

## Our Community Response: Here2Help Worcestershire Operating Model 3<sup>rd</sup> April 2020

This document aims to provide clarity on the purpose of the Here2Help service and how it operates. Here2Help was launched as One Worcestershire's community action response to supporting residents through the Covid-19 pandemic. Here2Help is a communication campaign as well as a dedicated response service for all residents who ask for help and those individuals and organisations who offer to help. It aims to complement the national scheme to support those individuals extremely vulnerable to becoming severely ill from Covid-19 (our **shielded** cohort) and the NHS Volunteer Responders initiative.

All aspects of Here2Help will continue to evolve over time and further develop and flex in accordance to demand, learning and national direction.

### 1. Purpose of Here 2 Help

To provide support to people in Worcestershire who are having to self-isolate and/or have additional needs due to the Covid-19 outbreak and cannot get that help and support from friends, family or neighbours. This support is provided through:

- Advice via the updated self-service/ help guides online
- Signposting people to community-based organisations and groups
- Responding to requests for help within forty-eight hours from the request being received via the online form or telephone call
- Supporting urgent requests from the Social Care Access Centre for immediate medication or food supplies
- To collect and match offers of support from the community to individuals or to support local offers

### 2. Requests for Help

Individuals can make a request for help via the Here 2 Help Website.

[www.worcestershire.gov.uk/here2help](http://www.worcestershire.gov.uk/here2help)

For those who cannot access the online form, the access centre phone line can facilitate completing the online form on the individual's behalf. This phone line is open from 08.00 to 20.00, seven days a week.

01905 768053

For those residents already known to Adult and Children's Social Care, contact will be made via their caseworker/social worker with a link back to the website for further information. Schools and other settings are also encouraged to promote and use the Here2Help website to help meet local need.



### **3. Self Service/Self Help**

Individuals or those supporting individuals (e.g. family, friends, carers, social workers) can use [www.worcestershire.gov.uk/here2help](http://www.worcestershire.gov.uk/here2help) to help themselves (self help). The content of website will reviewed and updated on a regular basis and includes:-

- Updated self-help guides
- Signposting to local support organisations or individuals. Alongside this information will be guidance on how to stay safe when linking to local community groups
- Links to national campaigns
- Links to local campaigns and locally developed content e.g. Library digital offer

### **4. Requests Received Via Telephone**

Residents who require help who are unable to access the online form can phone a dedicated telephone number. This telephone number is the adult social care access centre which has been expanded to support Here2Help.

For Here2Help enquires such as access to food and medicine or wider community support, callers will be directed to option 3 for Here2 Help They will then hear the message below:

*You can find a range of information on the Here2Help website at [www.worcestershire.gov.uk/here2help](http://www.worcestershire.gov.uk/here2help) or search for 'Worcestershire here to help'. You can also submit a request for help via the website which we will respond to within 48 hours. If you do not have access to the internet and would like one of our team to complete a request for help with you, please press 1. To hear this message again please press 9.*

Callers will go through to a member of the Here2Help response team who will help the individual complete the online form. In addition, they will also ask the caller whether they are in the **'shielded'** category (see section 7 on shielded cohort) and have they registered on gov.uk and whether they have an immediate need for food / medicine (and use the emergency process if that is the case)

The request for support will be added into the Here2Help response dashboard ("the dashboard") alongside other requests received online and responded to within 48 hours. The dashboard is used by the Here2Help response team to manage requests by allocating call-backs to members of the response team and recording the outcome of each call.

### **5. Website Online Request Form**

Individuals or those supporting individuals (e.g. family, friends, carers) can use [www.worcestershire.gov.uk/here2help](http://www.worcestershire.gov.uk/here2help) to complete a request for help form.

These forms go directly into the Here2Help response dashboard. Currently, as of 1<sup>st</sup> April 2020 the service is averaging c80-100 requests per day. Every morning, apart from a Sunday, they are allocated to group of staff to call or email, depending on the preferred method of contact. The expectation is that individuals will be contacted within 48 hours of requesting support. (as of 1 April 2020 averaging turnaround of 24 hours)

The Here2Help response team use the MIND well-being checklist to support individuals, questions include:-



Mind check list.docx

- How are you doing?
- Do you have enough supplies for the next week?
- Have you got family or friends who can help you?
- Do you have enough medication for the next week?
- Do you have a plan of how to get further supplies?
- Do you have activities to keep yourself active and entertained? Are you keeping in touch with family and friends?

