

# **Local Authority Hub for Non-Shielded Vulnerable People Process (Covid-19)**

**Phase 2 – moving to compliment the Shielding Process**

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## Who is this LA hub process for?

1. Non-shielded people who are vulnerable and in urgent need of food / help who are not known to social care and or housing etc. services
2. Shielded people who have an urgent “Special Request” that the Gov. Delivery cannot meet (e.g. allergy or culturally specific need) or those awaiting delivery from the Gov. in urgent need of food.
3. Those that are known to council services with an urgent need ONLY where the reduced Business As Usual services cannot meet it (this should be limited – it is expected that Children's & Adult Social Care, Housing and Gateway BAU will still meet most urgent needs, including shopping, access to supplies and meds etc.)
4. Vulnerable children/families who have an urgent need for food in the school holidays or during the lockdown period, including those self isolating

## Contact flow

Shielded persons should contact the government and register themselves and answer yes or no whether they have access to essential supplies. If they say no the government will send weekly food parcels - an individual box contains; hot beverages (coffee, tea bags), biscuits, bread, cereal, tinned veg, potatoes, long life milk, tinned protein (fish, cold meat excl pork, corned beef), fresh fruit, pasta sauce, pasta and rice, toilet tissue, hand soap or shower gel. An individual box is based on 1 person for 1 week.

To visit national website or telephone national helpline:

[www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable)

Tel: 0800 028 8327

If the government cannot meet their need or in one of the categories in slide 2 – follow process on following slides or refer to community resources in later slides. If need help now:

Croydon LA Hub Telephone Number for people to access urgent help

0208 604 7787 or

Email [covid19support@croydon.gov.uk](mailto:covid19support@croydon.gov.uk)

# Process flow for LA Hub Contact following ID by NHS(the “Shielded”)

Person Requiring Shielding receives NHS letter and visits national website or telephones national helpline: [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable) Tel: 0800 028 8327. They enter their details and then national data is pushed to Croydon for information. For people who think they should be on Shielding list but not received a letter, they should visit gov. site, call national helpline or can self-refer to check against criteria list or get in touch with their GP,

Food Delivery sent direct to Shielded Person from Government (date in sheet)

Croydon LA Hub Contact a sample of Shielded People the day after Gov. delivery to establish if received it and if urgent need met

Script used to establish if on NHS Shielding list and what further urgent need have (if any - needs to be basic as not everything on offer from LA)

Agreed Log used to log VP Information – in CRM with Covid Code:  
[Welfare - Covid19shielding](#)  
[Welfare - Covid19vulnerableperson](#)

Person is to be shielded as per NHS list?

Yes

Record if Gov. delivery received and further need (food, meds, social contact) on approved log (use existing CRM and Covid-19 Code Provide person with reference number [use code](#))

Log if person is mobile, and can collect box from doorstep

Encourage people to make own on-line food delivery arrangements (they may have priority)

Pass Information to Central BWH Hub  
 (Sharon Murphy 07788 780 875)  
[Lahubcoordinator@croydon.gov.uk](mailto:Lahubcoordinator@croydon.gov.uk)

