**OXFORDSHIRE SYSTEM COMMUNITY SUPPORT TO RESIDENTS**

**For professionals**

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| **Focus Area** | **Local support** | **County-wide/national support** |
| **General support to comply with lock-down guidance including for the ‘more’, but not ‘extremely’ vulnerable** | * District and city Community Hubs can signpost to support and directly support e.g. Hubs have access to allocated supermarket delivery slots [Find your district council](https://www.oxfordshire.gov.uk/council/about-your-council/government-oxfordshire/district-councils) * VCS and Community support groups including [Oxford Together](https://www.oxfordhub.org/oxford-together) and those listed on [Oxfordshireallin](https://www.oxfordshireallin.org/) * Local shops * Informal support from friends, families and neighbours | * [NHS Volunteer responders](https://nhsvolunteerresponders.org.uk/services) * Commercial providers (e.g. supermarket delivery slots) * Social care and other specialist providers support vulnerable cohorts as business as usual |
| **Clinically Extremely**  **Vulnerable (CEV)**  **residents** | * District and city council are initiating communications strategies to connect with CEV residents * Expectation that most support will be through friends, family and commercial providers * Local support offer launching for CEV residents in partnership with VCS and community support groups with direct provision where required * Medication provided through community pharmacies | * National notification and [registration service](https://www.gov.uk/coronavirus-shielding-support) to record support needs * Prioritised super-market delivery slots via national scheme * Support needs notified to Local Councils * CEV residents can also contact their [district councils](https://www.oxfordshire.gov.uk/council/about-your-council/government-oxfordshire/district-councils) directly for urgent needs * [NHS Volunteer responders](https://nhsvolunteerresponders.org.uk/services) can also be asked for support * Statutory sick pay for those who can’t work from home |
| **Support for those self-isolating** | * [Test and Trace Support Payment](https://www.gov.uk/government/news/new-package-to-support-and-enforce-self-isolation) of £500 payable to low income residents required to isolate in some circumstances. These payments will be administered by [your district council](https://www.oxfordshire.gov.uk/council/about-your-council/government-oxfordshire/district-councils). | * Local and national test and trace systems will refer to local Community Hubs through [district councils](https://www.oxfordshire.gov.uk/council/about-your-council/government-oxfordshire/district-councils) * BAU employer support and statutory sick-pay (contact your employer) |
| **Food poverty and unemployment** | * Emergency support for food and other essential supplies (via City Council in Oxford or Citizens Advice elsewhere) - ***see Annex 1 below*** * Community food providers (food banks, community larders etc.), including those supported by Food and Other Essential Supplies grants - see [Good Food Oxford](https://goodfoodoxford.org/website) * Local hardship grants may be available in specific local areas and towns/parishes | * [DWP financial support](https://www.gov.uk/coronavirus/worker-support) – for those off work because of COVID-19, help if you’ve lost your job and financials support for the self-employed during COVID * Community food providers mapped on [Good Food Oxford](https://goodfoodoxford.org/website) (county-wide) supported with grant payment * If you are struggling to pay fuel bills please contact [Better Housing Better Health](http://www.bhbh.org.uk/) or your [local Citizens Advice](https://caox.org.uk/) centre * [The Healthy Start](https://www.healthystart.nhs.uk/) scheme for eligible individuals who are pregnant or who have children under the age of four      * A new Winter Package to provide support for children and families (announced 8 November, details not yet published) |
| **Welfare concerns**  **lonely or isolated** | * Local community support groups – see [Oxfordshireallin](https://www.oxfordshireallin.org/) | * Oxford Hub [Phone Links service](https://www.oxfordhub.org/phone-links) * Age UK Oxfordshire contact service [Phone Friends](https://www.ageuk.org.uk/oxfordshire/our-services/phone-friends/) * BAU Safeguarding procedures |
| **Mental health, and**  **wellbeing** | * Local offers including, for example [Go Active Outdoors](https://www.oxford.gov.uk/goactiveoutdoors) | * NHS 5 steps to mental wellbeing * Live well Oxfordshire site * [Mental Health Foundation](https://www.mentalhealth.org.uk/your-mental-health) * NHS Mental health helplines for adults and children: 01865 904997 / 904998 * [Oxfordshire Mind](https://www.oxfordshiremind.org.uk/) * Age UK Oxfordshire [services](https://www.ageuk.org.uk/oxfordshire/our-services/) * [Active Oxfordshire](https://www.activeoxfordshire.org/) * Further information and ideas can be found on either the [Livewell website](https://livewell.oxfordshire.gov.uk/) or the [Family Information Service](https://fisd.oxfordshire.gov.uk/kb5/oxfordshire/directory/home.page) |