Following the questioning above, the Here2Help response team will update the dashboard with the action taken, this could be:

- Directing them to the Self-Service/Self Help information
- Matching the individual to a Voluntary and Community Sector (VCS) organisation who will action their request (see section on VCS)
- Match the individual to local food suppliers and volunteers
- Direct to national services for the extremely vulnerable (**shielded** cohort)
- If the request for help flags concern the request will be escalated to the Adult & Children Social Care Centre
- If urgent food is required or the individual does not have sufficient funds to purchase food, a food parcel can be delivered.

Below is an example of the Here2Help response dashboard

Requests For Help Dashboard

Search Requests for Help   Raise Request   Search Offers of Help

Category: ---All categories---   Assigned User: ---All users---

District: ---All districts---   Is Shielded:

Apply Filter   Reset

6 New	15 In Progress	3 Completed
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<p><b>SSS</b></p> <p>Request Id: #38 Submitted Date: 02/04/2020 08:23:10</p> <p>Assigned To: Boote, Andrew Change Assignment</p> <p>Current Priority: <b>Red</b> Change Priority</p>	<p>Name: Tina Turner Code Word: Nutbush Phone Number: 07777777777777777777 Email Address: Not recorded Postcode: WR141NB District: Malvern Hills</p>	<p>Categories Selected: Food and Supplies Health and Medication</p>	<p>Action</p> <p>Search offers</p>
<p><b>SSS</b></p> <p>Request Id: #41 Submitted Date: 02/04/2020 13:48:44</p> <p>Assigned To: Boote, Andrew Change Assignment</p> <p>Current Priority: <b>Red</b> Change Priority</p>	<p>Name: Chuck Berry Code Word: Johnnybegood Phone Number: 07777777777777777777 Email Address: Not recorded Postcode: WR52LZ District: Worcester City</p>	<p>Categories Selected: Food and Supplies Health and Medication</p>	<p>Action</p> <p>Search offers</p>
<p><b>SSS</b></p> <p>Request Id: #42 Submitted Date: 02/04/2020 13:51:26</p> <p>Assigned To: Boote, Andrew Change Assignment</p> <p>Current Priority: <b>Red</b> Change Priority</p>	<p>Name: Buddy Holly Code Word: Guitar Phone Number: 07777777777777777777 Email Address: BudE@hotmail.com Postcode: WR112NB District: Wychavon</p>	<p>Categories Selected: Connectivity and Entertainment Business and Money Matters</p>	<p>Action</p> <p>Search offers</p>

The response team will then mark the case as **completed**, if no further actions are required, or **in progress** if a follow up is needed.

### 5.1 Matching individuals and safeguarding

Several staff from across the Council, including, Public Health, Library and Worcestershire Children’s First are supporting the Here2Help requests and the access centre call line on a rota. Staff are supported to manage calls per day and escalate concerns where needed.

When offering to provide help through the online Here2Help service, volunteers are asked if they have a DBS check. Volunteers that do have a DBS check are being asked to share that through a given email address. Worcestershire County Council’s DBS team will follow up with them to ask further questions and process risk assessments for them to get these volunteers “work-ready” as quickly as possible. Volunteers without a DBS check are being forwarded to VCS organisations who may be able to use them for non-public facing roles. It is expected that all volunteer roles working directly with children or providing care to adult service users to require a DBS.

Volunteers and residents are both being provided with guidance on how to keep themselves safe. The guidance for residents’ states that they are using this service at their own risk and that the council take no responsibility for any losses incurred through the use of this service. The guidance also advises against sharing personal information such as bank details. Residents are required to give a code word to Here2Help operators, which is then shared with the appropriate volunteer, the resident can then verify this code word with the volunteer before services are provided.

Volunteers are being told not to enter a resident’s home and to adhere to social distancing guidance. Residents are being advised the same. The guidance provided states that if at any point the resident or volunteer feels something is not right, or they are uncomfortable they can telephone the access centre, with the number provided. This guidance will be reviewed on a regular basis.

Volunteers are being asked to phone the Here2help phone number if they feel the resident has needs that cannot be met by themselves. The operator will then refer the case to social care through the access centre. Similarly, if when the Here2Help operator receives the request for help they feel the resident requires additional support a referral can be made to social care.

