

Joint Strategic Needs Assessment 2021

Impact of COVID-19 on the Communities and Environment of North East Lincolnshire

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Key points - 1

- Overall recorded crime in North East Lincolnshire reduced from 20,370 crimes in 2019/20, to 17,524 crimes in 2020/21, which was a reduction of 14%. It is anticipated that crime is likely to increase to normal levels as restrictions continue to be lifted.
- During lockdown there were reductions in anti-social behaviour and violent crime associated with the night time economy, however during 2020 the number of domestic abuse cases referred to MARAC was 58% higher than during 2019, therefore lockdown has had differing impacts on different crime types.
- There is an increased risk of domestic abuse if trapped with a partner during lockdown.
- Lockdown saw a reduction in referrals to Women's Aid with drop-in referrals particularly effected.
- Anti-social behaviour continues to be the number one concern raised by local residents and therefore remains a priority for the Community Safety Partnership.
- Total anti-social behaviour incidents remained stable with 3,388 incident logs in 2020/21 compared with 3,070 in 2019/20 and 3,486 in 2018/19.
- The Anti-Social Behaviour and Street Based Teams played a substantial role during the first lockdown in March 2020, contacting households who were deliberately contravening regulations, and out on active patrol engaging with young people.
- Significant involvement and support by the VCSE sector to support the COVID-19 response. The Blue Lights Brigade was our local voluntary emergency response organisation which worked to organise a cohort of Covid Support Volunteers (recruiting over 600 volunteers within the first few weeks of lockdown), and managed and mobilised these volunteers when specific voluntary support was needed across the borough.
- During the first national lockdown, cross sector partnership working enabled the coordinated support from 16 local VCS organisations to provide 7,772 welfare calls, 912 shopping deliveries, and 326 prescription deliveries.
- Volunteer support has been integral to the local COVID-19 vaccination rollout. 145 volunteers have been placed at the four PCN vaccination sites and have been involved in a range of roles e.g. queue marshal, meet and greet, usher etc.
- Sector Support NEL have worked alongside the Council from the commencement of the pandemic. Through regular engagement with VCS organisations and groups they established and continue to maintain information on the local offer of services. They supported the promotion and distribution of grants to businesses in the sector, local food providers, organisations addressing hardship, and been part of a triage approach for individuals who contacted, or were referred into, customer services and the SPA.
- There are opportunities to build upon and sustain the work that the VSC and volunteers have achieved in supporting services/communities, delivering services, and looking after the welfare and wellbeing of our communities.

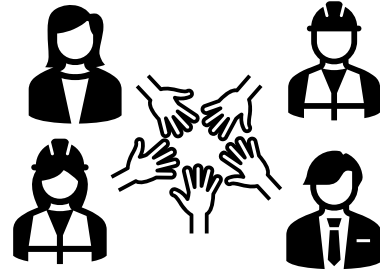
Key points - 2

- Reduced face to face contact with adult social care service users during 2020/21 is a potential concern in terms of the reduced opportunities for either direct disclosures from adults at risk, and/or the missed opportunities for family and professionals to make observations and identify risks and raise concerns.
- There has been a relatively small increase (131) in the number of fly-tipping incidents in 2020/21 (2,364) compared to 2019/20 (2,233), whilst the total tonnage of fly-tipping reduced from 321,259kg in 2019/20 to 256,387kg in 2021/21.
- Fly-tipping locations by ward tended to correlate with deprivation i.e. an increasing number of incidents of fly-tipping with higher deprivation. The exception to this was Wolds ward which is a large rural ward.
- COVID-19 site restrictions at the community recycling centres and charity shops being closed may have made it more difficult for residents to dispose of unwanted items.
- There were considerable reductions in the tonnage of dry recycling and recycling waste collected at the bring sites / community recycling centres, particularly during lockdown periods, with the COVID-19 site restrictions at the community recycling centres a significant factor.
- There were large reductions in Nitrogen Dioxide and Nitrogen Oxide concentrations during 2020 and which were most evident during the first national lockdown. Motor vehicle use also reduced and followed a similar pattern.
- Inequalities exist in access to good quality and safe green space, with some demographic groups finding it much harder to be active during lockdown.
- Footfall data shows the impact of lockdown restrictions, with footfall in both Grimsby Town Centre and in St Peter's Avenue Cleethorpes, falling dramatically at the start of the first national lockdown in March 2020 (demonstrating the impact of the closure of non-essential shops), with footfall then remaining well below the corresponding level in 2019 for the rest of the year.
- During the pandemic period to date, the cumulative mortality and hospital admission rates for the White ethnic group have been lower than for all other ethnic groups.
- The COVID-19 pandemic has not created health inequalities but has exposed and exacerbated longstanding inequalities affecting BAME groups in the UK.

Communities and Environment – Key points infographic



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Significant involvement and support by the VCSE sector to support the COVID-19 response. The Blue Lights Brigade was our local voluntary emergency response organisation which worked to organise a cohort of Covid Support Volunteers (recruiting over 600 volunteers within the first few weeks of lockdown), and managed and mobilised these volunteers when specific voluntary support was needed across the borough.



Covid Support Team recruited to focus on providing advice and support to businesses on the high street and ensuring they were operating in a covid secure way to protect the public health of customers, suppliers, and staff, liaising with the multi disciplinary covid compliance team where enforcement action was needed.

Between August 2020 to the end of May 2021, the Covid Support Team undertook 8,400 visits to North East Lincolnshire businesses, which includes initial visits, revisits and observational visits.



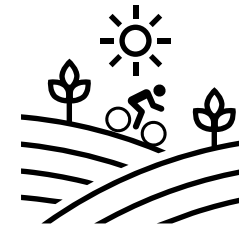
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Impacts of COVID-19 on crime and disorder

Impact of COVID-19: Overall crime

- Overall crime in North East Lincolnshire decreased this year with 17,524 crimes recorded in 2020/21 compared with 20,370 in 2019/20 and 21,208 in 2018/19.
- Reported crimes peaked in quarter two (1st June 2020 to 31st August 2020) which is likely due to the lifting of the first lockdown restrictions.
- In October 2019 Humberside Police launched Operation Galaxy to target criminals across the area who are causing our communities the most harm. In the second half of 2020, as crime levels began to fall, more resources were available for proactive work and Operation Galaxy intensified. Force-wide this has led to 1,172 arrests, 537 warrants executed, and £9,715,195 worth of drugs seized (street value).
- It is anticipated that overall crime will increase again this spring / summer (2021) as the reimposed restrictions are, again, gradually lifted.

Impact of COVID-19: Crime and disorder

- Violent crime: Violence with injury remained similar to last year with 1,967 incidents recorded in 2020/21 compared with 1,977 in 2019/20. This remains attributable, in the main, to domestic abuse and the social economy. Limitations on capacity and pre-booked seating in pubs reduced the opportunities for general disorder but there was a small increase in domestic incidents in bars in the daytime throughout August 2020 which has been attributed to the Eat Out to Help Out scheme. Street marshals continue to be deployed as a visible presence to check that premises are operating safely, report any COVID-19 guidance breaches, and increase public confidence.
- Targeted youth work (street based team): Throughout the pandemic the team was deployed as Operation Python to conduct daily afternoon and evening patrols. Working with Humberside Police they employed the '4E's' model to engage, encourage and explain COVID-19 restrictions to young people suspected of breaching unlawful gathering regulations. Enforcement is used as a last resort, taking into account the potential reasons why young people may be out of the house, including escape from domestic abuse, neglect and hunger. This approach was subsequently expanded to welfare visits to the most vulnerable people and their families, missing persons visits, and de-briefs.
- Substance and alcohol misuse: The Comeback established daily online recovery meetings, including weekends and bank holidays, open to anyone dealing with addiction, alcoholism, substance use, mental health concerns, as well as any other quality of life concerns or behavioural health issues. They also welcome people who support the recovery lifestyle and anyone who has been affected by behavioural health at any point in their life.

Impact of COVID-19: Community contribution to community safety

- Crime Reduction Fund: In 2020/21 a total of £75,525 was allocated to community groups to help address the aims of the Community Safety Partnership and Police and Crime Plan. Although some early projects were deferred due to COVID-19, most continued to deliver their projects addressing youth diversion, community action, and targeted support for vulnerable groups.
- Neighbourhood networking: NEL Neighbourhood Network helped people cope with the impact of the initial COVID-19 lockdown period and beyond. Volunteers assisted with food shopping and collecting medication; food banks and hardship grants helped communities who faced increased challenges; and individuals were signposted to agencies addressing mental health issues arising from social isolation, healthy eating by growing your own produce, keeping safe from scams, and fraud and doorstep crime.
- Blue Lights Brigade: Supported the local authority's crisis response, acting as the volunteer registration portal, registering just over 600 volunteers from the communities of North East Lincolnshire. They played a key role in the shielding food delivery programme, and were the emergency weekend cover for the Out of Hours GP Service, assisting with the collection and delivery of emergency prescriptions and medication. In 2020 Blue Lights Brigade helped to deliver in excess of 1,000 food packages to many hundreds of the most vulnerable households in our area.

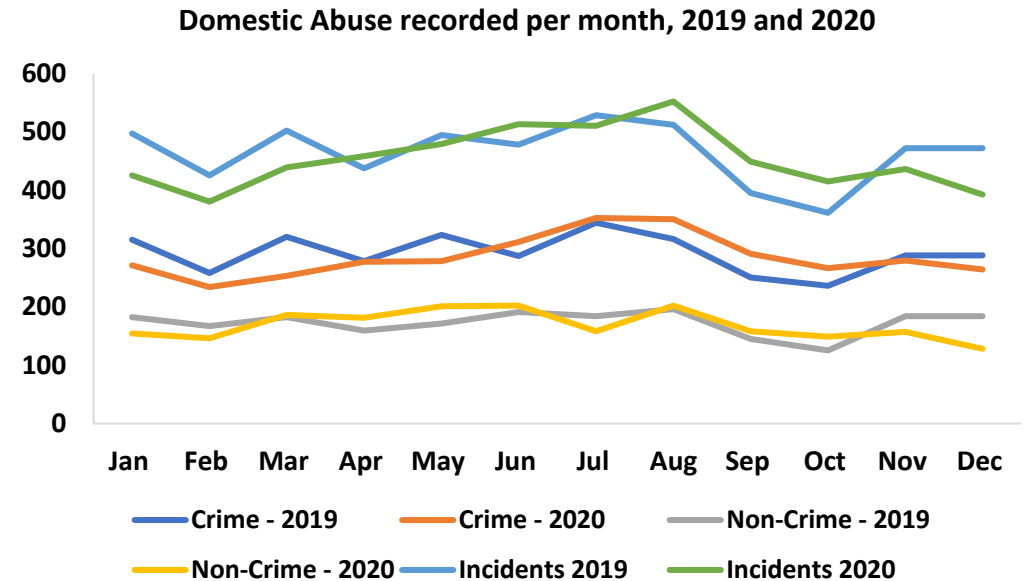
Impact of COVID-19: Community contribution to community safety (2)

- VCSE: Sector Support North East Lincolnshire has continued to compile up to date service information throughout the COVID-19 pandemic, partnering with the call centre team and single point of access for medical and safeguarding support to ensure that communities are signposted to the appropriate support. Sector Support's VCSE member organisations have also continued to provide support to those in crisis and in need throughout 2020 including supporting 41 families in multiple crisis, providing a safe space for sex workers, engaging track and trace wellbeing coordinators, supporting the homeless into accommodation over lockdown, and delivering therapy to those that could not normally afford this service.
- Empower Safer Homes: The Safer Homes service provides security fittings and advice, prioritising victims of domestic abuse. This service continued to deliver throughout the pandemic, providing telephone advice wherever possible, but supplying technician visits where necessary. During the year 655 referrals for target hardening support were attended, 525 relating to domestic abuse incidents, and 28.3% of these in the East and West Marsh wards.

