COMMUNITY RESILIENCE

CERI SUMNER

Community Resilience Response

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Identifying our Vulnerable People

Co-ordinate the development of a Norfolk wide list of vulnerable people
Criteria for who needs to be on the list and order of priority
Manages and reconciles with Govt lists
Agree how to share and maintain the list GDPR and DPIA)
Prepares "cuts" of data for districts and outbound call activity

Food and Medicine

Securing food for shielding population and access to food for wider population
Develop links with local food suppliers
Manage donations across the county
Setting up supply chain hub
Focus on how to distribute food, medicine and essential supplies to people already on the vulnerable list, or emerge through social isolation

Volunteer and Donations

Drive uptake of volunteering via agreed single point of referral
Recruitment, screening / DBS process of volunteers
Making resources available to localities
Prioritisation of requests
Co-ordination of volunteers (central)
Grant allocation process with Norfolk Community Foundation

Local Capacity and Support

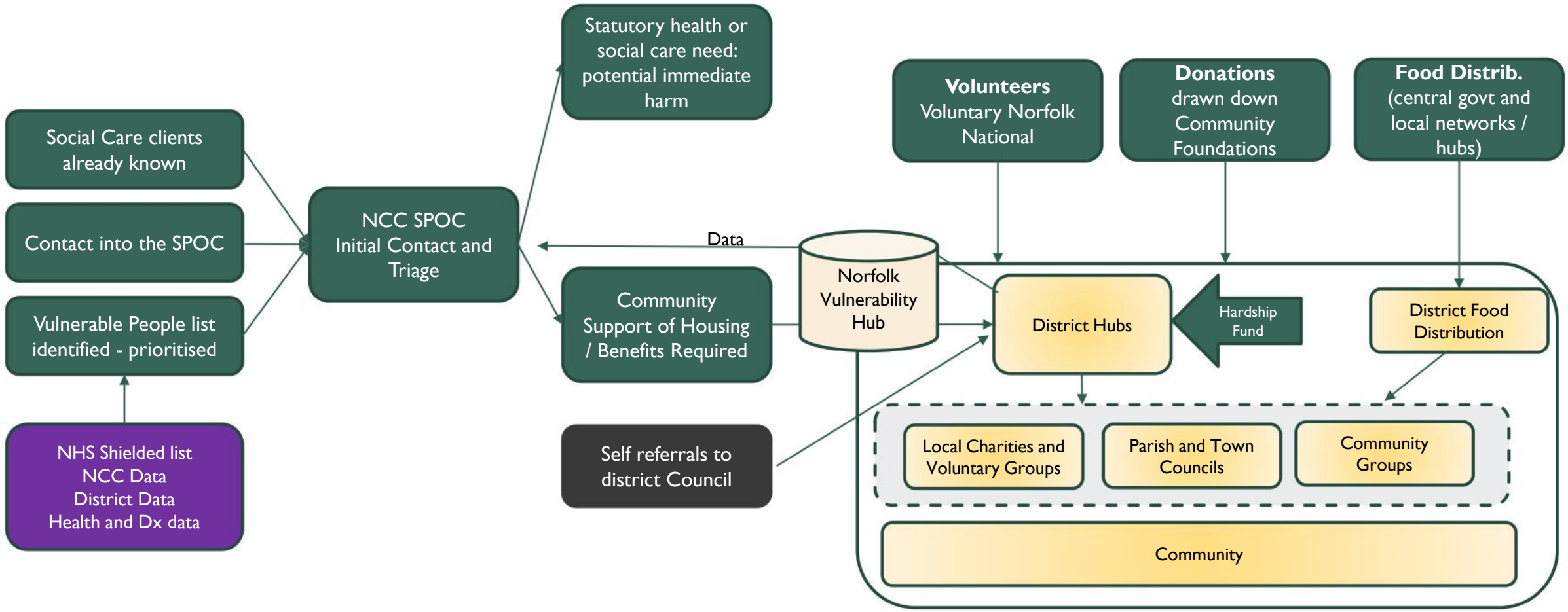
Consistent approach to community offer – community hubs
Local deployment of the volunteers on a district footprint
Support town and parish councils and local community groups
Helping people and community groups to access funds and support
Delivery of the Hardship Funds from govt / economically vulnerable

Customer Contact

Outbound and inbound calling protocols, process maps and training
Determine consistent and trustworthy web and telephone contact routes
Facilitate technology deployment
Determine threshold criteria to formal services
Agree consistent communications
SCAMS promotion
Develop Trusted Volunteer ID Card

OPERATING MODEL

- Referral pathways from county services to districts
- Community capacity in volunteers and resources
- A consistent model of community hub in each district
- Systems capability to better manage vulnerability going forwards
- Reinforced partnership working with the voluntary sector



COMMUNITY OFFER

Community Response Offer

Aim: to keep residents safe and well at home

The response is actioned either by volunteers, community groups or redeployed council staff.

