

November 2020

Dear Warwickshire Resident

COVID-19 SUPPORT – WE ARE HERE FOR YOU

I am writing to you as you will have been contacted by the Government confirming that you or your child has been identified as Clinically Extremely Vulnerable to COVID-19.

You may also have received a text message or email from us so please forgive an additional contact; we want to ensure we reach everyone identified as Clinically Extremely Vulnerable so you know we are here for you and how to access help.

All those identified as Clinically Extremely Vulnerable to COVID-19 are advised to take extra precautions to protect themselves during this period of lockdown by staying at home as much as possible and limiting their contact with others.

The Government's guidance which is currently in place until 3 December is available at www.gov.uk/guidance. It is different and less restrictive than the full shielding programme which ran until the end of July 2020, however you are still considered to be vulnerable and should take steps to keep yourself as safe as possible.

Clinically Extremely Vulnerable adults are advised to stay at home, except for exercise or essential health appointments and are strongly advised to work from home, if they can.

Some children and young people identified in the spring and summer as Clinically Extremely Vulnerable are no longer thought to be at highest risk. They should follow the general rules that apply to the public on staying safe and can attend school.

A very small number of children and young people will still need to remain on the shielded patient list for the longer-term and we advise them to follow the new guidance for the Clinically Extremely Vulnerable. If you have not heard from your child's hospital, or GP, please contact whoever usually provides care for your child to check whether they should still be considered as Clinically Extremely Vulnerable. If this is the case, your child's school will arrange for them to be educated at home.

If you are Clinically Extremely Vulnerable and live with a child or children of school age who are not Clinically Extremely Vulnerable, they should continue to attend school.

We know that this may be a difficult time for you and that you may be feeling worried so I want to let you know that you are not alone and to reassure you that support is available should you need it.

Warwickshire County Council and our partners are here for you and can help you to access services, food, shopping, medicines or if you simply need someone to talk to if you are feeling isolated or lonely.

There is much you can access without leaving your home such as the Library Service, which is currently providing remote and online services including e-books, e-magazines, book deliveries and

welfare calls, and the Family Information Service, which can help parents and carers with all sorts of enquiries. We can also help you access shopping through food retailers and put you in touch with a range of community and voluntary sector partners who can also provide support.

This may include talking to someone, helping you, if you are experiencing hardship or emotional problems, health and wellbeing advice and assistance with shopping and medicine collections.

There are many ways for you to seek support and get in touch:

- More information is available at www.warwickshire.gov.uk/coronavirusvulnerable or www.gov.uk/coronavirus-shielding-support
- For specific concerns you can email covidhotline@warwickshire.gov.uk, call 0800 408 1447 or contact your local council:
Warwick District Council - 01926 456111
Stratford-on-Avon District Council - 01789 260980
Nuneaton & Bedworth Borough Council - 02476 376376
North Warwickshire Borough Council - 01827 715341
Rugby Borough Council - 01788 533533
- A directory of helpful community services is online at <https://apps.warwickshire.gov.uk/covid19directory>
- To access remote and online services from Libraries go to www.warwickshire.gov.uk/libraries
- A booklet to keep you safe, healthy and connected at this time has been mailed to you and can be viewed at www.warwickshire.gov.uk/covidbooklet

Working together with partners across Warwickshire we are committed to ensuring no person is left in crisis because of the coronavirus outbreak so please use this support.

Be reassured that Warwickshire County Council services remain open and some of our services are being provided differently due to the national restrictions. For general advice and service information please continue to call 01926 410410 or visit www.warwickshire.gov.uk, or use your district or borough council's contact centre and website.

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

Yours sincerely



Monica Fogarty
Chief Executive