

WILTSHIRE WELLBEING HUB Summary Report

November 2020

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Wiltshire Coun

The logo for Wiltshire County Council, featuring the text "Wiltshire Coun" in white on a green background, with a white wavy line underneath.

Background

The Wellbeing Hub main objective is:

To develop and implement a county wide initiative offering support, guidance and signposting to the local population through an enduring, resilient, multi-agency, remotely connected network.

Enabling a community response to assist those in our communities who are at highest risk of serious illness (known as clinical vulnerable (CV) /clinical extremely vulnerable (CVE) or shielding) if they contract COVID-19.

To work with partners, volunteer groups, the voluntary and community sector and food industry colleagues to ensure a responsive system is in place

To provide access to essential goods and facilities for those in need within Wiltshire during the time of the epidemic.

A Few Facts and Figures

Since its inception in March, the Hub has had around **35,000** contacts with Wiltshire residents:

- We have pro-actively contacted nearly **28,000** residents in Wiltshire
- We have received over **7,000** calls to the WBH Helpline and over **3,400** emails.
- We have worked with voluntary organisations to visit **3,300** people to ensure their welfare and offer information and support
- Delivered over **1,422** food parcels to those most in need during the first lockdown
- We have worked with community groups to help approx. **700** people get access to food/shopping during the first lockdown
- We have worked with community groups to provide nearly **500** people with prescription collections during the first lockdown
- During the initial start up period of Hub activity, **171** people were referred to Adult Social Care Advice and Contact including those who were not contactable by phone/visit

Where are we now

- The Wellbeing Hub has transitioned from a 7 day (at the height of the first lockdown) to 5 day service through recovery operating an incoming phone line with customer services leading on this
- Since the second lockdown started we have now stepped this back up to operating over 7 days
- All shielding residents identified during the first phase are being contacted to remind them that they can access the Hub during the second lockdown
- We have written to and are contacting them over the phone all new people who have been identified as being CEV or CV by the NHS or the Govt offering our support. This is just over 3,100 people

Where are we now continued

During the first phase we found that over half of the residents identified did not have additional support needs

The greatest need at this time was related to food delivery/supermarket slots/prescription delivery & shielding enquiries

Community groups continue to work in partnership with the Council and responded positively to the pandemic

The Council has stepped back up its Community Wellbeing Hub weekly multiagency/partner meeting.