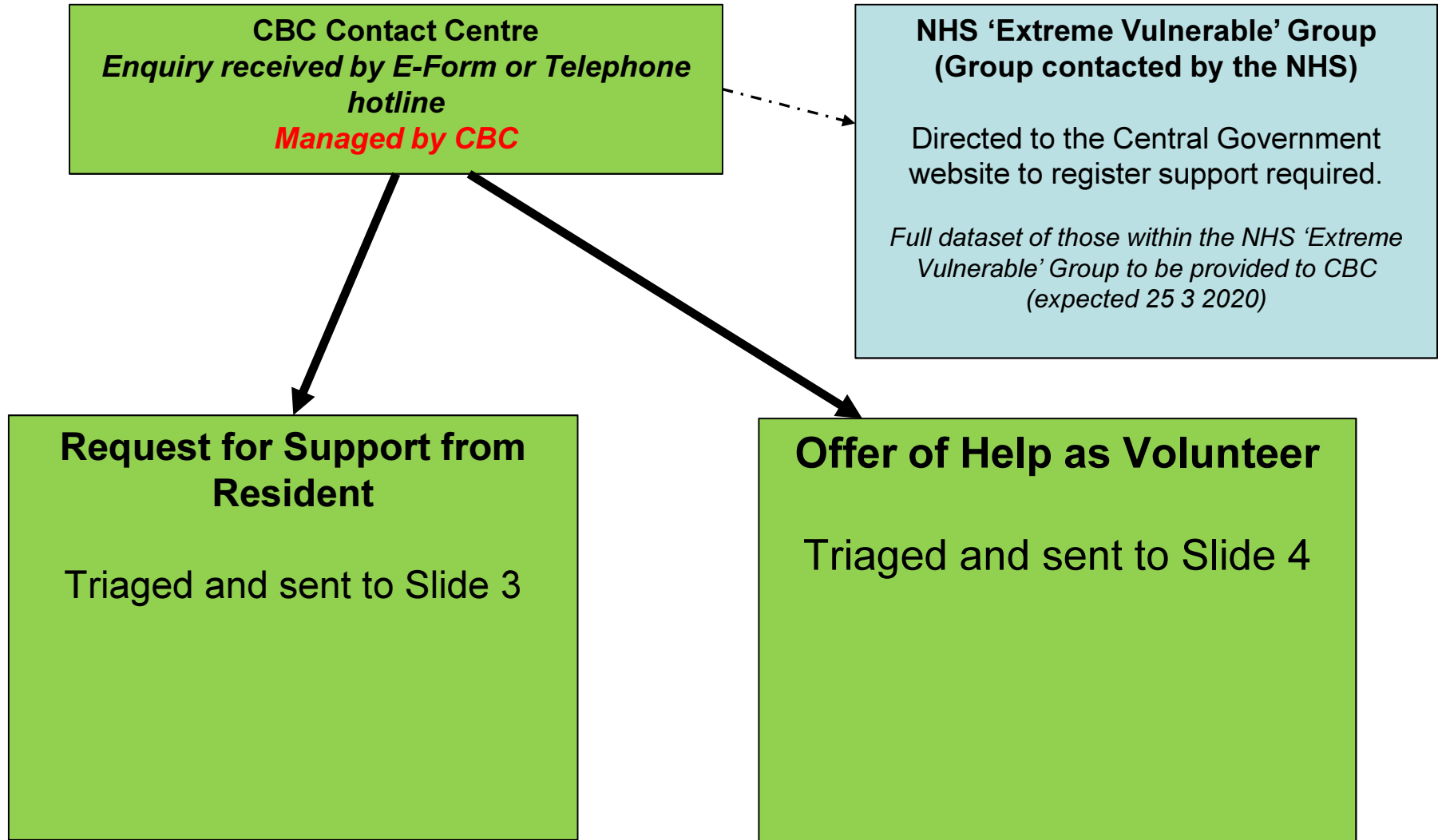


COVID-19

Update: Managing Requests for Support and Volunteering

Initial Contact



* Triaged through information included on the online form

Managing Requests for Support

Covid-19 Help

- Food Provision required for NHS 'Extreme Vulnerable' Group
- CBC Covid-19 Requests for support*
- Voluntary support from volunteers and organisations*

**Received through online forms on CBC website (which includes calls received by the Contact Centre)*

NHS 'Extreme Vulnerable' Group (Group contacted by the NHS)

Directed to the Central Government website to register support required.

