency plan in place)

# TELFORD & WREKIN LOCAL OUTBREAK PREVENTION & CONTROL PLAN

## Best Practice Communication and Engagement

### COVID-19 UPDATE FOR TELFORD AND WREKIN

STAY SAFE  
Be kind

FOR WEEK ENDING 14 February 2021

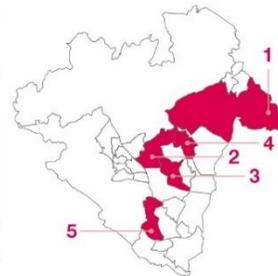
|                    |   |
|--------------------|---|
| <b>187</b><br>-27% | COVID-19 cases per 100,000<br>Decrease on last week                             |
| <b>100</b><br>-22% | Number of patients currently in hospital with COVID-19<br>Decrease on last week |
| <b>229</b>         | Total deaths due to COVID-19 since the start of the pandemic                    |
| <b>174</b>         | West Midland COVID-19 cases per 100,000   |
| <b>132</b>         | England COVID-19 cases per 100,000  |

Coronavirus  
 Prevent the spread in Telford and Wrekin

Protect Care and Invest to create a better borough

Telford & Wrekin COUNCIL

- Wards with the HIGHEST INFECTION**
- 1 Church Aston & Lilleshall
  - 2 Hadley & Leegomery
  - 3 Oakengates & Ketley Bank
  - 4 Donnington
  - 5 Horsehay & Lightmoor
- Based on rate per 100,000



Coronavirus  
 Prevent the spread in Telford and Wrekin

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### COVID-19 UPDATE FOR TELFORD AND WREKIN

STAY SAFE  
Be kind

FOR WEEK ENDING 14 February 2021

TOTAL WEEKLY LAB CONFIRMED COVID-19 CASES

| WEEK ENDING | CASES |
|-------------|-------|
| 29.11       | 309   |
| 06.12       | 205   |
| 13.12       | 238   |
| 20.12       | 320   |
| 27.12       | 275   |
| 03.01       | 816   |
| 10.01       | 963   |
| 17.01       | 912   |
| 24.01       | 708   |
| 31.01       | 571   |
| 07.02       | 462   |
| 14.02       | 336   |

Coronavirus  
 Prevent the spread in Telford and Wrekin

Protect Care and Invest to create a better borough

Telford & Wrekin COUNCIL

### COVID-19 UPDATE FOR TELFORD AND WREKIN

STAY SAFE  
Be kind

FOR WEEK ENDING 14 February 2021

RATE OF INFECTION PER 100,000 REPRESENTED BY AGE GROUP

| AGE   | RATE |
|-------|------|
| 0-9   | 82   |
| 10-19 | 95   |
| 20-29 | 267  |
| 30-39 | 284  |
| 40-49 | 238  |
| 50-59 | 203  |
| 60-69 | 127  |
| 70-79 | 89   |
| 80+   | 287  |

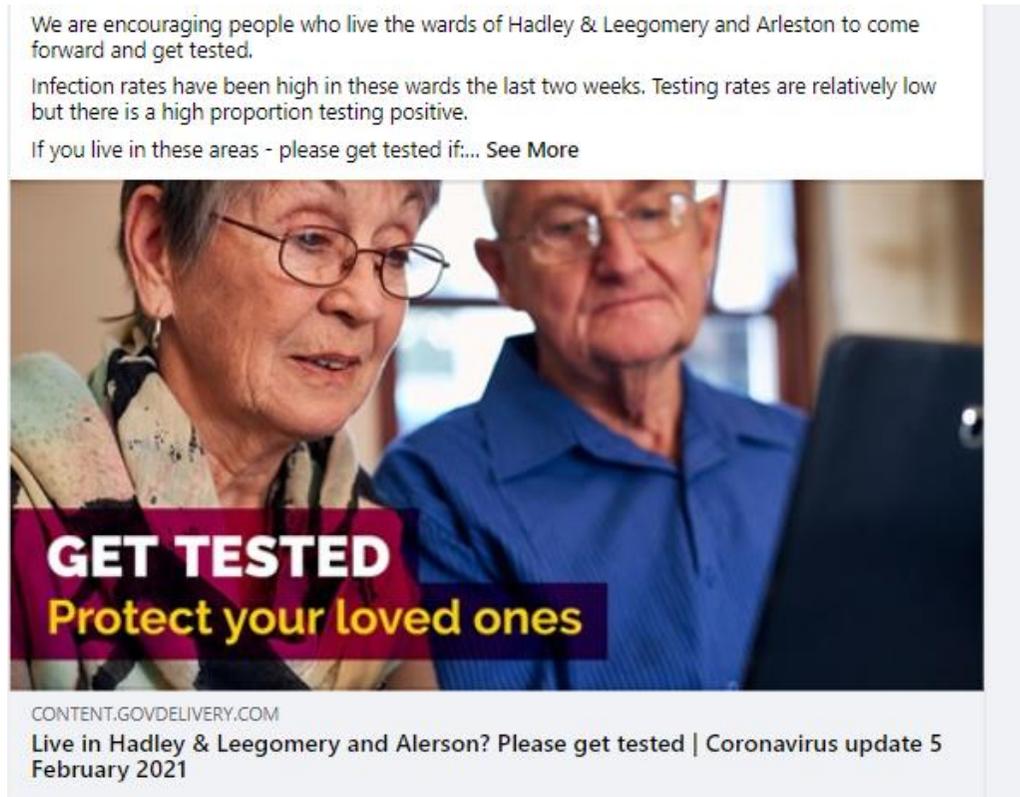
Coronavirus  
 Prevent the spread in Telford and Wrekin