Priority is given in order of:

- Extremely vulnerable and advised to shield by NHS
- Vulnerable
- Self isolating
- Worried well

Community Response

Wellbeing

Weekly check-ins
Befriending services (via phone)
Contact with local community groups
Support to register as vulnerable with services
Offering reassurance and advice on staying well
Guidance and signposting on how to keep active

Necessities

Food ordering
Arranging food collection and deliveries
Picking up prescriptions
Walking pets
Sharing applicable benefits and financial support
Advice on what to do in an emergency
Access to hardship funds

Home

Arranging emergency home and heating repairs
Advice on keeping warm/heating the home efficiently
Make the property safe and secure
Housing and homelessness advice
Registering for assisted bin collections

Other

Employment support and rights advice
Issues relating to self-isolation such as MOT delays etc.
Accessing online services where homes do not have the internet
Acquiring documents or NHS numbers
Enhanced debt and budgetary support
General advice, information and signposting

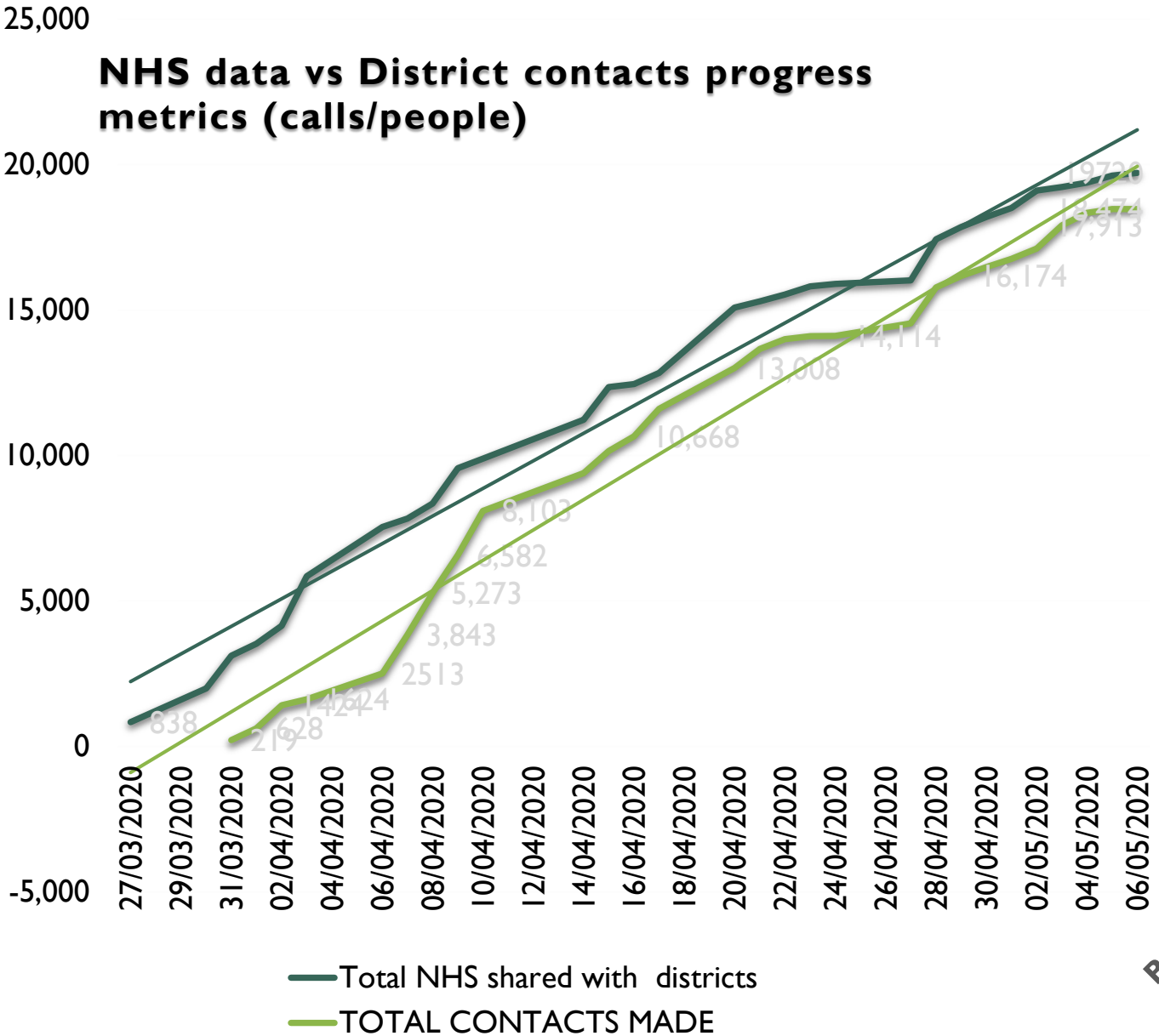
Who are the top priority category? "Extremely Vulnerable"	Those identified as needing to shield by the NHS, including those using the .gov form
	Those identified by Adult Social care, existing service users, those with a carer (risk of breakdown) those who are about to be discharged from hospital*
	Those identified by Children's services as vulnerable - CIN, LAC, EHCP
	Those identified by District Councils – Assisted bin collection
Who are the who is in the middle priority? "Vulnerable"	Those who are in the vulnerable category and self isolating, those over 70, those with symptoms who are self isolating without support, Council tax over 70 and alone
	Those being supported by Early Help hubs at a district level
	Children's services – families who are vulnerable to sudden changes (lack of food, support with parenting whilst isolated).
Who are the lower priority category? "Everyone who needs advice and support"	Families and residents who need information and advice on – Food supplies, medicine access, support with income and debit, those who are self employed
	Seeking information about health and wellbeing activities and other support services in the community that are available at this time
	Those looking to volunteer and support or donations