Full dataset of those within the NHS 'Extreme Vulnerable' Group to be provided to CBC (expected 25 3 2020)

Vulnerable & Older Adults*

Adult Social Care Intake Team

Further triaged to ASC Covid-19 or BAU

Keyworkers & Vulnerable Children*

Children Services MASH Hub

Financial Support*

Business Support
Revenue and Benefits
Housing

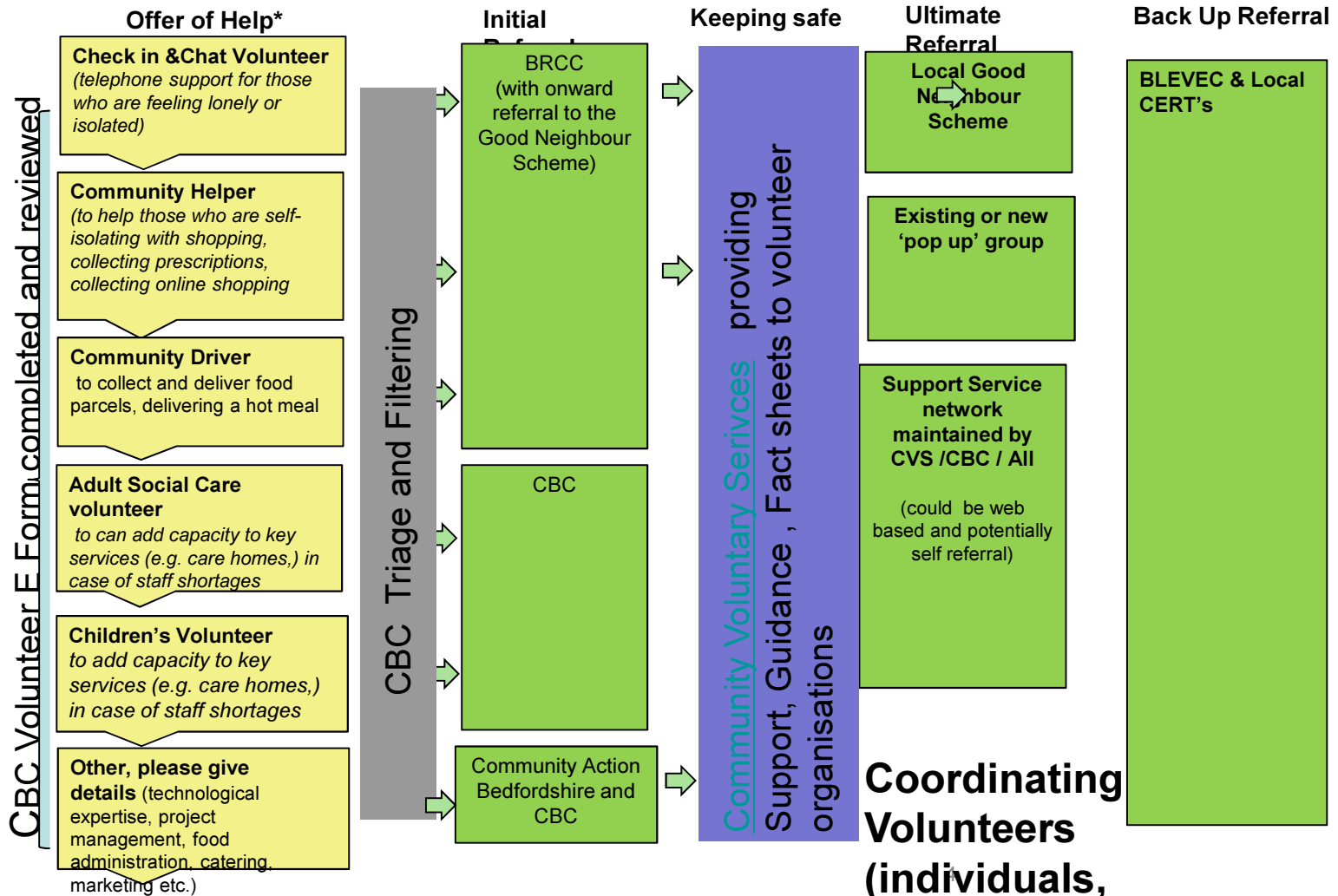
Food & Supplies*

Community Hub TASK Group

Triaged by RAG rating and matched to service providers (CBC or trusted organisation)

* Triaged through information included on the online form

Managing Offers of Help



* Offer of help excludes those who in the NHS 'Extreme Vulnerable' Group

Supporting narrative

In line with current Government advice, volunteers should only be providing essential support to the Health and Social Care sector and should be asked to follow all the current guidance on social distancing and hand washing

CBC volunteers - a clear role description, safety guidelines for volunteers and clients clearly defined, DBS (if role is eligible, risk assess whether you accept those with a recent/current DBS) and reference checks (online) to be carried out, crucial training provided in some adapted form (online) and PPE.

Advice and Guidance- – Community Action and CVS are regularly updating advice to the VCSE sector on safely involving volunteers. <https://www.cvsbeds.org.uk/coronavirus> and

CBC Triage and filtering – has started, expect first referrals (requests and offers) to be referred as of Friday 27 March

Feedback- CBC triage will confirm to request / offer is received and forwarded, expect XXX agency to be in touch shortly. Referral agency will log referral and feedback to CBC (initially weekly)