



INDIVIDUALS OVERVIEW AND SCRUTINY SUB-COMMITTEE, 31st August 2021

Subject Heading:

SLT Lead:

Report Author and contact details:

Policy context:

Financial summary:

COVID-19 Vaccination programme in Havering

Barbara Nicholls, Director of Social Care & Health

This report provides an update about the vaccination programme in Havering.

There are no direct financial implications arising from this report.

The subject matter of this report deals with the following Council Objectives

Communities making Havering
Places making Havering
Opportunities making Havering
Connections making Havering

SUMMARY

This report provides an update about the vaccination programme in Havering. It should be noted that the vaccination programme is led by the NHS, with the council supporting where required.

RECOMMENDATION

That the Individuals Overview and Scrutiny Sub-Committee:

- Notes the contents of the report and makes any recommendations as appropriate.

REPORT DETAIL

1. Vaccination programme.

In November 2020 NHS England wrote to Primary Care Networks (PCNs) tasking them with the implementation of the national COVID-19 vaccination programme. In Havering there are four PCNs which provide primary care health services to a population of over 279,164 patients within the borough.

PCN Name	No. of Member Practices	Total Population Covered
Havering North PCN	14	82,231
Havering Marshalls PCN	3	47,990
Havering Crest PCN	8	42,663
Havering South PCN	17	106,280

*Based on December 2020 practice list sizes

PCN Clinical Directors spoke with their respective member practices and Havering North, Crest and Marshalls PCNs decided to form a TRI-PCN proposition to work collectively to implement the COVID-19 vaccination programme.

In early December 2020 Havering CCG, PCN Clinical Directors and Havering Council came together to identify suitable premises to become COVID-19 vaccination sites. The TRI-PCN opted for an NHS building, Raphael House based on the Victoria Hospital Site in Pettits Lane Romford. The TRI-PCN successfully completed the national assurance process and were entered into Phase 1 of the programme, their vaccination service went live 14 December 2020. Havering South PCN opted to use Hornchurch Library and completed the national assurance process in quick succession, commencing the vaccination service on 21 December 2020.

Patients were contacted for their first COVID-19 vaccine in age and at-risk group order, following JCVI guidance, with the view to administer the second vaccine within 12 weeks.

Cohort	Total Population in Cohort
1 - (Older Adults in Residential Care Home)	972
2 – Age 80 and over	13,237
3 – Aged 75 to 79	9,192
4 – Aged 70 to 74 or CEV = High Risk	21,177
5 – Aged 65 to 69	11,392
6 – Aged 16 to 64 in an at-risk group	23,959
7 – Aged 60 to 64	10,035
8 – Aged 55 to 59	12,702
9 – Aged 50 to 54	13,884
10 – Aged 40 - 49	29,995
11 – Aged 30 - 39	36,805

Both Raphael House and Hornchurch Library on average were administering between 4,000 to 5,000 patient vaccinations per site per week.

In February 2021 North East London Foundation Trust (NELFT) our community services health provider opened a mass vaccination site at The Liberty shopping centre in central Romford. Accepting patients for vaccination across any borough and part of the national booking system. The implementation of this service supported PCNs in their efforts and Havering have vaccinated more patients than any other borough in North East London. Completing 173,701 first doses and 149,782 second doses. Each service operates a stringent call and recall policy, noting natural attrition rates mean Havering will not achieve comparable second doses to match the first due to the boroughs elderly demographic.

Havering PCNs opted into Phase 2 of vaccination programme in May 2021 and immediately commenced surge planning for the national release of cohort 12 (18 to 29-year olds). Raphael House and Hornchurch Library vaccination services worked closely with Havering Council colleagues to plan pop-up vaccination events which took place at various sites throughout the borough, for example: Gallows Corner Tesco. The events were successful and proved to be a great source of information for hesitant patients.

The TRI-PCN Raphael House service collaborated with Havering Council for their call centre to contact all patients outstanding their first or second dose, booking them directly into vaccine appointments provided by the service. Over 7,000 calls were made and Havering have vaccinated 62.9% of 18 to 29-year olds.

