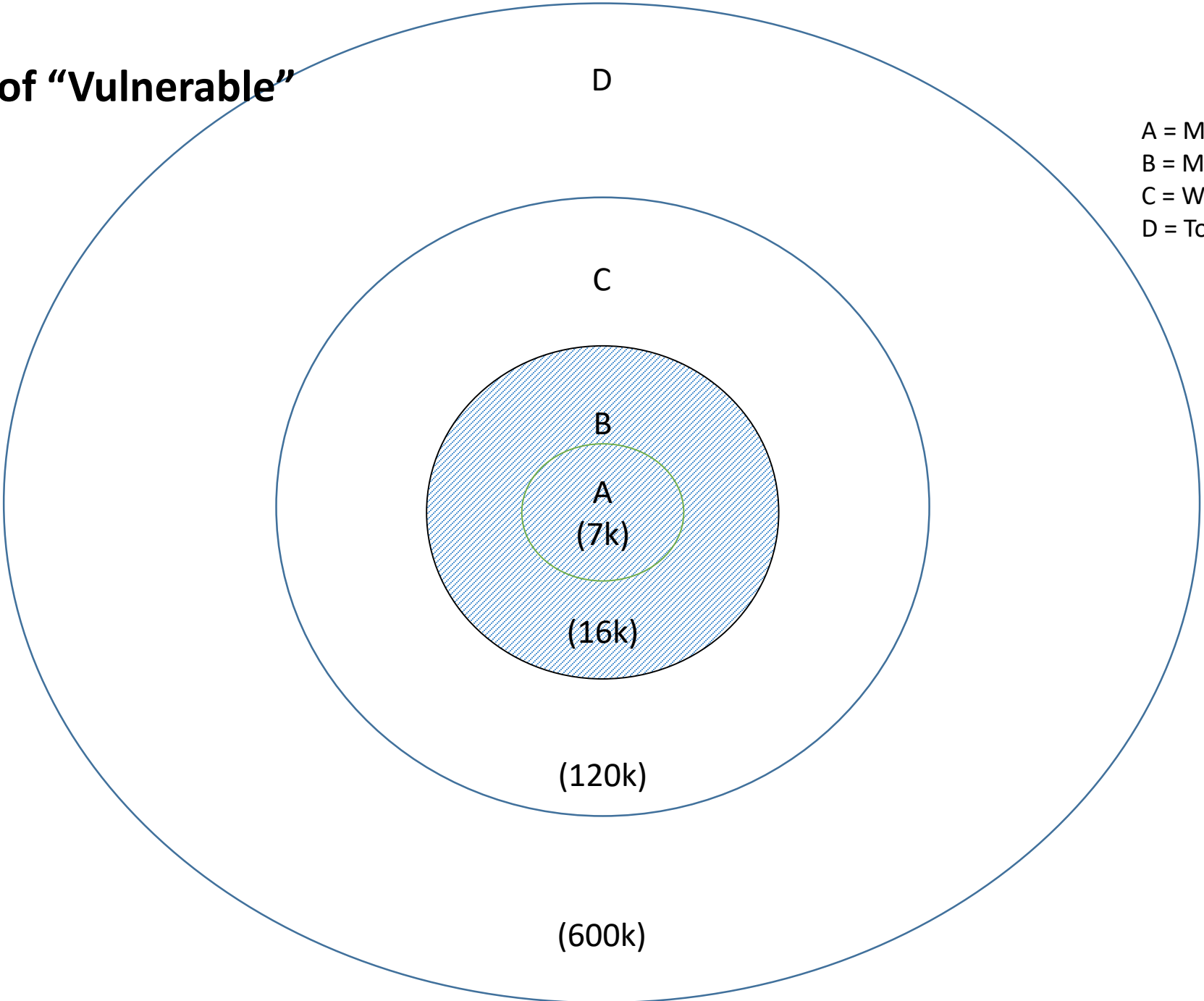


# Community Support / Social Isolation

# Numbers of "Vulnerable"



A = Medical vul need support #  
B = Medical vul don't need support  
C = Wider vulnerable (>70s; pregnant)  
D = Total population