Protect Care and Invest to create a better borough

Telford & Wrekin COUNCIL

**Best Practice**    **Communication and Engagement**

Encouraging people from areas with high infection rates to get tested



**Best Practice Communication and Engagement**

Case studies of residents' struggle with Covid-19, **this Facebook post reached over 488,000 people!**

**Post Details**

Telford & Wrekin Council is sharing a COVID-19 update. Published by Orlo · 11 January

**!! THIS IS REAL !!**

Below is a story from Sharn who is 34 years old, a fit and healthy mother of two children and lives in Telford. We asked if we could share her story to show everyone that Covid is real, it's here in Telford & Wrekin and could put any one of us in hospital.

Cases are still rising rapidly locally and it is now so **IMPORTANT** we all follow guidelines to keep everyone safe. One mistake could cost someone else's life:

- 🏠 **STAY AT HOME** - only leave your house for essential items such as food or medication, work or to help someone vulnerable.
- ❌ **DO NOT MIX HOUSEHOLDS** (unless you are part of a support bubble)
- ❌ **DO NOT TRAVEL FOR EXERCISE** - You should exercise near to home.

Read Sharn's story below 📖

| Performance for your post        |                            |                     |
|----------------------------------|----------------------------|---------------------|
| 488748 People reached            |                            |                     |
| 15337 Likes, comments and shares |                            |                     |
| 131059 Post clicks               |                            |                     |
| 8489 Photo views                 | 10 Link clicks             | 122560 Other Clicks |
| NEGATIVE FEEDBACK                |                            |                     |
| 32 Hide all posts                | 103 Hide post              |                     |
| 0 Report as spam                 | 0 Unlike Page              |                     |
| 15337 Likes, comments and shares |                            |                     |
| BRANDED CONTENT DISTRIBUTION     |                            |                     |
| View Breakdown                   |                            |                     |
| 488748 Total reach               | 488748 Organic reach       | 0 Paid reach        |
| 521408 Total impressions         | 521408 Organic impressions | 0 Paid impressions  |

Get well soon Sharn ❤️

488,787 People Reached

146,396 Engagements

Boost Post

**Best Practice Communication and Engagement**

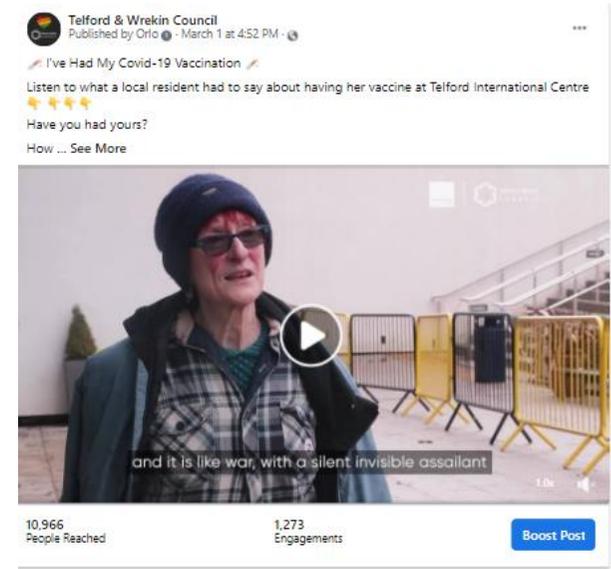
Encouraging vaccination uptake



*What to expect when having your vaccination*



*Councillor Raj Mehta, Interfaith Council Chair asking questions to a local GP*



*"I've had my Covid-19 vaccination" – resident testimonial*



*Message recorded by the Chair of the Interfaith Council for members of ethnic minorities communities*



*"A plea from a local doctor" testimonial – to trust the vaccine – speaking as a member of an ethnic minority community*

## Community Resilience

### Support for people self-Isolating

#### Community Support Line

If residents are unable to rely on family, friends or other support networks Telford and Wrekin had a community support line that residents can call. The Council also has arrangements in place to deliver food and other essential supplies, which include:

- Access to the DEFRA supermarket scheme, for individuals unable to access food as they are shielding or because support services they normally rely on are not available, where there are no friends, family or neighbours available to help
- Individuals unable to access food as they are self-isolating at home due
- Arrangements to deliver food and other essential supplies through voluntary organisations, which will continue to play a crucial role going forward
- Ability to deliver food and other essential supplies directly, where speed is of the essence

#### Support payments

The Council has supported local people through the [Test and Trace support payment](#) offer of a £500 payment for those on low income who are required to self-isolate and who are in receipt of named qualifying benefits process. There is an online application process and phone support where people have issues applying digitally.

In addition the [local discretionary payment scheme](#), for those who are required to isolate and on a low income but not in receipt of qualifying benefits, but, is aligned with the benefit cap income amounts for consistency on what is classed as a low income.

Targeted social media and communication with partners ensures maximum take up of both schemes. The scheme, launched on 28 September 2020 has paid out £242,500 to 485 residents. The scheme is due to end on 31 March 2021.

From 8<sup>th</sup> March the scheme extended to parents of children who are required to self-isolate.

All communications sent from Hub to cases and their contacts have links to the self-isolation payments web pages.

