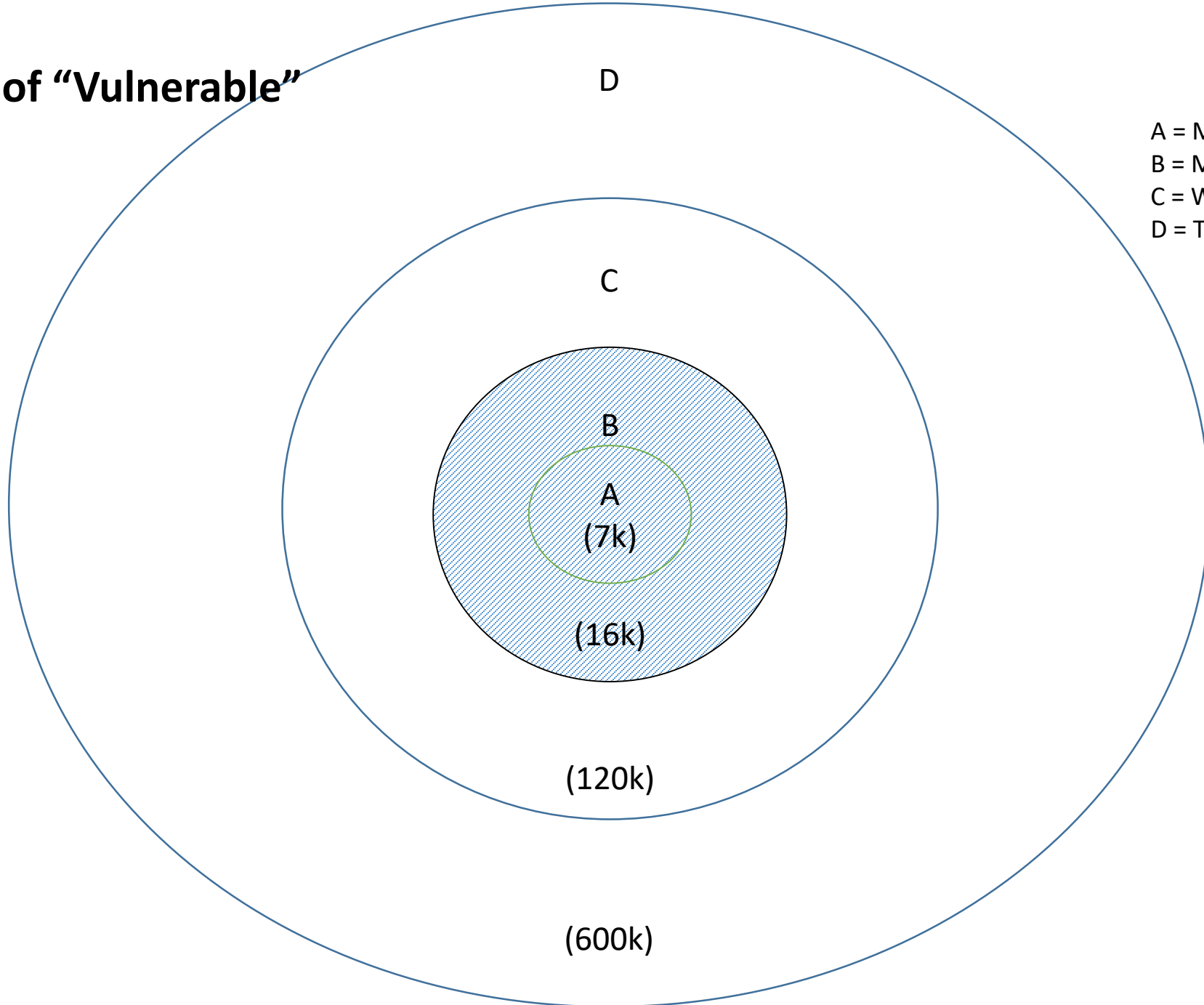


Community Support / Social Isolation

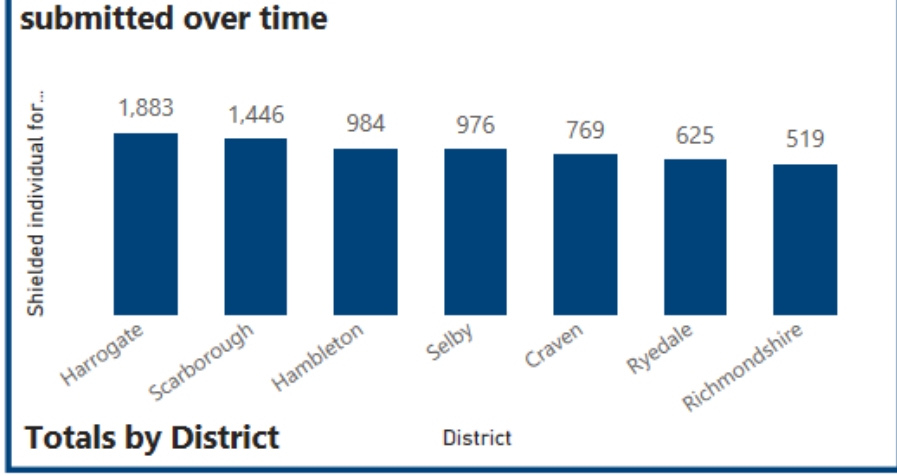
