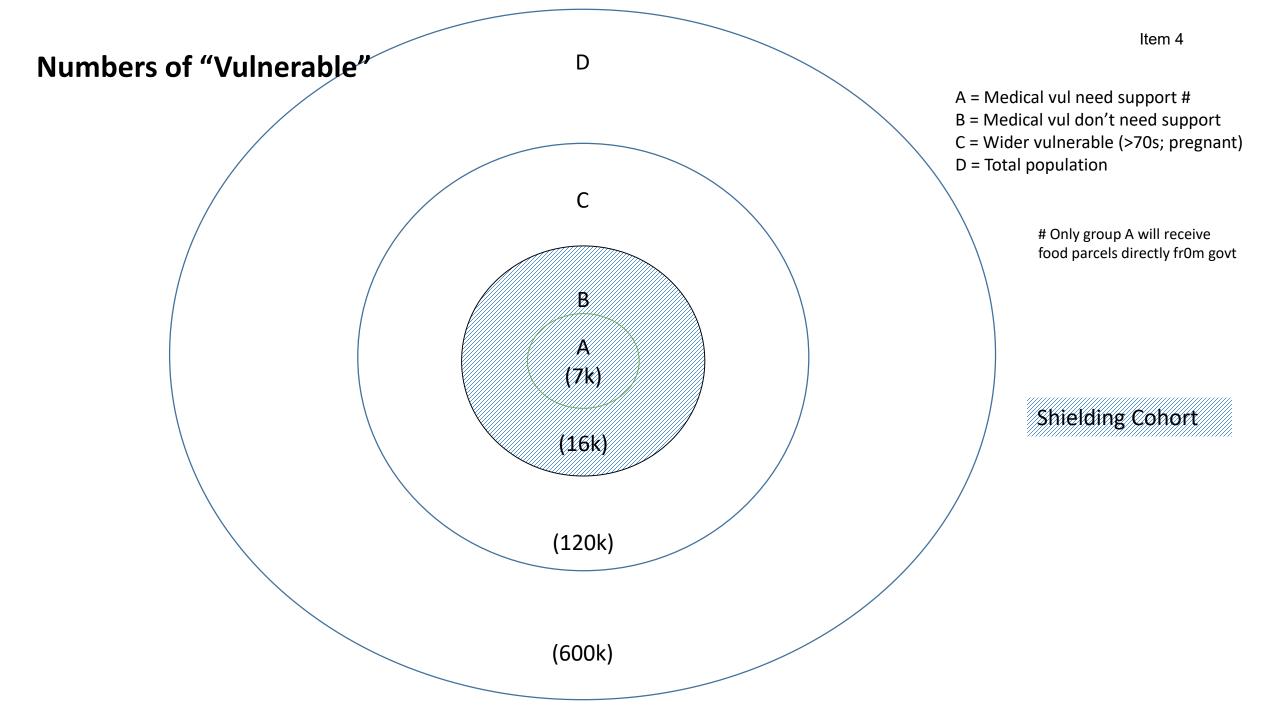
Community Support / Social Isolation





Covid-19 - Shielded individuals



of shielded people known

of shielded people who have completed form

Requiring no support

that have had a delivery 10,019

7,202

5,346

1,202

Group 3 Cohort,

Either they've requested supplies and that support is in place or they do not need supplies

1,856

Requesting support

delivery in < 4 days

Group 2 Cohort,

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

Group 1 Cohort,

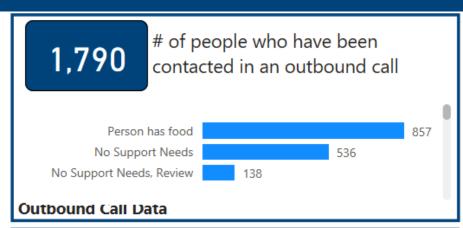
647

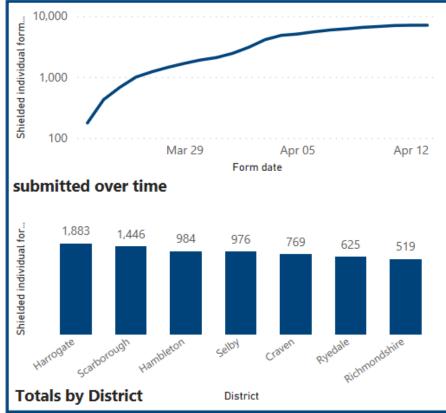
This group individates those whom have asked for supplies but national food contracting hasn't got them on their delivery schedule.

no delivery

data

NB - there's upto a week lag on delivery data





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.

The CSO offer; **Community Support Organisation –** Information on local shopping options and trusted suppliers who are delivering "Finding you local support within your community" Flowchart 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. Encouraged to ask for **NYCC Citizens** • Collecting and delivering prescriptions. This will need to be collected by a help from friends family nominated person or organisation. and neighbours • 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 **CSO – Community** • Delivery of books and magazines or materials to support hobbies, such as wool **Support Organisation(s)** for knitting or art materials **NYCC Citizens** Reassurance with accurate and up to date advice and information of what local support is available Yes No • Signpost to other sources of local support within their community suitable for Access needed to NYLAF for food Information on local charities seeking volunteers for those wanting to 01609 780780 Local shops and trusted suppliers **NYCC – Customer Service Centre Community** Signpost Local Community Yes suitable for or Passor Pass-**Support Organisation(s) Organisations** No, keep Pass on Pass on internal Basic details only -Basic details only -**Local Community** Name, Contact Details, Name, Contact Details, Organisations Reason for referral Reason for referral

Process to Access Support

Stage 1

Campaign messages for local help first

Encourage support from family, friends, neighbours & local trusted groups

Council website and communications will be keeping advice and information up to date which will advise people that if they need support with anything whilst self-isolating to try Family, Friends and Neighbours first.

If that isn't available to contact any local groups they may be members of as they are organising local volunteers.



Stage 2

If local support not available – Contact Customer Service Centre

01609 780780



Stage 3

Customer Contact Centre will triage and assess as high risk and low risk individuals

Where support is required, CRC to signpost to appropriate support



Stage 4

HAS Social Care Team

Existing Social Care Customers or people needing high level support



NHS 111

If medical advice or help is needed



Local Voluntary Groups

If people are self-isolating and need help with shopping or similar support



Stronger Communities Team

If local support is needed and no groups currently known to CSC



NYCC Support

In cases where no local support can be found, use of NYCC volunteers or Living Well – Stronger to deploy

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

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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