

## **COVID-19 Communications messages/activity report – 31 December 2020**

### **Re: Clinically Extremely Vulnerable (CEV) residents**

[Tier 4 Government guidance](#) came into force in Warwickshire on 31 December. The guidance places a number of restrictions on residents to stay home in order to limit their social interactions and the potential for the virus to spread.

The Government has identified and written to around 21,000 people in Warwickshire who are clinically extremely vulnerable to COVID-19 and they are strongly advised to take additional precautions by following Government shielding guidance. This may leave vulnerable residents isolated and cut off from support so the council is reaching out to them, and those who work with them, to remind them of guidance and help available from councils and partners at this time.

#### **1. Direct communication to CEV adults**

**The following SMS text and email messages have been sent to c.16,500 residents on 31<sup>st</sup> December. A letter will be sent to the remaining c.4,000 in the first week in January.**

#### **SMS text message:**

Following the announcement that we are now in Tier 4 lockdown the Government has asked Warwickshire County Council and [district & borough council name] to contact all Warwickshire residents who have been classified as being Clinically Extremely Vulnerable (CEV) and advise that we are here to help you to stay at home and avoid contact with others as much as possible. We can help if you need any information, advice, access to library services, support to access food, medicines, shopping or just a friendly voice if you are isolated or lonely. If you need support please visit [www.warwickshire.gov.uk/coronavirusvulnerable](http://www.warwickshire.gov.uk/coronavirusvulnerable) and <https://www.gov.uk/coronavirus-shielding-support> email [covidhotline@warwickshire.gov.uk](mailto:covidhotline@warwickshire.gov.uk) or call 0800 408 1447.

#### **Email message:**

**Subject:** Help and Support for people Clinically Extremely Vulnerable to COVID-19

Dear Resident

Following the announcement that we are now in Tier 4 lockdown, the Government has asked that we contact you as you have been identified as being clinically extremely vulnerable to COVID-19.

I wanted to ensure that you are aware of Government guidance which applies to you during this period of lockdown. The guidance for the clinically extremely vulnerable in Tier 4 is to stay at home and follow the latest shielding guidance. The latest guidance can be found by following this link [Government guidance on CEVs](#).

Warwickshire County Council, along with [district & borough council name] are here to support you to do this. We can help if you need any information, advice, access to library services, support to access food, medicines, shopping or simply someone to talk to if you are isolated or lonely.

We are here to help you. If you need support, please visit

[www.warwickshire.gov.uk/coronavirusvulnerable](http://www.warwickshire.gov.uk/coronavirusvulnerable) and [www.gov.uk/coronavirus-shielding-support](http://www.gov.uk/coronavirus-shielding-support)

Email: [covidhotline@warwickshire.gov.uk](mailto:covidhotline@warwickshire.gov.uk)

Or call 0800 408 1447.

In addition, we have maintained a directory of community services which may be helpful to you and a booklet 'Let's Do the Right Thing for Warwickshire' which has useful information to keep you safe, healthy and connected at this time.

I hope the above information is helpful, please continue to look after yourself and each other.

Yours sincerely



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## **2. Public/school message – CEV children and young people**

Message to be shared via channels:

- Facebook - public
- Heads Up – school newsletter
- FIS newsletter - families

**Education - protecting young people most at risk from COVID-19**

## Warwickshire is in Tier 4

The UK Chief Medical Officers have issued a [statement on schools and childcare reopening](#) which states that there is a very low rate of severe disease in children and young people from COVID-19. Schools have their own measures in place to limit the risk of transmission which can be found in [guidance on reopening of schools](#).

The government has recently identified and written to a small number of Warwickshire pupils and students who are clinically extremely vulnerable to COVID-19. As Warwickshire is currently in Tier 4, these children and young people are advised to follow Government shielding advice and not to attend school. If their parents or carers are clinically extremely vulnerable they can continue to go to school.

People are advised to discuss their specific circumstances with their GP or other medical professional responsible for their care if they have queries about being identified as clinically extremely vulnerable.

For help to access services and support, go to [www.warwickshire.gov.uk/coronavirusvulnerable](http://www.warwickshire.gov.uk/coronavirusvulnerable) or call 0800 408 1447.

For full Tier 4 guidance, visit [www.gov.uk/guidance/tier-4-stay-at-home](http://www.gov.uk/guidance/tier-4-stay-at-home)

### 3. CEV messages for social media

Anyone clinically extremely vulnerable to COVID-19 is strongly advised not to attend a place of work and to work from home if possible. Please speak to your employer and do not put yourself at risk. For information and support to stay at home go to [www.warwickshire.gov.uk/coronavirusvulnerable](http://www.warwickshire.gov.uk/coronavirusvulnerable) or call 0800 408 1447.

