



1.0 Purpose of the briefing

This briefing provides an overview of the planning and procedures that have been put in place by Buckinghamshire Council to support residents during the national lockdown commencing on Thursday 5 November, in particular those that are clinically extremely vulnerable to coronavirus due to health conditions.

2.0 Essential information for making use of the Council support hub service

Contact details to share with residents who need support

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| Customer Service Centre | 01296 395000 (Monday – Thursday 9-5.30pm and Friday 9-5pm) |
| Online contact form to request support directly with the support hub | www.buckinghamshire.gov.uk/your-council/contact-us/ |
| Bucks Online Directory (enter a postcode to see ALL local community support organisations) | directory.buckinghamshire.gov.uk/ If a group or organisation is missing from the directory, please email the support hub team |
| Safeguarding adult team | 01296 383204 or 0800 137915 Emergency Out of Hours - 0800 999 7677 |
| Safeguarding children team | 0845 460 0001 Emergency Out of Hours - 0800 999 7677 |
| Local Emergency Support | 01296 382414 Emergency Out of Hours - 0800 999 7677 |

Key contacts (not for sharing with residents please)

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| Emma Denley | Localism Manager (Support Hub lead) | Emma.denley@buckinghamshire.gov.uk 01296 382864 |
| Katie Galvin | Localities Community Hub Lead (Support Hub) | Katie.galvin@buckinghamshire.gov.uk 01494 732265 |
| Hannah Tomlin | Active Communities Officer (Food Support Lead) | Hannah.tomlin@buckinghamshire.gov.uk 01494 732080 |
| Team email | Support Hub | supporthub@buckinghamshire.gov.uk |

3.0 Background

There are approximately 20,000 Clinically Extremely Vulnerable (CEV) people living in Buckinghamshire. Central government has specified via an agreed framework (that we helped co-produce) that from Thursday 5 November Buckinghamshire Council is responsible for:

- Contacting clinically extremely vulnerable individuals to understand their support needs. We are provided with updated lists of individuals from NHS Digital weekly. On Wednesday 4 November the National Shielding Service System (NSSS) went live online www.gov.uk/coronavirus-shielding-support and will enable individuals to indicate they need support and to be provided with a priority supermarket delivery slot. We are provided with data from this system daily.
- Implementing a localised support model for access to food and basic support needs.
- Reporting back to government on key aggregate outcome measures.

4.0 Communications

All CEV residents will receive a letter from Central Government detailing how best they can protect themselves and encouraging them to register their support needs on the National Shielding Service System. The letter will also provide the means for individuals to claim Statutory Sick Pay if they cannot work from home. A copy of the letter can be found at the end of this briefing note. Locally, for priority residents (those that required support before and those new to the CEV list) the council will call individuals to check in with them and understand any support needs. Calls are also being made to vulnerable Adult Social Care clients to ensure they have support at home. We aim to have these calls completed by Friday 13 November.

The support hub service is working closely with the council communications team, the Customer Service Centre as well as Community Boards to ensure consistency of support and amplifying key messages. In particular we are promoting the Bucks Online Directory directory.buckinghamshire.gov.uk/, see screen shot below.

5.0 Resourcing

5.1 Council mutual aid

Staff from within the council have been brought on board to staff the support hub service and we have a process in place to increase the number of staff if additional resource is required.

5.2 Community Boards

Community Boards will be the first point of contact for local community groups & local councils in order to provide a key link between community groups, community leaders & the support hub service. Community Board Coordinators will actively support the support hub staff to seek creative practical solutions for residents and gather 'on the ground' intelligence.

It is important to ensure that details of local groups are included on the Bucks Online Directory so that residents, and our Customer Service Centre call handlers in the contact centre can access the support they provide.

5.3 Volunteer deployment

There are currently approximately 750 volunteers registered with Community Impact Bucks (CIB) for the council to call upon if the need arises. Working with CIB and the Clare Foundation, officers co-designed a new model for recruiting, mobilising and managing volunteers to provide ongoing support to communities and ensure volunteer preparedness. This volunteer matching service can be mobilised quickly, and we anticipate the number of volunteers to grow throughout a lockdown event.

6.0 Supporting residents

6.1 Food

The priority for food support is to **help as many people as possible to pay for their own food deliveries**. Government will NOT be providing free food parcels for this lockdown period.