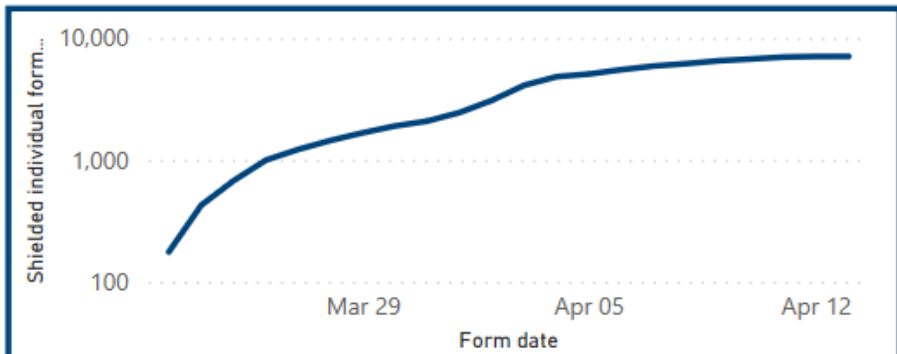
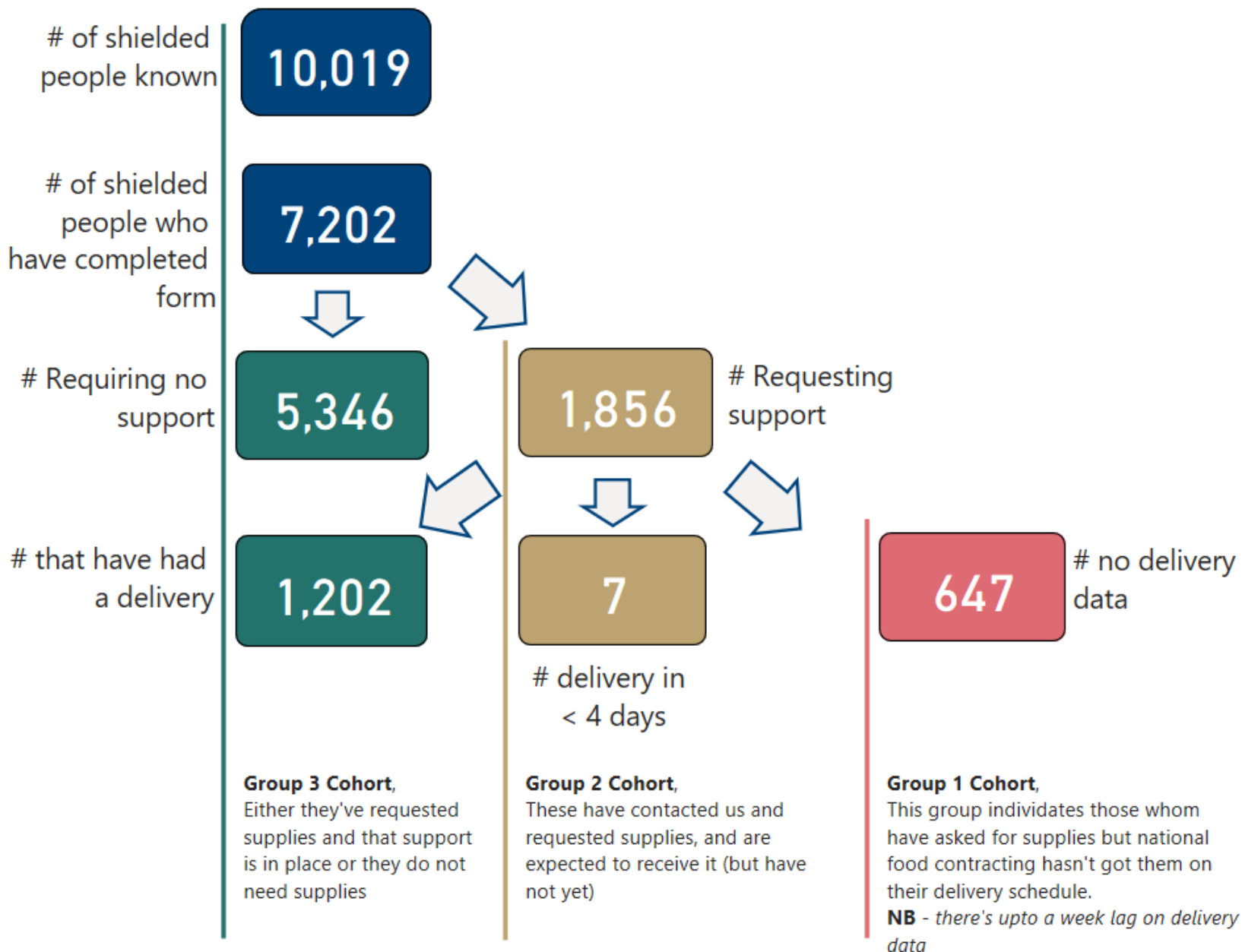
Numbers of "Vulnerable"