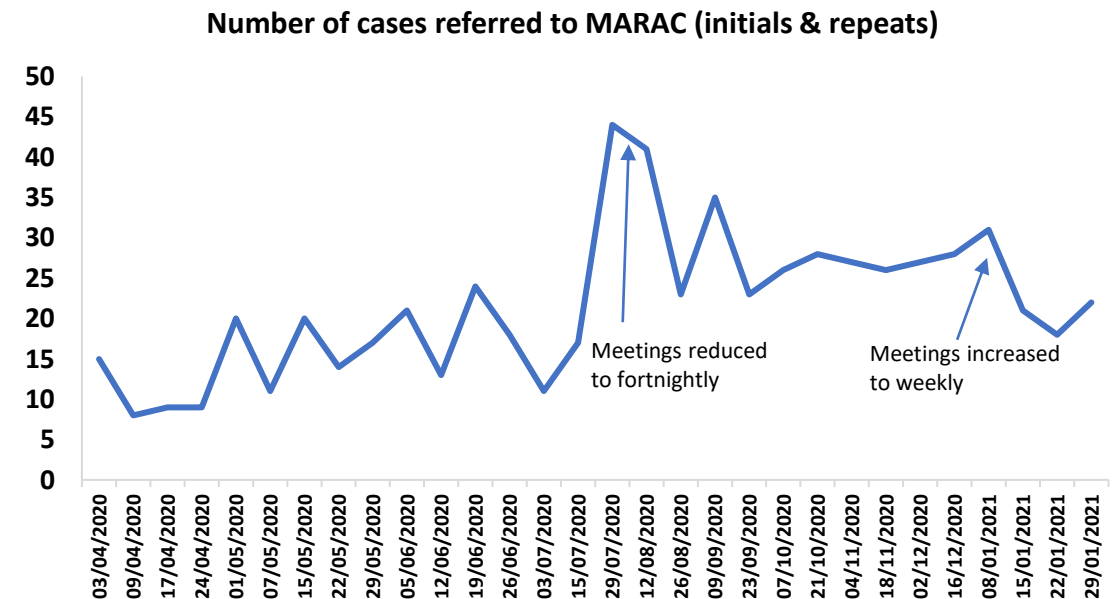
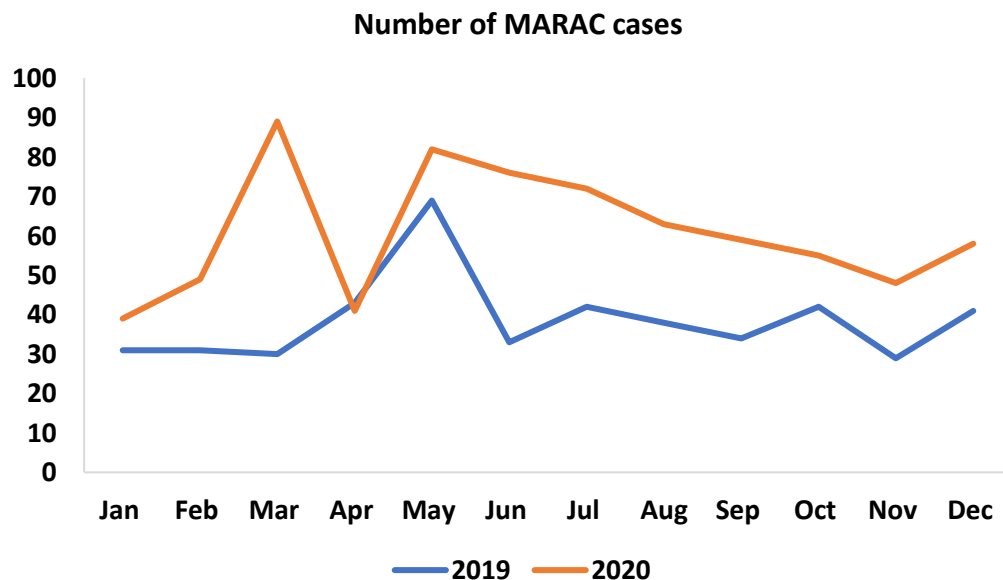
Impacts of COVID-19 on domestic abuse

- The UK government's definition of domestic violence is 'any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse, between those aged 16 or over, who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial, and emotional.' (Source: GOV.UK)
- Overall, there was a decrease in the number of reports/cases/referrals of standard and medium risk cases of domestic abuse at the beginning of the first national lockdown (23rd March 2020) and an increase in respect of high-risk cases. This continued to August 2020 after which figures appeared to reach a plateau and return to pre-lockdown levels from September 2020. The continuing uncertainty however has caused spikes and dips throughout.
- There is an increased risk of domestic violence if trapped with a partner during lockdown. (Source: Perspectives on S&RH, June 2020)
- In some cases, fears about COVID-19 have been exploited to withhold access to children, cut off contact to family and friends, and monitor movement under the pretext of keeping them safe from the virus. Those affected said this made it difficult to leave and speak out. (Source: NSPCC)
- The NSPCC has also reported a considerable increase in parental alcohol use calls to its helpline in relation to domestic abuse. (Source: NSPCC)

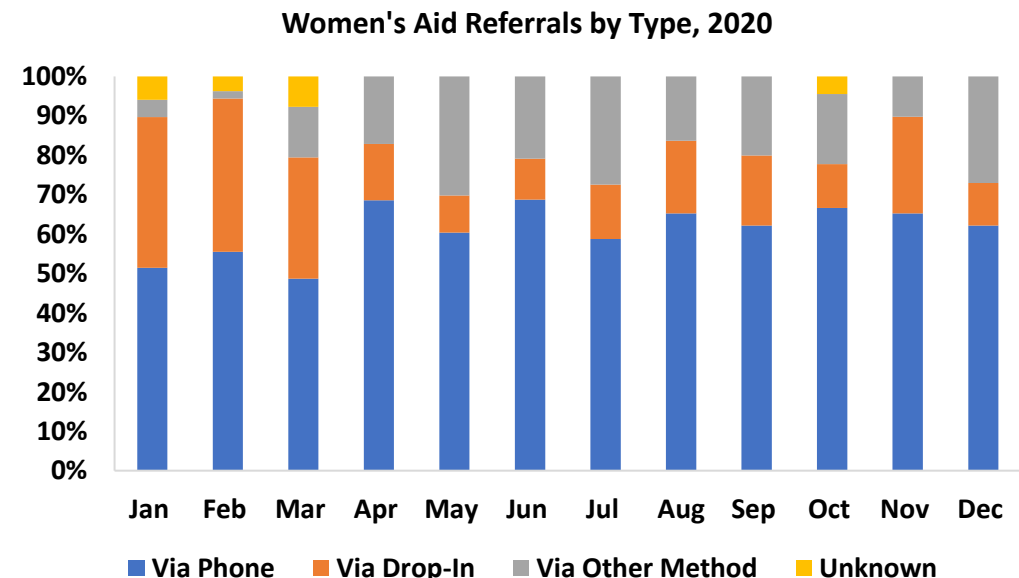
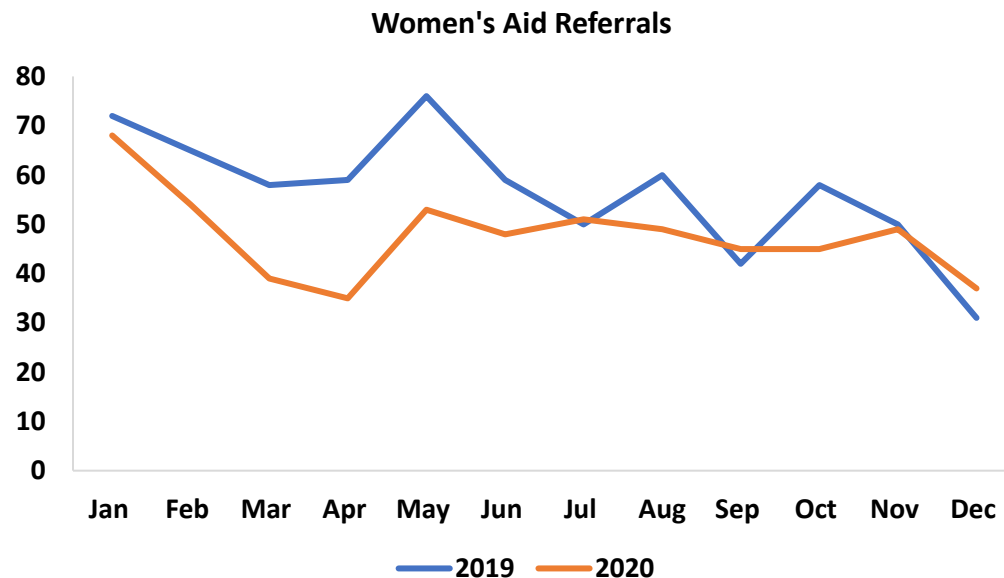
- Domestic abuse related offences and incidents are defined as per the UK Government's definition. Offences have been recorded as a crime, whereas the number of incidents includes all reported instances of domestic abuse regardless of whether there was sufficient evidence to record as a crime.
- The number of domestic abuse crimes reported to Humberside Police in North East Lincolnshire was lower in January to May 2020 when compared to the same period in 2019. The number of crimes for June through to October were then higher in 2020, before falling to below the 2019 figures for November and December.
- Domestic abuse is often a hidden crime that is not reported to the police. Therefore, data held by the police can only provide a partial picture of the actual level of domestic abuse experienced.
- There are concerns around suppressed demand and the number of high-risk cases of domestic abuse.



- During 2020 there were 731 referrals to MARAC, the Multi-agency Risk Assessment Conference for high risk victims of domestic abuse. This was an increase of 58% from 2019 when 463 cases were heard. Due to the escalated risks to victims during the COVID-19 lockdowns, MARAC was heard fortnightly or weekly rather than monthly to ensure all high risk cases were able to be heard. Throughout the pandemic local domestic abuse services have continued operating as 'business as usual' or adapting to virtual delivery, accessible even to those who may have COVID-19 symptoms (with appropriate safety measures in place).
- The change in frequency of MARAC meetings (from every 4 weeks in 2019 to every 3 weeks in early 2020, then weekly during the first part of lockdown, back to fortnightly from mid-July 2020, and back to weekly from Jan 2021) has made comparisons difficult. There were 2 MARACs in May 2019 and 5 (weekly) MARACs in May 2020. There had been a gradual reduction in cases since the last peak in May, though this rose in December 2020 and again in January 2021. Overall figures remain considerably higher than before lockdown.
- MARAC cases were averaging around 12 per week at the beginning of lockdown. This rose to an average of 19-20 cases per week during June 2020 and has now peaked at an average of 25 cases per week during January 2021.