There is national NHS Volunteer Responders initiative being launched which has a ‘GoodSam’ application. As the details of this become clearer, work will focus on joining this up with the Here2Help service to help best meet local need. Work with the NHS is also continuing around the distribution of prescriptions and this document will be updated accordingly when the process has been confirmed.

### 5.2 Monitoring

There is daily monitoring of the volume of requests to keep a track of demand and response times. This includes number of staff available per day to respond to requests. Currently, as of 1<sup>st</sup> April, Here2Help receives between 80 and 100 requests for help per day across the week including weekends.

All requests for help are mapped across the county to identify specific hotspots, or gaps in local support. This information will be shared with District, City and Borough Council colleagues to identify possible community solutions and local support.

## 6. Voluntary and Community Sector

The Voluntary and Community Sector (VCS) is essential in responding to requests for help. Throughout the Covid-19 pandemic, a large number of spontaneous volunteering has commenced as local communities come together to support each other. Through intelligence gathered from social media, County/District and Parish Councillors, District Councils and other partners, Here2Help captures what is happening locally and maps it to local areas. This is used by the Here2Help response team to match requests for help to local solutions. This information is also available to individuals who can go on online to help themselves (see section 3).

Individuals and organisations can register offers of support via the Here2Help website and it is intended that this is shared and mapped alongside the NHS GoodSam app when possible

- Where an individual who has offered support and has a valid DBS, they can be matched with individuals to support with simple tasks such as shopping or collecting supplies, or they will be matched, via discussions with District, City and Borough Councils, to recognised Voluntary and Community organisations.
- Where an individual does not have a valid DBS these offers of support will be routed through District, City and Borough Councils to distribute these volunteers within the local system or action completing a DBS check.

Regular communications, via a 'Bronze Community Cell' (three times a week), take place with District, City, Borough and Parish Councils to ensure resilience and capacity within the local VCS system remains in place. To support this, financial assistance to recognised voluntary sector organisations will be made available.

## 7. Shielded Cohort

There are up to 1.5 million people in England whose existing medical conditions put them at higher clinical risk from COVID-19. 'Shielding' is a measure to protect those extremely vulnerable individuals by minimising all interaction between them and others to protect them from coming into contact with the COVID-19 virus. These 'shielded' individuals are urged to stay at home, at all times, and avoid all face to face contact - except for with essential carers and healthcare workers - for at least 12 weeks. These measures are designed to protect them from serious illness as well as taking pressure off the NHS providing the most acute care.

The full guidance ("Shielding guidance") is available here:

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

It is recognised that there will also be other individuals and groups, who do not have the conditions listed in the shielding guidance, who have to self-isolate and do not have access to a trusted neighbour, friend or family to help them. The national scheme does not cover that group, instead central government expect local authorities to appropriate arrangements to meet this need - hence Here2Help.

From the 23 March, those within the extremely vulnerable group have been contacted by NHS England (NHSE) to confirm that they are considered to be at risk of severe illness if they contract COVID-19. This group will not be static, approximately 900K people have already been identified who are clinically



extremely vulnerable. GPs and clinical specialists are able to advise additional clinically extremely vulnerable patients to shield or to stop shielding as their conditions change.

Many of the 'shielded cohort' will have a support network of people around them who can help with shopping or collection of prescriptions which can be left at the front door. But there will be some who have no friends, family or other networks locally to do these things for them for all, or part, of their period in self-isolation. If this is the case they are being asked to register with a national scheme via <https://www.gov.uk/coronavirus-extremely-vulnerable>

Current information (1 April 2020) suggests that Worcestershire has c.9800 in its shielded cohort and 2350 have registered with the national scheme (see below)

### 7.1. National support for those 'shielded' individuals

There is a three-fold offer to support those who are being shielded, but do not have a support network that they can rely on:

- Food: central government are working with the food industry to deliver basic food parcels directly to doorsteps, and over time will look at other ways to help. There may be a role for councils here.
- Medicines: community pharmacies will supply and organise delivery.
- Social contact: local authorities, working with the voluntary and community sector, are asked to continue to care for those who might be feeling very isolated.

Central government are prioritising those in the high-risk group who are unable to rely on family or friends for adequate practical support throughout the period of shielding. For this group we are arranging for the provision of a **basic package of food and household essentials** to be supplied and delivered by major food service suppliers with established national delivery infrastructure.