# Only group A will receive food parcels directly from govt

Shielding Cohort

# of shielded people known

10,082

# of shielded people whom completed form

4,960

# Requiring no support

3,618

# that have had a delivery

699

**Group 3 Cohort,**  
Either they've requested supplies and that support is in place or they do not need supplies

# Requesting support

1,342

# delivery in < 4 days

35

**Group 2 Cohort,**  
These have contacted us and requested supplies, and are expected to receive it (but have not yet)

# no delivery data

630

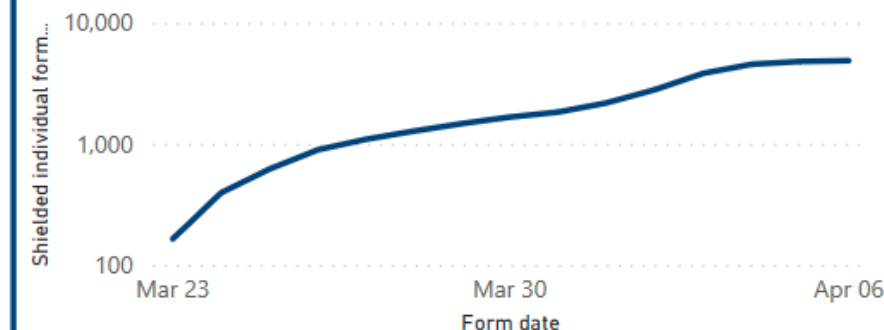
**Group 1 Cohort,**  
This group individates those whom have asked for supplies but national food contracting hasn't got them on their delivery schedule.  
**NB - there's upto a week lag on delivery data**

370

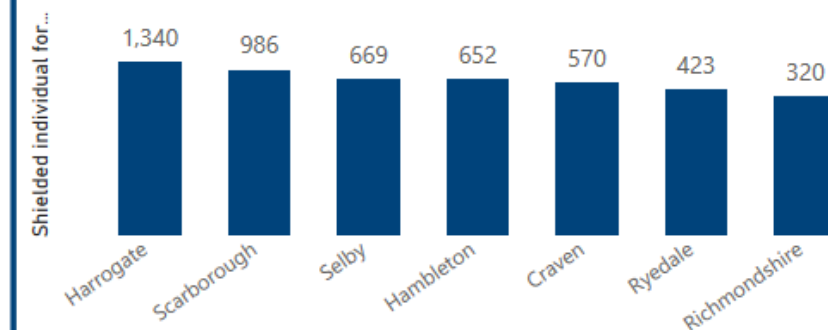
# of people who have been contacted in an outbound call



