

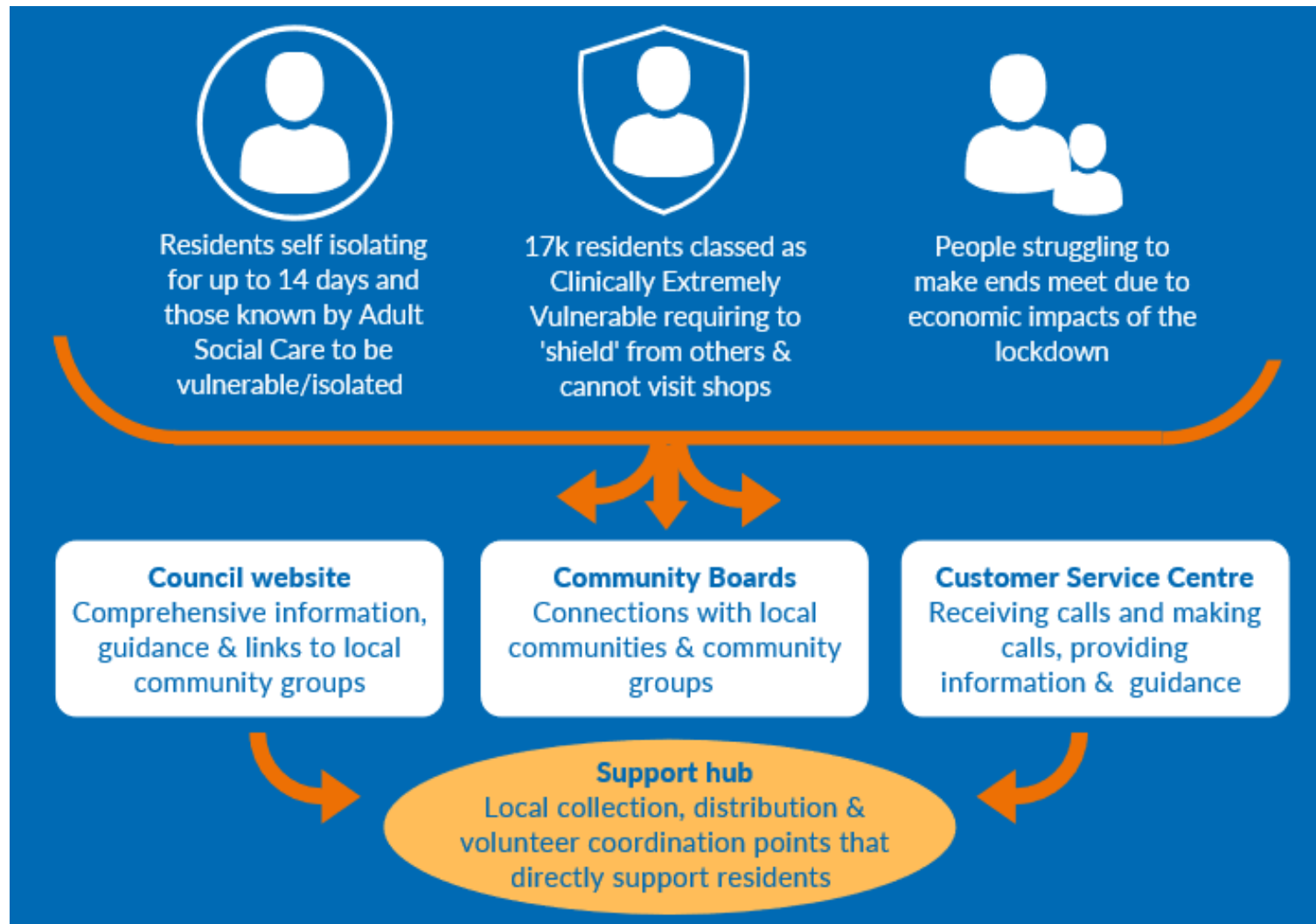


# Community Support Hub Model

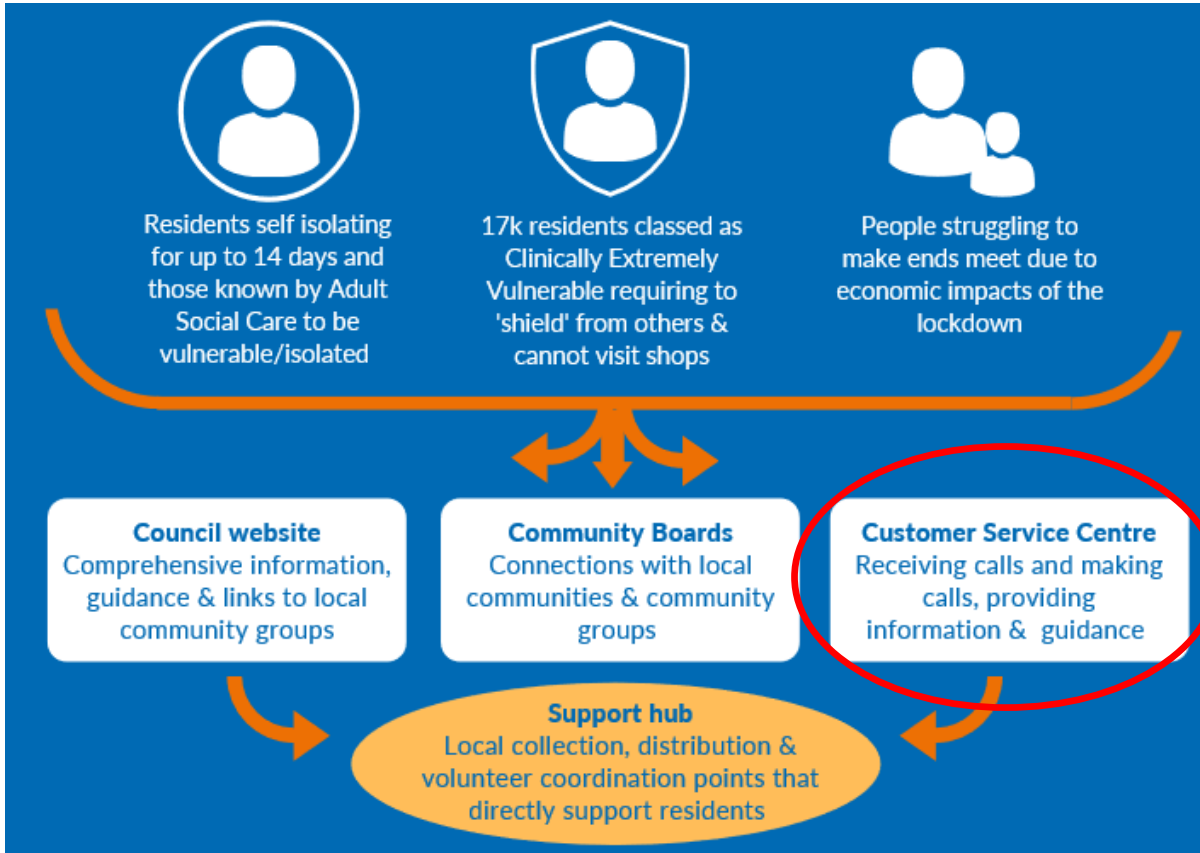
Stepping up support hubs for vulnerable people in a Covid-19 lockdown



# Accessing the support hub service



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- Details of **all** Clinically Extremely Vulnerable people updated weekly & ready to access
- Customer Service Centre would prioritise making calls to those who required support in the previous lockdown
- Vulnerable ASC clients impacted by lockdown would also be called
- Residents can call to request support

# The support offer



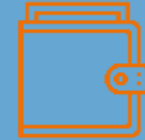
Delivery of urgent food parcels, supporting with access to priority supermarket delivery slots and organising volunteers to carry out shopping or liaising with food banks to provide support



Prescription pick up, delivery and other essential services relating to medical treatment



Keeping in touch calls to ensure they are ok and have essentials they need, and provision of specialist services for those with a particular care need



Financial aid information that gives sources of help and advice and Local Emergency Support that can cover urgent short-term emergencies

- Residents will be encouraged to make use of food delivery services, whether local or via supermarkets
- A Buckinghamshire food 'network' is in development to provide resilience
- Support hubs will provide food in exceptional circumstances
- Arrangements in place with existing contracts to support keep in touch calls e.g. Befriending services