**APPENDIX 1**

Community Hub Emergency Relief Grants

The Community Hub Emergency Relief Grants scheme, established by Oxfordshire’s six councils is designed to support emergency need for food and other essential supplies. It is administered by the city and district councils and city council.

The scheme is made up of two elements:

* A small-grants scheme open to local voluntary and community organisations tackling the economic impacts of COVID-19;
* Direct support for individuals in immediate and urgent need not met through other means.

These notes deal with the individual scheme.

Individual Support

Additional support is available through this scheme for those in urgent need. The funding is very limited and expected to be a one-off. Residents may be helped with vouchers, a cash payment or the goods they require. Councils are not undertaking widespread general public promotion at this stage – but are initially ensuring that referring organisations know this support is available. The sort of help people can expect to receive is buy food, toiletries or sanitary products. We are also seeking to ensure that debt advice and advice on accessing other support is available alongside the immediate practical help needed.

The City and District Councils are working closely with local information and advice centres and direct services to help to identify residents who might be struggling financially as a result of Covid-19, but you may come across an individual who would benefit from this support.

It is important we manage expectations on this fund as there are strict criteria that residents must meet to receive support, and residents should be aware that any support they receive is on an emergency basis while they work with relevant agencies which will help them with an ongoing package of help. The following script is suggested:

“If you’re struggling financially because of the pandemic, it’s also worth contacting your local citizen’s information and advice centre, or for Oxford residents, the City Council, who can tell you about other emergency support that may available and help advise you on options for longer-term support.”

Contact details are set out below. Referrals from agencies and VCS organisations with already recognised assessment processes will be fast tracked.

* **In Cherwell District** – Please refer to Citizens Advice North Oxfordshire (CANO), who will apply appropriate checks to determine eligibility to receive support.

Clients can self-refer by emailing [advice@cano.org.uk](mailto:advice@cano.org.uk) or by calling:

Banbury - 01295 221448

Bicester - 01869 321806

Kidlington - 01865 955919

Agencies with recognised processes can refer clients direct, via the secure [Referral Portal](https://sites.google.com/cano.org.uk/citizensadvicenosn/refer-a-client/hardship-fund). Agencies which are not CANO referring partners but would like to be, please email [info@cano.org.uk](mailto:info@cano.org.uk)

* **In South Oxfordshire** Contact please refer to Citizens Advice South and Vale on 0300 3309042 who will conduct interviews and carry out tests to determine eligibility and offer an appropriate package of support
* **In Vale of White Horse** please refer to Citizens Advice South and Vale on 0300 3309042 or to Wantage Independent Advice Centre on 01235 765348 or by emailing [help@wantageadvice.org.uk](mailto:help@wantageadvice.org.uk). Both advice centres will conduct interviews and carry out the tests to determine eligibility and offer an appropriate package of support
* Residents in **Oxford City** should be referred to the City Council community hub call centre which is contactable on: 01865 249 811
* **In West Oxfordshire** please refer to Citizens Advice West Oxfordshire –  by email [info@citizensadvicewestoxon.org.uk](mailto:info@citizensadvicewestoxon.org.uk) or call 01993 892057. CAWO will apply appropriate checks to determine eligibility to receive support

This funding is separate to the £500 Test and Trace Support Payment.