



# SUPPORT FOR VULNERABLE RESIDENTS

TOWN COUNCIL MEETING

REPORT 46/20

15 JUNE 2020

The purpose of this Report is to ask Members to provide an update on the current support arrangements the Town Council has in place for vulnerable residents.

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**No. DETAILS**

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**1) BACKGROUND**

- a) The current arrangements for supporting vulnerable local residents started in the early days of the lockdown, led by the Town Council's Community Development Officer Tony McCarthy, supported by Assistant Town Clerk Alison Killick and Administrator Morgan Williams.
  - b) The arrangements flourished thanks to the amazing number of the town's residents willing to offer their support as volunteers.
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**2) SERVICES PROVIDED TO DATE**

- a) The scheme now has a total of 40 volunteers providing collection and delivery services for shopping and medications with another 17 providing regular telephone support for isolated vulnerable residents.
  - b) Nearly 600 services of shopping and medication collection for local vulnerable residents have been recorded to date and that is an understatement as additional collections are being carried out by direct contact between some volunteers and residents.
  - c) Recorded shopping services currently total 125 in a total of £4,675 has been paid by volunteers and reclaimed from the Town Council of which £3,636 has already been repaid by the residents through issued invoices.
  - d) Shopping services represent 20% of the total services to date with the remainder involving medication collection, mainly from Boots and including a once a week collection for one resident from St Mary's.
  - e) Volunteers are able to reclaim their travel expenses for these collections and deliveries from the Town Council but to date only £258 has been reclaimed and that is chargeable to the grant funding.
  - f) In addition, volunteers have been managing the queues at Boots and the Post Office; the Post Office has now extended its opening time by adding Tuesdays to its original Monday, Thursday and Friday.
  - g) The whole scheme was discussed at the 11 June meeting of the Community Development Group that noted that demand was beginning to decline.
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**3) SUSTAINABILITY**

The matter of how long the services will be needed at or near the current level is under consideration by the staff team as demands on three staff in particular have been considerable.

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