**Update – 30 March 2020**

Eden Community Resilience have confirmed that most Parishes including ours have support arrangements in place. They will be issuing a newsletter shortly with all contacts listed.

Having trawled through Eden Districts and Cumbria’s websites, talked to Eden Community Resilience Team and digested the information, from the over 50 documents, I have received from the Government **we need to continue supporting our residents with shopping and prescription collection**.

The following documents and advice supports that decision.

Eden Community Resilience also confirmed that Cumbria County Council Helpline is now live - **The Helpline is there for people at high risk who do not have support available.**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**The following was taken from the Cumbria County Council Website and I have highlighted the important part**

Today (Monday 30 March) Cumbria County Council and partners have launched a **new emergency phone number for people who are at high risk of becoming seriously ill as a result of COVID-19, and who do not have support available from friends, family or neighbours, to call for support**.

**Those at high risk include people over 70 years old, pregnant women and those with underlying health conditions who should be protecting themselves by staying at home. The majority of these people will already be receiving support from family, friends or local voluntary groups with tasks like shopping or collection of medicines if they require it.** But we know that a small number of people will not have this support. If they have no alternative, these people will now be able to call the Freephone number to request help with getting food, medicines, essential supplies and home deliveries.

Cumbria is already seeing widespread community and voluntary sector support for the response to COVID-19 and informal support, including neighbourhood WhatsApp groups and community Facebook groups, alongside a commitment from existing community emergency planning groups, local churches and faith groups and formal voluntary sector organisations who are working with the county council and partners including District Councils and NHS.

We have set up 6 local coordination Hubs within each District area to match individuals with need to activity and support in communities.  Together we want to be able to ensure that everyone who is at high risk and is without a network of support of their own, are able to call on help in their local area for food and medical supplies.  In the first instance we want to support people to be self-supported to access food or medicines themselves or to receive mutual support from friends, families and neighbours.

We know that you have been working tirelessly in your communities to support those in need, which has been extremely effective, and we are very grateful.  We do not wish to duplicate or impede your work as you are best placed to do that, drawing on your very local knowledge and volunteer network.   We are keen to work alongside you and ask that where people in your local area call for help that you would consider stepping in to assist.  We would only direct people to you on a case-by-case basis and following discussion with yourselves on your current volunteer capacity to take it on.  Where you were unable to do so, we would then look to support those individuals directly.

In order to reduce the administrative burden on our community and voluntary groups we will record all of this information to ensure that data is protected and everyone is followed up.   We recognise that working closely together is the best way to ensure that those at most risk in our area and who have no other support, are able to access food and medication.  Your ongoing support to the communities is greatly appreciated and we look forward to working with you during this very challenging time.

The Emergency telephone support line is **0800 783 1966**

Or email requests can be made for help to **COVID19support@cumbria.gov.uk**

Further details about this support service can be found online at Cumbria.gov.uk.

The telephone ‘call’ centre will operate Monday to Friday 9.00am to 5pm and 10am to 2pm at weekends. The service will also accept referrals from members of the public who may be concerned about people in their community.

For up to date information on COVID-19 in your area, please go to [www.cumbria.gov.uk/coronavirus/communities.asp](http://www.cumbria.gov.uk/coronavirus/communities.asp)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Food deliveries**

The following came from an email sent out by Eden District Council to their Councillors

‘The TV news has talk of food packages being delivered to these ’shielded’ folk implying it will be centrally done somehow. It’s been made clear in Eden Community Resilience Group meetings that **there isn’t expected to be universal delivery to all on the list – the support hubs provide a safety net for people without family or friends.** I don’t think we’re expecting to have deliveries from afar’

This ties in with the Governments own release yesterday which stated:

‘The first 2,000 food parcels have already been delivered this weekend ………………………..More parcels are expected to go out next week from wholesalers across the country, bringing the first set of deliveries to more than 50,000. Depending on demand, hundreds of thousands of boxes could be delivered next week’

The same Government document stated that 900,000 letters had gone out but up to 1.5 million are in this group.

Hundreds of thousands does not equate to the number of people involved.

**Prescription Delivery**

Signing up for medicine delivery.

Once again there is some conflicting guidance on this subject dependant on where you go.

At present Doctors surgeries, chemist shops and in-house dispensaries have good working arrangements in place to support patients with prescriptions.

Until such time as we get very clear guidance on the issue I would strongly suggest continuing with the current arrangements and support the collection**.**