## TELFORD & WREKIN LOCAL OUTBREAK PREVENTION & CONTROL PLAN

The team processing these application are also responsible for Financial Welfare, which means we can identify if a family needs further support via the Emergency Welfare scheme, or perhaps Council Tax Support Hardship

| <b>Test &amp; Trace Isolation Support Payments - scheme started on 28.9.2020</b> | February 2021 | March 2021 | Year to date  |
|--|---------------|------------|---|
| Number of applications received for Test & Trace                                 | 565           | 276        | 1657  |
| Total Value of T&T awarded   | £74,500       | £51,000    | £238,500 –( Main scheme £126,000 & Discretionary scheme £112,500) |
| Average time to process a claim  | 8.07 days     | 8.85 days  | 10.45 days  |

### Business Support Grants

The Council has been helping businesses to comply with restrictions since March 2020 we have issued the following grants. Our current discretionary scheme is open to all businesses, including self-employed people, who do not receive support via the Government's scheme and are able to demonstrate a significant loss of income.

| <b>Funding stream</b>                      | <b>Number of Payments</b> | <b>Amount in Total</b> |
|--|---------------------------|------------------------|
| Small Business Grant Scheme                | 1941                      | £19,410,000            |
| Retail, Hospitality & Leisure Grant Scheme | 584                       | £10,745,000            |
| Discretionary Grant Scheme                 | 263                       | £1,469.139             |

### Since November 2020 – 16<sup>th</sup> March 2021

| <b>Funding Stream</b>                                  | <b>Number of Payments</b> | <b>Amount in Total</b> |
|--|---------------------------|------------------------|
| Additional restrictions grant ( Discretionary Scheme)  | 2951                      | £3,778,622.26          |
| Local Restrictions Support Grant - closed Nov Lockdown | 1078                      | £1,697,552             |
| Local Restrictions Grant - sector                      | 8                         | £360.86                |
| Local Restrictions Support Grant - open businesses     | 1668                      | £581,355.41            |
| Local Restrictions Support Grant - closed              | 545                       | £203,789.30            |
| Local Restrictions Support Grant – closed Jan lockdown | 2190                      | £5,300,166             |
| Closed Business lockdown payment                       | 1105                      | £5,221,000             |
| Christmas Support Payment                              | 62                        | £62,000                |

## Data, Intelligence and Surveillance

### Improving our Picture

Access to data and intelligence for local contact tracing and outbreak control was highlighted as one of the most significant risks to the delivery of our original plan. At that stage there was no ability to link the multiple national data sources between tiers of NHS Test and Trace down to a local authority level. In the past nine months this picture has improved markedly. More intelligence is now shared by PHE with DsPH and the Local Enhanced Contact Tracing Partnership means that the Hub have direct access into the NHS Test and Trace system CTAS. The Council now has a sophisticated case management system and a suite of surveillance dashboards. The surveillance dashboard is continuously updated and adapted to incorporate new datasets. This will be the case with any wastewater analysis should it become available. Our surveillance ensures that our communications and engagement activity is meaningfully intelligence-led.

Local intelligence sharing is well established, with weekly surveillance reports and various performance dashboards shared with Execs, Members and key partners for example, the outbreak engagement board and NHS (STP/ICS) groups, such as NHS gold and the system Test & Trace group. The surveillance is shared with the public through the use of infographics, press releases and weekly social media updates.

Our integrated approach to intelligence continues to evolve, for example a joint analyst's group across Shropshire, Telford & Wrekin local authorities and NHS organisations are steering the crucial profiling work for the vaccination inequalities action plan.

The Council's Research & Intelligence Team are leading a series of developments to be completed by the June 2021.

### Planned Developments

**Vaccinations** – further develop the intelligence around vaccinations to inform targeted support and identify and mitigate inequalities

**Education** – develop the monitoring of education attendance and outbreak data to support the opening of schools, monitor the impact and enable speedy interventions

**Outbreaks and common exposures** – develop and enhance the intelligence available to identify and add intelligence to support targeted responses

**Support the recovery** - provide detailed and wide ranging health, population, socio-economic and demand analysis about people who live and work in Telford & Wrekin

**Best Practice**     **Data, intelligence and surveillance**

- ✓ **Interactive Power BI dashboards**, updated daily, reporting all Covid related data in one place to support evidence based decision making:
  - Detailed case data: trends, rates, percentage changes, regional /national comparisons, by age, by MSOA and ward
  - Outbreaks and common exposures, inc. occupation data
  - Testing data: individuals tested and positivity rates, PCR, LFT and pharmacy rates, positivity rate by type of test, site utilisation, age and ward based rates
  - Hospital data: admissions, occupancy overall and of HDU/ICU beds, patient ages
  - Vaccinations data: rate overall and by age band, comparisons, first and second dose, locality and ethnicity coverage to monitor inequalities
  - Deaths: Covid and non Covid deaths, place of death including care home, excess deaths
  - Deaths management: mortuary and crematorium capacity, current rates
  - Hub support: detailed locality based case and outbreak data layered with LSOA locality intelligence (enabling socioeconomic / demographic profiling alongside case data)

- ✓ **Strategic 'Gold' Dashboard** reported to Senior Management Team weekly enabling comprehensive monitoring of the impact of Covid on the community:
  - Covid cases, testing, outbreaks, hospital occupancy, vaccinations, mortality, community support, enforcement activity, PPE, workforce sickness,
  - Children's Safeguarding referrals, educational attendance, adult social care assessments
  - Furlough, employment support, unemployment, benefits, financial support to residents & businesses
  - housing need and rough sleeping

