

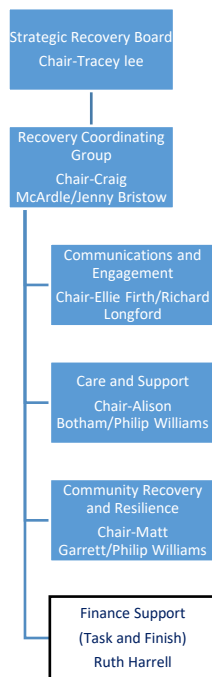
# PLYMOUTH TOGETHER



## **KEYHAM - A SUMMARY OF PARTNERSHIP ACTIVITY IN PHASE ONE**

Following the tragic events in Keyham on 12<sup>th</sup> August 2021, and the immediate response to the major incident by emergency services, Plymouth City Council took on the leadership of the start of the “Recovery” phase of support. To support this, a governance structure was put in place, as set out below, with a Strategic Recovery Board chaired by the Council Chief Executive Tracey Lee and a number of sub-groups responsible for taking a lead in different areas of focus. There was a significant focus on understanding the needs and wishes of the community and making sure any activity and support was trauma informed.

The responsibility for making sure that appropriate plans were in place and stayed on track was overseen by a multi-agency Recovery-Co-ordination group. Elected members, the voices and views of those directly and indirectly impacted, statutory and non-statutory partners and the views of community representatives were (and continue to be) an integral part of the approach.



This report summarises the activity carried out by the four focused subgroups between 23<sup>rd</sup> August and 17<sup>th</sup> September 2021. The subgroups focused on four areas:

- Support and Care;
- Community Recovery and Resilience;
- Communication and Engagement;
- Finance;

This report describes what was achieved by each of the groups and what still needed to be done from September onwards. Any areas of work which were not yet concluded or able to become part of Business as Usual activity have been safely handed over into Phase 2 governance groups and included in action plans.

In addition to the governance structure and related activity, teams from across the city mobilised into the Keyham area to offer supported for those directly affected. In the initial **period between the 13<sup>th</sup> August and the beginning of September**, as a partnership effort we supported or offered support to significant numbers of people, with joint visits taking place where possible to avoid overwhelming residents:

### Children's services

- Mapping identified that the children living in Keyham and the surrounding neighbourhoods attend 81 different schools across Plymouth, in addition to schools outside the city;

- Children's Services engaged with 31 adults and 49 children through activities at Keyham Park;
- Children's Services made contact with families in the immediate area of the incident;
- A further 128 adults and children were contacted in the wider Keyham area offering them support;
- Barnardo's worked with six children under the age of 13 through their targeted youth support offer;
- Jeremiah's Journey received 14 referrals that relate to the incident and provided face-to-face support to at least 86 beneficiaries, with a number of families supported at the Community Reassurance Hubs as well as in the community.

### **Police & Community Adults Services**

- Police and Community Connections officers attended at least 243 homes in the immediate area to make contact with occupants and offer support;
- Contact and support was offered to 383 adults and it is known that 113 children live in addresses where support has been offered;
- Plymouth Community Homes supported 20 people directly via the Reassurance Hub and made 300 welfare calls;
- Victim Support received 21 calls via Support line, LiveChat and other pathways, 12 callers (57%) had their immediate needs met with 9 receiving ongoing support from a case worker;
- 15 calls were received via the Victim Care Unit pathway with one referral to Victim Support and others referred to GP and other Mental Health support;
- Red Cross supported 62 members of the community with emotional support and signposting and also supported many more staff and volunteers from all agencies with decompression and offloading;
- Adult Social Care teams supported 9 people in the immediate area of the incident;
- Keyham Neighbourhood Watch distributed 91 personal safety alarms to the community, with 50 more on order. This was alongside a number of other safety measures such as window locks.

**Name of group:** SUPPORT AND CARE

**Purpose of group:**

- Ensure the approach taken to recovery is trauma informed
- To co-ordinate the provision of a full range of practical assistance, support and care
- Enable the community have easy access to the required assistance
- Bring together the relevant Health, Social Care, Education and wider community support expertise.

**Associated Task and Finish Groups:**

- Keyham Support Offer
- Vulnerable Children and young people
- Vulnerable Adults
- Education