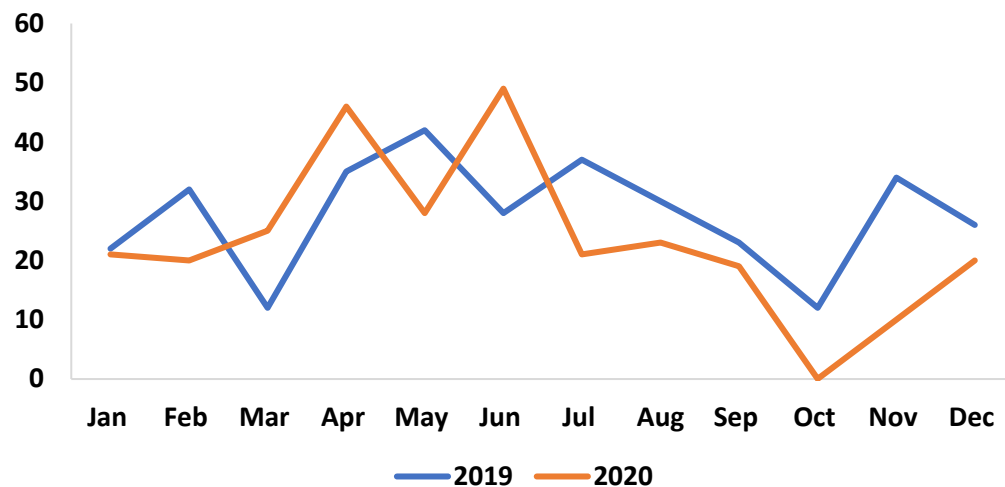


- Figures from Women's Aid show that at the beginning of lockdown there was a significant decrease in referrals received during March – April 2020, however referrals gradually increased up to November 2020, with peaks in May and November 2020. Rates dipped significantly in December 2020, though this is likely due to seasonal variations as there was a similar dip in the number of referrals received in December 2019.
- It should be noted that in a normal year there is usually a spike in referrals in January (post-Christmas), a dip in referrals in July the during school holidays, and a further dip in December (pre-Christmas).
- Lockdown had a considerable impact on how referrals were received by Women's Aid, with a big drop in the number of drop-in referrals, and an increase in telephone referrals and referrals via other methods such website, email and Facebook.

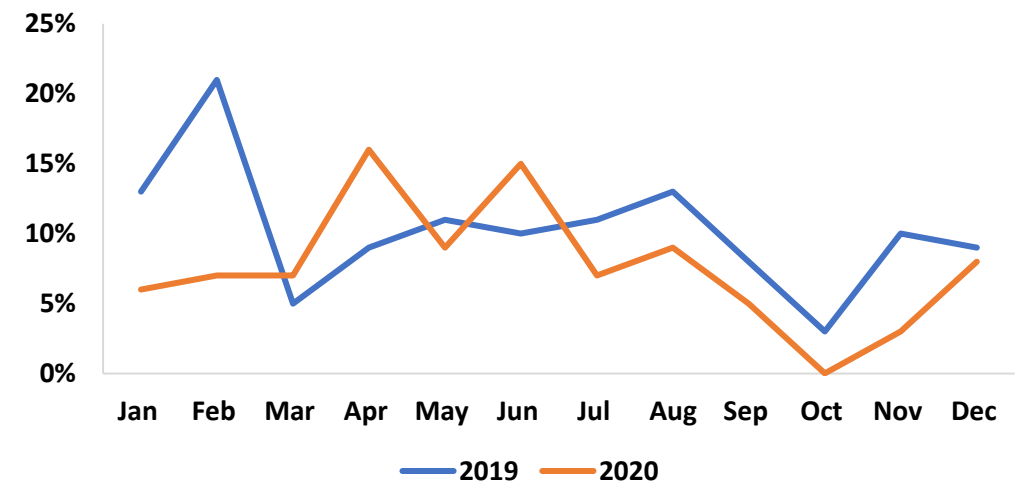


- The average monthly number of domestic abuse referrals to children's safeguarding prior to lockdown (Jan-Mar 2020) was 22, and this rose to 27 per month during the rest of 2020 (excluding October 2020 due to data quality issues).
- It should be acknowledged that the current limitations of the reporting system mean it is not possible to determine how many referrals were made with domestic abuse as a secondary or contributing factor.
- Living in a home where domestic abuse occurs can have a major impact on a child or young person's mental and physical wellbeing, and this can last into adulthood.
- Domestic abuse can also have a serious effect on a child's behaviour, brain development and overall wellbeing. It undermines a child's basic need for safety and security and can have a negative impact on a child's development, educational outcomes, and mental health. (Source: NSPCC)
- Children who experience parental conflict may also have an increased likelihood of risk-taking behaviour like smoking, drug use and early sexual activity. (Source: Early Intervention Foundation, 2018)

Domestic Abuse* Referrals to Children's Assessment and Safeguarding Services**



Domestic Abuse* Referrals as a percentage of the the total Referrals to Children's Assessment and Safeguarding Services**



* Where main category of referral is domestic abuse. **Referrals are for individual children and figures may include siblings.

Impacts of COVID-19 on anti-social behaviour (ASB)

- 'ASB' is a broad term used to describe a range of nuisance behaviour, disorder and crime that affect people's daily lives. It has been described as causing harassment, alarm or distress to one or more persons not of the same household. It covers many types of behaviour that vary in nature and severity, many of which are open to interpretation. Thus what is considered anti-social by one person can be acceptable to another.
- ASB can be personal or environmental.
- ASB can often have a devastating impact on victims and communities and requires a multi-agency approach to deal with it effectively.
- ASB in North East Lincolnshire continues to be the number one concern raised by local residents (Our Place Our Future survey December 2020) and remains a priority for the Community Safety Partnership (CSP).
- Total ASB incidents remained stable with 3,388 incident logs in 2020/21 compared with 3,070 in 2019/20 and 3,486 in 2018/19.
- Youth ASB has decreased, from accounting for 40% of the total in 2019/20 to 32% in 2020/21.

- The ASB Team alongside the Street Based Team played a major supporting role to the police during the first lockdown in March 2020. The ASB Team sent 77 warning letters to households who were deliberately contravening the regulations by having unlawful gatherings and house parties. Any wider enforcement action required was then followed up by the police where further breaches occurred.
- The Street Based Team were also integral to the response to stop the spread of COVID-19. They were out on active patrol engaging with young people (at a safe distance) in open spaces and reminding them of the regulations and not to gather in groups. Where repeated breaches by young people were identified a referral was made either into the safeguarding hub or to an already appointed support worker to discuss the issues directly with the individual and the family.
- Parents of young people not known to the local authority were sent letters reminding them of their parental responsibilities and warning them of potential sanctions if their child continued to breach the regulations. Due to the success of this approach, it was reintroduced during the November 2020 lockdown.
- The ASB Team is continuing to work with partners to support a collaborative and uniformed approach to dealing with COVID-19 regulation breaches using the principles of engage, encourage, educate and enforce.

Impacts of COVID-19 on volunteering and community action

- The VCS and Volunteers made a significant contribution in supporting our local community, delivering services, and looking after the welfare of our communities, throughout the COVID-19 pandemic.
- The number of volunteers, mutual aid groups and VCS organisations, who stepped up to support throughout the pandemic, and the impact they have had, should not be underestimated, and there is now an opportunity to build on this as the area moves forward as a PLACE.
- For volunteers, being able to be part of a role or service is known to be beneficial, and this could be around mental and physical wellbeing, self worth, confidence building, an opportunity to learn new skills and gain experience, and reducing social isolation.
- Mutual aid groups who formed locally were communicated with and supported as required to ensure their support offer was understood as part of the wider North East Lincolnshire offer.
- The Blue Lights Brigade was our local voluntary emergency response organisation which worked to organise a cohort of Covid Support Volunteers (recruiting over 600 volunteers within the first few weeks of lockdown), and managed and mobilised these volunteers when specific voluntary support was needed across the borough.
- Sector Support NEL have worked alongside the Council from the commencement of the pandemic. Through regular engagement with VCS organisations and groups they established and continue to maintain information on the local offer of services.
- The pandemic has demonstrated how important local VCS organisations are to their services users, other agencies, and to our wider community. Community action was enabled by the Council being able to be flexible under the emergency powers, freeing up and funding the sector to do what it does best, adapting provision to meet real community need. The relationships and trust that has been built up across the sector and with the public sector needs to be built upon in the levelling up work, with the VCS playing a key role in engagement, insight and service redesign.

VCS support during the first national lockdown

- As part of the main COVID-19 lockdown support provided in North East Lincolnshire, a referral structure was developed enabling cross sector support between the public sector (e.g. the contact centre and the COVID-19 support line) and local VCS organisations.
- During the first lockdown as part of the coordinated response, 16 local VCS organisations provided the following:
 - Welfare calls – 7,772
 - Shopping delivery – 912
 - Prescription delivery – 326
 - Advice – 302
 - Activity packs – 681
 - Online support – 104
 - Home visits – 6
- Part of the LA COVID-19 support response during the first lockdown was the supply of food parcels to vulnerable people. The logistical management of ordering and packaging the parcels was completed by LA staff, however the delivery of the parcels to residents was undertaken by 2 voluntary organisations (Blue Lights Brigade and L-CAT).
- These 2 organisations supported the operation from 2nd April 2020 until 30th August 2020 and within that time delivered 1,585 parcels to 1,050 addresses (the majority between mid-April and the end of May).

COVID-19 Support Volunteers

- Volunteers delivering the North East Lincolnshire local support offer were registered on a volunteer bank managed by Blue Lights Brigade (BLB).
- This cohort were then contacted whenever voluntary support for a COVID-19 response was required and which involved roles such as delivering food parcels and befriending etc.
- Over 600 volunteers registered to support our local response during the first lockdown, a number positively affected by the number of people who had been furloughed and wished to use their 'free time' productively.
- As we moved out of the first lockdown and into summer 2020 and beyond, support requests around COVID-19 dropped off, but it also became apparent that the COVID-19 support volunteers availability was also reduced as retail and other sectors reopened and volunteers came off furlough.
- As the lockdown ended the volunteer cohort were contacted and offered the opportunity to stay as volunteers with BLB to train to be a Community Emergency Response Team (CERT) qualified BLB member, and were supplied with information for other local VCS contacts should they wish to continue to volunteer in other areas in North East Lincolnshire.
- The 600+ COVID-19 support volunteers were of a wide range of ages, were comprised of around 400 females and 200 males, and included residents from all 15 North East Lincolnshire ward areas.

NHS Volunteer Responders

- The NHS Volunteer Responder scheme was a national programme facilitated between the NHS and Royal Voluntary Service via the Goodsam platform, to harness the groundswell of voluntary support across the country.
- Goodsam facilitated a portal, created as a referral facility for LAs and health settings to call upon local support across 6 (initially) defined areas of support (see below).
- This mechanism was used more prevalently in areas of the country where relations between the public sector and VCS weren't greatly defined or strong, whereas in North East Lincolnshire it was used as a 'back up' support capacity, hence North East Lincolnshire were 221st out of 331 LAs for usage of the NHS Volunteer Responders programme.
- There were 916 volunteers registered with NHS Responders in North East Lincolnshire. Volunteers were of a wide range of ages.
- 465 instances of support have been provided by 367 NHS Volunteer Responders:
 - Check in and chat: 29 instances of support delivered. This role provides short term telephone support to people who are at a risk of loneliness as a consequence of self-isolation.
 - Check in and chat plus: 15 instances of support delivered. This role provides a regular check-in by telephone support to the same person for a duration of 10 weeks, with 3 calls taking place each week.
 - Community response: 346 instances of support delivered. This role involves collecting shopping, medication or other essential supplies for someone who is self-isolating, and delivering these supplies to their home.
 - Community response plus: 63 instances of support delivered. This role supports people who have been identified by referrers as living with a significant vulnerability.
 - NHS transport: <10 instances of support delivered. This role involves transporting equipment, supplies and/or medication between NHS services and sites, it may also involve assisting pharmacies with medication delivery.
 - Patient transport: <10 instances of support delivered. This role supports the NHS by providing transport to patients who are medically fit for discharge or to transport patients to medical appointments.