- ✓ **Deep Dive analysis** to inform the understanding of emerging trends, e.g. – for example
  - workplace outbreak trends, age related case analysis
  - Google analytics and economic activity data used
  - Triangulated data to increase confidence in hypotheses

- ✓ **Intelligence sharing** in the NHS and neighbouring local authorities to share and develop our understanding of Covid and the impact on the community and on services

- ✓ **Enabling intelligence-led communications**, supporting campaigns with evidence, e.g. encouraging testing take up in areas with low take up and high positivity rates

## Compliance and Enforcement

### Legal Powers

The legal framework for managing outbreaks that present a risk to public health and require urgent investigation and response, is complex as it vests duties and powers with Government and down through the tiers of local government. Throughout the pandemic legislation has been introduced and amended according to the controls that are required at that stage. The Council’s scheme of delegations details the authorisation of enforcing officers. A summary of the powers available for officers to use can be found in Appendix 3

### COVID secure approach

Our pandemic response has recognised the importance that compliance and enforcement has in limiting transmission and protecting health. The intelligence-led Covid secure visits to premises that fall within the Local Authority enforcement, uses contact tracing conversations and enhanced surveillance data. Over 1882 Covid secure interventions have taken place – ensuring that businesses and services are compliant with legal requirements.

Intelligence is shared with West Mercia Police at weekly Bronze meetings and numerous joint visits known locally as Multi Agency Team Exercises (MATES) have taken place through the pandemic. Hub officers also undertake public health visits to educational establishments, workplaces (including those enforced by HSE) and care homes.

### Engage Explain Encourage Enforce

#### Non-Pharmaceutical Interventions

Physically distanced environments  
 Work from home first approach  
 Incentivise active travel  
 Stagger start times, break, shared facilities  
 Create work/school “bubbles”  
 Regular revision of Covid Secure messaging  
 Wearing of face coverings  
 Review of Covid secure risk assessments

#### Regulation as Prevention

Health and Safety at Work Act 1974  
 Public Health (Communicable Disease Control) Act 1984.  
 and regulations made there under  
 Coronavirus Act 2020  
 Enforcing other Covid Legislation requirements e.g  
 restrictions on opening, the provision of QR code, table  
 service and signage to advise face coverings.

#### Using Enhanced Surveillance Data

Data used to identify sectors or types of premises  
 Premises targeted for intervention  
 Shared intelligence across regulatory agencies

#### Infection Prevention & Control measures

Handwashing  
 Cleaning  
 Appropriate use of PPE  
 Support, guidance, and training  
 Training and practices in care workforce  
 Testing access  
 Effective self-isolation

## TELFORD & WREKIN LOCAL OUTBREAK PREVENTION & CONTROL PLAN

### Case Study

#### Covid Spot check pilot

The Council has taken part in a recent pilot with HSE in which all premises in the Stafford Park, Halesfield and Hollinswood industrial parks underwent Covid spot checks by HSE. Prior to the pilot senior officers from Hub and Public Protection Team met with HSE who had been undertaking Covid spot checks within LA enforced premises since summer 2020. However, Telford & Wrekin asked them to undertake spot checks across industrial estates containing a mix of LA and HSE enforced premises as this is where most outbreaks were occurring. It was agreed that the three large industrial estates would be the target audience. Names and addresses of businesses were obtained from business rates and shared with HSE for cross checking against their records. Businesses that had received a recent covid spot check visit by HSE were removed from the pilot.

Public Health messages regarding regular rapid testing for those employees not working from home and the online notification form used in the Hub were given to the HSE agents. We know that this messaging was passed on as the Hub took calls from businesses which had had Covid spot check calls or visits asking about rapid testing and how to engage with the process.

##### Stage 1 - call

- Businesses allocated to outbound calls team
- Team carry out calls to Duty Holders and go through question set
- Data captured and collated centrally
- Any Stage 2 referrals automatically highlighted

##### Stage 2 - call

- Stage 2 referrals allocated to dedicated follow-up team
- Team makes contact with businesses and discuss Stage 1 fails
- Decision made – passed as compliant or referred to field team for a physical inspection

##### Stage 3

- Stage 3 referrals collated
- Passed to relevant authority / person
- Inspection carried out
- Decision made
- Relevant action taken
- Decision logged where appropriate

##### Results

- In total 357/528 premises engaged and had Covid spot checks
- This amounts to 68% of eligible businesses engaging – which is higher than previous HSE Covid spot checks
- 80% of businesses were deemed to have passed the Covid spot at Stage 2
- 40 businesses required stage 3 intervention
- 6 of the 37 LA enforced businesses and have all been now followed up at stage 3

**The most common reason for failing were public health guidance/social distancing and cleaning**

The findings of the HSE pilot are consistent with the PP team and HUB officer's findings i.e. that understanding of self-isolation requirements, effective cleaning and hand washing and social distancing particularly in common areas are recurrent non-compliant **non pharmaceutical controls**. The study also identified that businesses were failing on their public health knowledge i.e. what to do if an employee was positive – and so we were able to target our communications better.

