

# South Gloucestershire Community Support Toolkit

Everything you need to know to provide support in your local  
community

# Who is this for?

This guide can be used by any council staff, partner agencies, Mutual Aid Groups and anyone in the community and voluntary sector. It will help you to signpost members of the public to the right support to help them through the Covid-19 pandemic.

This guide contains all the numbers and advice you should need but more information can be found on [the South Glos Council Website.](#)

# Contents

[4. Key Contacts](#)  
[5. GDPR](#)  
[5. Data Collection](#)  
[6. Shielding](#)  
[6. Clinically Vulnerable](#)  
[7. Mutual Aid Groups](#)  
[8. Test and Trace](#)  
[9. Self-Isolating](#)  
[10. Food Including Pet Food](#)  
[11. Money and Household Bills](#)  
[12. Prescriptions](#)  
[12. Housing](#)  
[13. Jobs](#)

[13. Healthy Living](#)  
[14. Mental Health](#)  
[15. Bereavement](#)  
[15. Caring for others](#)  
[16. Safeguarding](#)  
[17. Family Support and Preventative Services](#)  
[18. Personal Safety and Domestic Abuse](#)  
[19. Tension Monitoring](#)  
[19. Volunteering](#)

# Key Contacts

- **Council Covid-19 Support helpline:** help and support re Coronavirus, contact freephone **0800 953 7778**
- **Southern Brooks Community Hub**, for support accessing community services, contact [Communitysupport@southernbrooks.org.uk](mailto:Communitysupport@southernbrooks.org.uk) 0333 5774666 (9am-5pm Monday- Friday, 10am-2pm Saturdays)
- **Mutual Aid and Community Support Directory**, to find out who is providing neighbourhood help and assistance in your area, contact [01454 864886](tel:01454864886) (9am to 5pm, Monday to Friday)
- **Council contact Centre**, for all other council enquires, including emergencies outside of office hours contact [01454 868009](tel:01454868009)

For the people you're helping, their most important contacts are their friends, family and the people supporting them. Always ask about the connections people have. Is there a way you can support them to reconnect? What are their barriers to connecting with them?

If it's a faith or interest group they might be meeting online or offer telephone conversations. Have a look online and see what you can find.



# GDPR

Any group that manages personal information must make sure they protect it from being given to the wrong people.

Any information which could identify a person including their name, address, email or phone number, must be protected.

Never give out any identifying information without a person's permission, even if it's in order to help them.

If possible, signpost rather than refer. Ask the person to contact the agency themselves.

**The only time you can share someone's information without their consent is if they are a vulnerable person at risk of abuse, or are at risk of harming themselves or others.**

[To see how the council uses personal data, follow this link.](#)

# Data Collection

In order to improve the support the council and other services provide we need evidence of the level of need in your area.

Community groups can help by keeping a record of all the errands you run, people you help and volunteers you have. The more information you collect, the better.

A spreadsheet or simple list of numbers helped, when and what help you provided is enough. Even a simple list can help prove the need for support in your area.

Make sure none of the information you collect could identify the people you help.

For support on data collection you can email [louisedelmege@southernbrooks.org.uk](mailto:louisedelmege@southernbrooks.org.uk) or [dainelleduggan@southernbrooks.org.uk](mailto:dainelleduggan@southernbrooks.org.uk)

[Back to Contents](#)

# Shielding

## **‘Shielded’ or ‘Clinically Extremely Vulnerable’**

are technical terms used by the government to refer to people who have been identified by their medical professional as having underlying health conditions that put them at very high risk of severe illness if they catch coronavirus.

These people have received guidance from the NHS to take additional action to prevent themselves from coming into contact with the virus. This is known as ‘Shielding’.

[Government Guidance about Shielding can be found here](#)

# Clinically Vulnerable

Less severe than the shielding group the clinically vulnerable group are people with certain health conditions meaning they are at higher risk of severe illness from coronavirus.

When the virus is circulating in the community, local lockdown communications will advise this group

[The list of conditions this affects is here.](#)

# Mutual Aid groups and How to Refer to them

South Glos Council uses the term "Mutual Aid groups" to refer to groups set up in local areas, mostly over social media organised by people in their community to support others in the community.

Mutual Aid groups are not equipped to offer support to people with complex needs and it is not appropriate to make referrals to them in these cases. They are not social workers.

The [Community Aid Directory](#) includes contact details for these groups as well as voluntary sector organisations who are working alongside these groups to support residents at a very local level. You can use search functions by area and subject matter to find the right groups.

If you need to update your details on this site you can email the changes you want to [communityaid@southglos.gov.uk](mailto:communityaid@southglos.gov.uk)

In general, Mutual Aid groups will offer support with food shopping, prescription collections, dog walking and phone chats for people who are isolated.