We will support people to access food by;

- Monitoring the availability of priority supermarket delivery slots (these priority slots are allocated at a national level when a resident registers on the NSSS)
- Providing support to those not confident with or able to shop online
 - Key to this will be ensuring the Bucks Online Directory provides details on community schemes and local offers from food suppliers and restaurants.
 - In Wycombe, we have developed a preferred supplier process with One Can Trust and a couple of local community food groups
- Working with Defra to refer any vulnerable residents to a portal to give them access to priority delivery slots.
 - A critical activity will be to encourage CEV residents to register for a supermarket slot online through gov.uk (www.gov.uk/coronavirus-shielding-support)

If further support is needed, this will be provided in the form of referrals to foodbanks.

Food given directly by the Council will be provided as a last resort. Processes have been put in place to establish volunteer shoppers, accounts with wholesale suppliers and liaison with Bucks and Oxon 4x4 Response Group (BORG) to provide delivery of food parcels direct to the resident in need.

6.2 Prescriptions & other services

Fortunately, Buckinghamshire benefits from many voluntary groups that offer a wide range of support, including prescription collection and delivery services. Pharmacies are already working with groups in their local area in order to provide free delivery services to CEV residents.

Government has provided direct funding to pharmacies for prescriptions to be delivered for free to CEV residents.

There are also national initiatives such as the 'NHS Volunteer Responders' program which is delivered via GoodSAM. The Council can refer a resident or residents are able to contact GoodSAM directly to request support for prescriptions and other services. Call 0808 196 3646 to request support.

We also offer residents lots of support and advice, including regular 'keeping in touch' calls if they are required.

Screen shot of the Bucks Online Directory postcode search for support in Aylesbury:

The screenshot displays the Bucks Online Directory website interface. At the top, there is a navigation bar with 'Home' and 'Directory' links. A prominent blue banner reads 'Find activities, groups and services near you' with the subtext 'Answer a few questions to help with your search.' Below this, a yellow-bordered box contains a warning: '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.'

The main content area is divided into two columns. The left column features a list of services, each with a 'Coronavirus' status and distance: 'Worried about coronavirus?' (with a link to nhs.uk), 'Vegan Bliss' (Less than a mile away), 'The Coffee Tree' (Less than a mile away), 'Aylesbury Town Council' (Less than a mile away), and 'Prevention Matters emergency support' (Less than a mile away). The right column contains a search filter section titled 'What do you need help with?' with checkboxes for 'Staying at home due to coronavirus', 'Socialising', 'Culture and visiting new places', 'Staying active', 'Learning new things', and 'Support with health and wellbeing'. Below this is a search box for 'Where would you like to search?' with a placeholder 'eg. HP20 1UA' and a 'See results' button.

The bottom half of the page shows a map of Aylesbury with various locations marked, including 'Advance Roofing Supplies Limited', 'Hobbycraft Aylesbury', 'Sainsbury's', 'McDonald's Aylesbury', 'Buckinghamshire County Museum', 'Morrisons', 'Fris Square Shopping Centre', 'Aylesbury Town Council', 'Aylesbury High School', and 'Aylesbury Police'. The map also shows major roads like the A41 and A418, and landmarks like 'Whitehill Park' and 'Bear Brook'.

7.0 Useful Links

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| Buckinghamshire Council Coronavirus Support Information | www.buckinghamshire.gov.uk/coronavirus/ |
| Buckinghamshire Council Coronavirus Business Support Information | www.buckinghamshire.gov.uk/coronavirus/coronavirus-business-support-hub/ |
| Bucks Online Directory (enter a postcode to see all local community support organisations) See page above for example. | directory.buckinghamshire.gov.uk/ |
| National Shielding Service System (how a clinically extremely vulnerable resident can request council support and/or a priority supermarket delivery slot) | www.gov.uk/coronavirus-shielding-support |
| Test and Trace Financial Support for those on a low income | www.buckinghamshire.gov.uk/coronavirus/community-hub/help-individuals/money/test-and-trace-support-payment/ |
| Buckinghamshire Council Local Emergency Support (to cover urgent short-term emergencies e.g. no immediate food, no heating or lighting) | www.buckscc.gov.uk/services/business-and-benefits/apply-for-local-emergency-support/ |
| Buckinghamshire Citizens Advice | www.buckinghamshire.gov.uk/coronavirus/community-hub/help-individuals/getting-help/citizens-advice-buckinghamshire/ |
| Government Clinically Extremely Vulnerable Guidance | www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19 |
| Bucks Business First | bbf.uk.com/covid-19 |
| NHS Responders (Royal Voluntary Service and GoodSAM partnership that provides app-based volunteer service) | www.goodsamapp.org/NHS 0808 196 3646 (to request help with prescription collection or other support) |
| Community Impact Bucks – signing up to be a volunteer | communityimpactbucks.org.uk/buckinghamshire-volunteer-matching-service/ |

