

<b>Report on</b>	Update on Mid Ulster District Council Community Support Hub
<b>Date of Meeting</b>	Thursday 23 <sup>rd</sup> April 2020
<b>Reporting Officer</b>	Anne - Marie Campbell, Director of Leisure and Outdoor Recreation
<b>Contact Officer</b>	Anne - Marie Campbell, Director of Leisure and Outdoor Recreation

<b>Is this report restricted for confidential business?</b>	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	X

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To update member's on the establishment and operation of Mid Ulster District Councils Community Support Hub to provide support to vulnerable people in Mid Ulster during the COVID-19 pandemic.
	<b>Background</b>
2.1	Members will know that the Department for Communities (DfC) launched a helpline through Advice NI - <b>0808 802 0020</b> to provide advice and support to those in need during the COVID-19 pandemic. Letters were also sent out by GPs to notify vulnerable individuals to shield and stay in their homes for 12 weeks.
2.2	In addition the Department for Communities (DfC) launched a weekly service to deliver food boxes to the most vulnerable in society during the COVID-19 pandemic. The boxes are to be delivered directly to the door of vulnerable people who have been notified to shield by their GPs and who cannot afford food and do not have access to local support networks.
2.3	These boxes will also be available to those who are not shielding, but who are in critical need of food. The Council is also supporting the distribution of the food boxes.
<b>3.0</b>	<b>Main Report</b>
3.1	A temporary service has been established by both the Northern and Southern Health and Social Care Trusts during the COVID-19 pandemic. The Trust service receives referrals through the Advice NI helpline and their own sources from those who had received letters from their GP and are shielding. They assess the needs of those most vulnerable in order to support them to self-isolate at home. The assessment will identify the needs of the most vulnerable who do not have support mechanisms from for example; family, friends or neighbours. These needs are assessed under the key themes of the shielding package which include; food, fuel, medication and social contact. Where practical assistance is required this is referred to the Council hub to organise delivery of identified services.
3.2	The Council has established a Community Support Hub consisting of up to 30 staff, which works in partnership with both Trusts and Advice NI to address requests for assistance.

	<p>Individuals who have not received a 'shielding' letter from their GP and contact the Advice NI helpline number, will be forwarded directly to the Council Community Support Hub. The Council Support Hub works with the local community and voluntary services to deliver the identified support services where required. Council provides the service 7 days a week, from 9am to 9pm.</p>										
3.3	<p>The Council Community Support Hub therefore takes referrals from 3 main sources:</p> <ul style="list-style-type: none"> <li>• Northern Health and Social Care Trust support hub</li> <li>• Southern Health and Social Care Trust support hub</li> <li>• Advice NI</li> </ul>										
3.4	<p>When the Council hub receives a referral, a member of our dedicated staff team makes contact by phone with the person who has been referred. The Council team then contacts the relevant community or volunteer group to organise the assistance required for example the collection and delivery of food boxes. The number of referrals per day has been increasing, with on average 65 calls per day (week beginning 13<sup>th</sup> April). To date the total number of referrals dealt with by the Council Community Support Hub is as follows:</p> <table border="1"> <thead> <tr> <th>Source</th><th>Number of referrals (from 6<sup>th</sup> April)</th></tr> </thead> <tbody> <tr> <td>Northern Trust</td><td>104</td></tr> <tr> <td>Southern Trust</td><td>215</td></tr> <tr> <td>Other (incl Advice NI)</td><td>95</td></tr> <tr> <td><b>Total</b></td><td><b>414</b></td></tr> </tbody> </table>	Source	Number of referrals (from 6 <sup>th</sup> April)	Northern Trust	104	Southern Trust	215	Other (incl Advice NI)	95	<b>Total</b>	<b>414</b>
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3.4	<p>A key element of the service provided is the distribution of food boxes. We receive food boxes organised through the Department for Communities and distribute them from the Mid Ulster Sports Arena in Cookstown. The boxes are distributed to a range of community and voluntary organisations who deliver them to the vulnerable individuals in need. From the 6<sup>th</sup> April to week ending 17<sup>th</sup> April 2020, 700 boxes have been distributed. This is expected to increase next week as the daily call numbers continue to rise. The flow chart attached in Appendix 1 is a useful summary of the process.</p>										
<b>4.0</b>	<b>Other Considerations</b>										
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>										
	<p>Financial:</p> <p>Staff have been redeployed from within Council. Costs associated with the delivery of boxes.</p>										
	<p>Human:</p> <p>None</p>										
	<p>Risk Management:</p> <p>None</p>										
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>										

	<p>Equality &amp; Good Relations Implications:</p> <p>None</p>
	<p>Rural Needs Implications:</p> <p>None</p>
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	Members are requested to note the content of this report.
<b>6.0</b>	<b>Documents Attached &amp; References</b>
6.1	Food box distribution flow chart.

## Appendix 1 - Food Box Distribution Process