## Outbound Call Data



## submitted over time



## Totals by District

District

# Community Support Organisations (CSOs)

23 CSOs across County will:

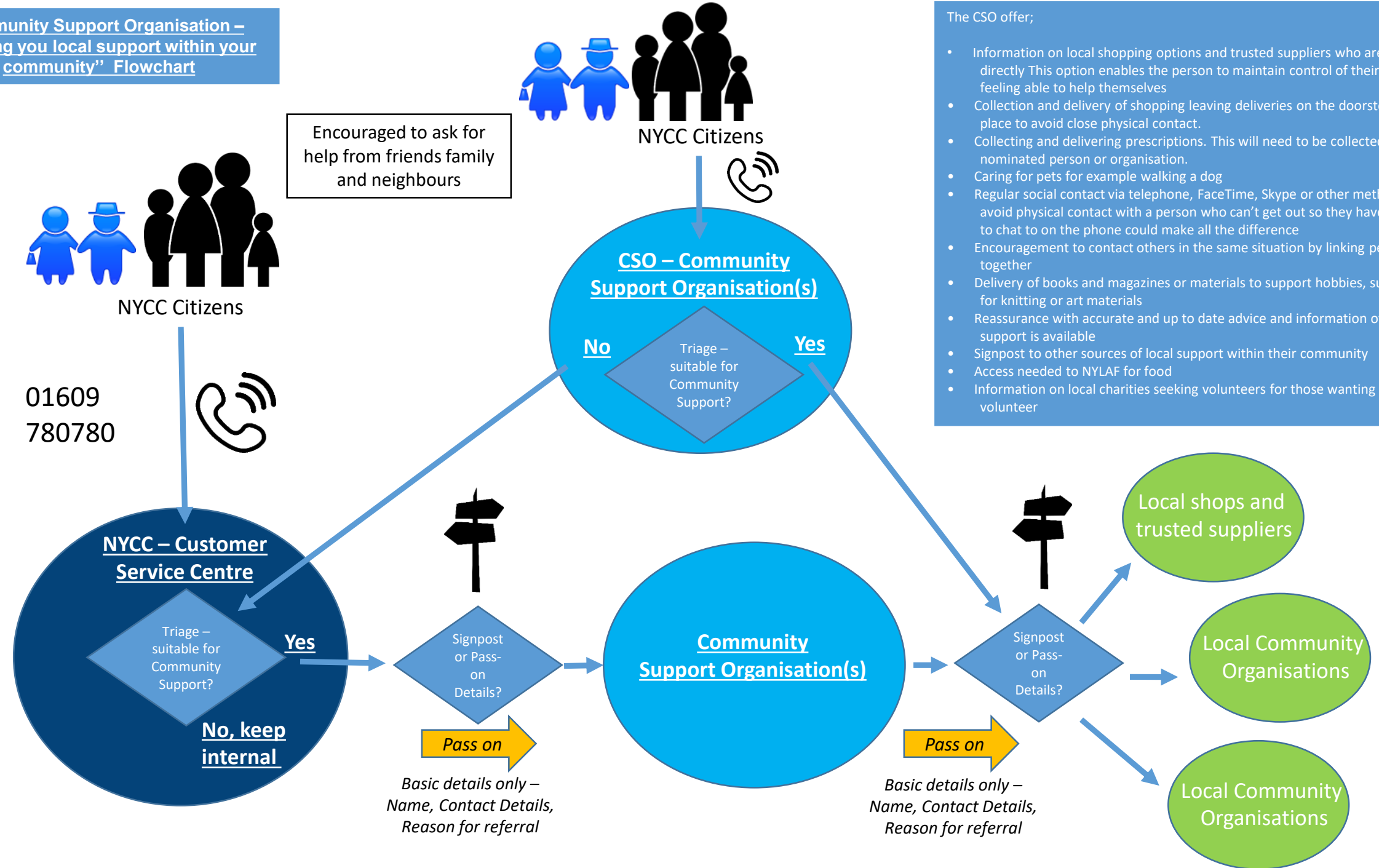
- Be the single point of contact for those who are alone and isolated.
- Signpost to local support available in the community.
- Act as local contact point for individuals and groups wishing to volunteer.
- Provide information on local shopping options and trusted suppliers who are delivering directly to those who are self-isolating.
- Administer the Covid 19 Support Grant Scheme.

The community support organisations will work with local 'trusted' voluntary sector groups to arrange:

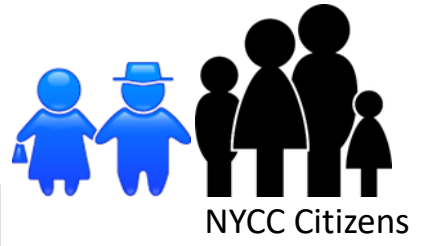
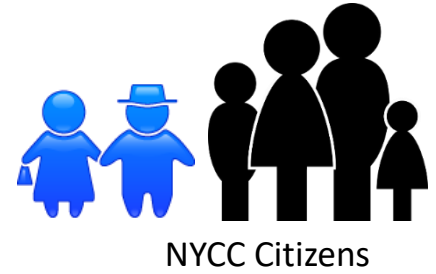
- Collection and delivery of shopping using local volunteering resources. Shopping will be delivered in line with the safety guidelines and left on the doorstep or in a safe place, in order to avoid close physical contact.
- Collection and delivery of prescriptions using local volunteers.
- Caring for pets, for example walking a dog.
- Regular social contact via telephone, FaceTime, Skype or other methods that avoid physical contact.
- Delivery of books and magazines or materials to support hobbies.

**Community Support Organisation –  
“Finding you local support within your  
community” Flowchart**

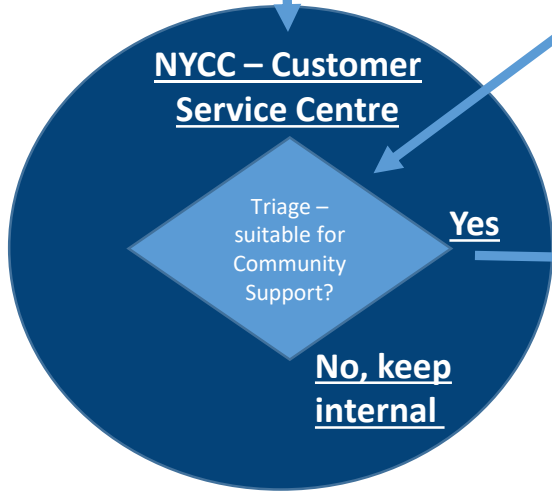
- The CSO offer;
- Information on local shopping options and trusted suppliers who are delivering directly This option enables the person to maintain control of their life, by feeling able to help themselves
  - Collection and delivery of shopping leaving deliveries on the doorstep or safe place to avoid close physical contact.
  - Collecting and delivering prescriptions. This will need to be collected by a nominated person or organisation.
  - Caring for pets for example walking a dog
  - Regular social contact via telephone, FaceTime, Skype or other methods that avoid physical contact with a person who can't get out so they have someone to chat to on the phone could make all the difference
  - Encouragement to contact others in the same situation by linking people together
  - Delivery of books and magazines or materials to support hobbies, such as wool for knitting or art materials
  - Reassurance with accurate and up to date advice and information of what local support is available
  - Signpost to other sources of local support within their community
  - Access needed to NYLAF for food
  - Information on local charities seeking volunteers for those wanting to volunteer



Encouraged to ask for help from friends family and neighbours



01609  
780780



Signpost or Pass-on Details?