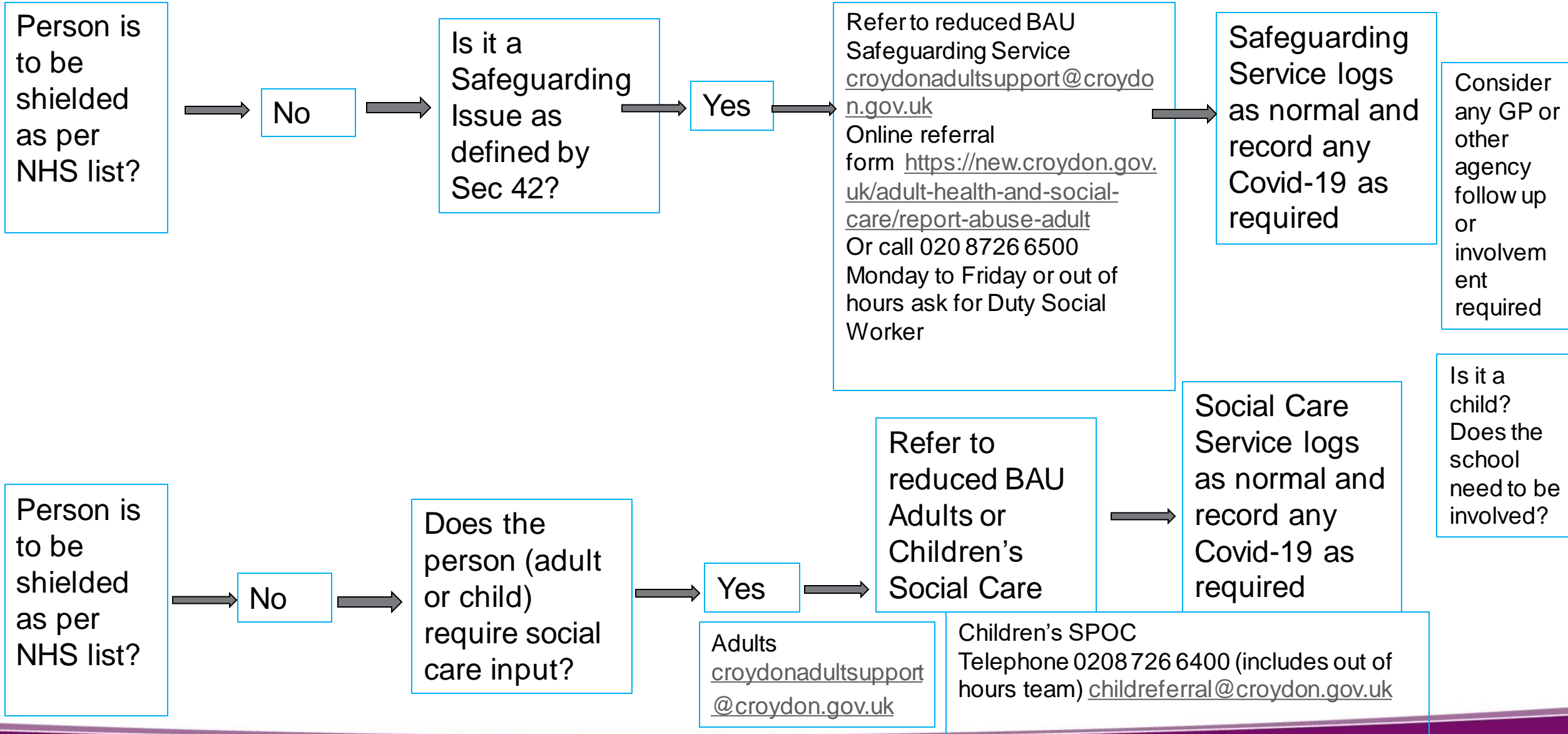
Pass to a Spoke Hub for local distribution / meeting of need

Action Complete  
 Y/N Record any follow up required on log

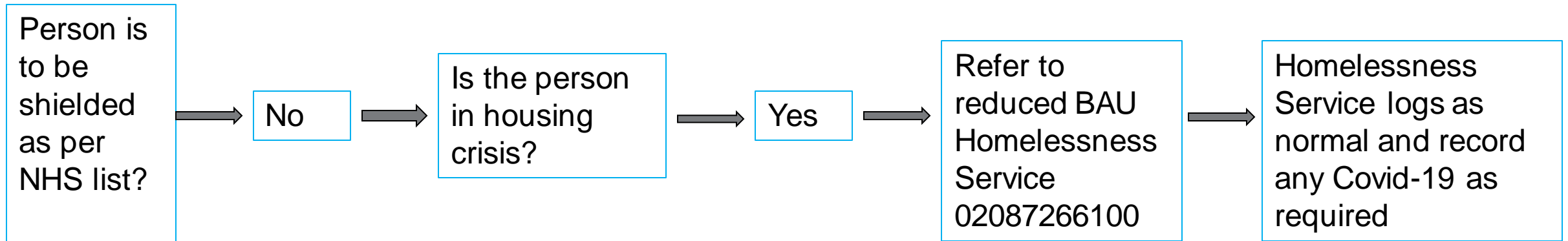
Use Script

# Person not Vulnerable as per NHS Shielding List (Social Care)

This process should be used wherever possible rather than referring to Locality Hub Officer



# Person not Vulnerable as per NHS Shielding List (Housing)



For concerns about things already in the system or Member, Cllr enquiries please send to: [Lahubcoordinator@croydon.gov.uk](mailto:Lahubcoordinator@croydon.gov.uk)