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



Community Support Organisations (CSOs)

23 CSOs across County will:

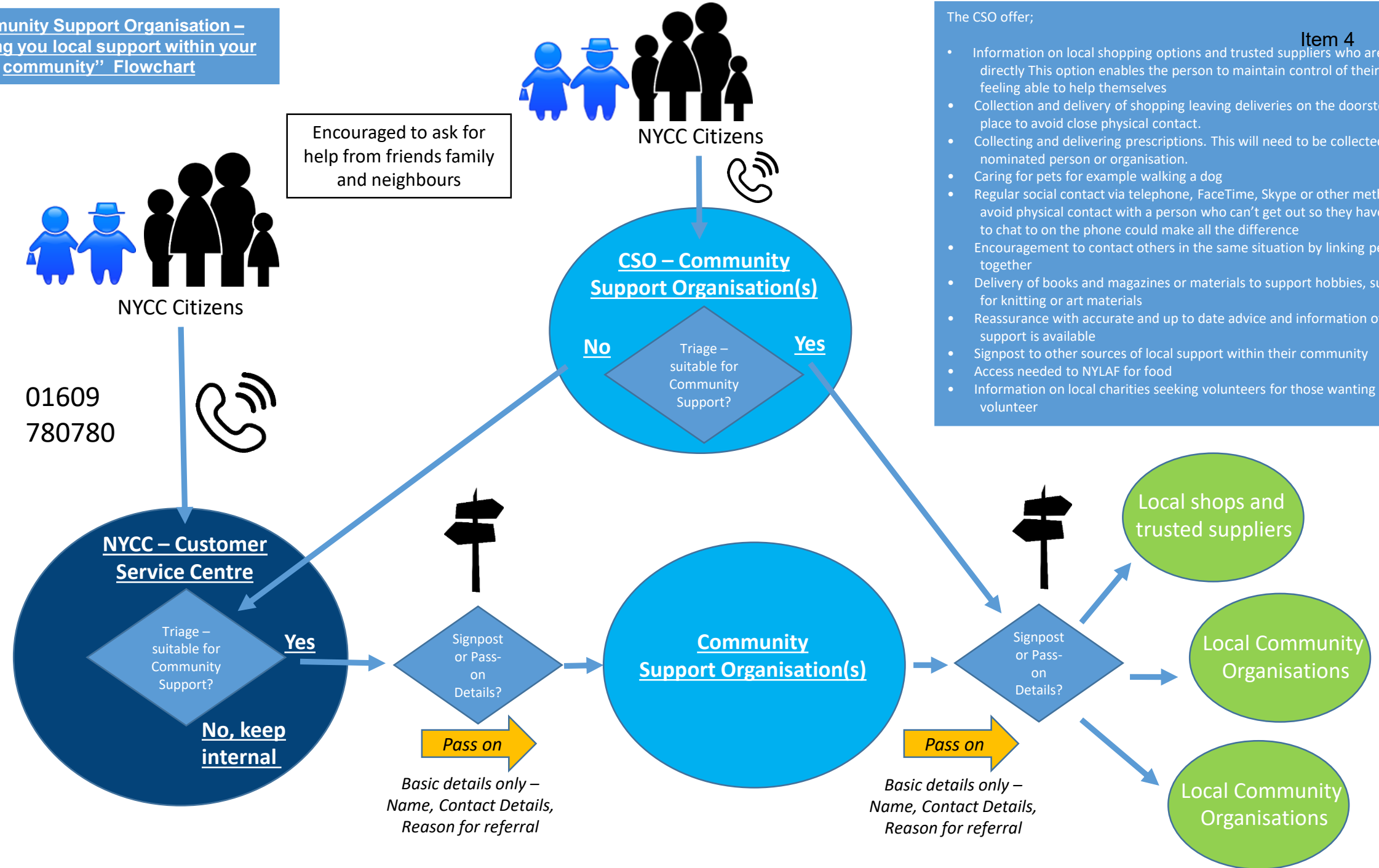
- Be the single point of contact for those who are alone and isolated.
- Signpost to local support available in the community.
- Act as local contact point for individuals and groups wishing to volunteer.
- Provide information on local shopping options and trusted suppliers who are delivering directly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