**Pass on**

Basic details only –  
Name, Contact Details,  
Reason for referral



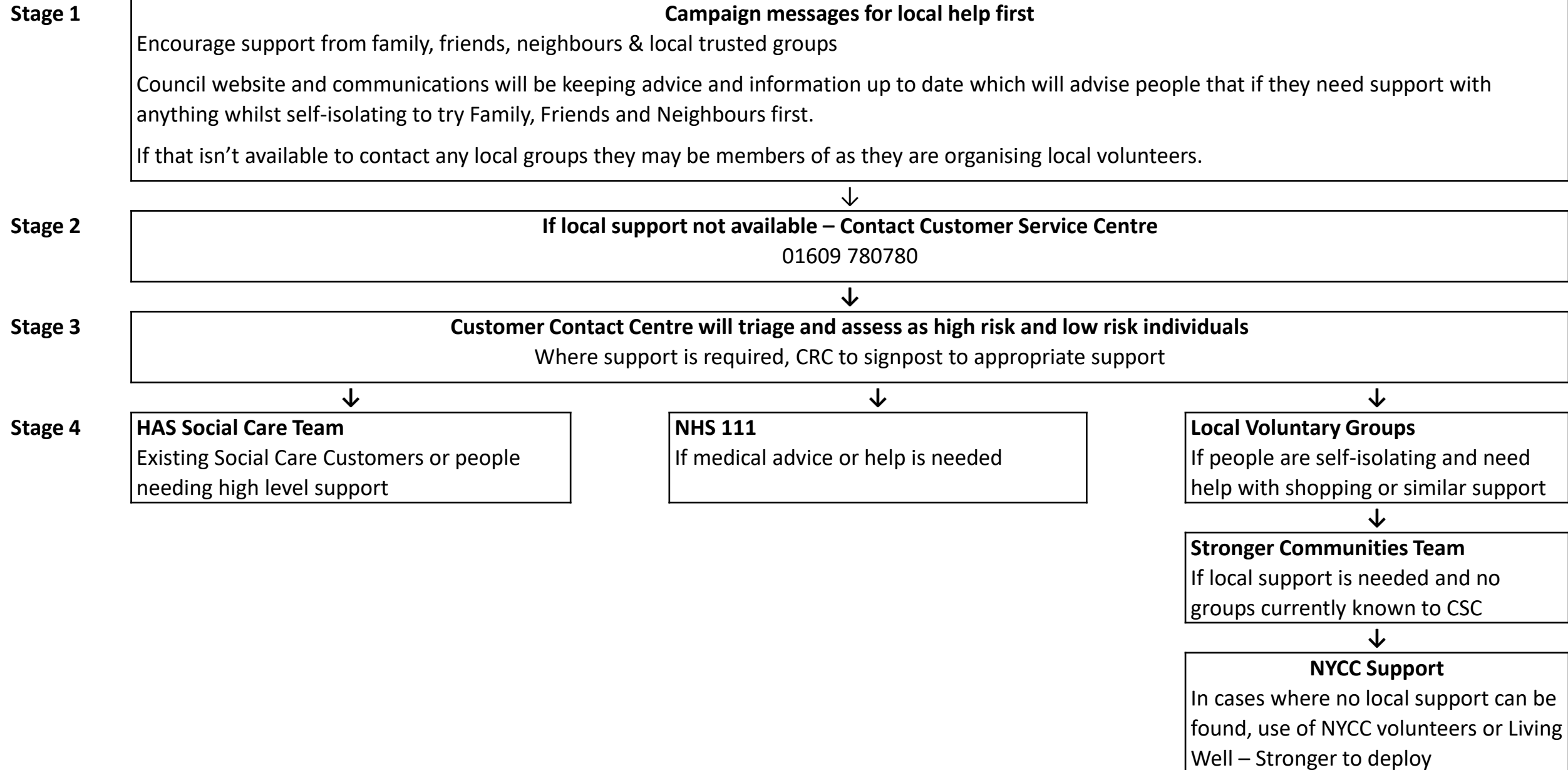
Signpost or Pass-on Details?

