

# Adults and Safer City Scrutiny Panel - Supporting our Community

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[wolverhampton.gov.uk](http://wolverhampton.gov.uk)

# Find, support, shield...

## FIND: evidence-based, local partnership approach...

- **8,000** residents identified as most clinically vulnerable by Government
- **28,500** further clinically vulnerable with 2 underlying conditions written to by city partners
- **50,000 more** with one underlying condition written to by city partners
- Later, expanded support to **14,000** financially disadvantaged families





**Stay Safe,  
Be Kind**

How to help yourself and others during Coronavirus (COVID-19)

# Find, support, shield...

## **SUPPORT: Stay Safe, Be Kind' hotline (launched 23 March 2020)**

- Redeployed council staff have responded to **over 16,000 calls and emails** for support such as for emergency food parcels, help with shopping and medication, debt advice and wellbeing support
- Over **2,500** individuals referred for emergency food parcels and over **1,200** shops were carried out
- Over **1,000** people connected to volunteers who shop or get their medication for them
- Over **9,000** outbound calls made since 1 May 2020

# Supporting our Community

- Working with commissioned services to ensure that they can keep services running safely, moving to virtual platforms where necessary
- Commissioning targeted youth services to deliver virtually or with small groups to offer diversion for young people who may be vulnerable to exploitation – linking with wider ‘Virtual Squad’ offer
- Ensuring a robust response to domestic abuse – contributing to a regional comms campaign, regular meetings with The Haven to understand demand and mitigate potential risks to victims, infection prevention advice for refuge, continued security visits where safe to do so
- Supporting and running virtual campaigns to ensure that vulnerable people know how to access the support they need
- Supporting faith and community groups to ensure they can access virtual platforms and continue to support their communities
- Ongoing communication with residents, giving them a platform to raise concerns
- Food bank forum - supporting foodbanks to build capacity and coordinate their offer.

# Moving forwards

We will continue to work with communities to support the recovery process by:

- Reinstatement of our **place-based approach** to support recovery – data driven and targeted activity at street and area level working with communities most affected by COVID-19
- Continue to work with **faith and community groups** to reopen safely, providing targeting of key messages and continue to support their communities
- Working with **commissioned services to increase face-to-face** contact with the vulnerable whilst maintaining the flexibility that digital communication has enabled
- **Virtual community meetings** being arranged to increase community engagement and opportunity to share information.
- Enhance the community spirit built throughout lockdown to continue to build **community capacity and resilience**.

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