Havering Clinical Directors are working with member practices to recall all outstanding patients across all cohorts and data is shared regularly at PCN network meetings. Sites will continue this to offer vaccinations to these patients and look at various options such as workplace pop-up clinics to improve vaccination rates. Havering Council have circulated a questionnaire to local businesses and will share the results with PCN sites in due course, if there is appetite we will plan these events.

NHS England have released the service specification for Phase 3 COVID-19 booster programme which is due to commence 6 September. The booster programme will

look to vaccinate all patients over 50 years old with a third jab by end of December, starting with those most vulnerable and in line with the previous JVC1 cohort groupings. Sites are currently planning activity, workforce and vaccine supply required to deliver the booster programme.

South PCN will continue to work from their hub site at Hornchurch Library with the view to hold practice-based pop-ups at the following sites if and when necessary:

- Avon Road Surgery (Cranham Health Centre)
- Haiderian Medical Centre (Central Upminster)
- Rosewood Medical Centre (Elm Park)
- Maylands Health Care (Hornchurch)

Site assurance visits are currently underway and further information relating to the above clinics will be circulated in due course.

The TRI-PCN will continue to work from their hub site Raphael House and host practice-based pop-up clinics at the following sites:

- Rush Green Medical Centre
- Lynwood Medical Centre (Collier Row)
- Straight Road Surgery (Harold Hill)
- Central Park Surgery (Harold Hill)
- North Street Medical Care (Romford)

Site assurance visits have commenced and further information to be shared in due course. Please note these clinics are subject to change depending on the assurance and national approval process.

NHS England are still in the process of piloting the co-administration of the Flu and COVID-19 vaccine, Havering PCN sites have indicated they would like to co-administer where possible. However, until NHS England confirm this as an option, sites are working on potential plans and which may change depending on the guidance released in due course. Noting if approved, patients will be given the option to receive both jabs, or offered two appointments where necessary.

Havering PCN sites have hibernated in August to ensure workforce are able to commence Phase 3 COVID-19 booster programme. NELFT are currently supporting these efforts and by offering 16 to 17-year olds their first dose of the vaccine.

Week commencing 16 August PCN sites are being asked to review provision for vaccinating 12 to 15-year olds, specifically vulnerable and those living with at risk adults. National GP Practice clinical system searches are targeting this cohort with the aim to start vaccinating 23 August 2021.

2. The borough's progress

The rollout of the vaccine was carried out by priority groups as identified by the joint committee on vaccination and immunization (JCVI). Initially there was nine priority groups.

1. Residents in care home for older adults and their paid carers – vaccine available from 8th December 2020

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2. All aged 80 and over and frontline health and social care workers – vaccine available from 8th December 2020
3. Aged 75 and over – vaccine offered early January 2021
4. Aged 70 and over and clinically extremely vulnerable - vaccine offered early January 21
5. Aged 65 and over – vaccine offered first week February 2021
6. Aged 16 to 64 with underlying health conditions and unpaid carers – vaccine offered mid February 2021
7. Aged 60 and over – vaccine offered end February 2021
8. Aged 55 and over – vaccine offered first week March 2021
9. Aged 50 and over – vaccine offered middle March 21

Once the nine priority groups had been offered the vaccine the rollout was offered to the younger age groups

- Aged 45 and over – offered early April 2021
- Aged 40 and over – offered late April 2021
- Aged 35 and over – offered middle May 2021
- Aged 30 and over – offered end of May 2021
- Aged 25 and over – offered first week June 2021
- Aged 20 and over – offered middle of June 2021
- Aged 16 and over – offered middle August 2021

As of 22 August 2021, **79.0%** of Havering population (20+) have received the 1st dose of the coronavirus vaccine and **70.5%** the 2nd dose.

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Table 1: Number and percentage of people vaccinated in Havering, 1st dose from 8 December to 22 August 2021. London and England data up to 18th August.

