

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 7th 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
- All residents can find support on our online directory 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

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

Any questions please feel free to contact us at Communities@buckinghamshire.gov.uk.

Best regards,

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

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