8.0 Text of letter sent to all Clinically Extremely Vulnerable residents in England:

4 November 2020

Important advice for you about new guidance for clinically extremely vulnerable people

On 31 October, the Prime Minister announced new national restrictions to help control the spread of COVID-19. We are writing to you because you have previously been identified as someone thought to be clinically extremely vulnerable and at highest risk of becoming very unwell if you catch COVID-19. This letter contains important advice on how to protect yourself and how to access further support.

Coronavirus cases are rising rapidly across the whole of the UK, and that is why, from 5 November until 2 December, the Government has taken the following action:

1. Requiring people to stay at home, except for specific purposes. 2. Preventing gathering with people you do not live with, except for specific purposes. 3. Closing certain businesses and venues, like hospitality and non-essential retail.

The new national restrictions are rules that apply to everyone and which everyone must follow. The full details of these rules can be found online at [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

In addition, the Government is issuing new guidance to clinically extremely vulnerable people. This is set out in the following pages. Whilst this is not a return to the very restrictive shielding advice you may have followed earlier in the year; you are strongly advised to follow these extra precautionary shielding measures to help keep yourself safe. This remains advice, not the law.

You should stay at home as much as possible but are encouraged to go outdoors for exercising and attending health appointments. You are strongly advised to work from home. If you cannot work from home, then you should not attend work. You may be eligible for the Coronavirus Job Retention Scheme (furlough). This letter is a formal shielding notification and can act as evidence for your employer to show that you cannot work outside your home until 2 December, including for statutory sick pay (SSP) purposes.

The new national restrictions, and this specific advice will apply across England for four weeks up to Wednesday 2 December. At the end of this period, we expect to return to guidance that is specific to your region, based on the latest data. We will write to you again with further information before then.

Please remember that the NHS is open, and we urge you to continue to access all the NHS services that you need. It is safer for you to use the NHS than to try to manage alone. If you are concerned about the impact of COVID-19 on your health, speak to your GP, hospital clinician or use NHS111. Further information on how to access help, including how to register for support, can be found in the

attached guidance. We know that this is a difficult time and many people are making significant sacrifices. Thank you for your efforts to keep yourself and others safe.

Yours sincerely,

MATT HANCOCK, Secretary of State for Health and Social Care

ROBERT JENRICK, Secretary of State for Housing, Communities and Local Government

Guidance for clinically extremely vulnerable people

This guidance is for everyone in England who has been identified as clinically extremely vulnerable. The full guidance can be found online at [gov.uk/coronavirus](https://www.gov.uk/coronavirus). This is additional guidance for clinically extremely vulnerable people, to help you protect yourself from the virus by following these shielding measures.

This guidance applies to clinically extremely vulnerable individuals only. Others living in a household with someone who is clinically extremely vulnerable are not advised to follow this guidance.

Socialising

The new National Restrictions from 5 November, which apply to everyone, mean that you must not leave or be outside of your home, except for limited purposes which are set out in that guidance.

We are advising clinically extremely vulnerable people to stay at home as much as possible, except to go outdoors for exercise or to attend essential health appointments. You may wish to meet up with one other person from outside your household or support bubble to exercise outdoors, for example in an outdoor public place, but we suggest that you always try to do so as safely as possible.

Try to keep all contact with others to a minimum and avoid busy areas. Whenever you go out continue to maintain strict social distancing, wash your hands regularly and avoid touching your face.

You should also try to stay 2 metres away from other people within your household, especially if they display symptoms of the virus or have been advised to self-isolate.

Work

You are strongly advised to work from home. If you cannot work from home, then you should not attend work for this period of restrictions.

If you cannot attend work for this reason, you may be eligible for Statutory Sick Pay (SSP), Employment Support Allowance (ESA) or Universal Credit. Other eligibility criteria will apply.

You will be able to use this letter as evidence for your employer to show that you should not work outside your home until 2 December, including for statutory sick pay purposes. You can also use this letter for the Department for Work and Pensions to show that you are advised to follow shielding guidance for ESA or Universal Credit purposes.

If you were on payroll before 30 October 2020 you may also be eligible for the Coronavirus Job Retention Scheme (furlough), which is being extended until 2 December. Please speak to your employer if you think you are eligible.

