COVID-19 Co-ordination and Response Hubs

Contact Details
Safeguarding Referrals
The Hub Network

A network of COVID-19 Coordination and Response Hubs has been established across Cambridgeshire and Peterborough, comprising the countywide coordination hub and local hubs that are being led by the district/city councils.

The Countywide Hub is focussed on supporting residents at the highest risk, and ensuring that critical services across the public sector can be sustained through additional staff redeployment and volunteer capacity. This work includes ensuring our most vulnerable residents have access to food, medicines and other important supplies, as well as ensuring broader social needs are met as far as possible.

The District / City Hubs are focussed on providing local support arrangements, connecting with and supporting mutual aid and other community led initiatives, supporting residents across their communities, and responding to individual offers of help or requests for support.
Countywide Hub

Purpose:
To co-ordinate the distribution of support to the Shielded Group of residents who are at the highest risk.
To support the sustainability of critical public services through the deployment of staff and volunteers.
To ensure, with our partners, that we are making the best use possible of all available resources to minimise anxiety, to co-ordinate social action, and to ensure those most vulnerable are benefitting from appropriate community support.

Countywide COVID-19 Coordination Hub:
It is recommended that where possible, contact is made via our online portals, which can be found, 24/7, at:
www.cambridgeshire.gov.uk/coronavirus or www.peterborough.gov.uk/coronavirus
The Hub can be contacted Monday to Friday from 0800 to 1800, and Saturday 0900 to 1300 at:
communitycv@cambridgeshire.gov.uk or on 0345 045 5219

Key Contacts:
Adrian Chapman - Director – adrian.chapman@peterborough.gov.uk
Rob Hill – Lead Logistics – rob.hill@peterborough.gov.uk
Matt Oliver – Lead Communities – matt.oliver@peterborough.gov.uk
Nikitta Vanterpool – Lead Operational Oversight – nikitta.vanterpool@cambridgeshire.gov.uk
Elaine Matthews – Lead Front Door – elaine.matthews@cambridgeshire.gov.uk
Amanda Rose – Lead Communications – amanda.rose@peterborough.gov.uk
Tom Barden – Lead Data and Intelligence – tom.barden@cambridgeshire.gov.uk
Jonathan Harwood – Tactical Adviser, British Red Cross – jonathanharwood@redcross.org.uk
Simon Cartwright - Military Planner – simon.cartwright944@mod.gov.uk
Local (District/City) Hubs

**Purpose:**
Local district/city hubs have been established to support, coordinate and connect the local and voluntary activity that is happening – working closely with the Countywide Hub they will also respond to individual request for help and offers of assistance that fall outside the scope of the Shielded Group.

*To help manage demand, it is requested that where possible contact with the Hubs is made via the online portals*

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<thead>
<tr>
<th>Peterborough</th>
<th>Huntingdonshire</th>
<th>Fenland</th>
<th>East Cambridgeshire</th>
<th>Cambridge City</th>
<th>South Cambridgeshire</th>
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<tbody>
<tr>
<td>Online information: <a href="http://www.peterborough.gov.uk/coronavirus">www.peterborough.gov.uk/coronavirus</a> Monday-Friday 09:00-17:00 <a href="mailto:covid-19@peterborough.gov.uk">covid-19@peterborough.gov.uk</a> 01733 747474</td>
<td>Online information: <a href="http://www.wearehuntingdonshire.org/">www.wearehuntingdonshire.org/</a> Monday-Thursday 08:45-17:00 and 08:45-16:30 on Fridays <a href="mailto:Crm_communitydevelopment@Huntingdonshire.gov.uk">Crm_communitydevelopment@Huntingdonshire.gov.uk</a> 01480 388388</td>
<td>Online information: <a href="http://www.fenland.gov.uk/coronavirus">www.fenland.gov.uk/coronavirus</a> Monday-Friday 09:00-16:00 and Saturday 09:00-12:00 <a href="mailto:Covid19@fenland.gov.uk">Covid19@fenland.gov.uk</a> 01354 654321</td>
<td>Online information: <a href="http://www.eastcambs.gov.uk/content/coronavirus-community-support">www.eastcambs.gov.uk/content/coronavirus-community-support</a> Monday-Thursday 08:45-17:00 and 08:45-16:30 on Fridays <a href="mailto:covid19@eastcambs.gov.uk">covid19@eastcambs.gov.uk</a> 01353 665555</td>
<td>Online information: <a href="http://www.cambridge.gov.uk/updates/2020/03/18/coronavirus-changes-to-our-services">www.cambridge.gov.uk/updates/2020/03/18/coronavirus-changes-to-our-services</a> Monday-Friday, 09:00-17:15 <a href="mailto:community.resilience@cambridge.gov.uk">community.resilience@cambridge.gov.uk</a> 01223 457000</td>
<td>Online information: <a href="http://www.scambs.gov.uk/coronavirus/">www.scambs.gov.uk/coronavirus/</a> Monday to Friday 08:00-17:30 <a href="mailto:Duty.communities@scambs.gov.uk">Duty.communities@scambs.gov.uk</a> 03450 455 218</td>
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<th>Lead: Wendi Ogle-Welbourn</th>
<th>Lead: Oliver Morley</th>
<th>Lead: Dan Horn</th>
<th>Lead: Angela Parmenter</th>
<th>Lead: Debbie Kaye</th>
<th>Lead: Gareth Bell</th>
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Reporting Safeguarding Concerns

Normal safeguarding referral procedures continue to operate.

As a reminder, if you have concerns, the following pages set out the existing referral routes. This may be helpful information to share with staff members and community volunteers.
Children’s Safeguarding

If you are concerned that a child may be suffering physical, sexual or emotional abuse or neglect or is at risk of significant harm you should contact Children’s Services using one of the following:

• Cambridgeshire children: 0345 045 5203  
  ReferralCentre.children@cambridgeshire.gov.uk

• Peterborough children: 01733 864180

• Out of Hours Emergency Duty Team (EDT): 01733 234724

If you are a professional you can report a safeguarding concern using the Cambridgeshire & Peterborough Safeguarding Referral Form. All telephone referrals will need to be followed up in writing within 24 hours by the referring professional.
Adult Safeguarding

If you have concerns for an Adult, you should contact Adult Services using one of the following:

**Cambridgeshire County Council**
- Telephone: 0345 045 5202
- Email: referral.centre-adults@cambridgeshire.gov.uk

**Peterborough City Council**
- Telephone: 01733 747474
- Email: adultsocialcare@peterborough.gov.uk

Between Monday to Thursday 5pm to 8am and Friday 4pm to Monday 8am, adult safeguarding concerns can be directed to the Emergency Duty Team (EDT) – 01733 234724
Other Useful Contacts

999 – Emergency Telephone number
  • You should call 999 when it is an emergency – e.g. when someone is seriously ill or injured and their life is at risk.

Police 101 – The police non-emergency number
  • You should call 101 to report crime and other concerns that do not require an emergency response.

NHS 111 – The NHS phone line
  • You should call 111 if you have an urgent medical problem and you’re not sure what to do.