COVID-19 Vaccination Programme

- Volunteer support for our COVID-19 vaccination rollout has been vital to its success in North East Lincolnshire.
- The NELC volunteer coordinator worked with the CCG to create, promote, and manage a registration portal, where local people could volunteer their interest in supporting the programme, with the initial recruitment amassing over 330 volunteers.
- Working with Primary Care Network leads to establish an induction package (facilitated virtually) and rota systems of how volunteers would fit into a set shift pattern.
- The volunteer roles were defined in areas which would enable the sites to keep the ingress and egress of patients moving in a controlled manner (e.g. Queue Marshall, Meet & Greet, Usher).
- Moving through the process we were able to induct, train and place 145 volunteers across our Primary Care Network at the four designated PCN vaccination sites. Volunteers were of a wide range of ages.
- Nationally, a Steward Volunteer role to support COVID-19 vaccinations was added to the NHS Volunteer Responders programme. As per the local scheme, this involves guiding people on site to make sure the vaccination process runs as smoothly and efficiently as possible. They will help ensure social distancing and identify those who need additional support.
- Positive feedback has been received from our local volunteers:
 - “So far, I have done 2 volunteer shifts at xxx, I would like to say how well I feel everything is going, it’s a mammoth task for each and every one of you, I think it’s fab. The Staff at the centre have been great and the clinics seems to run very efficiently when I’ve been there”.
 - “Just to say I have already completed 2 shifts of 4 hours at xxx observing patients after their vaccinations and then wiping down the chairs. I have found the staff very accommodating and have enjoyed my role. I appreciate it is a massive task that you are all undertaking and I feel from my experience it is running very well.....”.
 - “I have completed my first session at xxx and it was really good. The staff made me extremely welcome and everything was explained before starting the session. I was made to feel very much part of the team”.
 - “Just thought I’d let you know.....that my shift was actually really enjoyable today. On top of helping out the staff and the community and being a part of this big operation, it was so lovely to have some responsibility since being furloughed since November and simply being in a change of environment was so refreshing. The staff made me feel so lovely and it was fab!!! I look forward to going tomorrow and carrying on helping out for weeks to come”.

General volunteering during the pandemic

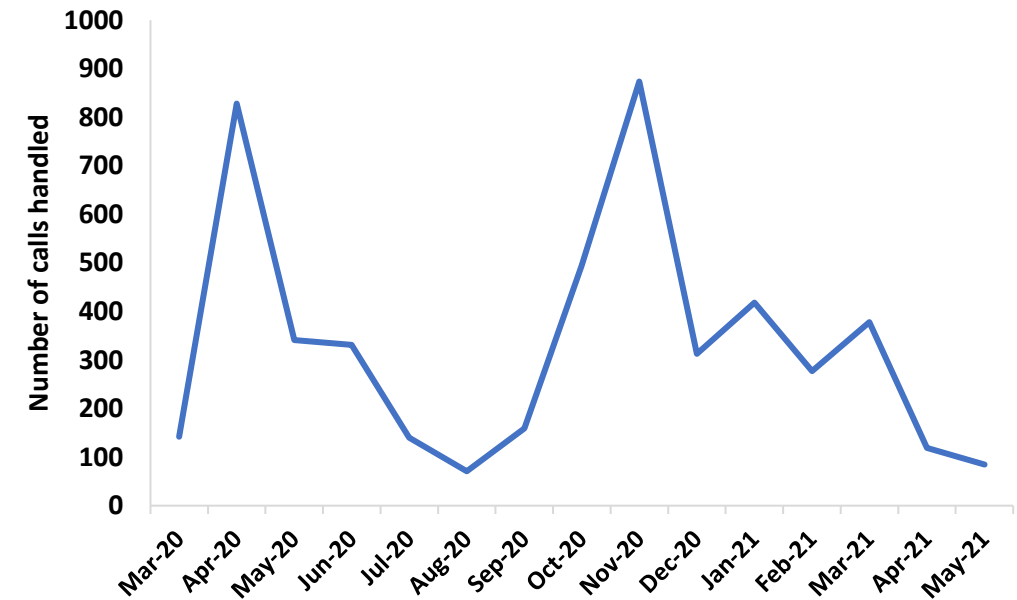
- During 2020, due to the lockdowns and COVID-19 safety guidance, normal 'day to day' volunteering opportunities were greatly reduced as organisations either suspended operating or did so remotely and/or were replaced with COVID-19 support roles. However as 2021 began, organisations and community centres began to look to plan their reopening of services in alignment with the 'roadmap', and this in turn saw a call for volunteer roles, and from local volunteers seeking voluntary roles.

North East Lincolnshire Council Environmental Services Support

- North East Lincolnshire Council supports and facilitates green volunteering action where the council can act as a sponsor, such as for community litter picks.
- A wide range of community groups participate in litter picks, at a variety of locations across North East Lincolnshire. The council is able to support the litter picks by the provision of equipment and the collection of the waste.
- Litter picks were severely impacted by the pandemic and stopped at the time of the first lockdown, however a number have restarted from August 2020 onwards.

COVID-19 Customer Contact Centre

- Lockdown timeline and customer contact centre milestones:
 - 23 March 2020 to 15 June 2020 – 1st national lockdown
 - 23 March 2020 - customer access points closed, and the customer contact centre commenced extended opening from 8am to 8pm, 7 days a week
 - 26 March 2020 – national food parcel scheme starts, and the local COVID line became active.
 - 11 May 2020 – extended hours of customer contact centre reduced back to normal hours.
 - 31 July 2020 – national food parcel scheme ends.
 - 5 November 2020 to 2 December 2020 – 2nd national lockdown.
 - 6 January 2021 – 3rd national lockdown starts.
 - 22 February 2021 – roadmap for lifting restrictions published.
 - 19 July 2021 – step 4 of the roadmap which results in the final stage of COVID-19 restrictions being lifted.
- 4,971 calls were handled by the COVID-19 customer contact centre between March 2020 and May 2021.
- As can be seen in the chart to the right, there were 2 significant peaks in the volume of calls handled by the customer contact centre, which were in April and November 2020, and which coincide with the commencement of the first 2 national lockdowns.



The COVID-19 customer contact centre handled a wide range of enquiries including regarding:

- Signposting customers for medication and shopping
- Food parcels and shopping including supermarket slots
- Utilities – fuel vouchers
- Hardship cases – white goods, complex debt issues
- Government guidelines and advice on lockdown rules
- Adult's that are lonely which were signposted to local agencies
- Shielding advice and guidance
- Free School Meals and school meal vouchers
- Test and Trace and isolate referrals
- Test and Trace online assistance for the £500 support payment grant
- Business grant and queries on COVID-19 rules
- Help for deliveries of medication
- General COVID-19 enquiries
- Commencing on 22 May 2020, 2 customer advisors were allocated to complete welfare call-backs to clinically extremely vulnerable residents on the NHS shielded patient list. This team was expanded to include a team supervisor and included library and business support staff.

There is now an opportunity to build upon and sustain the work that volunteers and the VSC has achieved in supporting services/communities, delivering services, and looking after the welfare of our communities, throughout the COVID-19 pandemic, and these include:

- Continued support of the NELC volunteering brand - TakePartNEL.
- Forward planning around engagement with the 'next generation of volunteers' through education settings, ensuring the sectors long term sustainability of the 'volunteer resource'.
- Better connectivity and relationship development between public sector services and VCS partner organisations.
- Continued focus on volunteer engagement and support.
- Promotion of cross sector and organisation to organisation voluntary sector engagement to be an active ongoing action.
- Investing in volunteering as a pathway to employment.
- Ensuring VCS organisations are effectively engaged with when frontline service provision is being revised or requires support.
- Engage with VCS partners at the earliest opportunity when looking at collaborative projects and funding bids.
- Refine and simplify the community asset transfer process to improve effectiveness.
- Ensure process and policy isn't a barrier to collaborative work with VCS partners.
- Ensure that levelling up proposals enhance the role of the sector, building on the work done during COVID-19 and feeding into local growth aspirations.
- Ensure the 'talking, listening and working together' ethos is instilled in all practices across the organisation and place at all levels.

Impacts of COVID-19 on adult safeguarding

- During 2020/21 there was a reduction in adult safeguarding referrals of 18% compared to 2019/20 which equated to 183 fewer cases.
- It is difficult to gauge how much of a factor COVID-19 had on this reduction because there were also reductions in the previous 3 years although to a lesser extent (65, 53, and 166 fewer cases respectively).
- It is likely that the reduction in 2020/21 is a continuation of that trend but combined and magnified by the impact of COVID-19.
- Reduced face to face contact with adult social care service users during 2020/21 is a potential concern in terms of the reduced opportunities for either direct disclosures from adults at risk, and/or the missed opportunities for family and professionals to make observations and identify risks and raise concerns. This could be a contributing factor for the reduced number of referrals.
- When restrictions are lifted fully and there is a sense of returning to normal, whether there is a subsequent increase in referrals will become apparent and we will then be in a better position to understand the impact of COVID-19.
- Focussed activity around triage and signposting at an earlier stage for concerns that do not require a safeguarding enquiry is likely to be one of the factors for the reduction in numbers over the last 2 years.