**Keyham Support Offer**

<b>Keyham Support Offer</b>	
<b>What was achieved?</b>	<ul style="list-style-type: none"> <li>• Reassurance Hub transitioned to a Community Hub and opening hours adjusted to match the needs of the community</li> <li>• Initial repairs carried out to the Shed to make it available for professionals working in Keyham as a rest stop</li> <li>• Community noticeboard installed in North Down Crescent Park</li> <li>• Worked with Communications on the Keyham support leaflet and supplied information for the Plymouth Together website</li> <li>• Ensured that referral pathways were in place for Victim Support and the Victim Care Network</li> <li>• Formed links with other areas of the country which have experienced a major incident</li> <li>• Clarified the approach information sharing – each agency holding data in their own systems but flagged as Keyham to support multi-agency responses if required for individuals to receive the right support</li> <li>• Support for responders communicated to multi-agency partners via the Devon Wellbeing Hub and individual support plans put in place as needed</li> </ul>
<b>What still needs to be done?</b>	<ul style="list-style-type: none"> <li>• Continue to embed the Community Hub model, informed by the views and needs of the community</li> <li>• Progress a lease on the Shed for Keyham community organisations</li> <li>• Continue to monitor demand for services across agencies and make sure any unmet need is noticed and acted upon</li> <li>• Continue to offer support for responders, while monitoring uptake and any issues being presented</li> </ul>
<b>Vulnerable children and young people</b>	

What was achieved?	<ul style="list-style-type: none"> <li>• Each organisation has reviewed families who are known to be vulnerable to ensure they are offered support</li> <li>• Analysis of gaps in support in area undertaken and fed into wider support programme</li> <li>• Website for Keyham includes specific resources for supporting children, young people and families trauma</li> </ul>
<b>Vulnerable Adults</b>	
What was achieved?	<ul style="list-style-type: none"> <li>• All agencies identified, traced and carried out a review of all vulnerable adults and their support needs</li> <li>• Livewell Southwest – a specific Keyham support leaflet developed with Wolseley Trust social prescribers</li> </ul>
What still needs to be done?	<ul style="list-style-type: none"> <li>• Seek clarity on specific areas of vulnerability and ascertain if need to be supported by specialist agencies/offers</li> </ul>
<b>Education</b>	
What was achieved? What was achieved?	<ul style="list-style-type: none"> <li>• Initial messaging to schools to ensure they are up to date on the local support arrangements</li> <li>• Briefing the Department for Education (DfE) and explaining the likely support needs in the mid to longer term and the financial cost of these for the city</li> <li>• Co-production of action plan with schools</li> </ul>
What still needs to be done?	<ul style="list-style-type: none"> <li>• Ensure support is available for the children and young people who may be more vulnerable due to their special education needs or disability</li> <li>• Community initiatives including Daffodil planting in the parks</li> <li>• Continued liaison with the Department for Education</li> </ul>

**Name of group:** COMMUNITY RECOVERY AND RESILIENCE

**Purpose of group:**

- Establish a collaborative and multi layered, short, medium and long term recovery response determined by the community for the community through a trauma informed lens.

**Associated Task and Finish Groups**

- Memorial and Remembrance
- Community Engagement and Recovery
- Community Cohesion and Reassurance
- Human Aspects
- Fundraising

**Terms of reference**

- Work with the community to understand their issues and concerns, bring these to the attention of the Recovery Co-ordinating Group and where suitable instigate a response.
- Support and enable community led recovery and empowerment and resilience initiatives
- Maintain a liaison with the Business Community.
- Understand the community's views in the context of overall recovery aims and objectives, including the choice between 'normalisation' and 'regeneration'.
- Understand how the community would like to recognise and remember the events
- Understand community tensions and develop approaches to promoting Community Cohesion
- To ensure funeral arrangements are considered in line with the family's needs whilst understanding the public and press interest.
- Provide support and guidance to those fundraising to ensure monies are distributed fairly and in line with the reasons they were donated.

