

COVID-19 Hub



Shielded (NHS COHORT)

- 2.5m asked by government to completely self-isolate at home for 3+months
- Data provided confidentially.
- Receive from national schemes:
 - Weekly food parcel
 - Online priority supermarket delivery slot
- Local responsibility for:
 - Special dietary requirements
 - Medication delivery
 - Errands
 - Transport to medical appts

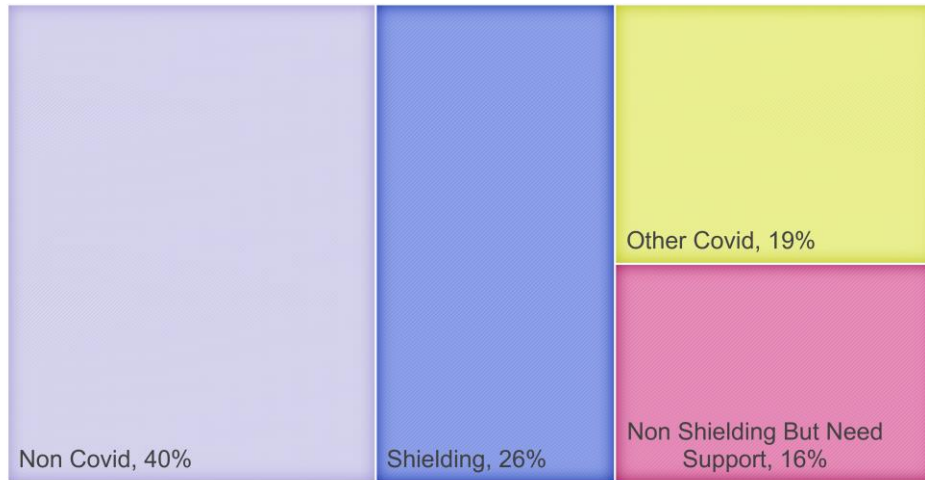
Other residents needing support

- Not 'shielding'
- Support with:
 - Shopping
 - Food
 - Errands
 - Finance
- Collaboration with voluntary and community sector for provision



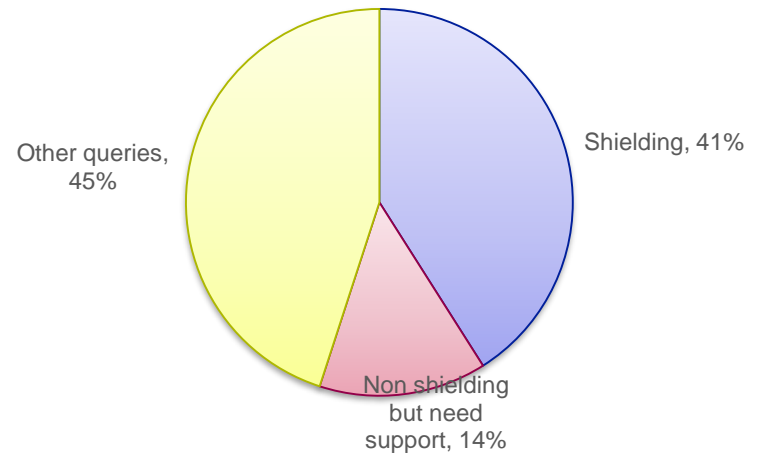
Contact

8,500 CALLS TO HUB



82% answered in
30 seconds

1,600 EMAILS TO HUB



Our 'shielding' population

- Currently at 6,100 (988 were told they no longer needed to shield)
- Contacted and spoken to 82% of those shielding
- Of those 20% wanted support:
 - 681 food parcels
 - 295 medication deliveries
 - 725 shopping/errands
 - Check-in and chat
- Refer to council services



Support provided

Shielding

- National (weekly) food parcel – 8,458 to date.
- Local (emergency) food parcel – 681 to date
- Ground operatives
- NHS Volunteer Scheme
- ASC, CFS, Mental Health
- Mobile library
- Local Support Payment Scheme

Non-shielding

- Over-65 Food Offer
- Under-65 Food Offer
- NHS Volunteer Scheme
- Referrals to ASC, CFS, Mental Health
- Mobile library
- Local Support Payment Scheme



What next?

- The government's requirement to 'shield' ends on 01/08
- Continued support for shielding until then
- Training across the contact centre for ongoing support to all residents
- Small dedicated team for Covid19-related support
- Prepare for possible further breakouts