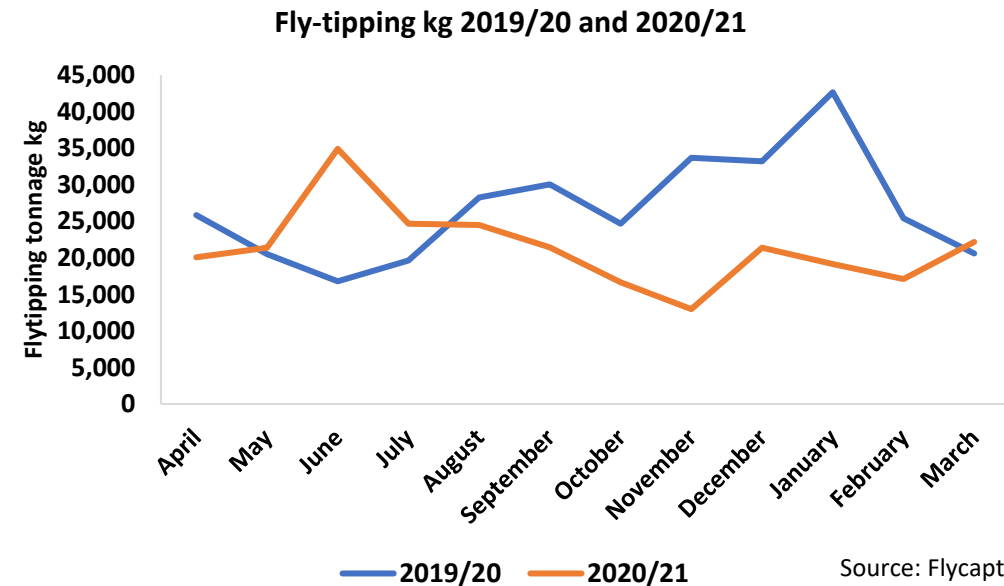
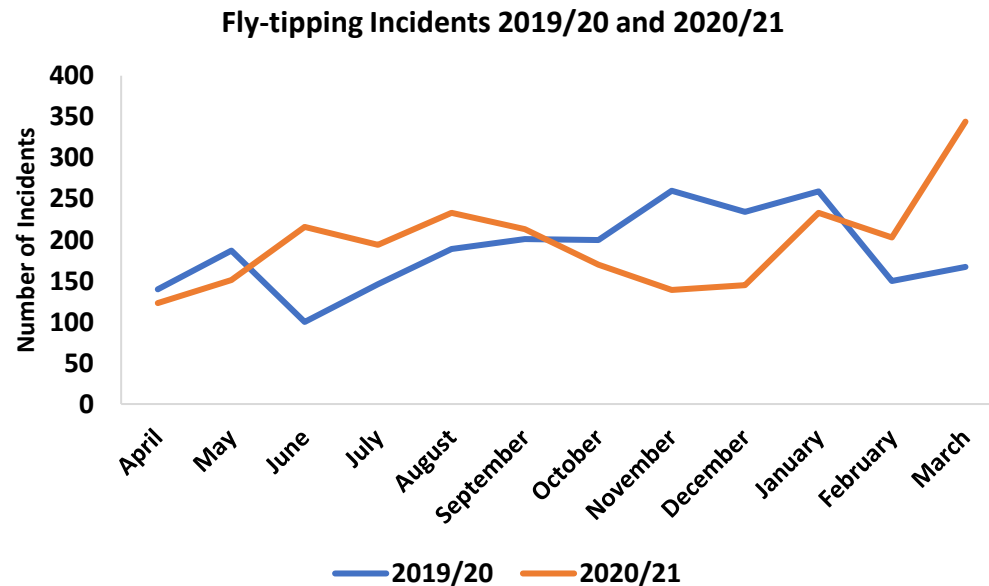
The fewest number of adult safeguarding referrals did tend to correlate with lockdown, and inversely the highest number of referrals were in non lockdown months, however numbers are relatively small and the range of confounding factors makes any conclusion difficult. The chart below shows the number of safeguarding concerns raised via the SPA during 2020/21 by month.



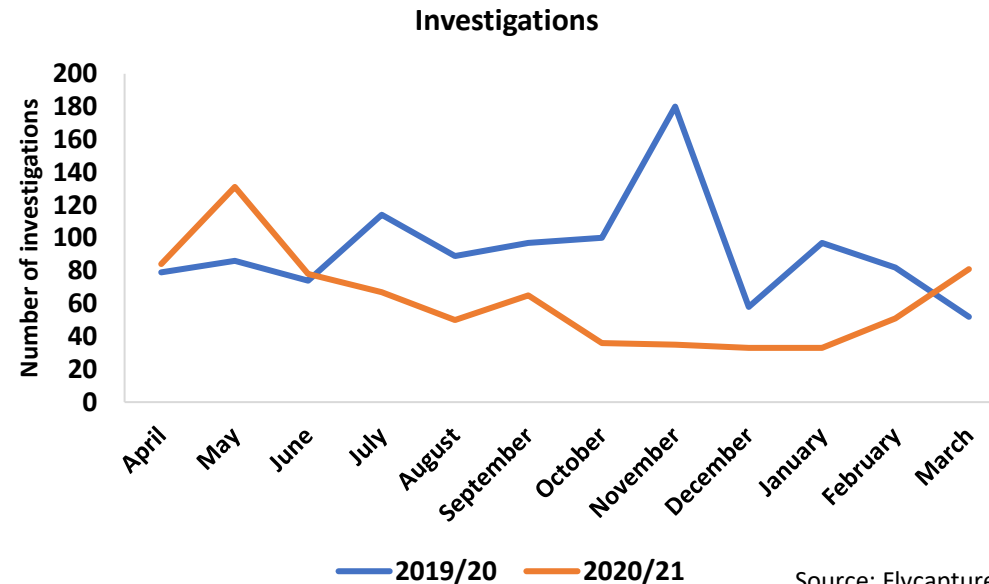
Source: Focus

Impacts of COVID-19 on waste and recycling

- During lockdown when people spent much more time at home, some may have had the opportunity for a 'clear out' or DIY projects thus generating additional waste.
- During lockdown, charity shops were not classed as essential, therefore this route to dispose of items that are no longer wanted was not possible.
- COVID-19 site restrictions at the community recycling centres resulted in reduced access.
- Despite these restrictions there was only a relatively small increase (131) in the number of fly-tipping incidents in 2020/21 (2,364) compared to 2019/20 (2,233), whilst the total tonnage of fly-tipping reduced from 321,259kg in 2019/20 to 256,387kg in 2021/21.



- The three main types of fly-tipping were 'other household waste', 'black household bags', and 'white goods'.
- The size of individual fly-tipping incidents were mostly 'car boot' (<100 kg) or 'small van load' (101 - 500 kg).
- Fly-tipping locations by ward tended to correlate with deprivation i.e. an increasing number of incidents of fly-tipping with higher deprivation. The exception to this was Wolds ward which is a large rural ward.
- There were 364 fewer investigations during 2020/21 compared to the previous year.
- During 2020/21 the most investigations were during April and May 2020 which was the period of the first national lockdown. This was followed by March 2021 which was the month with the highest number of monthly fly-tipping incidents during the 2 year period.



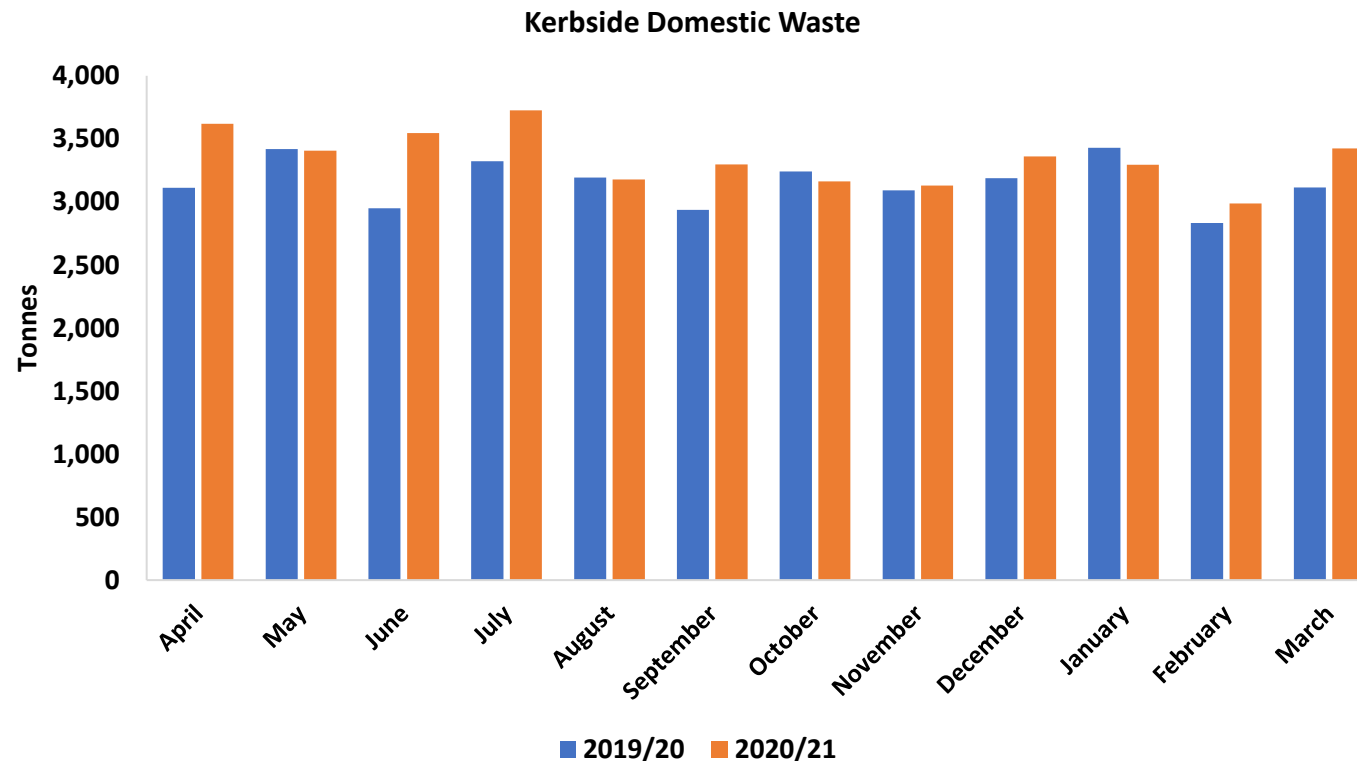
Source: Flycapture

- Street litter bin capacity in North East Lincolnshire has increased by 37,200 litres since 2019.

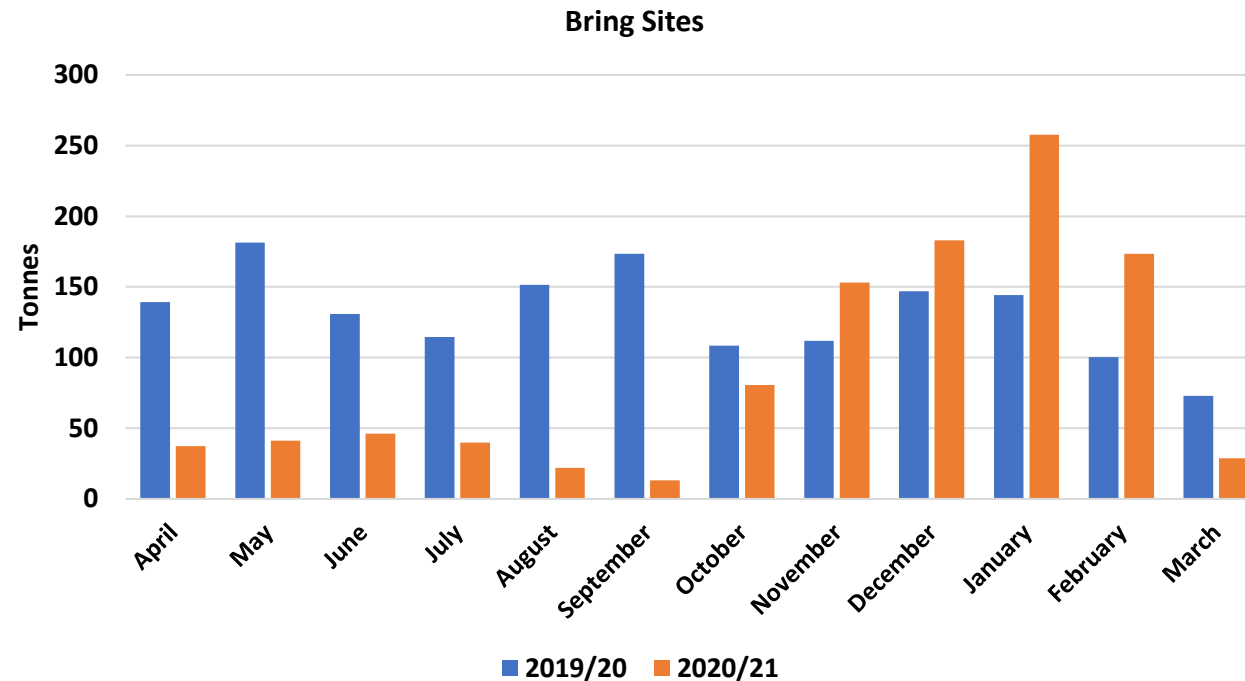
Bin size (litres)	2019 Number of bins	2019 Capacity (Litres)	2021 Number of bins*	2021 Capacity* (Litres)
120	99	11,880	99	11,880
240	763	183,120	863	207,120
1,100	0	0	12	13,200
Total	862	195,000	974	232,200