**Best Practice**      **Compliance and Enforcement**

- ✓ Use of local champions from the interfaith council to ensure Covid secure controls understood in communities where English is not the first language.
- ✓ Translation of key public health messages provided for retail premises whose customers first language is not English
- ✓ Dedicated email set up for businesses and members of the public to ask questions and highlight concerns
- ✓ Public Protection Social media posts used to inform business of changes to legal restrictions a total 86 number of post from June 2020 to March 2021
- ✓ Range of supportive documents produced to help businesses diversify and comply with restrictions
- ✓ Attend Pub Watch meetings to advise licenced trade.
- ✓ Use of intelligence from Hub and partners to direct interventions.
- ✓ Facebook live events- answering questions from members of the public
- ✓ Roadmap of communications for exit of current lock down ( see appendix 4)
- ✓ Effective joint working with regulatory partners (e.g. West Mercia Police and HSE)
- ✓ Daily meetings with Hub officers to share intelligence and **enhanced surveillance data** (common exposure reports), **Outbreak Investigation and Rapid Response (OIRR)**
- ✓ Consistent messaging from Public Protection and Hub
- ✓ Public Protection senior officers part of small working group organised by Hub looking at **sustained transmission rates**
- ✓ Over **1,882 Covid Secure interventions undertaken** to ensure that businesses and settings were following guidance
- ✓ Intelligence shared with Telford Police and at weekly Bronze meetings
- ✓ Multi Agency Team Exercises (MATES) taken place throughout the pandemic
- ✓ Full use of enforcement powers used in a proportionate manner

### **Resourcing**

Staff resources from within the Public Protection team have been stretched due the pandemic response with some officers seconded to the Hub. Public Protection have used money from the Contain Fund to engage contractors to support the Covid secure work. Capacity within the team to continue to deliver Covid secure work and return to BAU in such areas such as Food Inspections has been considered and additional EHOs are going to be recruited (by the end of June 2021)

### **Limitations of powers of current legislation**

Current legal powers do not enable enforcement staff to effectively and promptly deal with sustained non-compliance in relation to social distancing, poor ventilation, effective hand washing or effective cleaning. The Government's Covid Secure guidance does not have statutory guidance status and the use of existing Health and Safety legislation to deal with these matters is not swift or in some cases possible. It is recognised that this matter has been raised regionally by PHE and nationally through Chief EHO groups.

### **Living with Covid**

The requirements for businesses to maintain hygiene and social distancing are likely to become routine alongside other health and safety measures. The initial approach will be supportive, however a staged approach to enforcement would be used for those that did not engage. As mentioned above it is necessary that Health Protection Regulations need to be sustained and enhanced to enable the LA to respond quickly and responsively.

## Testing

Access to timely, high quality testing remains critical for controlling the spread of coronavirus. The local testing arrangements need to demonstrate scale, accessibility and convenience for people in the borough. The testing landscape has evolved significantly since June 2020, with further expansion of [national symptomatic PCR testing](#) and the advent of multiple testing channels for [asymptomatic rapid LFT testing](#). A national longer-term testing strategy would be useful to aid coherent longer term planning.

### Symptomatic Testing

The [national testing programme](#) offers multiple testing sites in Telford & Wrekin, through the permanent Ironbridge Regional Testing Unit (RTU), the semi-permanent Mobile Testing Unit (MTU) at Harper Adams University, and five the Local Testing Sites (LTS) across the borough. The sites are available for all members of the public with any COVID-19 symptoms and are used when necessary for large scale testing in outbreak situations, such as workplaces. It is understood that local authority Directors of Public Health will retain the ability to influence the siting of MTUs, based on local intelligence of testing need and demand.

### Asymptomatic Community Testing

The advent of Lateral Flow Devices (LFD) for testing has undoubtedly improved the rapid detection of hidden infection in people who do not have symptoms. The Council set up its first Telford & Wrekin Rapid Testing site in December 2021, in partnership with the DHSC as part of the DPH-led Testing Programme. This evolved into the **Community Testing Programme** from February 2021, operating from the main Hub site and two further spoke sites, plus 8 community pharmacies (due to increase to 14).

There has been sustained local comms activity to encourage local people who needed to leave home for work during lockdown to access regular rapid testing at our three Asymptomatic Testing Sites (ATSs). An intelligence-led approach has been used to [specifically target communities with high infection rates and low testing rates](#), through the Council's various media channels to encourage testing. The Health Protection Hub have proactively worked with businesses to promote and understand barriers to rapid testing.

**Community Collect** is the Government's new distribution channel for self-test kits to individuals to support the expansion of asymptomatic home testing. The initial rollout aims to support the reopening of schools and colleges at the beginning of March 2021 and this will be upscaled across other priority groups going forward. The Council, in collaboration

## TELFORD & WREKIN LOCAL OUTBREAK PREVENTION & CONTROL PLAN

with the DHSC will start to offer Community Collection points at the 3 local authority ATSS from mid-March 2021, with a further three collection points in development in other community locations. This Community Collect offer sits alongside other national home test channels, which at the time of writing includes: afternoon and evening collection of kits from symptomatic test sites (LTS/RTS), the [Online Home Direct](#) service and in pharmacy collect channel starting from the end of March 2021.