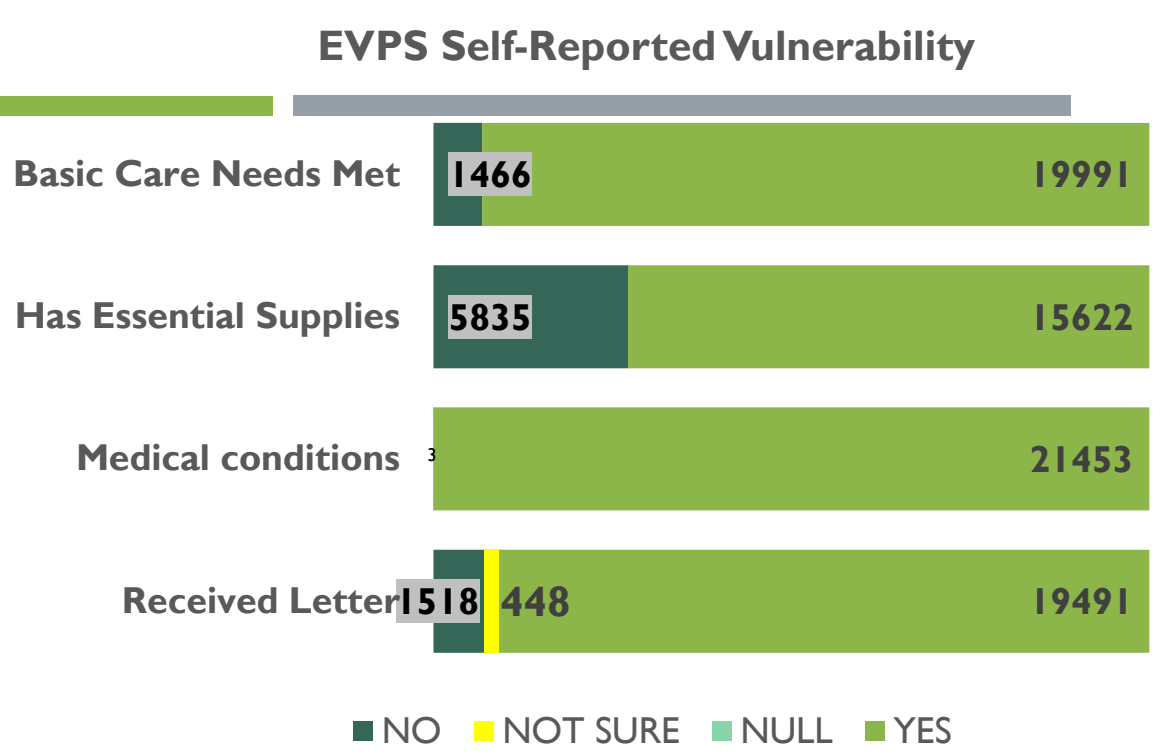
Norfolk Community Resilience and Recovery