* As at 22/04/2021

- The NEWLINCS energy from waste (EfW) facility is an incinerator plant in North East Lincolnshire, which uses incineration as a waste treatment process to burn the organic substances contained in general waste, and uses the heat to drive a turbine to generate electricity. By turning general waste into electricity at the EfW facility, this means that landfill disposal methods can be reduced/stopped. The electricity generated by the facility during 2020 was comparable to previous years.
- There was a 6% increase in the tonnage of domestic household waste collected in 2020/21 (40,135 tonnes) compared to 2019/20 (37,833 tonnes), 99.9% of which was sent to the EfW facility during 2020/21 rather than to landfill.
- There were increases in domestic household waste in April, June and July of 2020, compared to those months in 2019. however it is not known if there is a connection with the first national lockdown.

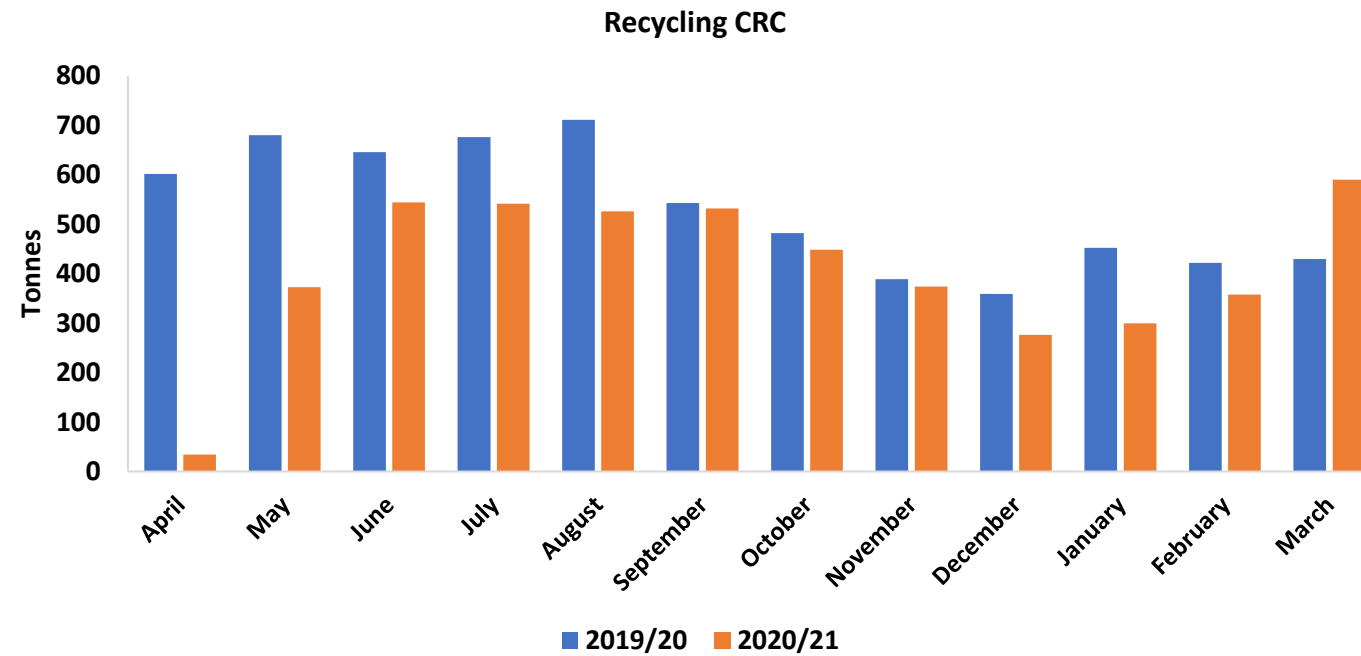


- There were considerable reductions in the tonnage of dry recycling (cans, glass, paper/cardboard, and plastic) collected at the bring sites during April to September 2020, compared to the same period in 2019, with the COVID-19 site restrictions at the community recycling centres likely a significant factor.



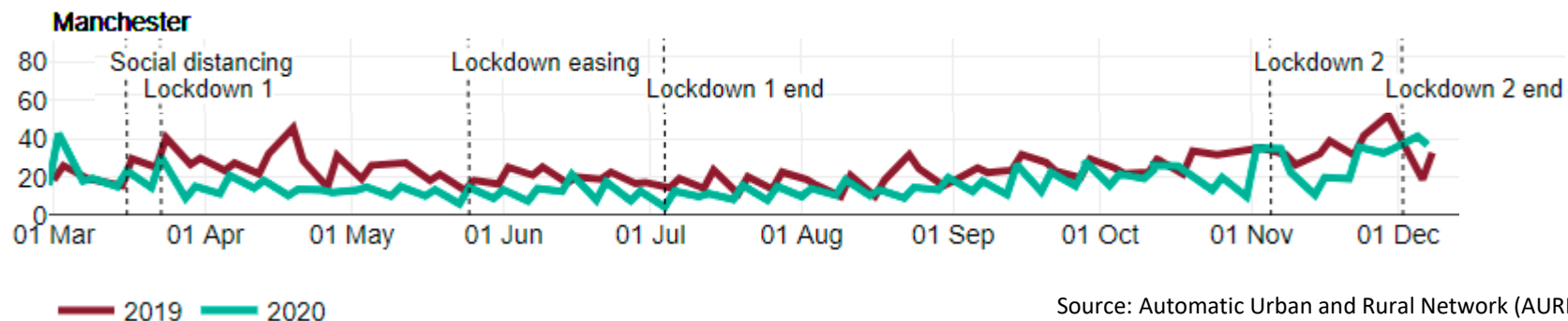
- Kerbside dry recycling increased from 8,424 tonnes in 2019/20 to 10,993 tonnes in 2020/21.
- There was a relatively small increase of kerbside green waste collected in 2020/21 (8,254 tonnes) compared to 2019/20 (7,812 tonnes).
- Again there was a small increase of community recycling centre compaction waste sent to the EfW facility, from 4,868 tonnes in 2019/20 to 5,175 tonnes in 2020/21.

- There was a considerable reduction (23%) in the total tonnage of recycling waste collected at the community recycling centres during 2020/21 compared to 2019/20, the biggest reductions being in lockdown periods when there was restricted access to the community recycling centres.



Impacts of COVID-19 on air quality

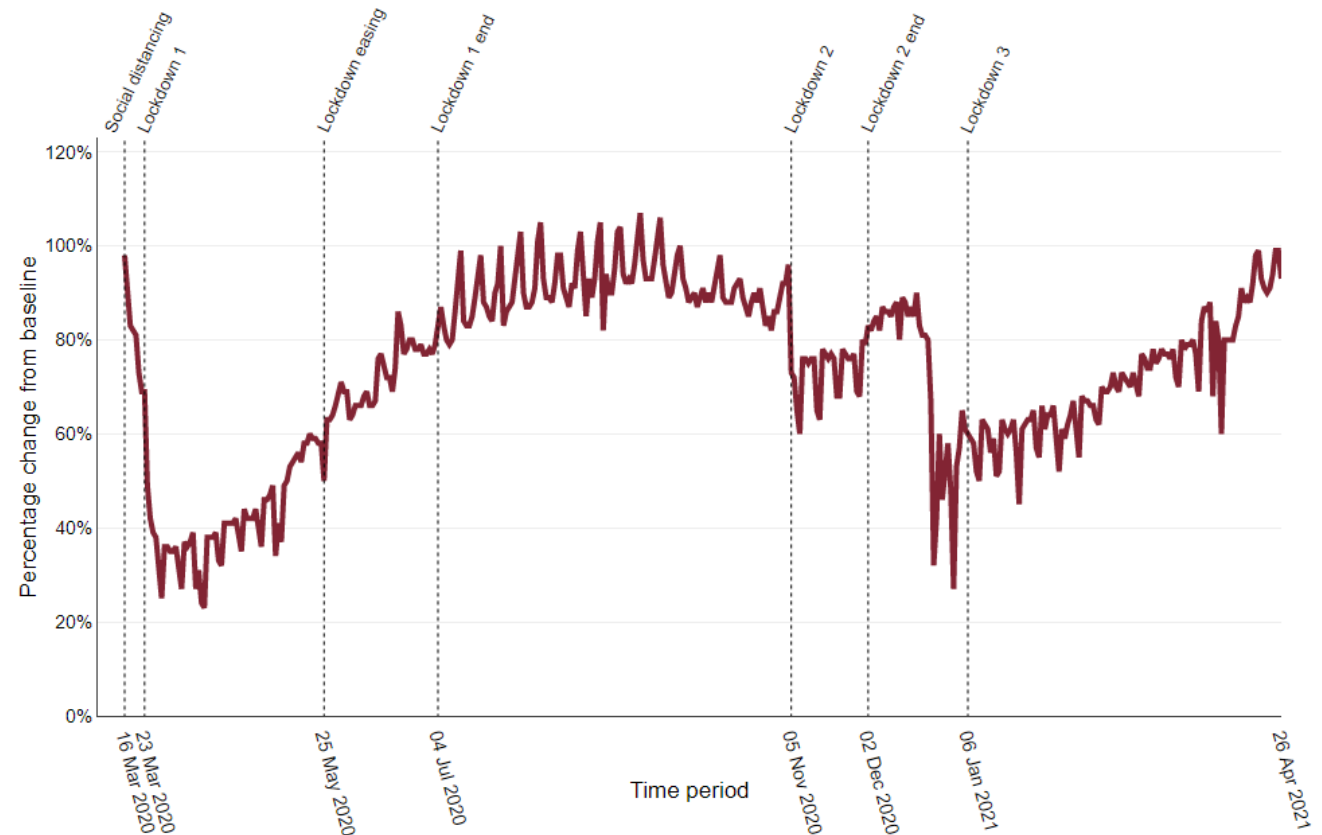
- Air pollution is a mixture of particles and gases that can have adverse effects on human health. The most important primary air pollutants are particulate matter (PM) and nitrogen dioxide (NO₂).
- NO₂, particularly at high concentrations over a short time (hours), is a respiratory irritant that can cause inflammation of the airways leading to for example, coughing, production of mucus and shortness of breath. In addition to being a respiratory irritant it may also exacerbate asthma and possibly increase susceptibility to infections. Studies have shown associations of NO₂ in outdoor air with reduced lung development (lung function growth), respiratory infections in early childhood, and effects on lung function in adulthood. (Source: Public Health England)
- Combustion processes emit a mixture of nitrogen oxides (NO_x), primarily nitric oxide (NO) which is quickly oxidised in the atmosphere to nitrogen dioxide (NO₂). Nitrogen dioxide has a variety of environmental and health impacts. In the presence of sunlight, it reacts with hydrocarbons to produce photochemical pollutants such as ozone. NO₂ can be further oxidised in air to acidic gases, which contribute towards the generation of acid rain. (Source: Department for Environment, Food & Rural Affairs (DEFRA))
- The chart below published by Public Health England shows the weekly mean concentrations (ug/m³) of NO₂ for Manchester during 2019 and 2020 and it is apparent that levels were generally lower in 2020 particularly during lockdown periods.