**Pass on**

Basic details only –  
Name, Contact Details,  
Reason for referral



# Process to Access Support



## Universal Plus = supplement the CSO offer

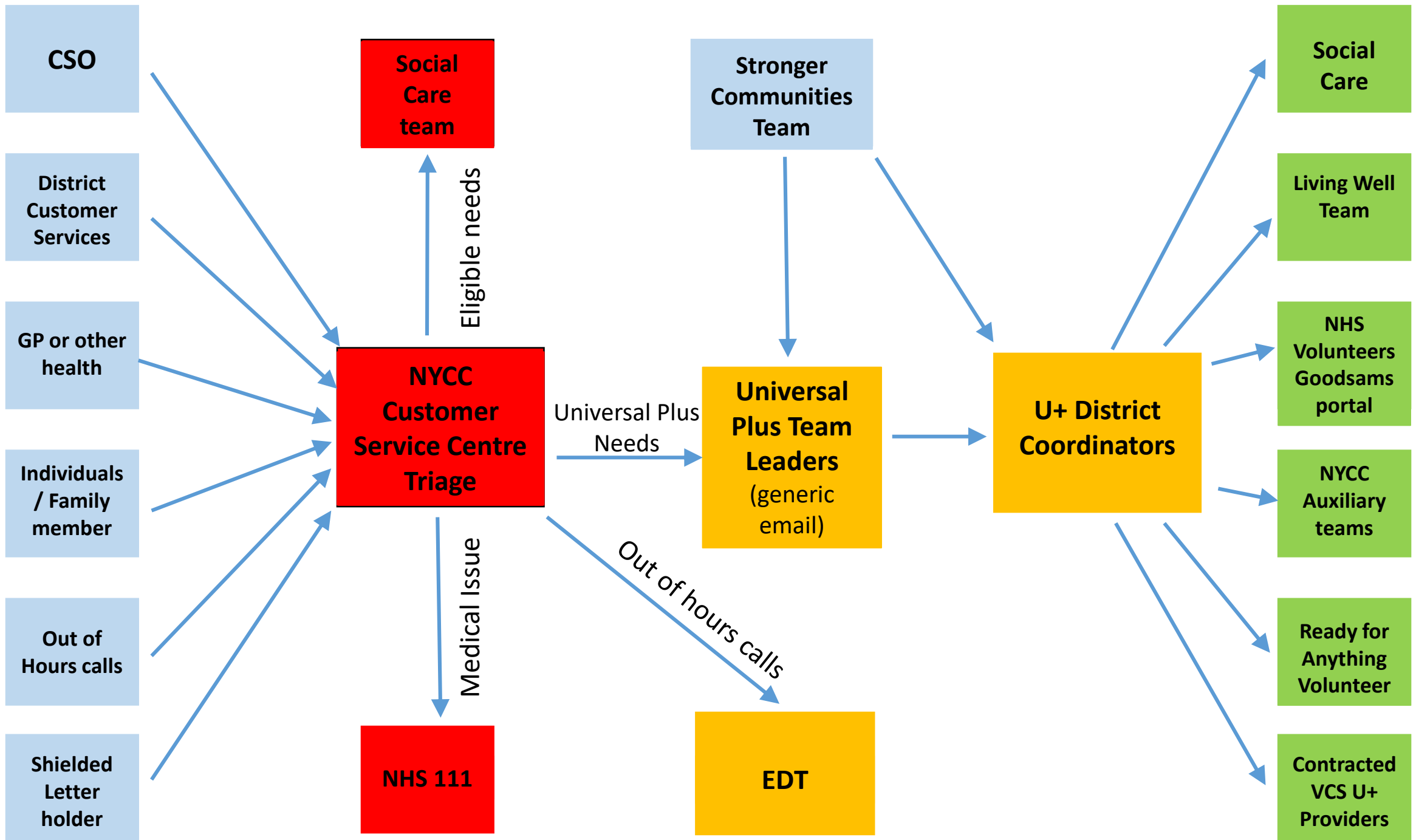
### In scope:

- Universal plus will resolve issues for people with additional needs over and above that they are self-isolating
  - Examples – hearing/vision impairment, mobility, trust of volunteer, low level mental health issues
- **Out of Hours calls for support** - being used as basis for when CSOs not “working” = supplemented by CSC / RFA / staff if needed
- Non eligible care needs but not considered universal

### Out of scope:

- Medically shielded specialist help
- Eligible social care / Breakdown of Care Package
- Crisis resolution
- Eligible mental health
- Childrens Early Help Support
- Housing needs

**Service Request entry points**



**Universal Plus Offer – Resolution Options**



# Issues being addressed

- National food distribution secure? (Assumed so for now)
- CSOs and out of hours support. (Plans for Easter plus)
- Cash access for volunteers etc. (Advice and tips given)
- Food availability – access for volunteers / foodbanks
- Health input to shielding through GPs / CCGs
- DC resources and best collective deployment (Outbound calling)
- Access to NHS Volunteers network = far from straightforward!
- All very fluid so need to respond / contingency plan