

# Responding to those in need across Basingstoke and Deane during the COVID-19 pandemic

31 March 2020  
This guide will be  
updated regularly.



# Identified Groups

A

Government has identified a group of 1.5 million people who are at particularly high risk due to their serious health conditions.

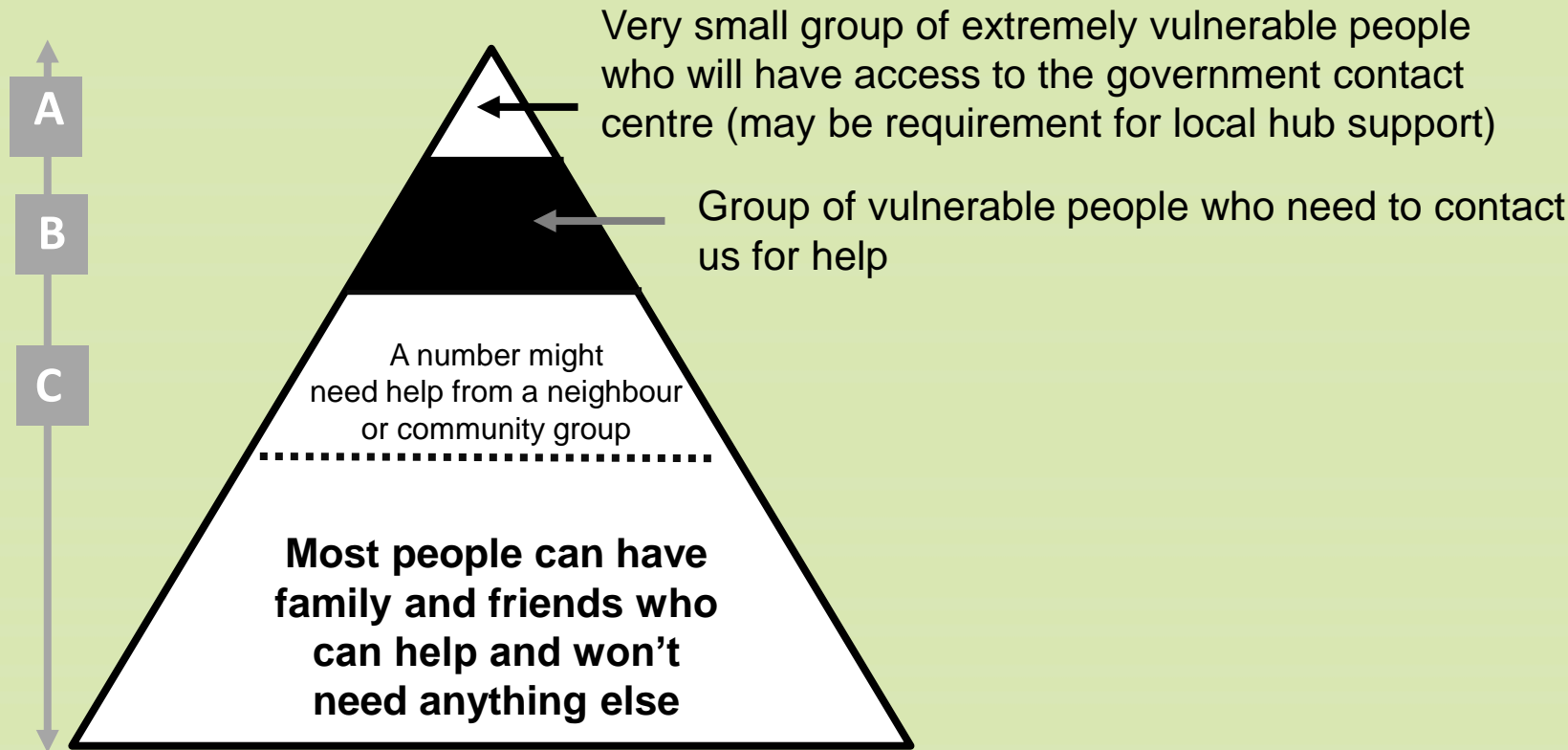
B

Wider group at increased risk of severe illness who should be particularly stringent in following social distancing measures.  
These are over 70s, anyone instructed to get a flu jab as an adult each year on medical grounds and pregnant women.

C

Other groups who are vulnerable and may need additional support due to needing to self-isolate.

# A reminder of the general context



**A**

Government has identified a group of 1.5m people who are at particularly high risk due to their serious health conditions.

Government will lead with support from local NHS, British Red Cross and HCC where appropriate. Helpline is 0800 0288327 and website is [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable).

Government is providing standard food packages directly to this group. The local hub may need to provide additional support for these groups.

**B**

Wider group at increased risk of severe illness who should be particularly stringent in following social distancing measures. These are over 70s, anyone instructed to get a flu jab as an adult each year on medical grounds and pregnant women.

### Local support service

Hampshire County Council has set up a hotline for all enquiries (**0333 370 4000**). HCC will resolve complex issues and will triage other enquiries to the local hub to lead on providing support to people in these groups. This support will be for residents who need help that can't be provided by family, friends or informal support groups. Residents should contact the HCC line on **0333 370 4000**, BDBC on **01256 844844** or email [communityhub@basingstoke.gov.uk](mailto:communityhub@basingstoke.gov.uk).

**C**

Other groups who are vulnerable and may need additional support who may need additional support due to needing to self-isolate.

B and C

### Local support service



Welfare  
checks



Support with  
access to basic  
supplies



Advice and  
signposting

# Responding



Welfare checks



Support with access to  
basic supplies



Advice and signposting

Contact through  
HCC helpline or  
BDBC contact  
centre



- Residents should need to call HCC hotline on 0333 370 4000 or BDBC phone number is 01256 844844. Requests should go via HCC for triaging however residents may prefer to contact BDBC directly
- HCC will deal with complex requests and other requests will be sent to the local hub for action.

*Will help some contacts self-resolve*

Enquiry team

- Monitor community hub email address
- Will return calls for help, offer support and identify appropriate support, where required

*For some contacts, no further action*

Response  
via local  
community  
groups

- Enquiry team or contact centre will signpost to local groups
- BVA map of support available at ([www.bvaction.org.uk/basingstoke-deane-community-hubs/](http://www.bvaction.org.uk/basingstoke-deane-community-hubs/)) for compiled database of what groups are able to offer support for:

- Support with access to basic supplies
- Welfare checks and advice.

HCC has now set up a hotline which residents are being asked to call to register for support. HCC will resolve complex cases and is acting as the main co-ordination point for all district hubs across Hampshire. They will triage most enquiries to the local hub to arrange support.

BDBC has established contact centre capacity and an enquiry team to answer calls, provide direct support and sign post to the community network.

BVA is bringing together a community network to support community groups and understand where additional support is required across the borough. This includes queries around setting up groups, operating effectively and how to support volunteers. BVA is also recruiting a number of volunteers to support community groups.

Individuals who would like to volunteer are also being advised to contact BVA so they can be matched to the appropriate group. They can register by visiting [www.bvaction.org.uk/coronavirus-volunteering](http://www.bvaction.org.uk/coronavirus-volunteering) or calling 01256 423852.

# Donations and financial aid

A number of local businesses have contacted the council to offer varying levels of support. Where possible, this has already been implemented and we are continuing to work with BVA on where best to direct support being offered to make the most impact.

If businesses or groups contact you to offer support, please ask them to contact the council by emailing [communityhub@basingstoke.gov.uk](mailto:communityhub@basingstoke.gov.uk).