



Support Hub Service Update

19 November 2020



Supporting Buckinghamshire residents through the Coronavirus crisis and beyond



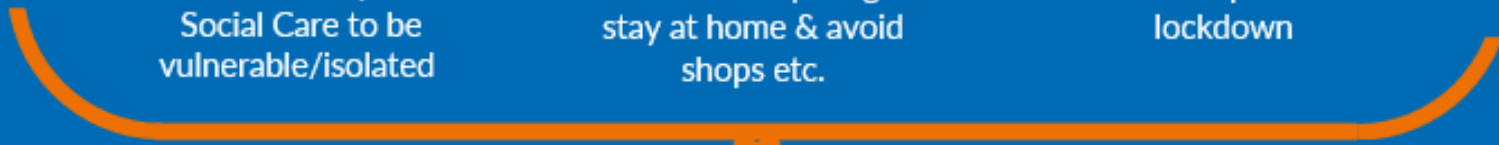
Residents self isolating for up to 14 days and those known by Adult Social Care to be vulnerable/isolated



20k residents classed as Clinically Extremely Vulnerable requiring to stay at home & avoid shops etc.



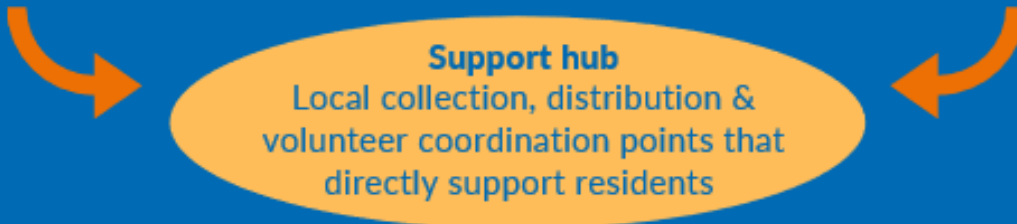
People struggling to make ends meet due to economic impacts of the lockdown



Council website
Comprehensive information, guidance & links to local community groups

Community Boards
Connections with local communities & community groups

Customer Service Centre
Receiving calls and making calls, providing information & guidance



Support hub
Local collection, distribution & volunteer coordination points that directly support residents

Clinically Extremely Vulnerable breakdown by board

Community Board	CEV 9 Nov	Population estimate 2019	CEV Residents per 1000
Amersham	836	24098	35
Aylesbury	2475	73956	33
Beaconsfield and Chepping Wye	1312	40891	32
Beeches	936	25689	36
Buckingham and Villages	736	20944	35
Chesham and Villages	1151	27584	42
Denham, Gerrards Cross and Chalfonts	1453	39892	36
Haddenham and Waddesdon	1053	43858	24
High Wycombe	2521	75814	33
Missendens	590	17088	35
North West Chilterns	1857	38126	49
South West Chilterns	1266	36882	34
Wendover	1014	19889	51
Wexham and Ivers	627	14690	43
Wing and Ivinghoe	837	20674	40
Winslow and Villages	807	23898	34
Buckinghamshire	19471	543973	36

NHS decides on who is extremely vulnerable [see details here](#) of which conditions are included

Advice to this group

Those who are clinically extremely vulnerable are being advised to:

- Work from home (if this is not possible they may be eligible for Statutory Sick Pay (SSP) or Employment Support Allowance (ESA)).
- Exercise outdoors (whilst maintaining social distancing)
- Stay at home as much as possible, **not go to shops or pharmacy**
- Meet outside with an individual's support bubble
- Continue to attend medical appointments
- CEV children should not attend school for 4 weeks
- Please note, others living in the same household are **not** advised to follow this guidance

Contacting the Support Hub service

- All clinically extremely vulnerable residents have received a letter from central government
- Calls have been made to priority residents – includes clinically vulnerable (1,194 calls) and ASC clients (1,011 calls)
- Call centre receiving calls **01296 395000**
- Website is up-to-date **Buckinghamshire.gov.uk**
- Bucks Online Directory **directory.buckinghamshire.gov.uk**
- Detailed briefing been sent to all partners and community groups



[Home](#) / [Directory](#)

Find activities, groups and services near you

Answer a few questions to help with your search.

The activities and services listed on the directory may be affected by [Coronavirus](#).

Before attending, check the activity is running and that the organisers are following government guidance.

What do you need help with?

Choose as many as you like

Staying at home due to coronavirus

Staying active

Socialising

Learning new things

Culture and visiting new places

Support with health and wellbeing

Where would you like to search?

Enter a Buckinghamshire town or postcode

eg. HP20 1UA

How we can help



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

- Priority is to help people help themselves
- Fantastic network of foodbanks and community organisations across county

Level of support provided up to Friday 20 November

- **850** residents have registered online (gov.uk)
- **472** of those requested a priority supermarket delivery slot (dealt with at national level)
- **139** requested a call back from us

Most residents we call back are well supported in their homes

So far the need is:

- 70 'keeping in touch' calls (weekly until December)
- 27 requests for financial/debt support information
- 27 prescriptions pick ups
- 59 requests for help with access to food