

**From Community Engagement & Development Team, Buckinghamshire Council**

We are contacting you in relation to the COVID-19 pandemic to let you know about the support the Council is providing to Clinically Extremely Vulnerable residents in Buckinghamshire at this time, as this may include members of your organisation or people you support in the community.

**Residents can find support with the support hub service**

We have almost 20,000 Clinically Extremely Vulnerable (CEV) residents in Buckinghamshire. All CEV residents received a letter from Government earlier this month explaining the extra steps that they should take to protect themselves, with the main message being stay at home as much as possible. As with the lockdown back in March, the Council is mobilising and redeploying some staff to provide essential support for residents, including:

- The support hub service will support those who are clinically extremely vulnerable with access to food and essential goods. The service started contacting residents from Monday 7<sup>th</sup> November. There is a list of key contact details to be shared with anyone who may need support, in the table below.
- CEV residents can request priority supermarket delivery slots and request support from the Council via [gov.uk](http://gov.uk)
- All residents can find support on our online directory [directory.buckinghamshire.gov.uk](http://directory.buckinghamshire.gov.uk) by entering their postcode and searching the 'staying at home due to coronavirus' and 'support with health and wellbeing' categories
- Vulnerable adult social care clients are being contacted regularly throughout the lockdown period

**Contact details to share with residents who need support**

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| Customer Service Centre  | <b>01296 395000</b> (Monday – Thursday 9-5.30pm and Friday 9-5pm)  |
| Online contact form to request support directly with the support hub                       | <a href="http://www.buckinghamshire.gov.uk/your-council/contact-us/">www.buckinghamshire.gov.uk/your-council/contact-us/</a>   |
| Bucks Online Directory (enter a postcode to see ALL local community support organisations) | <a href="http://directory.buckinghamshire.gov.uk/">directory.buckinghamshire.gov.uk/</a><br>If your group or organisation is missing from the directory, please email us at <a href="mailto:Communities@buckinghamshire.gov.uk">Communities@buckinghamshire.gov.uk</a> |
| Safeguarding adults team   | 01296 383204 or 0800 137915<br>Emergency Out of Hours - 0800 999 7677  |
| Safeguarding children team   | 0845 460 0001<br>Emergency Out of Hours - 0800 999 7677  |
| Local Emergency Support  | 01296 382414<br>Emergency Out of Hours - 0800 999 7677   |

We have summarised all the support available from the Council on the attached leaflet if you'd like to share with your members or people in the community you are helping. More information can be found online at [www.buckinghamshire.gov.uk/coronavirus](http://www.buckinghamshire.gov.uk/coronavirus).

Any questions please feel free to contact us at [Communities@buckinghamshire.gov.uk](mailto:Communities@buckinghamshire.gov.uk).