Vaccination 1st Dose					
Age group	Population	Havering		London	England
		Number	%	%	%
00 - 04	17679	0	0.0%	N/A	N/A
05 - 09	17643	0	0.0%	N/A	N/A
10 - 14	16443	6	0.0%	N/A	N/A
15 - 19	15033	5196	34.6%	N/A	N/A
20 - 24	15187	9455	62.3%	N/A	N/A
25 - 29	18382	10992	59.8%	56.2%	61.9%
30 - 34	20707	13054	63.0%	55.8%	64.9%
35 - 39	20682	14357	69.4%	58.7%	69.8%
40 - 44	18620	14133	75.9%	64.5%	75.7%
45 - 49	17230	14010	81.3%	70.6%	81.5%
50 - 54	18232	15785	86.6%	75.5%	86.2%
55 - 59	17826	15839	88.9%	78.5%	88.7%
60 - 64	15506	13968	90.1%	81.0%	90.5%
65 - 69	12258	11181	91.2%	83.4%	92.4%
70 - 74	12487	11638	93.2%	86.4%	94.6%
75 - 79	8889	8368	94.1%	87.6%	95.5%
80 - 84	6502	6165	94.8%	87.4%	95.4%
85 - 89	4313	4080	94.6%		
90+	2397	2242	93.5%		
Total 20+	209218	165267	79.0%		

Data source: NIMS Data

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Table 2: Number and percentage of people vaccinated in Havering, 2nd dose from 8 December to 22 August 2021. London and England data up to 18th August.

Vaccination 2nd Dose					
Age group	Population	Havering		London	England
		Number	%	%	%
00 - 04	17679	0			
05 - 09	17643	0			
10 - 14	16443	5			
15 - 19	15033	1956	13.0%	N/A	N/A
20 - 24	15187	5248	34.6%	N/A	N/A
25 - 29	18382	6964	37.9%	33.9%	36.5%
30 - 34	20707	9754	47.1%	41.8%	47.8%
35 - 39	20682	12073	58.4%	48.2%	57.9%
40 - 44	18620	12910	69.3%	57.4%	68.8%
45 - 49	17230	13207	76.7%	64.4%	76.4%
50 - 54	18232	15217	83.5%	70.6%	82.8%
55 - 59	17826	15377	86.3%	73.8%	85.6%
60 - 64	15506	13606	87.7%	77.1%	87.9%
65 - 69	12258	10984	89.6%	80.6%	90.8%
70 - 74	12487	11516	92.2%	84.2%	93.4%
75 - 79	8889	8284	93.2%	85.4%	94.4%
80 - 84	6502	6079	93.5%	84.6%	93.5%
85 - 89	4313	4024	93.3%		
90+	2397	2177	90.8%		
Total 20+	209218	147420	70.5%		

Data source: NIMS Data

Table 3: Percentage of people vaccinated in Havering 1st dose by ethnicity
8 December to 22 August 2021

Vaccination 1st Dose

Age group cohorts	Asian		Black		Mixed		White	
	population	% vaccinated	population	% vaccinated	population	% vaccinated	population	% vaccinated
00 - 04	2314	0.0%	1341	0.0%	1079	0.0%	10556	0.0%
05 - 09	2021	0.0%	1556	0.0%	927	0.0%	11061	0.0%
10 - 14	1436	0.0%	1706	0.0%	719	0.0%	10456	0.1%
15 - 19	1148	40.0%	1441	20.1%	456	27.9%	8906	37.5%
20 - 24	991	70.6%	1114	42.7%	377	56.0%	9863	65.2%
25 - 29	1459	70.6%	1252	43.9%	431	47.6%	12434	61.6%
30 - 34	2426	75.5%	1291	46.9%	452	53.8%	13563	64.0%
35 - 39	2822	81.5%	1389	54.8%	427	63.5%	13301	70.5%
40 - 44	2216	85.5%	1553	65.2%	359	71.3%	12128	77.7%
45 - 49	1442	89.3%	1404	70.7%	308	76.3%	11885	84.3%
50 - 54	1097	89.1%	1535	77.6%	282	81.9%	13274	89.4%
55 - 59	835	91.9%	1308	76.5%	222	82.9%	13520	91.9%
60 - 64	778	89.5%	788	74.4%	153	86.3%	12255	92.6%
65 - 69	606	90.9%	389	72.0%	78	80.8%	10037	93.7%
70 - 74	482	87.8%	237	67.1%	55	74.5%	10646	95.3%
75 - 79	263	88.2%	180	64.4%	43	76.7%	7677	96.1%
80 - 84	176	90.9%	150	66.0%	30	73.3%	5667	97.0%
85 - 89	96	82.3%	73	58.9%	18	77.8%	3851	96.9%
90+	19	84.2%	26	76.9%	4	100.0%	2204	96.0%