# Medication Process

In the NHS letter received, people have been advised about **Medicines that they routinely take** – the process is:

The government is helping pharmacies to deliver prescriptions. Prescriptions will continue to cover the same length of time as usual. If they do not currently have their prescriptions collected or delivered, they can arrange this by:

1. Asking someone who can pick up your prescription from the local pharmacy, (this is the best option, if possible); [Check they have someone to do this](#)
2. Contacting your pharmacy to ask them to help you find a volunteer (who will have been ID checked) or deliver it to you. [Check the person knows how to do this – check pharmacy list and give tel. number, ask them to check recent prescription for name of pharmacy](#)


They may also need to arrange for collection or delivery of hospital specialist medication that is prescribed to them by their hospital care team. [Check they know how to do this](#)

## COVID 19: Sources of support available for vulnerable children, young people and families in Croydon

<b>Service</b>	<b>Healthy Start</b>	<b>Schools</b>	<b>Gateway</b> Benefit advice Money advice Discretionary Housing payments Food Stops Food Banks Financial resources	<b>Early Help and Children's Social Care</b>
<b>Who is it for?</b>	Pregnant or have children under the age of four Pregnant and under 18 Are on benefits	Self isolating families Low income families Families in need	Residents in need	Self isolating YPs & families, families in need, care leavers known to EH & CSC
<b>Offer</b>	Vouchers for: Milk, plain fresh and frozen fruit and vegetables, infant formula milk, free vitamins.	National Free School Meals Voucher Scheme Emergency Care Packs	Discretionary Support Team If residents need help with food vouchers, utility top ups and rent arrears	Pre paid cards or Tesco Vouchers Emergency Care Packs
<b>Further info</b>	Family's Health Visitor <a href="#">Healthy Start</a>	1. Child's school 2. Laura Flanagan <a href="mailto:Laura.Flanagan@croydon.gov.uk">Laura.Flanagan@croydon.gov.uk</a> School Food Improvement Officer	020 8760 5719 <a href="mailto:dhp2@croydon.gov.uk">dhp2@croydon.gov.uk</a> See accompanying list for additional Gateway Services	Children's Business Support Team Holly Santana & Andrea Smith <a href="mailto:Holly.Santana@croydon.gov.uk">Holly.Santana@croydon.gov.uk</a> <a href="mailto:Andrea.Smith@croydon.gov.uk">Andrea.Smith@croydon.gov.uk</a>

For further advice and support if above routes do not meet the needs of residents

**COVID 19 LA Hub for vulnerable people**


 Tel: 020 8604 7787 [covid19support@croydon.gov.uk](mailto:covid19support@croydon.gov.uk)




## Gateway services contact details:

### Discretionary support team

Rent arrears  
Rent/deposit in advance  
Emergency payments (food, fuel, goods)


 [dhp2@croydon.gov.uk](mailto:dhp2@croydon.gov.uk)


 020 8760 5719

 <https://www.croydon.gov.uk/advice/benefits/discretionary-support/discretionary-support-fund>

### Gateway revenues team

Broken council tax arrangement


 [Gatewayrev@croydon.gov.uk](mailto:Gatewayrev@croydon.gov.uk)


 020 8604 7515


 [www.croydon.gov.uk/advice/your-money-1](http://www.croydon.gov.uk/advice/your-money-1)

### Gateway collection team

Former tenant arrears & any multiple internal debts to the council


 [Gatewaycol@croydon.gov.uk](mailto:Gatewaycol@croydon.gov.uk)


 020 8604 7516


 [www.croydon.gov.uk/advice/your-money-1](http://www.croydon.gov.uk/advice/your-money-1)

### Gateway benefits team

Housing benefit for customers living in:  
Emergency accommodation  
Supported exempt accommodation  
Temporary accommodation


 [Gatewayben@croydon.gov.uk](mailto:Gatewayben@croydon.gov.uk)


 020 8604 7514

 [www.croydon.gov.uk/advice](http://www.croydon.gov.uk/advice)

### Welfare reform team

Customer affected by welfare reforms or has multiple issues excluding ASC need


 [welfare referrals@croydon.gov.uk](mailto:welfare referrals@croydon.gov.uk)


 020 8604 8250

### Welfare rights Team

Financial difficulty and where customer could increase income by claiming additional benefits

 [Welfare rights@croydon.gov.uk](mailto:Welfare rights@croydon.gov.uk)


 0800 731 5920

 [www.croydon.gov.uk/advice/your-money-0](http://www.croydon.gov.uk/advice/your-money-0)

[www.croydon.gov.uk/advice/benefits/welfare-benefits/project](http://www.croydon.gov.uk/advice/benefits/welfare-benefits/project)


### Community Connect Food Stops

Residents affected by welfare reform, rent arrears, financial or employment difficulties, at risk of homelessness and more


 [GCC@croydon.gov.uk](mailto:GCC@croydon.gov.uk)

### No recourse to public funds (NRPF)

Adults at risk and families in need who are destitute, subjected to immigration control and have no recourse to public funds.