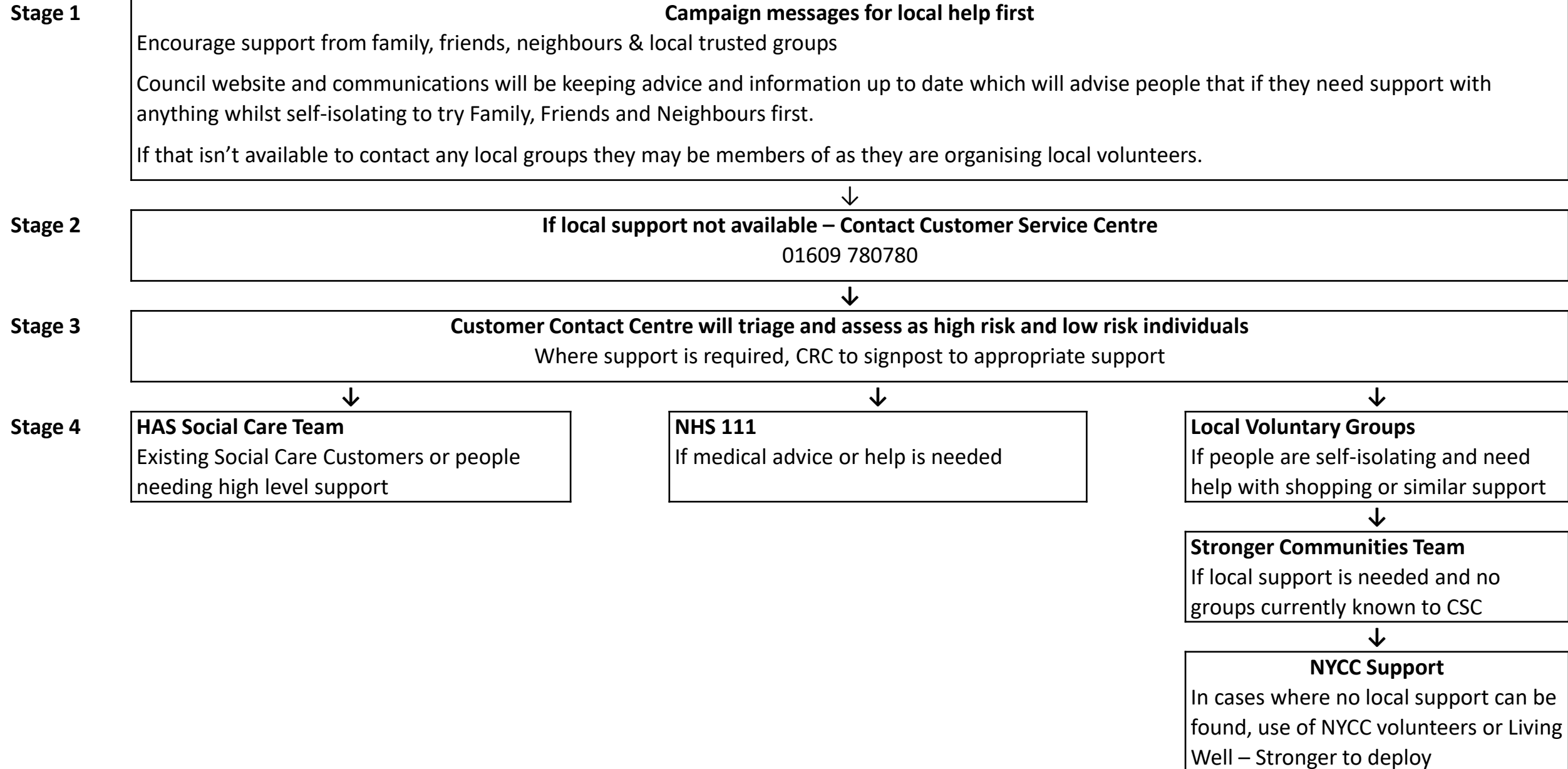
- Collection and delivery of shopping using local volunteering resources. Shopping will be delivered in line with the safety guidelines and left on the doorstep or in a safe place, in order to avoid close physical contact.
- Collection and delivery of prescriptions using local volunteers.
- Caring for 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;
- Item 4**
- 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



