

## **Information from Hertfordshire County Council about the arrangements to support vulnerable people during the Covid 19 emergency.**

### **How to support vulnerable people**

- The government has required county councils to co-ordinate support efforts in two tier areas. Hertfordshire County Council is co-ordinating things locally. East Herts Council is fully involved.

### **Operation Shield – to support the extremely vulnerable identified by the NHS**

- The government has contacted the most extremely vulnerable in the country and asked them to register their need for support.
- 18,000 people are on the extremely vulnerable list in Hertfordshire. It is to be expected that a number of these people will have family/friends support in place. The details of those without support are being passed to HCC.
- Operation Shield's remit is to get food and essential goods, and possibly medical supplies, to the extremely vulnerable without adequate support in place.
- HCC have identified ten locations across the council to act as storage and distribution centres.
- Hertford Theatre is one of the ten hubs; it was suggested by East Herts Council given its ease of access and size.
- The council is now working with HCC to make sure the Theatre can be used as soon as needed. Because this is such a fast-developing situation, HCC is not yet entirely clear when and in what way the Theatre will be used, however, we have given the assurance we can open it and staff it at very short notice.

### **Operation Sustain – to support vulnerable people in the community not on the extremely vulnerable list**

- The aim is to establish a co-ordinated means of gathering the details of those requiring support and those wishing to provide support. Again, HCC is required to lead on this.
- Anyone requiring support or knowing of someone requiring support should contact HertsHelp on 0300 123 4044 or [info@hertshelp.net](mailto:info@hertshelp.net) or go to the website <https://www.hertshelp.net/hertshelp.aspx>
- Any individual or community group wishing to support people should be directed to Team Herts at <https://www.thvolunteering.org.uk/volunteering/covid-19> This support could include a business wishing to provide goods and vans/drivers to deliver things.
- HCC has commissioned Broxbourne and East Herts Community Voluntary Services (CVS) and the Community Development Agency (CDA) to have co-ordinating roles in the district. It is likely that both agencies, working together and with their counterparts in other districts, will form a detailed local picture of support needs and volunteers and voluntary help available and put them in touch with each other.