Mutual Aid volunteers can signpost to other services, but it is not their responsibility to assess a person's needs and arrange support for them. This is the responsibility of professional organisations.

If an individual is referred to a Mutual Aid Group and they feel unable to provide the level of support they need, the group will refer the person back to the professional organisation.

If you are having difficulty contacting a Mutual Aid group or have any concerns, please contact:

[danielleduggan@southernbrooks.org.uk](mailto:danielleduggan@southernbrooks.org.uk) or

[louisedelmege@southernbrooks.org.uk](mailto:louisedelmege@southernbrooks.org.uk)

Use the South Gloucestershire [financial safety advice](#) for guidance on managing money as a Mutual Aid Group.

# Test and Trace

Information about Test and Trace, how it works and what you should do is available on [the NHS website](#).

[You can book a test online using this link](#). Or call 119 from 7am-11pm

[Financial support to enable people to self-isolate is available from South Glos Council](#)

Test and Trace will ask about:

- Current symptoms, date they started
- Description and details of household contacts
- Known support needs during isolation
- Name and contact details of anyone outside their household they have been in close contact with in the two days before their symptoms started
- Details of settings attended (workplace, healthcare setting, school for example)

Contact tracers will never:

- Ask for any personal information other than what's listed here.
- Ask for people to share or set up passwords or logins or to download software.
- They will not ask people to dial a premium rate number or access any website that does not belong to the government or the NHS.
- Will not require any form of payment

[NHS Test and Trace contact-tracing website](#)

# Self-Isolating

Self-isolating is when you stay in your home because you are likely to have the virus.

[For all the details on the current lockdown restrictions use this link.](#)

You should self-isolate if:

- You are told to by Test and Trace
- You have any symptoms of the coronavirus
- Someone in your household has symptoms of coronavirus

If another member of your household is isolating because they have been near someone with the virus but they have no symptoms themselves, you do not need to also isolate.

[More information on when and how to self-isolate is available on the NHS website.](#)

If you are worried about a person's ability to self-isolate because of ill health or cognitive reasons, please contact the social care team.

To refer to Adult Social Care contact: [CSODesk@southglos.gov.uk](mailto:CSODesk@southglos.gov.uk) or

Tel: 01454 868007 (01454 615165 out of hours)

For Children contact ART 01454 866000 (01454 615165 out of hours) or [accessandresponse@southglos.gov.uk](mailto:accessandresponse@southglos.gov.uk)

Outside Office hours: 01454 615165

[Financial support to enable people to self-isolate is available from South Glos Council](#)

[Back to Contents](#)

# Food (including pet food)

This guide has been put together by Southern Brooks. It explains how to access food during lockdown.

[Getting enough Food to Eat Guide](#)

When shopping for food it's vital that facemasks are worn.

[More advice on facemasks and exemptions can be found on this page.](#)

DEFRA have a priority shopping scheme with Tesco and Iceland. This is for people who can afford food but are unable to practically get food. To find out more about this scheme call [01454 868364](tel:01454868364) or email [Prioritysupermarketdelivery@southglos.gov.uk](mailto:Prioritysupermarketdelivery@southglos.gov.uk)

Monday to Friday 9am – 5pm

Many Mutual Aid groups are helping people who are unable to go out to the shops themselves. [You can find out which offer this and get in touch using this link.](#)

If you are a community or Mutual Aid group who would like to provide free food support for your community, [you can use this guide to help you.](#)

Southern Brooks can help source some emergency food and pet food parcels for those who can't afford it.

Contact them using 0333 5774666 9am-5pm

Monday- Friday, 10am-2pm Saturdays

or email [Communitysupport@southernbrooks.org.uk](mailto:Communitysupport@southernbrooks.org.uk)

If someone can't afford food, ask if they have enough food for the next 24 hours, if not tell them to call Southern Brooks.

You can also call the council emergency line on [01454 868009](tel:01454868009)

[Back to Contents](#)

# Money and Household Bills

Financial Support information from South Gloucestershire Council is available [on this page](#).

Government guidance is available [on this page](#)

[Financial support to enable people to self-isolate is available from South Glos Council](#)

The council also has an emergency Welfare grant. [You can find out about it here](#).

Information and advice to help with energy bills, including top up for pre-pay meters and loans and grants for home improvements is available from Warm and Well with Severn Wye.