Are you clinically extremely vulnerable to COVID-19? Please follow Government shielding guidance and stay at home as much as possible to stay safe. If you are isolated without support please call 0800 408 1447 or go to [www.warwickshire.gov.uk/coronavirusvulnerable](http://www.warwickshire.gov.uk/coronavirusvulnerable)

During this difficult time the council and partners are offering extra help for clinically extremely vulnerable people who are shielding and have no access to support, visit:  
[warwickshire.gov.uk/coronavirusvulnerable](http://warwickshire.gov.uk/coronavirusvulnerable) or call 0800 408 1447



<p>If know someone who is clinically extremely vulnerable, isolated and needs extra help to get emotional support, financial advice or food please tell them to call 0800 4081447 or to visit:  <a href="http://warwickshire.gov.uk/coronavirusvulnerable">warwickshire.gov.uk/coronavirusvulnerable</a></p>	  <p>Do you know someone who is isolated and needs emotional support?</p>
<p>Are you isolated without support from family, friends or neighbours? Call 0800 408 1447 and we will do our best to help you get the support you need at this time. More online at  <a href="http://warwickshire.gov.uk/coronavirusvulnerable">warwickshire.gov.uk/coronavirusvulnerable</a></p>	  <p>Do you have no support at this time and need help?</p>
<p>Your community can be a source of information and support during the pandemic, please check out the directory for local services  <a href="https://apps.warwickshire.gov.uk/covid19directory">https://apps.warwickshire.gov.uk/covid19directory</a></p>	  <p>Are you finding it hard to manage right now?</p>
<p>The COVID-19 Community Directory is a one-stop shop for local support and services during this difficult time <a href="https://apps.warwickshire.gov.uk/covid19directory">https://apps.warwickshire.gov.uk/covid19directory</a></p>	  <p>The COVID-19 Community Directory is a one-stop shop for local support and services</p>
<p>We know that everyone is doing their best to ensure the people of Warwickshire can get through this – together and we thank you</p>	  <p>Working together to protect and support Warwickshire's most vulnerable residents</p>
<p>Partners in Warwickshire are committed to helping people get the food, medicines and support they need. Councils are contacting vulnerable residents to understand what matters to them and how we can help  <a href="http://www.warwickshire.gov.uk/coronavirus">www.warwickshire.gov.uk/coronavirus</a></p>	  <p>Working together to protect and support Warwickshire's most vulnerable residents</p>
<p>The Warwickshire local welfare scheme helps our most vulnerable residents at times of unavoidable crisis when they have no other means of help. The scheme provides basic and essential help for food and energy. People can apply to the scheme by calling 0800 4081448 or 01926 359182 or emailing  <a href="mailto:warwickshirelocalwelfarescheme@warwickshire.gov.uk">warwickshirelocalwelfarescheme@warwickshire.gov.uk</a> with your contact details.</p>	  <p>Working together to protect and support Warwickshire's most vulnerable residents</p>

#### 4. CEV message to employers – news release – 31 December

## **Warwickshire businesses and organisations are asked to support their clinically extremely vulnerable employees**

Following the announcement that Warwickshire entered into the new Tier 4 restrictions on the 31 December, those people identified as clinically extremely vulnerable (CEV) have been advised to avoid contact with others as much as possible. This means that they are strongly advised to work from home and, if that is not possible, then they should not attend work.

For those Warwickshire businesses and organisations who have CEV employees, they are being asked to speak to their staff as soon as possible about the new guidance and to make arrangements for them to work at home. If employees cannot work from home, then employers should consider whether their CEV employees will be eligible for the Coronavirus Job Retention Scheme (furlough), which has been extended until 30 April 2021. Employees may also be eligible for Statutory Sick Pay (SSP) or Employment and Support Allowance (ESA), to support them to stay at home and follow the guidance.

Employees who are identified as being CEV will receive a letter which advises them to shield, which can act as evidence for their eligibility for SSP or ESA. Employers should be aware that some may not receive their letter until the first week in January but, in the meantime, they are being asked to support their CEV employees to stay at home whilst waiting for this to arrive.

Warwickshire County Councillor Les Caborn, Portfolio Holder for Adult Social Care and Health, said: "These measures are really hard for individuals, employers and whole communities but they are necessary to keep people as safe as possible. We must do all we can to help people who are clinically extremely vulnerable and at very high risk of severe illness from COVID-19 to follow government advice: to stay at home as much as possible and access the support they need to do so."

Further information for employers is available at: <https://www.warwickshire.gov.uk/coronavirusbacktoworkguidance>

### **5. WCC website**

The council website has been updated to reflect Warwickshire in Tier 4 and link to guidance [www.warwickshire.gov.uk](http://www.warwickshire.gov.uk)

Information for CEV people is linked from the homepage or at [www.warwickshire.gov.uk/coronavirusvulnerable](http://www.warwickshire.gov.uk/coronavirusvulnerable)

### **6. General public support message promoting hotline on Free Radio – 28 December to 11 December**

If you live in Warwickshire and are struggling emotionally or financially, help and support is available to you.

Warwickshire County Council can help you access food and other essential items, as well as support for your mental health and wellbeing.

Call us on 0800 408 1447 or visit [Warwickshire.gov.uk](http://Warwickshire.gov.uk). That's 0800 408 1447 or visit [Warwickshire.gov.uk](http://Warwickshire.gov.uk)

We're here to help.

## **7.Further information**

Full Tier 4 guidance is available at [www.gov.uk/guidance/tier-4-stay-at-home](http://www.gov.uk/guidance/tier-4-stay-at-home)

Specific guidance for CEV is linked from [www.gov.uk/guidance/tier-4-stay-at-home#protecting-people-more-at-risk-from-coronavirus](http://www.gov.uk/guidance/tier-4-stay-at-home#protecting-people-more-at-risk-from-coronavirus)

For more information about support for CEV individuals please contact John Findlay [johnfindlay@warwickshire.gov.uk](mailto:johnfindlay@warwickshire.gov.uk) or Kushal Birla [kushalbirla@warwickshire.gov.uk](mailto:kushalbirla@warwickshire.gov.uk)