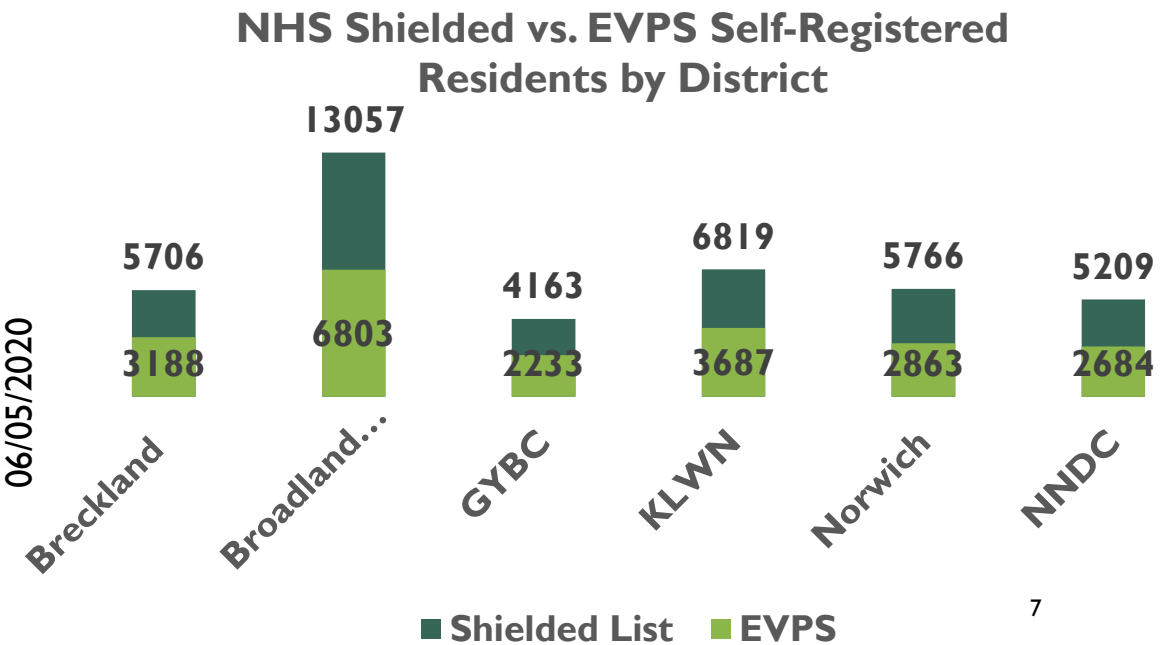
NHS Shielded List provided by MHCLG	2nd April	Increase	9th April	Increase	6th May	Increase	20th May
Breckland	2,493	1,154	3,647	1,765	5,412	294	5,706
Broadland	2,211	1,138	3,349	2,658	6,007	207	6,214
GYBC	2,041	831	2,872	1,073	3,945	218	4,163
KLWN	3,038	1,255	4,293	2,226	6,519	300	6,819
NNDC	2,209	961	3,170	1,306	4,476	733	5,209
Norwich	2,070	923	2,993	2,504	5,497	269	5,766
SNDC	2,249	1,305	3,554	3,103	6,657	186	6,843
Norfolk	16,311	7,567	23,878	14,635	38,513	2,207	40,720

- Norfolk County Council is now receiving daily iterations of the NHS shielded list. The above table has consolidated these daily iterations between 6th-20th May 2020.

