



**Safeguarding
is everybody's
business**

COVID-19 Response

The Ministry of Housing, Communities and Local Government have set up a National Shielding Call Centre which is an outbound call centre which has been live since Saturday 28- March 2020

National Shielding Call Centre- FAQ

What is happening in the shielding call centre?

- The call centre is making calls to those patients in the extremely medically vulnerable group who have received letters from the NHS telling them they need to shield and stay at home but have not contacted us via the shielding website or the inbound automated telephone line to indicate whether they have a support need.
- The call centre is not an inbound helpline (one that a customer initiates to a contact centre) and is separate to the automated telephone line through which people may register their support needs.
- Shielding call agents are working through the list of those people who have been identified as extremely vulnerable but have not yet registered via the shielding website.
- The aim of each call is to replicate the registration process offered through the shielding website or the inbound automated telephone line. Call agents therefore aim to:
 - Register the patient's support needs, or
 - Confirm they do not have a need.

How the Shielding Call Centre are prioritising which customers to call?

The Shielding Call Centre are prioritising calls to people who live alone, who are blind or visually impaired, are terminally ill or who we know have high care needs (as determined by the welfare benefits they claim). Everyone who has yet to

register and who is clinically extremely vulnerable will be contacted to establish whether they have support needs.

What happens with this data once it's collected?

The information collected via shielding website, the automated hotline and through the outbound call centre will be used to arrange food deliveries directly to vulnerable people where they indicate they need help with food and household groceries.

Where someone has indicated they have basic care needs this information will be passed to the East Riding of Yorkshire Council through the daily data the local authority are receiving on those who have registered the shielding website or the inbound automated telephone line

What is the process for those who have safeguarding or urgent welfare needs?

If the call agent identifies a safeguarding or urgent welfare need whilst on a call to a patient, there are two processes they may follow:

- **Emergency support:** This is where a patient is facing an immediate risk to life or of coming to serious harm. The call agent will transfer the patient call directly to the emergency services or contact emergency services on behalf of the patient if more appropriate.
- **Urgent support:** This would be triggered where a patient has no care or wellbeing support in place and will need support within less than 2 days or if an individual has no food and no way to access food within the next 7 days (the length of time it could take to get a grocery package to them via the national scheme) The call agent will contact the East Riding of Yorkshire social services department by telephone to provide details of the individual and their issues so this can be triaged locally.

Reporting Concerns

- Abuse is a serious crime. If you have immediate concerns for someone's safety call the police on 999 or for non-urgent enquiries call **101**
- If you're worried about a situation or someone you know who might be a victim of abuse in the East Riding of Yorkshire please call the Safeguarding Adults Team on **01482 396940** (Monday to Friday) or out of hours call **01377 241273** or email safeguardingadultsteam@eastriding.gov.uk.

Community response hub to support vulnerable residents during COVID - 19 pandemic - telephone number is (01482) 393919 between 9am-9pm Monday to Friday and 9am-6pm on Saturdays and Sundays. Emails should be sent to covid@eastriding.gov.uk