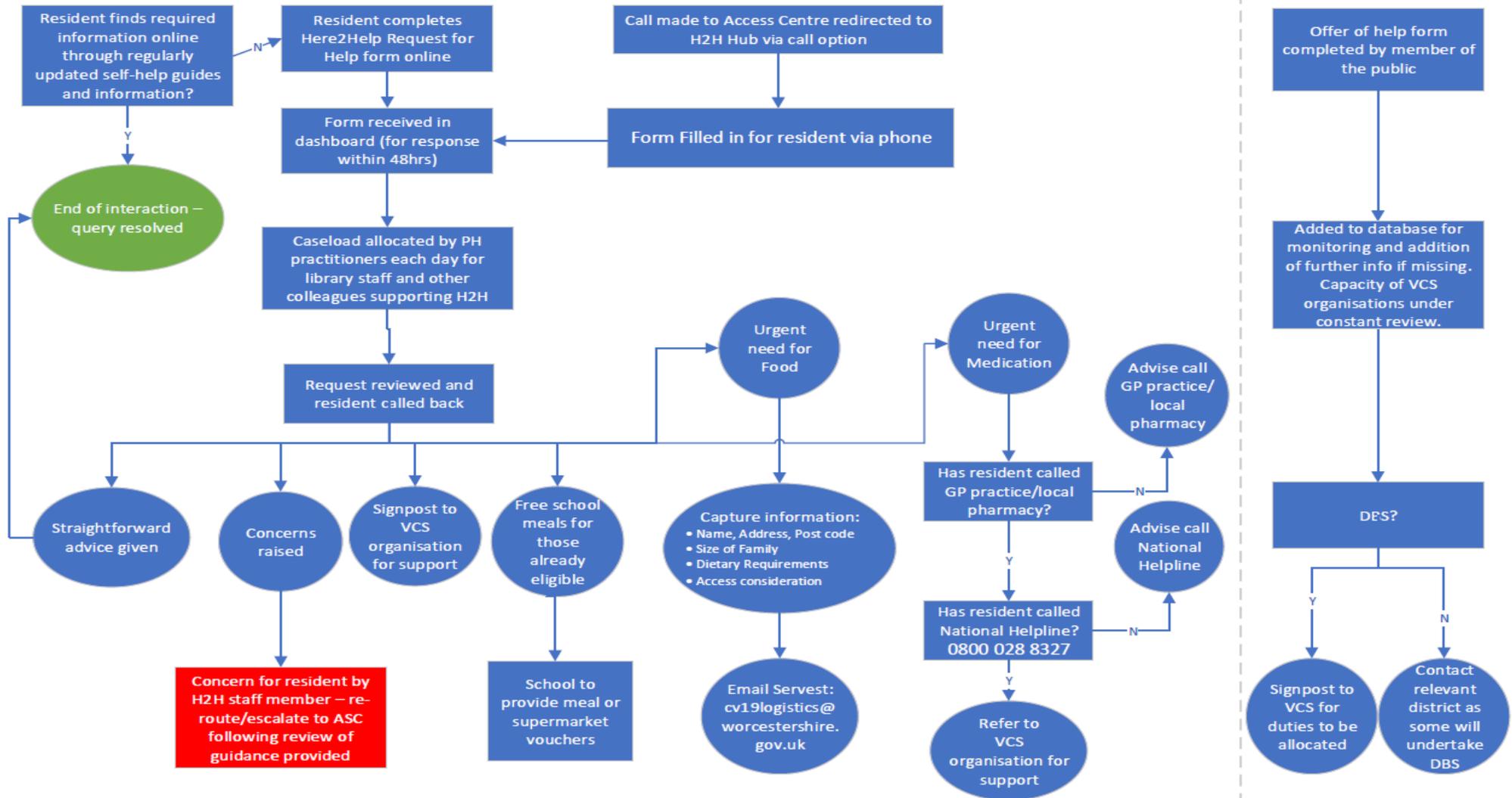


**Here2Help – Online Self-Serve**

**Here2Help – Request for Help (online)**

**Call to the Access Centre (option selected to H2H hub)**

**Here2Help – Offer of Help (online)**





**Example of food request flow chart the response team uses to manage requests.**

**Note:** Food banks struggling to meet demand for individuals can also use the Here 2 Help website to request on behalf of residents