Process to Access Support



Universal Plus = supplement the CSO offer

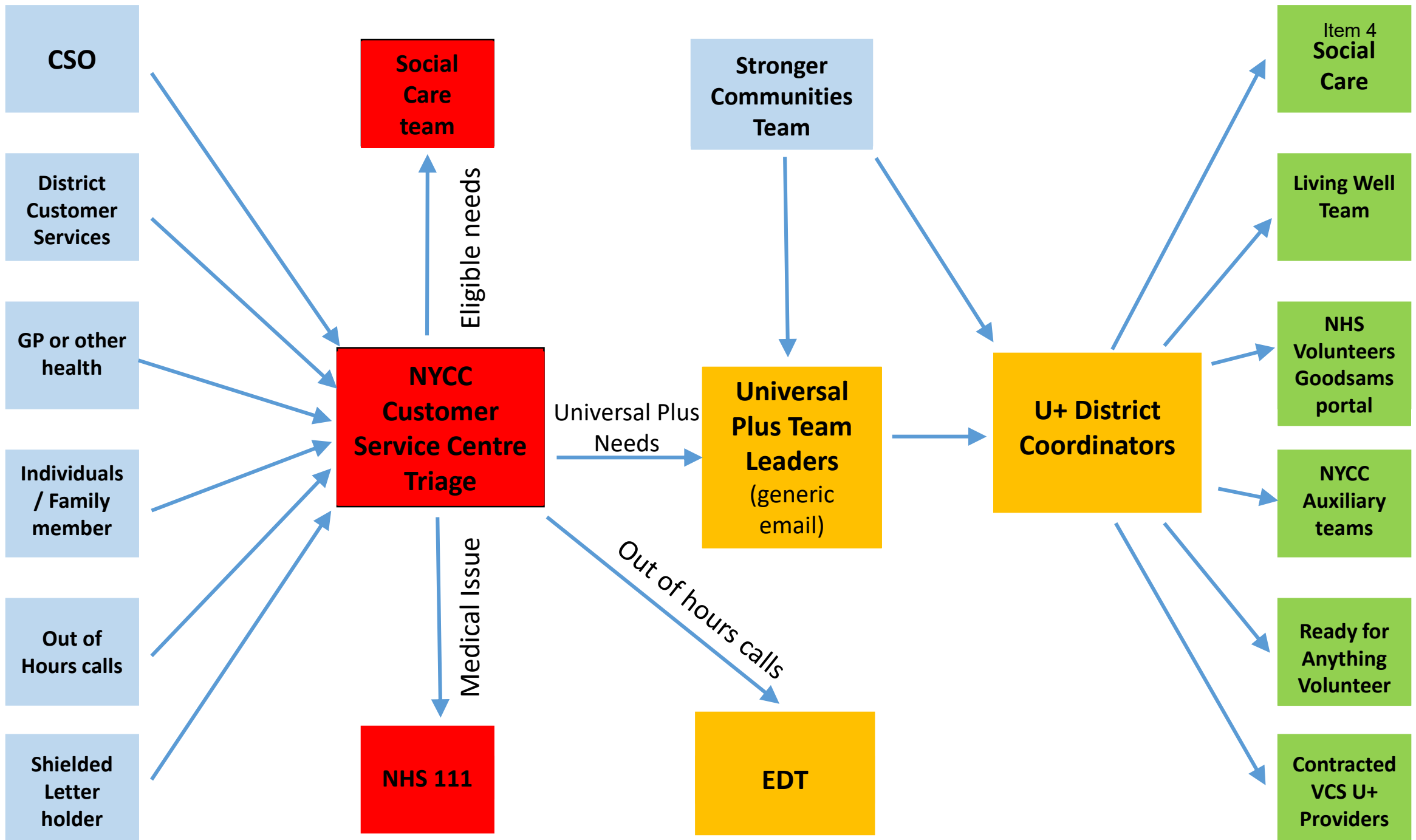
In scope:

- 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

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