Source: Automatic Urban and Rural Network (AURN)

- Air Quality Data Management (AQDM) compiled a report on the analysis of the March 2020 lockdown on local air quality in North East Lincolnshire:
- Nitrogen Dioxide (NO₂) and Nitrogen Oxide (NO_x) running 7 day concentrations were measured during 2020. The first lockdown commenced on 23 March 2020 and was most effective during April 2020. The effect of the first lockdown was estimated by comparing the change between March and April 2020.
- There were large decreases in Nitrogen Dioxide and Nitrogen Oxide running 7 day concentrations recorded at the North East Lincolnshire local stations during the first national lockdown in 2020 (Cleethorpe Road: NO₂ -35.0%, NO_x -56.2%, Peaks Parkway: NO₂ -37.6%, NO_x -50.8%).
- It is important to note however that there is usually a large decrease between March and April at the start of spring, and this change in seasons coincided with the start of the first lockdown. The effect of the first lockdown was therefore estimated by comparing the change between March and April 2020, with the changes experienced in the previous 5 years (2015 to 2019).
- After correcting for the expected change between March and April 2020, the decreases in North East Lincolnshire were consistent with those seen in England overall.
- However, whilst it is acknowledged that the North East Lincolnshire decrease in March 2020 was very large, there is insufficient local historic data to be conclusive. This combined with spring 2020 having the most hours of sunshine on record for spring, conclusively isolating the effect of lockdown from the exceptional meteorology and the long-term downward trend in concentrations, proved beyond the AQDM analysis.

- NO_x concentrations at roadside locations are closely related to primary emissions from motor vehicles. The graph to the right shows the percentage change in traffic use (all motor vehicles) in Great Britain since March 2020. The start of the lockdown on 23rd March and subsequent restrictions are clear. The NO_x concentrations at the monitoring station will resemble the local traffic pattern. NO_2 concentrations are a mixture of primary emissions and secondary chemical reactions over a longer time scale. The NO_2 concentrations should relate to the local traffic patterns. (Source: AQDM)

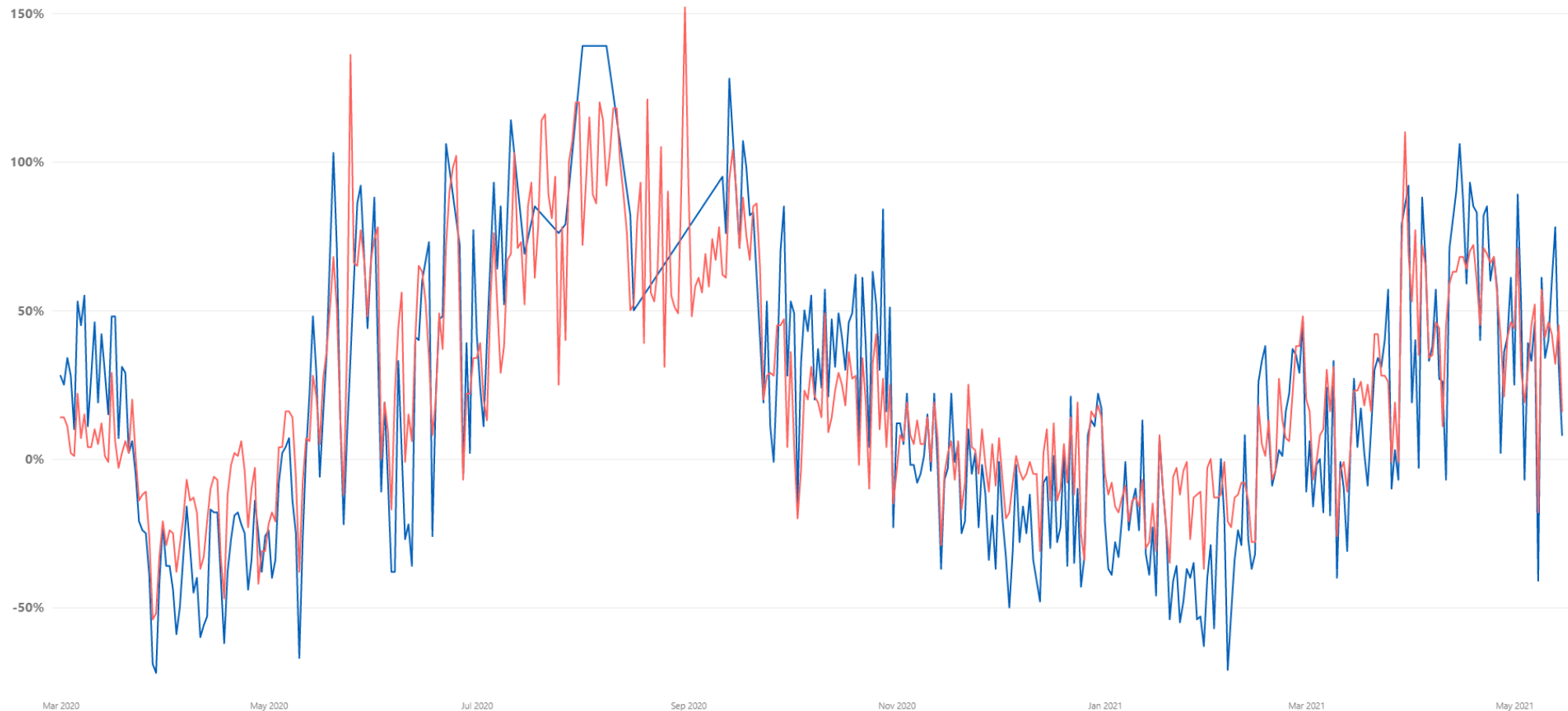


Source: Department for Transport (DfT)

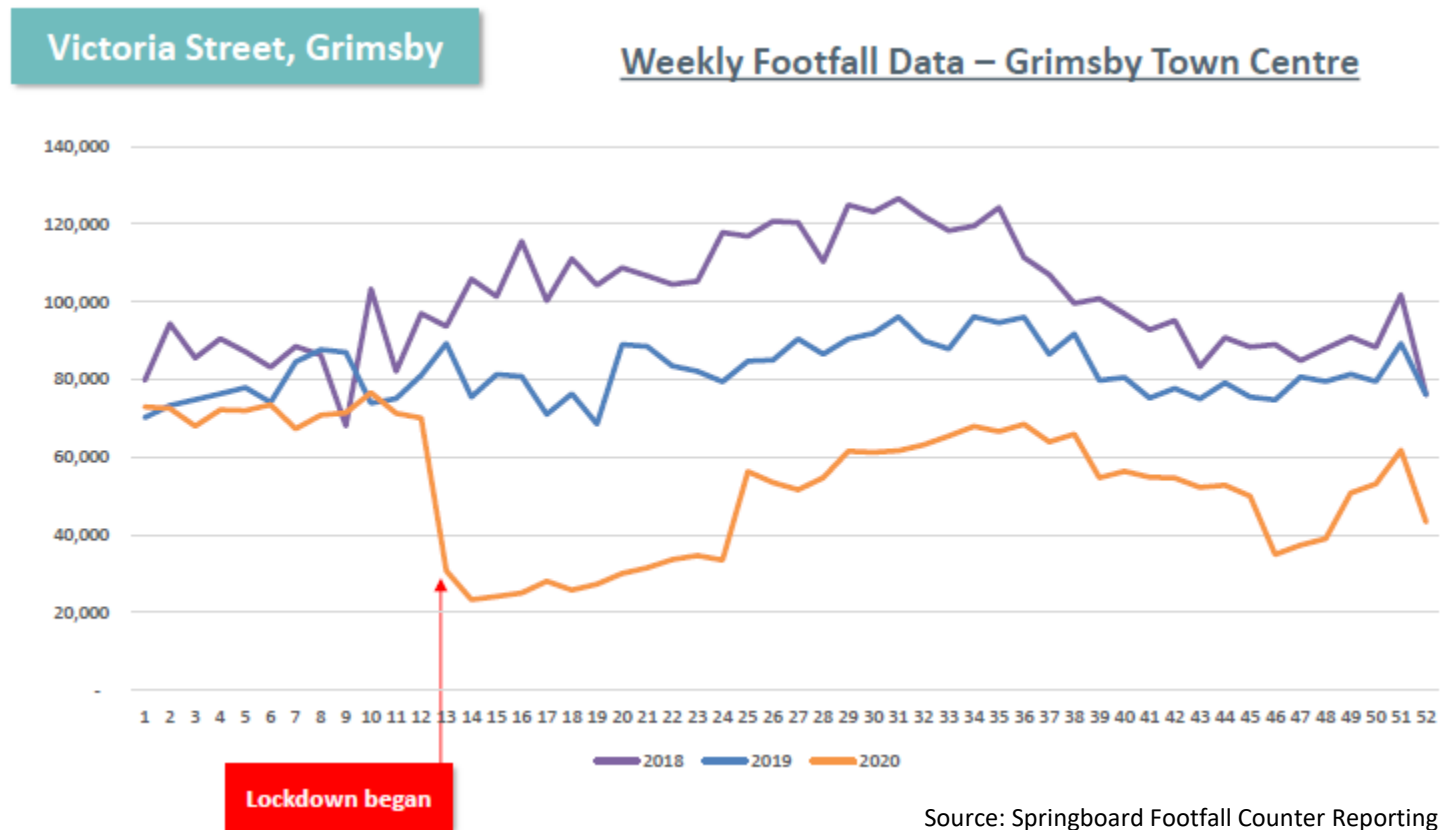
Impacts of COVID-19 on use of public space

- Some demographic groups found it much harder to be active during lockdown: older people, people who live alone, people from lower socio-economic groups, people with no access to private outdoor space, people with longstanding conditions or illnesses, and people who are self-isolating because they are at increased risk from COVID-19 due to their health conditions or age. (Source: Sport England, 2020)
- Inequalities exist in access to good quality and safe green space. Likewise, an estimated 12% of households in England had no access to a private or shared garden during lockdown. (Source: Health & Equity in Recovery Plans Working Group, 2020)
- Sport England surveyed physical activity attitudes and behaviours of adults during lockdown. For the majority of the time period covered by the survey, a greater proportion of adults reported that they were exercising less than before the COVID-19 outbreak, than reported that they were exercising more or that their exercise habits remained unchanged. (Source: Sport England, 2020)
- Decreased physical activity in older adults could lead to a significant increase in the risk of falls amongst older people and increased demand for falls prevention services in the autumn and winter. (Source: De Biase et al, 2020)
- Sport England's weekly survey of physical activity attitudes and behaviours during the COVID-19 pandemic found that people who were self-isolating because of increased risk from COVID-19 were finding it much harder to be active during lockdown. (Source: Sport England, 2020)
- Google has published social mobility change reports, which provide insights into what has changed in response to policies aimed at combating COVID-19. (Source: Google)
- These Google reports show how visits to a range of places have changes compared to a baseline. Changes are calculated using the same kind of aggregated and anonymised data used to show popular times for places in Google Maps. Insights are calculated based on data from users who have opted in to Location History for their Google Account, so the data represents a sample. As with all samples, this may or may not represent the exact behaviour of a wider population.
- Changes for each day are compared to a baseline value for that day of the week. The baseline is the median value for the corresponding day of the week during the 5 week period 3 Jan – 6 Feb 2020.
- Baseline days don't account for seasonality, so for example, visitors to parks would typically increase as the weather improves.