**Schools and colleges** in Telford & Wrekin have been offering regular rapid testing [via the Department of Education channel](#) from January 2021. From early March 2021 when education settings reopen, schools are offering onsite and home testing kits for secondary school pupils and college students and staff of primary and secondary schools and colleges. People in households, childcare and support bubbles of primary, secondary-age pupils and college students are also encouraged to undertake regular rapid testing, and tests can be accessed via Community Collect sites described above. The parental consent rate for secondary pupils will be monitored through the rest of the school year

### NHS Testing

The local NHS testing offer covers healthcare staff and patients across Shropshire, Telford & Wrekin, including PCR and LFT testing through a number of routes and sites available. The local NHS testing Programme is delivered by Shropshire Health Community NHS Trust, which undertakes swabbing and supports with Occupational Health-led reporting of results, and Shrewsbury & Telford Hospitals NHS Trust which provides the laboratory services. The local NHS programme has supported outbreak management when required throughout the pandemic, this has been especially useful for example for controlling outbreaks in schools. The expansion of rapid testing in the NHS offers staff weekly LFT tests and patients LFT test on admission and discharge from hospital and prior to procedures and appointments.

### Best Practice

#### Testing

Telford & Wrekin symptomatic testing rates have been consistently higher than the national and regional average during the pandemic. This demonstrates a solid testing culture within the local community and reflects good access for people, given the spread of sites on offer across the borough.

The Telford & Wrekin Community Testing Programme has delivered circa 25,500 rapid tests since it started, with 1% of people (232) reporting positive test results. The positive cases are reported instantly to the Health Protection Hub, at the same time as they are uploaded into NHS Test & Trace. This means that rapid local contact tracing happens on average 48 hours earlier than the positive case details are shared via the national system.

## TELFORD & WREKIN LOCAL OUTBREAK PREVENTION & CONTROL PLAN

### Community Testing Programme: Telford & Wrekin

| Testing programme                            | Test type |     | Overview  | Telford & Wrekin Locations   |
|--|-----------|-----|---|--|
|  | LFT       | PCR |   |  |
| <b>Community Testing</b>                     | ✓         |     | <ul style="list-style-type: none"> <li>Local authority-led Asymptomatic Testing Sites (ATS)</li> <li>Support people who need to leave home to work</li> <li>Parents and carers of school and college students</li> <li>People unable to access testing via other channels</li> <li>Targeting hard-to-reach/disadvantaged communities</li> </ul> | <ul style="list-style-type: none"> <li>The Place Oakengates</li> <li>Cosy Hall Newport</li> <li>Anstice Hall, Madeley</li> <li>Numerous community pharmacies</li> <li>Booking @ <a href="http://rapidtest.telford.gov.uk/">http://rapidtest.telford.gov.uk/</a></li> </ul> |
| <b>Community Collect</b>                     | ✓         |     | <ul style="list-style-type: none"> <li>Collection of home testing kits</li> <li>Parents and carers of school and college students</li> </ul>  | <ul style="list-style-type: none"> <li>Telford &amp; Wrekin Council ATS as above, plus additional collection sites in development (March 21)</li> <li>National symptomatic testing sites (LTS/RTU) 1pm - 8pm</li> </ul>  |
| <b>NHS staff and patients</b>                | ✓         | ✓   | <ul style="list-style-type: none"> <li>Testing of patient-facing staff of all NHS trusts</li> <li>Patient testing</li> </ul>  | <ul style="list-style-type: none"> <li>Shrewsbury &amp; Telford NHS Hospital Trust</li> <li>Shropshire Community Health NHS Trust</li> </ul>   |
| <b>Social care settings</b>                  | ✓         | ✓   | <ul style="list-style-type: none"> <li>Staff (PCR weekly and LFT twice weekly)</li> <li>Residents (PCR every 28 days)</li> <li>Visitors, inc. visiting professionals</li> </ul>   | <ul style="list-style-type: none"> <li>Care homes – nursing &amp; residential</li> <li>Domiciliary care, extra care &amp; supported living</li> <li>Day services</li> </ul>  |
| <b>Schools, colleges and early years</b>     | ✓         |     | <ul style="list-style-type: none"> <li>Testing of staff and students</li> </ul>   | <ul style="list-style-type: none"> <li>On site and home testing for staff in all education settings, secondary school and college students</li> </ul>  |
| <b>Universities</b>                          | ✓         |     | <ul style="list-style-type: none"> <li>Testing of staff and students</li> </ul>   | <ul style="list-style-type: none"> <li>Harper Adams University – LFD testing on site or Telford Wrekin Council ATS as above</li> <li>Priorslee Campus Wolverhampton University using Telford &amp; Wrekin ATS sites</li> </ul>   |
| <b>Workplace (private and public sector)</b> | ✓         |     | <ul style="list-style-type: none"> <li>Asymptomatic Testing Site (ATS) onsite at workplace</li> <li>Community testing ATS site</li> </ul>   | <ul style="list-style-type: none"> <li>Telford &amp; Wrekin Council ATS as above as above</li> <li>16 workplaces signed up to the national scheme</li> </ul>   |

## Management and Control of Cases and Outbreaks

### Telford & Wrekin Health Protection Hub

Telford & Wrekin Council's Health Protection Hub (Hub) formed in June 2020, undertakes local contact tracing and works to control and manage outbreaks. It is a multi-disciplinary team which has grown in size and expertise as the pandemic and contact tracing work has become more locally developed. The Service Delivery Manager Health Protection and Consultant in Public Health manage the work of the Hub.

The Hub operates 7 days a week and provides on call cover for bank holidays. Our bespoke case management system allows cases and contacts to be linked by household and setting. All local settings use the online notification form <https://apps.telford.gov.uk/testandtrace/>.