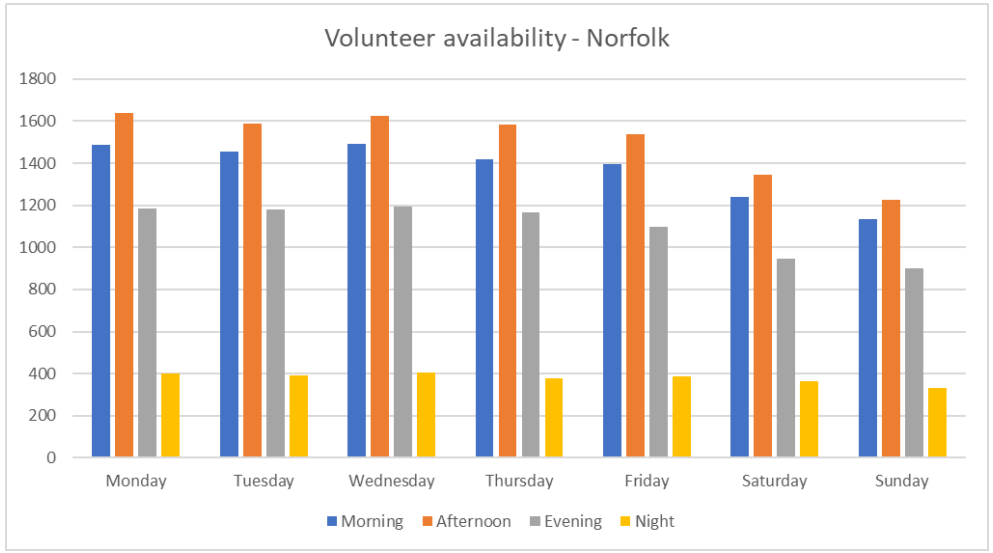
Identifying Our Vulnerable People

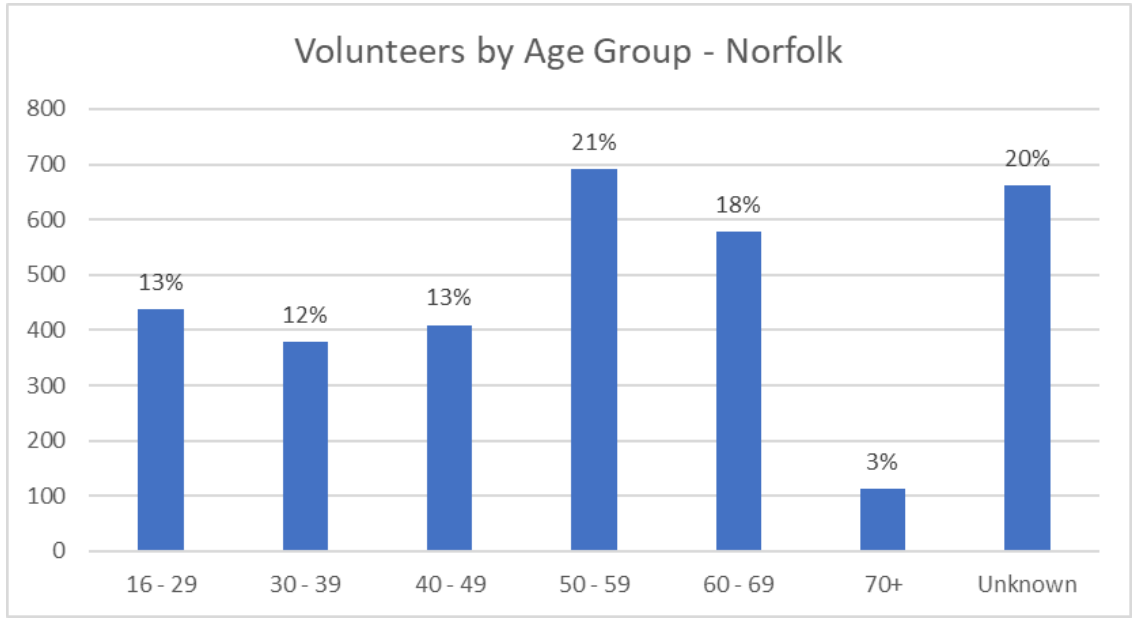


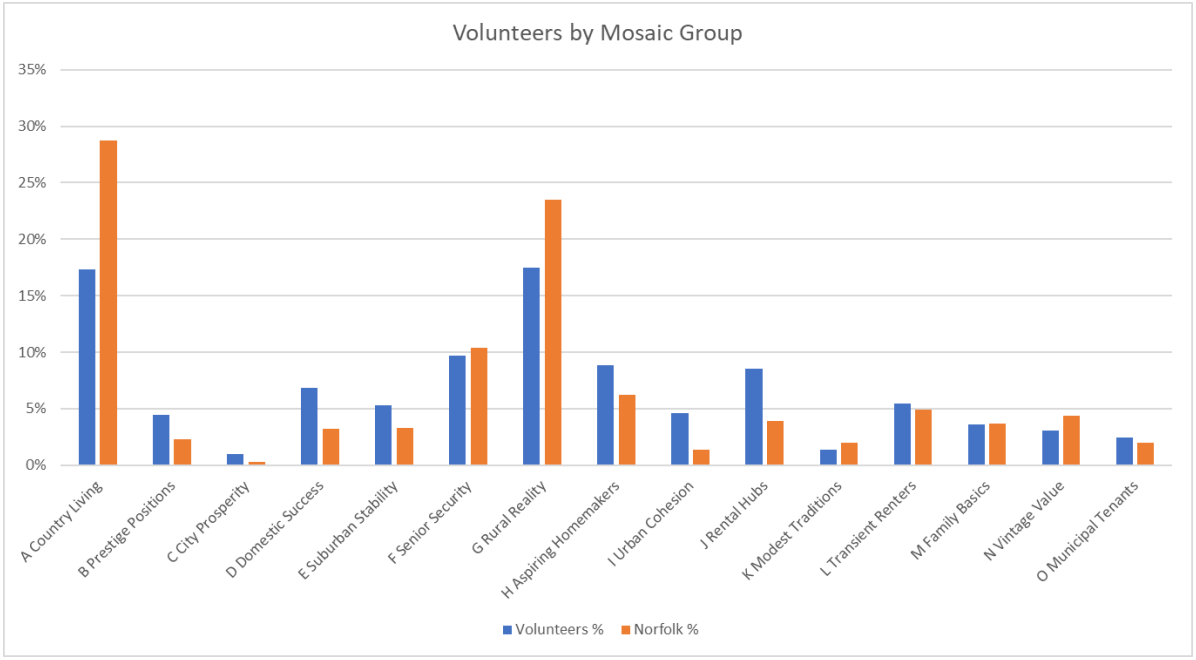


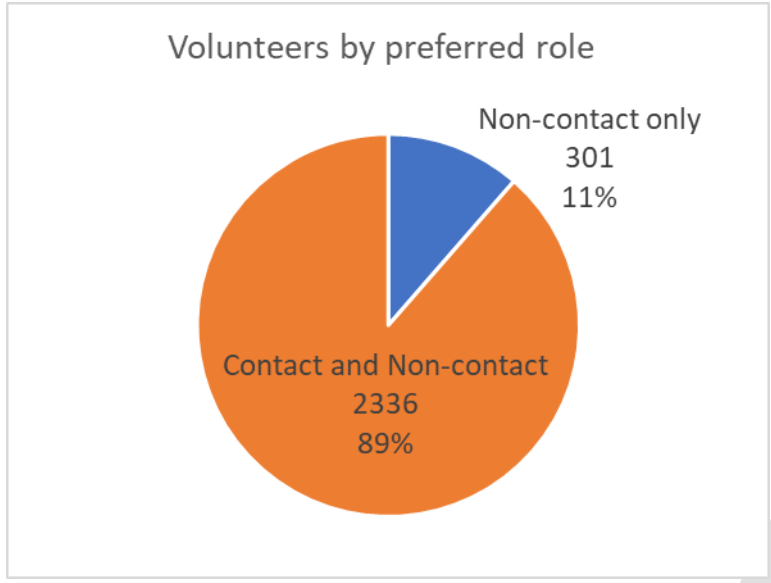


Volunteer Response



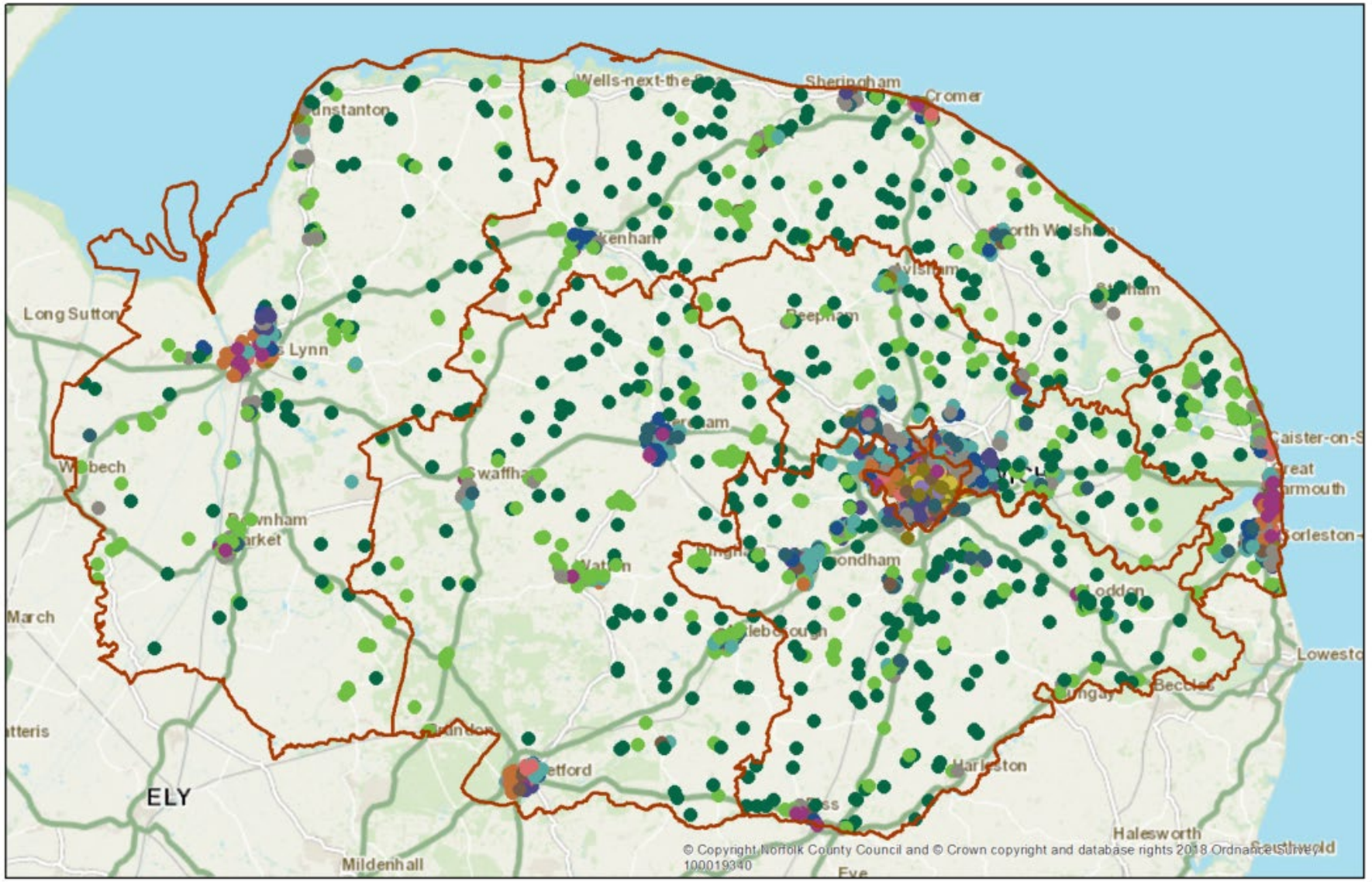






Norfolk County Council

Volunteer location and characteristics



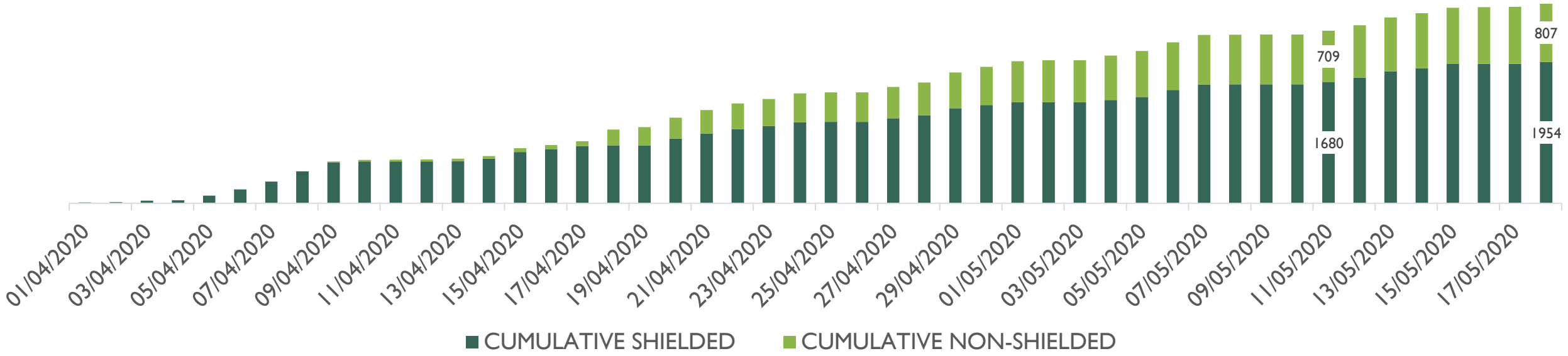
Legend

Volunteers by Mosaic Group

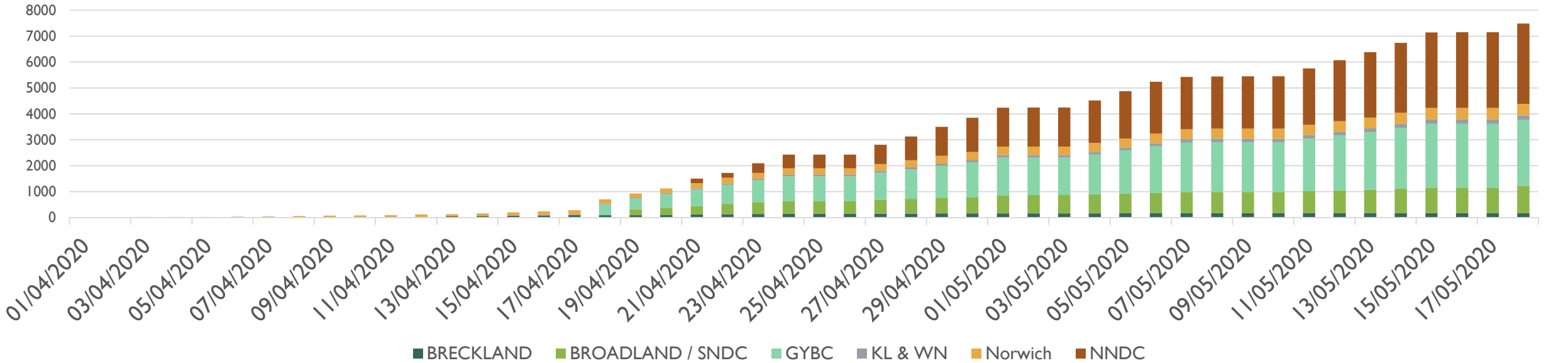
- A Country Living
- B Prestige Positions
- C City Prosperity
- D Domestic Success
- E Suburban Stability
- F Senior Security
- G Rural Reality
- H Aspiring Homemakers
- I Urban Cohesion
- J Rental Hubs
- K Modest Traditions
- L Transient Renters
- M Family Basics
- N Vintage Value
- O Municipal Challenge
- U Unclassified

Norfolk County Council

Emergency Food and Prescriptions Delivered



Prescription Pick-Ups Deployed by Volunteers



Online Information and Advice

Vulnerable people

Letters have been sent out to the public:

- Telling you if you have been identified as an 'extremely vulnerable person' **or**
- Asking you to register and tell the Government if you are an extremely vulnerable person and need support

Who is an extremely vulnerable person?

You will have a medical condition which makes you extremely vulnerable to coronavirus. You might also be called a 'shielded person'.

How to register as an extremely vulnerable person

If you are an extremely vulnerable person, based on the criteria above, and **have not heard from us**, you can register yourself to receive support. Someone else can also register on your behalf.

If you have already registered and are receiving government food deliveries that you'd like to cancel, you will need to re-register and state that you don't need them.

Further information and register

Prescriptions

How to arrange delivery of prescriptions if no-one can collect them for you

Medicines and prescriptions ›

How volunteers can pay for food on behalf of others

ASDA and Marks & Spencer have created pre-paid card vouchers to allow volunteers to pay for and pick up food for the elderly, vulnerable and self-isolating without the need for cash.
Volunteer cards are bought on supermarket websites and can be topped up with pre-paid credit. Volunteers receive a bar code which can be scanned at till to pay for goods.

