



# SUPPORT FOR VULNERABLE RESIDENTS

TOWN COUNCIL MEETING

REPORT 61/20

10 AUGUST 2020

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

## No. DETAILS

### 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.

### 2) SERVICES PROVIDED TO DATE

- a) Nearly 750 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.
- b) Recorded shopping services currently total 166 in a total of £6,865 has been paid by volunteers and reclaimed from the Town Council of which £6,298 has already been repaid by the residents through issued invoices.
- c) Volunteers are able to reclaim their travel expenses for these collections and deliveries from the Town Council; to date only £449 has been reclaimed and that is chargeable to the grant funding.

### 3) SUSTAINABILITY

- a) Requests for the services are declining as expected.
- b) In the week beginning 27 July there were three shopping requests compared with the weekly average the 14 weeks of 10.
- c) The total number of requests for support in that same week was 12, compared with the 14 week average of 48.
- d) Volunteers have also declined in numbers recently as with the lifting of lockdown some have returned to work or found jobs.