The Hub works as part of [NHS Test and Trace](#) which operates at three levels as part of the contact tracing process to:

- ✓ Identify other positive cases and contacts
- ✓ Find links to other cases
- ✓ Issue guidance on social isolation activities where applicable
- ✓ Establish any need for community service support for anyone self-isolating

The Hub is part of the **Local Contact Tracing Partnership** with NHS Test & Trace/PHE and therefore has access to the national CTAS system and actively contact traces cases classified as "follow up fails" (FUF) on a daily basis. The Hub has trained over 50 other Telford & Wrekin employees to work as surge volunteers who make calls to ensure that cases are not in need of any assistance for example shopping and that self-isolation guidance is understood and being followed.

### Working with PHE

A Standardised Operating Procedure/Memorandum of Understanding (SOP/MoU) has been agreed between West Midlands PHE Centre, Telford & Wrekin Council, Shropshire Council and Shropshire and Telford and Wrekin CCGs. This framework provides the details of the arrangements for the joint management of local COVID-19 outbreaks, including the roles and responsibilities of the various organisations, across a variety of specific settings, in line with their statutory duties. (See Appendix 5) The Hub use the common exposure data from within the DPH daily line list as part of its **enhanced contact tracing** activities. The HUB would act on any data provided by PHE from the post code coincidence reports. At the time of writing there were none for Telford. See Appendix 6 for current arrangements with PHE

## Hub Risks and Mitigations

| Risk/ Issue   | Solution / Mitigation  |
|---|--|
| <ul style="list-style-type: none"> <li>Workforce capacity to continue to deliver the amount of support offered in above table once LA in a more business as usual way of working</li> </ul> | <ul style="list-style-type: none"> <li>✓ Long term planning for a Health protection function within LA – that will have EHOs/BSO deployed</li> <li>✓ These are responsible for health protection and will take a lead on care/ workplace and educational establishments</li> </ul> |
| <ul style="list-style-type: none"> <li>Duplication between national and regional system – confusing for settings and also inefficient use of resources</li> </ul>                           | <ul style="list-style-type: none"> <li>✓ Agreement between regional PHE and LA on who will take lead – removal of duplication of reporting criteria for setting –</li> </ul>   |
| <ul style="list-style-type: none"> <li>Confusion in settings about the various testing options and when employees should self-isolate</li> </ul>  | <ul style="list-style-type: none"> <li>✓ Targeted communications aimed at employers on self-isolation. Survey of employers to find out those that had taken up LFD testing and to understand barriers for those that were not planning to undertake</li> </ul>                     |

## Contact Tracing and Information Gathering

The Hub managers export DPH line listing information from PHE to officers to contact trace. Cases are prioritised when infection rates are high, based on the following criteria:

|                    |  |
|--------------------|--|
| Occupation         | Health & social care workers<br>Employees in essential infrastructure              |
| Education settings | Teachers, Teaching Assistants, Lecturers,<br>Nursery Nurses<br>Pupils and students |
| Vulnerable people  | Over 70s<br>People living in residential settings                                  |

The Hub have access to the NHS Test and Trace data management system CTAS and cases known as **Follow up Fails (FUFs)** are assigned from the national system for local follow up and contact tracing. The Hub contact trace cases these contacts to gather information on person place and circumstances, questioning people's movement 5 days prior to test to investigate places where contact or transmission may have occurred. The information is either recorded in the local case management system or within CTAS if the case is designated as a FUF.

Investigation and contact tracing can be complex and involve multiple cases with multiple contacts and will often involve more than one setting. The Hub staff are experienced investigators and use their skills to link cases, contacts settings and other outbreaks.

### **Identification of outbreaks and situations**

The Hub online notification form is integrated into the Dynamics 365 case management system used for contact tracing. This means the Hub often regularly learns of a complex setting case or linked cases before PHE. As such contact tracing and liaison with and advice to the setting e.g. schools, care settings and workplaces can start immediately.

The outbreak tracker record multiple cases within settings and this tracker, along with the risk assessment questionnaire are used to determine actions for the setting and if an Incident Management Team (IMT) meeting is needed.

### **Outbreaks in the NHS**

The various NHS organisations in Shropshire, Telford & Wrekin are developing a system-wide Test & Trace process for managing outbreaks in healthcare settings, including the two acute trusts, community hospitals and services and primary care. This process is linked to the [expectations for the NHS on healthcare associated COVID-19 infections](#), and includes patients and staff – linked to the local sickness absence reporting policy and process and local testing programme.

Further discussions are required to ensure that processes are developed to appropriately connect outbreaks and contact tracing in the NHS with community transmission through Telford & Wrekin Health Protection Hub and Shropshire Health Protection Cell (by the end of May 2021).

## High Risk Places and Locations

The Hub have developed expertise, building on the local experience and learning of working with care settings, workplaces and educational settings. There are now strong local relationships with key stakeholders in these high risk settings. On-going proactive support is offered through named officers, including Infection Prevention and Control advice, COVID secure arrangements and testing etc. There are clear protocols, based on national guidance to identifying and managing outbreaks in high risk settings.