 [iass@croydon.gov.uk](mailto:iass@croydon.gov.uk)


 020 8726 6000 (X62815)


 <https://www.croydon.gov.uk/healthsocial/croydon-immigration-and-asylum-support-service-iass>

### Travel services

Support with transport due to disability or age


 [Travel.services@croydon.gov.uk](mailto:Travel.services@croydon.gov.uk)

 020 8726 7100

 <https://www.croydon.gov.uk/transportandstreets/parking/parking-permits/disabled>

### Financial Assessments

Financial assessment for adults to determine how much will need to be contributed towards their care.

 [Socialservices.ssfat@croydon.gov.uk](mailto:Socialservices.ssfat@croydon.gov.uk)

 020 8726 6000 (ext 60633)

## For those not Shielded or in need of Urgent Social Care or Housing

If person does not require social care, safeguarding or housing crisis services the Hub contact centre staff can refer to:

**All Usual Places**, including food stops, gateway info...AND...

- **Croydon Voluntary Action:**

<https://cvalive.org.uk/coronavirus/>

[connectwellcroydon@cvalive.org.uk](mailto:connectwellcroydon@cvalive.org.uk)

Helpline - 020 8253 7076 - between 10am and 3pm Monday to Friday.

- **Age UK Croydon**

Helpline for Information and Advice for 50+: 0208 686 0066

or email - [asc@adviceservicescroydon.org.uk](mailto:asc@adviceservicescroydon.org.uk)

- **Croydon Adult Support e-marketplace directory STAFF ACCESS ONLY-**

<https://adultsupport.croydon.gov.uk/>

- **Community Locality Resources Map -**

- **SocialP Resource Pack -** <https://www.croydonsocialp.com/news> - [Click REACHOUT 2020](#)

- **Meals on Wheels –** [Apetito - https://www.apetito.com/](https://www.apetito.com/)

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- **Croydon Neighbourhood Care Association:**

[info@cnca.org.uk](mailto:info@cnca.org.uk) If your enquiry is urgent, please contact **07926 524572** for befriending and **07759 226185** for all other matters

- [Selsdon Contact Centre: info@selsdoncontact.org.uk](mailto:info@selsdoncontact.org.uk) Tel: 0208 651 4944

- **Taxicard Scheme** - There has been an amendment to the Taxicard scheme as it operates within their area to allow scheme members to use the Taxicard service for the collection of groceries and medicines by a driver or a person nominated by the Taxicard member without travelling themselves for a temporary period until the 30<sup>th</sup> August 2020

- **Parking** - is free to health and social care workers in the borough

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- **Food Stops** in New Addington, Selsdon and Thornton Heath (£20 worth of food for £3.50)  
Email: [anita.konczack@croydon.gov.uk](mailto:anita.konczack@croydon.gov.uk)
- **Food Banks** - <https://croydon.foodbank.org.uk/>

### **Baby Milk:**

Up to 2 boxes per household per week can be bought online and there is a small delivery charge of £3 and the delivery appear to be for some with companies such as Yodel

**Aptamil** (can be bought online direct with supplier, they also have a care line people can call to find out where there is stock availability)  
<https://www.aptaclub.co.uk/covid-19/product-availability.html>

• **Cow and gate** (can be bought online direct with supplier, they also have a care line people can call to find out where there is stock availability)

<https://www.cgbabyclub.co.uk/covid-19/product-availability.html>

**SMA** (the only brand that can't be bought direct online they have a care line people can call to find out where there is stock availability)  
<https://www.smababy.co.uk/>

**Hipp Organic** (can be bought online direct with supplier, they also have a care line people can call to find out where there is stock availability) They stock milk and baby food products online  
<https://shop.hipp.co.uk/>