Data source: NIMS Data

Table 4: Percentage of people vaccinated in Havering 2nd dose by ethnicity
8 December to 22 August 2021

Vaccination 2nd Dose

Age group cohorts	Asian		Black		Mixed		White	
	population	% vaccinated	population	% vaccinated	population	% vaccinated	population	% vaccinated
00 - 04	2314	0.0%	1341	0.0%	1079	0.0%	10556	0.0%
05 - 09	2021	0.0%	1556	0.0%	927	0.0%	11061	0.0%
10 - 14	1436	0.0%	1706	0.0%	719	0.0%	10456	0.0%
15 - 19	1148	15.8%	1441	6.5%	456	9.6%	8906	14.9%
20 - 24	991	38.1%	1114	18.9%	377	28.4%	9863	37.9%
25 - 29	1459	45.2%	1252	24.0%	431	29.7%	12434	39.9%
30 - 34	2426	56.3%	1291	32.5%	452	40.9%	13563	48.6%
35 - 39	2822	69.4%	1389	42.5%	427	52.5%	13301	60.3%
40 - 44	2216	78.4%	1553	56.3%	359	61.8%	12128	71.9%
45 - 49	1442	83.8%	1404	62.7%	308	70.8%	11885	80.3%
50 - 54	1097	84.6%	1535	71.6%	282	77.0%	13274	87.1%
55 - 59	835	88.9%	1308	72.4%	222	81.1%	13520	89.8%
60 - 64	778	85.1%	788	68.7%	153	81.0%	12255	90.8%
65 - 69	606	88.6%	389	67.1%	78	79.5%	10037	92.4%
70 - 74	482	86.7%	237	62.4%	55	72.7%	10646	94.4%
75 - 79	263	86.3%	180	62.2%	43	74.4%	7677	95.3%
80 - 84	176	89.2%	150	63.3%	30	66.7%	5667	95.7%
85 - 89	96	81.3%	73	56.2%	18	77.8%	3851	95.6%
90+	19	73.7%	26	73.1%	4	100.0%	2204	93.2%

Data source: NIMS Data

Table 5. Homeless people (up to 6 Aug 2021)

Homeless setting	First Dose	Second dose
YMCA	71	55
Will Perrin House	24	23
Abercrombie House	19	18

3. Council role

Vaccination Outbound call centre from 30th June 2021.

The Council worked in partnership with the PCNs in calling residents who according to the GP records have either not been vaccinated or partly vaccinated and are scheduled for their 2nd dose. The Council set up an outbound call centre using staff that volunteered their time to work on this and we worked with the Havering Volunteer Centre who provided us with volunteers to make these calls.

In 5 weeks the team reached out to over 23 000 residents where we either made bookings or noted down concerns that residents have with the vaccines available. We identified residents who are unable to leave their home to have the vaccine who have been referred back to their GP and also residents who suffered adverse reactions and wanted to speak to a health care professional.

Vaccine Pop-ups from 7th July 2021

Since early July the Council has been working in partnership with the CCG and GPs on rolling out vaccine pop-ups across the borough. To date there has been 12 pop-up clinics with over 600 vaccinations administered and many of which are for residents who are having a first dose. We have further sessions planned in late August and into September as we use the vaccine bus or an existing council site.

As of 17th August we are now able to administer vaccinations to 16-17 year olds so we are looking at rolling the programme to schools and colleges in preparation for the commencement of school.





Communications team, Community Development team and Public Health team worked closely together with local communities and community groups to understand the issues facing the communities. We have sought both positive and negative opinions and beliefs so that we can tailor communication and engagement with residents to:

- to empower communities with the skills and knowledge to discuss the vaccination,
- to spread the vaccination message through community peers (word of mouth),
- to co-produce messages that matters to the communities, and
- to repurpose the vaccination services as the eligible cohort expands.