### Care settings

- Care Homes – nursing and residential
- Domiciliary care
- Independent living and home care
- Learning Disability Homes
- Children’s Care homes

### Educational Settings

- Early Years providers
- Primary & secondary schools, academies, special schools (maintained and independent)
- FE Colleges and Universities

### Communities

- Clinically Extremely Vulnerable (CEV)
- Black & Minority Ethnic Groups
- Community & Voluntary sector support
- Homeless people, migrants and asylum Seekers

### Workplaces

- Workplaces and businesses – shops/ retail, factories, warehouses, supermarkets, food producers, personal care providers – hairdressers, nail salons, soft play leisure
- Blue light services

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### Other high risk premises

- (HMOs) - Homes of Multiple Occupancy
- Places of Worship

## Health Protection Hub Support Offer to High Risk Settings

| <b>Setting</b>                    | <b>Interaction and support</b>   |
|-----------------------------------|--|
| <b>Care homes</b>                 | <ul style="list-style-type: none"> <li>• Weekly Hub call to care homes</li> <li>• NHS IPC support and Train the Trainer</li> <li>• Daily calls when in an outbreak</li> <li>• IMT's to support through outbreak</li> <li>• Daily meetings with IPC</li> <li>• EHO's supportive visits</li> <li>• Support with PPE provision</li> <li>• Financial support for an additional IPC nurse</li> </ul>  |
| <b>Large Employers</b>            | <ul style="list-style-type: none"> <li>• Letter to businesses Hub – contact details and online form</li> <li>• Social media posts</li> <li>• Regular contact with some Manufacturers</li> <li>• Letters re LFD testing take up</li> <li>• Support for LFD testing set up</li> <li>• Public Health visits by EHO's</li> <li>• IMT's to support through outbreak</li> <li>• Targeted communication</li> </ul>  |
| <b>SME's and Food Business</b>    | <ul style="list-style-type: none"> <li>• Social media post</li> <li>• Customised letters to sectors on reopening</li> <li>• Advice on web site for those wishing to diversify</li> <li>• Business grants to support through lockdown</li> <li>• Covid Secure Visits / EHO supportive visits</li> <li>• IMT's to support through outbreak</li> <li>• Advice on lockdown rules</li> <li>• Advice for taxi and Private hire operators – meeting with trade</li> <li>• Targeted communication</li> </ul>   |
| <b>Educational Establishments</b> | <ul style="list-style-type: none"> <li>• Guidance pre reopening on IPC / cleaning and social distancing</li> <li>• Covid Secure risk assessment template for Primary and Secondary Schools</li> <li>• Face Covering Guidance</li> <li>• Support with PPE provision</li> <li>• Handwashing offer for schools developed</li> <li>• Letter to school re test and trace</li> <li>• Suite of letters in case of positive case</li> <li>• SDM attends Primary and Secondary heads Forum</li> <li>• Dedicated phone line for schools</li> <li>• Named Hub officer for each primary and secondary school</li> <li>• Specific guidance for early years settings</li> <li>• Regular meetings with Universities</li> <li>• Assistance with testing for universities</li> <li>• Assistance with rapid testing requirements</li> <li>• IMT's to support through outbreaks</li> <li>• EHO's supportive visits</li> </ul> |
| <b>Other High risk premises</b>   | <ul style="list-style-type: none"> <li>• Work through interfaith Council</li> <li>• Advice on Covid secure measures</li> <li>• Letters to Licensed HMO's</li> </ul>  |
| <b>Communities</b>                | <ul style="list-style-type: none"> <li>• Work with interfaith council to ensure messaging reaches communities whose first language is not English – videos and written material</li> <li>• Community Help line</li> <li>• Vulnerable adults receiving keep in touch calls</li> <li>• Direct support to households in need of food medication or crisis payments</li> <li>• Community champions being recruited</li> <li>• Self-Isolation and follow up calls made by surge to positive case</li> <li>• All emails from Hub contain support information</li> <li>• In equalities group set up to look at what further measures needed</li> </ul>  |
| <b>NHS settings</b>               | <ul style="list-style-type: none"> <li>• Liaison with GP practices, dental practices</li> <li>• Link with Occupational Health Team leading local contact tracing for NHS staff</li> </ul>  |

## Case Study

### High Risk Setting

The high-risk setting is an employer in Telford.

Hub were notified of a positive case via LFD, a further 2 positive cases were identified that same day. All the cases were contact traced, and one was found to be in working in a department where they had to walk around the factory checking machines etc. The setting and case were added to the outbreak tracker.

The Manager of the site was contacted, and control measures were gone through to check that staff were adhering to them and if there were any amendments made from the public health HUB visit made earlier in the year. At the time of the conversations nothing was identified, however it was advised that all members of that shift have LFD tests to see if there were any further asymptomatic cases.

A case from the line list was identified as being a cleaner at the site who had attended work with symptoms the week before.

A further case was then identified from the LFT testing carried out. This gave a total of 6 cases had been identified in a two-day period. This met the criteria for an IMT and as such invites were sent out 3 days after first LFD notification for an IMT the next working day with the company. PHE and representatives were also invited to attend.

The IMT identified the recommended actions highlighted from the previous site visit and whether they had been actioned. The company advised that they would look into each of these to ensure that they had been complied with. No Further site visit was deemed necessary.

The company responded a week later with an update on the action points raised at the meeting with comments attached advising on what had been done to comply with the action points from the IMT.

## **Living with Covid**

### **Requirements/Needs:**

- Surge capacity to test large numbers of people in response to identification of new variants of concern
- Maintain contact tracing and ability to respond to surge or outbreak scenarios.
- Maintain the capability to manage outbreaks across a range of settings