- The chart below shows the social mobility change report for parks for North East Lincolnshire (blue line) and the UK (red line).
- As at 1st April 2020 during the first lockdown, park usage compared to the baseline was -36% for NEL, and -29% for the UK.
- As at 15th May 2021, park usage compared to the baseline was +8% for NEL, and +16% for the UK.
- Parks include national parks, public beaches, marinas, dog parks, plazas, and public gardens.
- Note that there is no North East Lincolnshire data between 17 August 2020 and 10 September 2020.



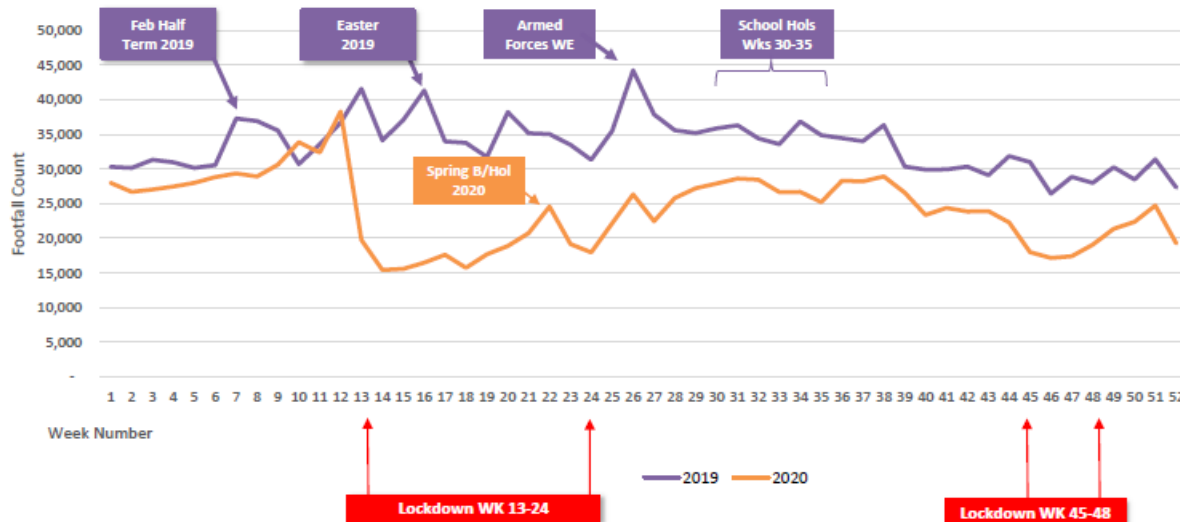
- There are 3 footfall counters in North East Lincolnshire (Victoria Street- Grimsby, St Peter's Avenue – Cleethorpes, and Central Promenade – Cleethorpes).
- The following charts show how footfall has been impacted by the COVID-19 pandemic.
- The dramatic impact of the first national lockdown commencing on 23 March 2020 and the closure of non-essential shops can be clearly seen.



- The impact of the COVID-19 pandemic restrictions including the closure of non-essential shops can again be clearly seen in the footfall figures for St Peter's Avenue in Cleethorpes. Footfall fell dramatically at the start of the first national lockdown in March 2020 and footfall then remained well below the corresponding level in 2019 for the rest of the year.
- The pattern for Cleethorpes Prom is a little different to that of Grimsby and Cleethorpes town centres. It appears that Cleethorpes Prom still attracted visitors for outdoor meeting and exercise during the pandemic, particularly from the Spring bank holiday onwards.

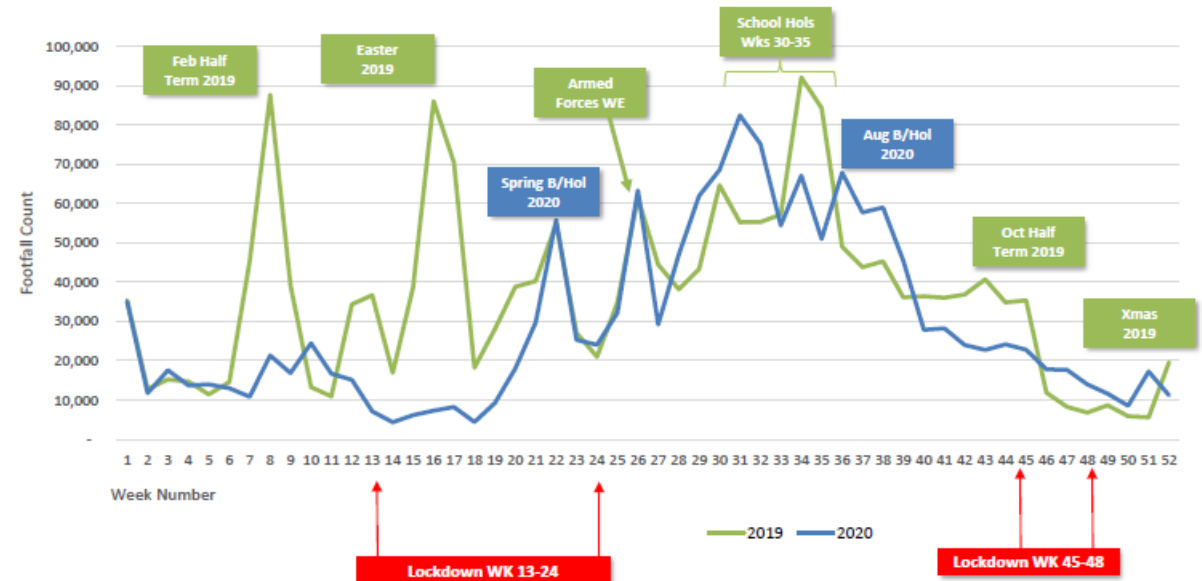
St Peter's Avenue, Cleethorpes

Weekly Footfall Data



Central Prom, Cleethorpes

Weekly Footfall Data



Source: Springboard Footfall Counter Reporting

Note: Feb half term in 2019 was a really good week weather-wise (15 degrees and sunny) hence the spike in footfall – over 87,000 recorded on the Prom.

Impacts of COVID-19 on ethnic minorities

- Across the pandemic period to date, the cumulative mortality and hospital admission rates for the White ethnic group were lower than for all other ethnic groups. The highest rates were in the Black and Asian groups. Among the Black and Asian groups, the Other Black, Bangladeshi and Pakistani groups had the highest rates. The hospital admission rate for the Black and Asian groups was three times higher than the rate for the White group. The mortality rate for the Black and Asian group was two times higher than the White group. (Source: Public Health England)
- In England as a whole, the Black group had the highest monthly mortality rate at the peak of the first wave, whereas the Asian group had the highest monthly rate at the peak of the second wave. This is also true for hospital admissions, although the difference at the peak of the second wave is small. Among the Asian group, the Bangladeshi group had a particularly high admission and mortality rate at the peak of the second wave which was not the case in the first, and may account for this difference between waves. (Source: Public Health England)
- A recent study reported that people from ethnic minority backgrounds constitute 14% of the population, but account for 34% of critically ill COVID-19 patients and a similar percentage of all COVID-19 cases. These patterns are not unique to the UK – in Chicago, black people constitute 30% of the population but account for 72% of deaths from the virus. (Source: The King's Fund)
- In another analysis of 119 NHS staff known to have died in the pandemic, 64% were from an ethnic minority background, whereas 20% of NHS staff are from an ethnic minority background. (Source: Health Service Journal)
- Faith provides an important foundation for communities' resilience through recovery and bereavement and in BAME communities faith often plays a central role.
- Several studies have also reported that COVID-19 did not create health inequalities, but rather the pandemic exposed and exacerbated longstanding inequalities affecting BAME groups in the UK.

- North East Lincolnshire has a relatively small population of Black, Asian and Minority Ethnic populations. According to 2019 ONS estimates, there are approximately 7,650 non White British people in North East Lincolnshire out of a total resident population of around 160,000 which equates to around 4.8%. This compares to around 20.9% of the overall England resident population estimated to be non White British.
- Ethnicity is not recorded on the death certificate therefore local analysis has used “place of birth” as a proxy for ethnicity.
- Of the 34 North East Lincolnshire COVID-19 deaths in the under 70s at the time of writing, three (8.8%) of these occurred in people who were not British born.
- At the time of writing, the percentage of BAME individuals aged 65+ in North East Lincolnshire who have had their first COVID-19 vaccination dose, is 10% lower than that of the local White British population.

Impacts of COVID-19 on environmental compliance and enforcement

- In March 2020, the initial enforcement response was provided by a multi disciplinary covid compliance team consisting of Environmental Health, Trading Standards, and Licensing Officers, to deal with the volume of enquires and business non-compliance reports coming in and to provide any enforcement action where needed.
- In June 2020, this was quickly supplemented by a small team created around the resort.
- In August 2020, a larger 'covid support team' of 14 staff was recruited and inducted into the council. 12 covid support assistant were recruited through the Ethical recruitment agency and 2 team leaders were employed through a secondment opportunity.
- The team were focused on providing advice and support to businesses on the high street and ensuring they were operating in a covid secure way to protect the public health of customers, suppliers, and staff, liaising with the multi disciplinary covid compliance team where enforcement action was needed.
- Introduction of the team required sector specific checklists to be created sometimes with short deadlines which allowed the covid support team to implement the numerous different controls needed at each type of premise, such as the hospitality sector, essential and non essential retailers.
- Number and complexity of enquires increased during each wave and around the introductions of any new government restrictions, which led to the team of 6-8 staff involved in the operational response meeting for 2-3 hours per day. Humberside Police joined the meetings to encourage a joint working approach.
- Further support was brought in to help local food producers to ensure covid secure arrangements were implemented and to investigate outbreak reports.

Results

- Since August 2020 to end May 2021, Covid Support Team undertook 8,400 visits to North East Lincolnshire businesses, which includes initial visits, revisits and observational visits.
- From March 2020 to end May 2021, 400 business enquiries around restrictions were received and 615 complaints from members of the public, combined 1,015 further reports.
- 2 Prohibition Notices issued for 2 businesses failing to comply with covid secure legislation, leading to 1 fixed penalty notice being issued.

Findings / Impact

- Compliance with businesses HIGH overall.
- Persuasion / publicity best tool where improvements were needed at businesses.
- Public want to do the right thing and do report concerns. Businesses needed regular support and mostly followed the advice provided as wanted to do it right.
- Cross working between Covid Support team with clearly defined roles supported by multi-discipline Enforcement Officers worked well.
- Weekly operational tasking meetings with Public Health and Public Health England invaluable to manage business outbreaks.
- Some of the planned work for the service was not able to be delivered such as conducting routine inspections though spare resource was absorbed into our covid enforcement response.

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