Other people you live with who are not clinically extremely vulnerable themselves can still attend work if they cannot work from home, in line with the wider rules set out in the new National Restrictions from 5 November.

Education settings

More evidence has emerged that shows there is a very low risk of children becoming very unwell from COVID-19, even for children with existing health conditions. Most children originally identified as clinically extremely vulnerable no longer need to follow this advice. Speak to your GP or specialist clinician if you have not already done so, to understand whether your child should still be classed as clinically extremely vulnerable.

Those children whose doctors have confirmed they are still clinically extremely vulnerable are advised not to attend school whilst this advice is in place. Your school will make appropriate arrangements for you to be able to continue your education at home. Children who live with someone who is clinically extremely vulnerable, but who are not clinically extremely vulnerable themselves, should still attend school.

Travel

You should avoid all non-essential travel by private or public transport, this includes not travelling to work, school or the shops. You should still travel to hospital and GP appointments unless told otherwise by your doctor. If you need help to travel to an appointment, you can speak to your health care professional to arrange transport support. They can arrange this with NHS Volunteer Responders.

Shopping

You are advised not to go to the shops. Use online shopping if you can or ask others to collect and deliver shopping for you (friends, family, or a volunteer, including NHS Volunteer Responders). If you already have a priority delivery slot with a supermarket that will continue, you do not need to do anything further.

If you cannot access food, your local council can offer support. This may include helping you to request a priority supermarket delivery slot (if you do not already have one) or help with shopping. See below for details on how to register for support.

Medicines

You are advised not to go to a pharmacy. You are encouraged in the first instance to ask a friend, family member, carer or a volunteer (for example one of the NHS Volunteer Responders) to collect your medicines for you. If none of these are available, then you will be eligible for free medicines delivery. Please contact your pharmacy to inform them that you are clinically extremely vulnerable and need your medicines delivered, and they will arrange this free of charge.

Accessing care and support

It is important that you continue to receive the care and support you need to help you stay safe and well.

We urge you to continue to seek support from the NHS and other health providers for your existing health conditions and any new health concerns.

You can access a range of NHS services from home, including ordering repeat prescriptions or contacting your health professional through an online consultation. To find out more visit www.nhs.uk/health-at-home, or download the NHS App. If you have an urgent medical need, call NHS 111 or, for a medical emergency, dial 999.

If you need to have a test for COVID-19 then you are able to attend a test site. You may want to think about attending at a quieter time or asking for a home test to be sent to you, in order to reduce your contacts with other people. It is important that you have your test. More information about getting a COVID-19 test can be found at www.gov.uk/get-coronavirus-test.

If you do need to receive care in person, you can. Your local NHS services are well prepared and will put in measures to keep you safe.

It is also really important to look after your mental health. Go to the Every Mind Matters website for advice and practical steps that you can take to support your wellbeing and manage your mental health during this pandemic. If you or someone you care for are experiencing a mental health crisis, we urge you to make contact with a local health professional immediately.

Any carers or visitors who support you with your everyday needs or those of a child or young person in your care can continue to visit. They should follow social distancing guidance where close or personal contact is not required.

If you need any additional support to help you to follow this guidance, your local council may be able to help. You can contact your council and register for support at the Shielding Support website mentioned below.

You should also continue to access support from local charities and organisations, as well as NHS Volunteer Responders. As well as helping with shopping and medicines delivery, NHS Volunteer Responders can help with a regular, friendly phone call, and transport to and from medical appointments.

Call 0808 196 3646 between 8am and 8pm to arrange support or visit NHS Volunteer Responders website.

Registering for Support

You will be able to use a new online service to register yourself, or on behalf of someone else, to:

- request access to a priority supermarket delivery slot (if you have already got priority supermarket deliveries, you will keep them).
- tell your council if you need support in order to follow this guidance that you are unable to arrange yourself and cannot be provided by friends, family or other support networks
- make sure your details such as your address are up to date

This new online service can be found at <https://www.gov.uk/coronavirus-shieldingsupport> and is now live for you to register for support. You'll be asked for your NHS number, which you can find at the top of this letter. It is helpful if you register even if you do not have any support needs at this time so we know to focus on caring for others who need it. You can log in and update your needs if circumstances change at any time.

If you need to register your needs by phone, or have an urgent need, contact your local council directly.

Find out what help you might be able to get from your local council at <https://www.gov.uk/coronavirus-local-help>.