



Hampshire
County Council

Welfare Response update

Jess Hutchinson

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Context and overview

- HIOW Local Resilience Forum initiated response to Protect Vulnerable Residents at an LRF level, report covers the Hampshire Welfare arrangements as part of this overall response

The Welfare Partnership

- Hampshire County Council, 11 district / borough councils, Community / Voluntary Sector organisations + a range of key partners
- Supporting significant number of Hampshire residents; 53,000 people advised to shield (clinically vulnerable and clinically extremely vulnerable), approx. 13,000+ contacts received from vulnerable residents* and also some 20,000 people with social care needs

*Vulnerable residents include those deemed at risk because of age, disability, pregnant women, homelessness, substance misuse or other reason

Key activities

- Those on the national shielding list – contact has been made with all; through automated calls (WACS), text and where necessary personal calls and contact. Approx. 6,500 have needed additional support
- 13,066* vulnerable residents have contacted the hantshelp4vulnerable contact centre; 2,665 provided with information and advice, 5,781 referred to Local Response Centres and 2,854 referred to adult social care and 836 already known to adult social care.
- Of the 5,781 people / households referred to Local Response Centres 51% of support required have related to food and 32% for prescription collection / delivery

*Some multiple calls received

Local Response Centres

- 9 community / voluntary sector infrastructure groups working across 11 district / borough councils, with some 4,000 volunteers – remarkable examples of collaboration

Impacts

- Food supply to those shielding / self-isolating has been the most significant challenge – both from the national shielding programme and through access to local supermarket and other distribution channels
- Mental health impacts are and will continue to be significant
- People in caring roles and those with suspended support through lockdown measures
- Increases in and additional support for those experiencing Domestic Abuse
- Rough sleepers and support for people with substance misuse

Outcomes and next steps

- National shielding programme ends 31st July – work ongoing to transition circa 5,700 people to local support mechanisms
- Programmes of support for mental health being increased and mobilised
- Supporting those self-isolating to regain independence
- Support for carers and restoration of support arrangements being mobilised
- Increased support nationally and locally for people experiencing domestic abuse
- Work continuing in support of rough sleepers through National Homelessness Taskforce
- Key risks are to avoid digital by default and risk exclusion, continuing to publicise support available remains key – as does maintaining resilience as many volunteers return to usual employment,
- Importance of town /parish and CVS never more apparent