Memorials and remembrance	
What was achieved?	<ul style="list-style-type: none"> <li>• Protection of floral and other tributes</li> <li>• Tribute response at The Box from the 3rd to 17th September</li> <li>• Support for individual responses in the public domain</li> <li>• Support for family memorials</li> <li>• Planning for future civic memorials</li> <li>• Research into types and timescales of memorials in other cities in the UK</li> </ul>
Community Engagement and Recovery	
What was achieved?	<ul style="list-style-type: none"> <li>• Drawing together themes from the door knocking conversations with members of the community</li> <li>• Starting to create a network of groups with the community to help shape plans for the future</li> <li>• Planning a training offer around Appreciative Enquiry – one session in place, another one to be added for Keyham residents/workers</li> <li>• Reviewing lessons learnt from other areas</li> <li>• Digital system developed linked to Plymouth Together to capture community themes and activity</li> <li>• Community Hub in place which will provide base for staff and engagement meetings</li> <li>• Community Voices meeting held on 27<sup>th</sup> September</li> </ul>
What still needs to be done?	<ul style="list-style-type: none"> <li>• Confirm full plan for community engagement over next phase (3 months)</li> <li>• Network of community groups led by Keyham Green Places/Neighbourhood Watch set up and supported by Plymouth Octopus Project (POP+)</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop a log of actions that are carried out in response to engagement</li> <li>• Supporting community partners to build learning into business as usual as part of a resilient community</li> </ul>
<b>Community Cohesion and Reassurance</b>	
What was achieved?	<ul style="list-style-type: none"> <li>• Initial engagement during response phase including: <ul style="list-style-type: none"> <li>○ Door knocks to all residents within the areas of the cordons, leaflets, advice, needs assessment and referral to support agencies e.g. victim support.</li> <li>○ Establishment of Reassurance Hubs in the community</li> <li>○ Ring fenced resourcing for reassurance patrols / visibility including; Red Times / zones established for targeted &amp; high visibility patrols in the community (schools / high footfall areas / arterial routes).</li> <li>○ Establishment of Keyham Community Policing Team (1x Insp, 1 x Sgt, 6 x PC's) to work in partnership promoting the recovery and social wellbeing of the Keyham community, whilst restoring and enhancing a sense of safety through confidence in local policing.</li> <li>○ Identification and mapping key individual network (KINs) to work with and support.</li> <li>○ Sharing of any evidence-based research documents via the Cohesion group (promoting long-term resilience)</li> </ul> </li> </ul>
What still needs to be done?	<ul style="list-style-type: none"> <li>• Regularly measure how the community is feeling through engagement, taking into account trauma informed approaches and cycle of confidence following evidenced based research</li> <li>• Understand and map events happening in the community to understand any potential impact</li> <li>• Continue to promote the "Keyham Support Offer" leaflet &amp; website signposting advice and support that will be available</li> <li>• Assess the impact following relevant inquiries</li> </ul>
<b>Human Aspects</b>	
What was achieved?	<ul style="list-style-type: none"> <li>• Offered support where appropriate and requested by the families of the immediate victims in managing funeral arrangements, including proactive liaison with the media where needed</li> </ul>
<b>Fundraising</b>	
What was achieved?	<ul style="list-style-type: none"> <li>• Identified local fundraising efforts and made contact with them to try to look at pooling funds</li> <li>• Started to receive funds to Wolseley Trust and Plymouth Together Fund</li> <li>• Worked with the Wolseley Trust to centralise collections/distributions</li> <li>• Linked with national emergencies funding and victim support fund to identify appropriate funds</li> <li>• Fundraising materials shared with local business and shops</li> <li>• Plymouth Together website updated with clear donation page and fundraising guide/ materials to support individuals that want to support fundraising efforts</li> <li>• Committed to supporting the families to cover the financial costs of funerals</li> </ul>

	<ul style="list-style-type: none"> <li>• Identified membership for independent grant making board that can distribute funds to affected families, community groups or local community</li> </ul>
What still needs to be done?	<ul style="list-style-type: none"> <li>• Establish the grant making board with the Wolseley Trust <ul style="list-style-type: none"> <li>○ Final attendees</li> <li>○ Governance / framework for distributing funds</li> <li>○ Local grant making strategy in place</li> <li>○ Route to maintain links with the local community to support the allocation of funding</li> </ul> </li> <li>• Develop further the fundraising campaign, providing materials and support to local / national groups that want to organise fundraising events; continue working with a professional fundraiser to support the fundraising campaign</li> </ul>

#### **Name of group: COMMUNICATION AND ENGAGEMENT**

The Communications and Engagement group included communications leads from a range of partner agencies and there was a range of activity to ensure effective communication of issues and support in relation to the Keyham response:

- Set up Plymouth Together website including specific sections on the support offer and fundraising
- Social media messaging
- Design and distribution of the Keyham Support leaflet to 5,000 households
- Design and print of flyers, leaflets, banners, postcards and other printed information
- Co-ordination of messaging and comms across partner agencies

Next steps include building profiles of the local community groups and organisations, and providing information about community events and activities

#### **Name of group: FINANCE**

The Finance group was a focused piece of work with partners, led by the Director of Public Health, to consider and co-ordinate a multi-agency funding bid to central government for financial support for Keyham and the surrounding areas, to support the recovery of the community in the short, medium and longer term. In addition, partner agencies also submitted targeted funding bids to specific departments, for example to NHS England and the Ministry of Justice.



The principles of the approach to bidding for funding were:

- Supporting those directly impacted by the events; leaving no one behind
- Building on the assets in the community
- Working together as a partnership
- Based on the best evidence for what works, shaped by the needs and the views of those affected

The objectives were:

- Support those impacted by this tragedy; in particular the victims, their families and those who witnessed the events
- Reinstate feelings of safety and belonging across the entire community of Keyham and the wider city.
- That the area of Keyham, and the city of Plymouth are not forever defined by the events of 12 August 2021, and that the programme helps to rebuild the confidence and the reputation of Britain's Ocean City.

The bid took into account the demographics of Keyham and the surrounding area, the known impacts of trauma and the aspiration for the area to be able to recover and build resilience. The bid focused on three areas:

- Health and Wellbeing
- Community Safety
- Resilience and Legacy