A carefully co-designed media campaign was carried out using a number of videoclips featuring young people, minority groups and professionals, and in a few languages, social media campaigns using Twitter and Facebook. Digital matrix signs, street advertising boards and ad vans were used at different areas of Havering at different dates such as schools, parks and high streets. There have also been targeted leaflet drops advertising vaccination sites, electronic bulletins such as Living in Havering and printed materials. Online paid advertising was used to reach different targeted groups including young and BAME. This has also been used in geographic areas which have lower vaccine take up.

A series of engagement Zoom sessions were held with the residents, council staff, social care staff and communities organised either by the council and through the community groups. These sessions allow participants to ask the questions and are very interactive and engaging. In addition, officers attended community meetings and gave Question & Answers sessions around vaccines

Vaccine ambassador training was given to staff (including council and social care staff) and community leads to equip them with the skills required to discuss delicate matters and understand how to motivate another person for a positive behaviour change. Up to 30th June 2021, 174 Vaccination Ambassadors had been trained. The vaccine ambassadors were given vaccine related information at the training and regular updates after the training. The ambassadors were also given conversational skills to aid guided conversations using a motivational interview approach. The aim was to empower individuals to feel confident to address vaccine hesitancy with

colleagues, friends and families and to signpost them to credible and factual information. Surveys and focus groups were conducted to understand how we best support them and to evaluate the impact of the training. The follow-up survey found that the confidence score remains above 4 from 3 before the training. 90% of them engaged in supportive conversations and more than half of them has had 5 or more consultations around vaccination.

There has been wide ranging engagement with different groups and communities, including faith groups, outreach at Black barbers, Eastern European groups including community food shops, young people groups and much more. We have worked closely with faith leaders (from a number of denominations – Catholic, Baptist, Pentecostal and Anglican across the borough), who in May/June 2021 were supportive of arranging pop-ups on-site, disseminating information through their newsletters and social care media channels including contacting their congregations for appetite to be vaccinated at their places of worship. In the end, almost all reported that the majority of their congregations had been double vaccinated already. In June and July, three pop-up were arranged at the Islamic Cultural Centre, which successfully administered a number of first and second doses. Consideration is underway for further pop-ups at the Centre. The Centre and many other faith and community leaders have been very supportive of ensuring positive messaging to their worshippers, and encouraging uptake.

There are also a number of partnership projects with the community and voluntary sector to assist the success of the vaccination programme. This included:

- Working with Havering Association of People with Disabilities. This included ‘buddying’ of people who had had the vaccine with disabled people who were nervous regarding the vaccine so they would have the vaccine. People were also escorted to the vaccine centres to enable them to have the ‘jab’.
- Youth Unity – the group produced two videos. The first one was a mixture of people pro and against the vaccine enabled us to see what factors were stopping people having the vaccine (not been tested enough etc.) <https://vimeo.com/569969418>
- The second recently created video was when people had just received the vaccine and was designed to be upbeat and to allay the fears that were encountered in the first video. They also created a survey which was sent out to their contacts, which provided us with deeper insights into why younger people do not want the vaccination. The insights regarding this survey were:
 - COVID won't affect them too badly, so why should they have to have a vaccine that hasn't been properly tested
 - Fertility Issues
 - Lack of trust in the government
 - Feel forced into it rather than it being their own decision
 - And in some small cases, parents were getting the vaccine, but they didn't want their young people (teenagers not children) to also get vaccinated, they felt the vaccine risk was higher than the COVID risk
- House of Polish and European Communities. Sourced a polish doctor who worked with communications to produce a video to allay fears within European Communities. This was distributed through to European communities widely. HOPEC also have an office within the Mercury Mall to

promote the EU settled status scheme and this was used to allay fears of our European communities. HOPEC have given us insights into hesitations within the Eastern European Community. One particular insight this group gave us was the difference in vaccine rollouts, for example, in Poland Astra Zeneca is given to the younger population and Pfizer to the older population, this was leading to people getting their vaccinations abroad rather than in the UK.

- Havering B.A.M.E Forum have produced a survey to find out the views of communities and are in the process of working with faith groups to enhance the take up of the vaccine. Finalisation on workshops are being discussed and these are due to take place face to face.
- Whilst it is difficult to correlate these projects to vaccination uptake directly, we can be sure that these interventions sparked conversation and debate amongst communities who may be hesitant providing people to seek more information and hopefully get vaccinated.