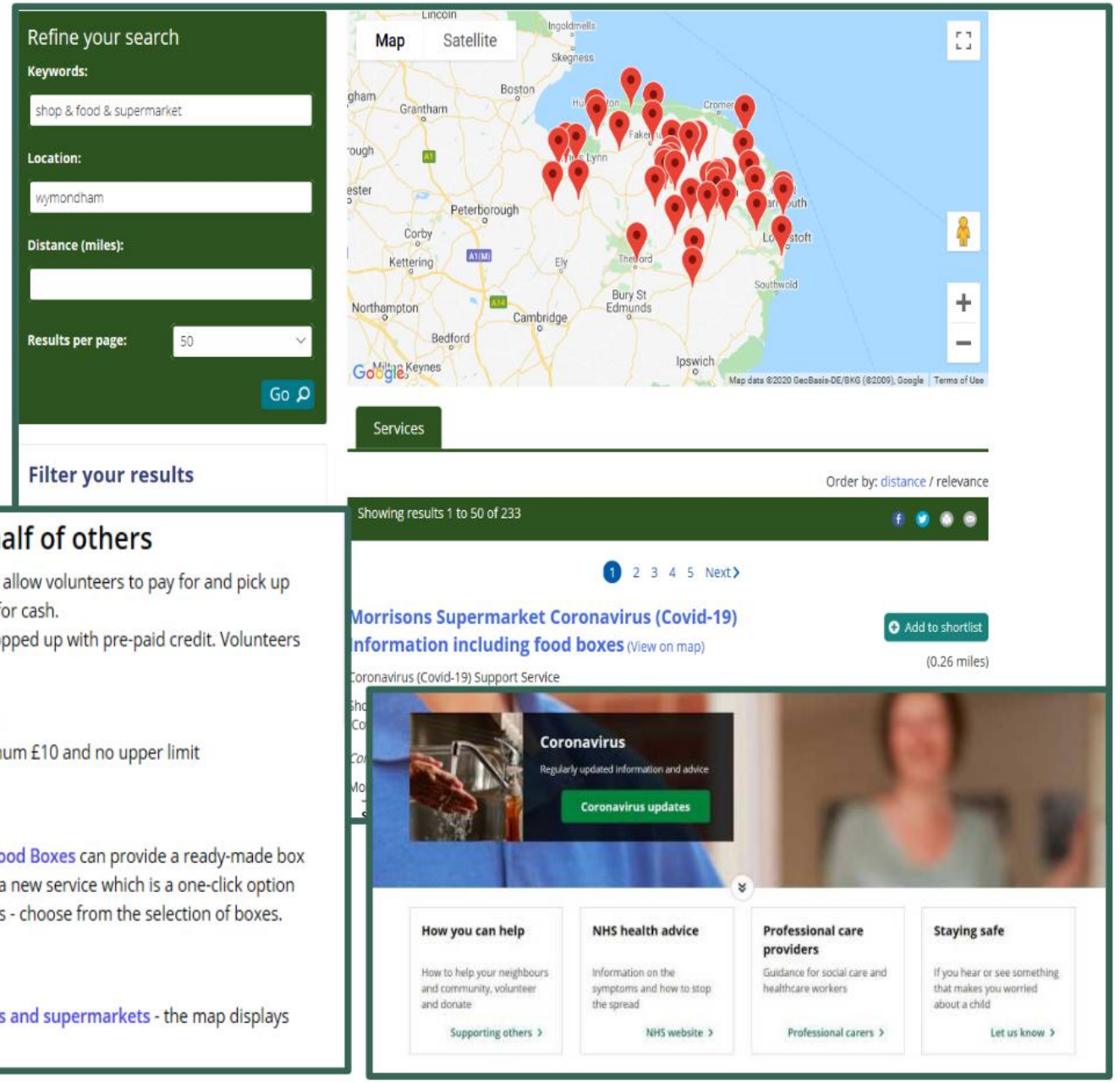
- ASDA Volunteer shopping cards have an upper limit of £150
- Marks & Spencer We're all in this together cards have a minimum £10 and no upper limit

Home deliveries

As well as many supermarkets offering home delivery, Morrisons Food Boxes can provide a ready-made box of everyday essentials and groceries delivered to your door. This is a new service which is a one-click option for people who may struggle with creating their own basket of items - choose from the selection of boxes.

Shops, food outlets and supermarkets

Norfolk Community Directory lists a selection of shops, food outlets and supermarkets - the map displays some, while the list displays all, of the results.



Community Response

Identifying our Vulnerable People

- Supporting 41,300 shielding population, of whom 21,458 are Extremely Vulnerable
- GRID based management of data
- Implementation of a new contact solution across all the local councils (Norfolk Vulnerability Hub) in just 4 weeks (750 users)

Food and Medicine

- Distribution hub set up to ensure consistent food supply to all shielding residents
- Over 2800 emergency food parcels delivered
- Specific offer for allergens and other needs
- 7000 plus prescriptions delivered
- Access to food offer
- Food hardship offer inc (NAS) and onward pathways

Volunteer and Donations

- 3200 + volunteers registered to support their communities
- £1.2 m in donations to Community Foundation (over 550K deployed to help our residents)
- Volunteer coordinators (from libraries) working with District colleagues

Local Capacity and Support

- Community Hub set up in each district
- Excellent partnership working across councils, health, VCSE and others
- Consistent delivery of an agreed community response,
- Alignment of local capacity against need

Customer Contact

- Letter to every Norfolk Household
- Outbound contact to 41k offer help and support
- Joined up operating model across partners
- 12,000 inbound calls from people needing help
- Quality assurance set up with Healthwatch
- Information to local town and parishes through NALC
- Bereavement support offer