

Community Response Pathways and Support offer

Contact officer - Hannah Burgess

SHIELDED RESIDENT

Clinically Extremely Vulnerable residents can request support on the National Shielding Support System

All Slough residents can contact the Community Response Team
Monday - Friday
9am - 5pm
01753 944198

NON SHIELDED RESIDENT

Residents can request support via the One Slough Webform at
<https://oneslough.org.uk/covid19/>

The Community Response team triage these requests, making referrals to the main council contact centre, signposting residents to self-help advice or referring them to local community groups offering support

Where possible we ask resident to get support from friends and family or the NHS Volunteer Responders

Support Available

Main Contact Centre Support 01753 475111

Self Isolation Grants
Covid Business Grants
Food Vouchers
Environmental Health
Covid Guidance
All other council services

Prescription delivery

Community Pharmacies should be offering delivery for vulnerable

Escalate to NHS Responders if necessary

If no response in 2 working days, refer to SCT

Isolation & wellbeing

1:1 wellbeing calls
Peer support groups
Self Help Guidance

Food support

Residents should ask for friends & family for support

Priority Online shopping slots via NSSS or DEFRA

Escalate to NHS responders if above isn't available

If no response in 2 working days refer to SCT for essential shopping support

Slough Outreach offering emergency Hot Food provision

Foodbank voucher signposting

Signposting

Signposting to local support group and online advice and guidance.

The Community Response Team are also responsible for the call handling operations of Local Contact Tracing. There is no incoming phone line for LCT. National Government will contact a resident who has tested positive to Covid-19 on the contact number submitted when booking their test.