Further work is being done to reach the black African and Caribbean groups and young people as they still show as the lowest vaccine uptake groups. A youth focused event music is being worked on as part of this.

4. Social care providers

The Council has played a key role in supporting all care providers with vaccine uptake to ensure all eligible staff receive the vaccine within the required timescales. This includes those working in residential and nursing care homes, homecare, supported living services, day opportunities and personal assistants.

Initially there was little information about the vaccine itself, pathways to receiving the vaccine were developing and care providers had many questions and concerns.

The Council has been proactive providing support including regular online meetings with the Director for Adult Social Services, Public Health and the Commissioning team to answer questions and find solutions to problems.

For example Residential and Nursing Care homes were one of the initial priority groups and we arranged for the communication team in the hospital to take pictures of the Managers receiving their job to help encourage hesitant staff.

The Council has worked closely with the Clinical Commissioning Group (CCG), Barking Havering and Redbridge University Trust (BHRUT) and North East London Foundation Trust (NELFT) to ensure front line care workers are prioritised such as arranging roving services to deliver the vaccine at the provider's premises or ensuring priority access to vaccine hubs.

We have provided regular phone calls to offer support, developed FAQs, held Q&A sessions, worked with provider associations and trained vaccination ambassadors.

The Council has been working tirelessly over the last few months to encourage those who are hesitant to take up the offer. For example a specific session was organised

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to answer questions on the COVID-19 vaccine and pregnancy, fertility and breastfeeding. Local health professionals answered questions from around a hundred women online (<https://www.youtube.com/watch?v=ZgO1GNm3-Fs>)

Officers have been directly contacting providers to encourage uptake and ensure their reporting is accurate and up to date on Capacity Tracker. This includes the Director for Adult Social Services personally phoning all care homes with low uptake.

This has increased uptake. Havering is now overall above target for both residents and staff.

The following is the latest information on vaccine uptake taken from Capacity Tracker as of 16th August 2021:

Care Home Residents	96%
Care Home Staff	86%
Homecare Staff	78%
Supported Living Staff	83%

The focus is now on the handful of providers where uptake remains low.

From 11th November 2021, new regulations will require all care home workers, and anyone working or volunteering inside the premises of a care home to be fully vaccinated against COVID-19, unless they have a medical exemption.

It is of note that adult social care council staff, NHS staff, and other workers (such as tradespeople) who must also be vaccinated to undertake their usual work in care homes.

The requirement will not apply to:

- Anyone who provides evidence that shows for clinical reasons they should not be vaccinated.
- Family and friends visiting a care home resident
- Any person providing emergency assistance
- Any member of the emergency services in execution of their duties
- Anyone undertaking urgent maintenance work
- Any person who whom it is reasonable to provide comfort or support to a care home resident in relation to their bereavement following the death of a relative or friend
- Any person visiting a dying care home resident.

The Council are working with care homes to help them work through the implications of this including identifying any potential staffing issues. We are doing all we can to ensure staff who have not received a first dose do so by 16th September in order to ensure they receive both doses before the deadline.

IMPLICATIONS AND RISKS

Financial implications and risks:

There is no net budget impact on the Council arising from the vaccination programme.

In line with correspondence from DHSC in November 2020, the additional costs incurred by the Council in supporting the vaccination programme will be funded through NHS England via local CCGs.

Legal implications and risks:

There are no legal implications in noting the content of the Report.

Members may also be aware that as from 11 November anybody working in or visiting a care home including relatives and professionals will need to have received both doses of the vaccine unless they are exempt by virtue of The Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021 (“the 2021 Regulations”).

Human Resources implications and risks:

Given the Coronavirus outbreak, the paramount consideration of the Council is the health and wellbeing of Members and officers. The proposals contained in this report will directly impact on staff that work in Adult Social Care who will be managed in accordance with the Council’s HR and specific Covid-19 related policies and guidance.

Equalities implications and risks:

The Vaccination Bronze Group considered and will continue to consider four of the main protected characteristics within its work. These were race, religion, disability and age. The work was targeted by working with partners designed to increase the uptake of covid vaccines within these groups. The group considered and monitored data of these characteristics at each of its weekly meetings and interventions were introduced to ensure positive outcomes for these protected characteristics as outlined above.

BACKGROUND PAPERS

None