- Free Energy Advice Line: 0800 500 3076

- [Citizens Advice South Glos.](#)  
Tel. 01454 334961  
Monday to Friday 10:00am to 4:00pm or  
the Citizens Advice national advice line: 03444 111 444
- [Age UK South Glos. for older people](#)  
Tel. 01454 411707  
Monday to Friday 9:30am to 1:00pm or  
the Age UK national advice line: 0800 678 1602
- [North Bristol Advice Centre](#)  
Tel. 07731 842 763 or 07595 047 278  
Monday to Friday 9:00am to 5:00pm
- [Talking Money](#)  
Tel. 0117 954 3990  
Monday to Friday 9:30am to 5:30pm
- [Bristol Law Centre](#)  
Tel. 0117 924 8662  
Monday to Friday 10:00am to 4pm

# Prescriptions

Most Pharmacies and/or GP surgeries will have provision for delivery to people who can't leave the house. The first recommendation should always be to contact their GP or local pharmacy directly.

If the pharmacy or GP can't provide delivery or the situation is urgent, please refer to Southern Brooks who have access to community drivers.

[Communitysupport@southernbrooks.org.uk](mailto:Communitysupport@southernbrooks.org.uk) 0333 5774666 (9am-5pm Monday- Friday, 10am-2pm Saturdays)

Some [Mutual Aid groups](#) are offering to send volunteers to collect prescriptions for people who can't go themselves.

# Housing

- [South Gloucestershire Housing pages have lots of information for people with housing problems, including landlords.](#)
- [Homelessness information on SGC website](#)
- [Support with repairs in your home is available through the handyman scheme](#)
- [Government guidance for Landlords and Tenants is available here.](#)
- Joining a tenant or community union such as [ACORN](#) or [Generation Rent](#) is a good way to get support on housing issues.

They can help you negotiate a reasonable repayment plan for any arrears, as per government guidance.

**Evictions are banned until 11th January 2021. Any eviction notices served with an earlier deadline are invalid and evicting anyone before that date is a criminal offence.**

[Back to Contents](#)



# Jobs

- [Employers advice for Gouth Glos residents is here](#)

For help and advice on employment you can contact:

- [Bristol Law Centre](#)  
Tel. 0117 924 8662 Monday to Friday 10am to 4pm
- [Citizens Advice South Glos.](#)  
Tel. 01454 334961 Monday to Friday 10am to 4pm
- Citizens Advice national advice line: 03444 111 444
- [Government guidance is available here](#)
- Job Centres are open for people to attend appointments if they're unable to access services online.

To access support from the Job Centre people can call their local centre or go through their "Journals"

# Healthy Living

- Health Services and Lifestyle Support Services are still available during the pandemic but many will have changed how they operate.

- **For all health concerns**, people should call their GP or 111.

One You South Glos offers help and advice on how to get and stay healthy.

- [One You Website](#) provides information on staying healthy physically and emotionally.

It includes some quizzes that will give you an overview of your health and help you work out what to focus on when trying to feel better.

- [Health and Wellbeing Council pages](#)

# Mental Health

- [One You South Glos has advice on mental health as well as physical.](#)
- [One You offers specific advice for children and young people.](#)
- [NHS: Every Mind Matter Pages has articles and guidance on coping with lockdown.](#)
- [The Mind You Website is available for Children and Young People in South Gloucestershire](#)
- Southern Brooks provide wellbeing support available by calling 01454 868583 or emailing [wellbeing@southernbrooks.org.uk](mailto:wellbeing@southernbrooks.org.uk)
- [Avon and Wiltshire Partnership \(AWP\)](#) 24/7 Phone line 0300 3031320

They provide advice, guidance and support over the phone and are for both adults and children.

Activity, a good diet, manageable stress and connections with others are essential for good mental health. What barriers are in the way of these things?

- Does the person have access to good food?
- Are they worried about money or housing?
- Do they understand the rules for going outside?
- What barriers are there that are stopping them connecting with friends or family?

The advice in this toolkit should help you to tackle all these issues.

# Bereavement

[Government advice and practical guidance for when someone dies during the coronavirus pandemic.](#) Including funeral arrangements and registering death.

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[NHS advice for dealing with grief after bereavement and loss.](#)

The advice on the Mental Health available in this Toolkit might also help people who are struggling with grief.

# Caring for Others

If someone is caring for someone who couldn't cope without their help, then there is support available to help them with their caring role.

[Carers Support Centre](#) will help to navigate practical support, welfare and benefits, understanding rights and understanding services.

- Carers Line 0117 965 2200

- [The website holds lots of information about caring during coronavirus with a number of situations in mind.](#)

# Safeguarding

[The South Glos Safeguarding website](#) explains how to report any concerns for adults or children if you are worried the person is at risk of abuse or neglect.

**If you believe a child, adult or vulnerable person is at risk of abuse or harm to themselves, to others or from others, you have a duty of care to report your concerns to the appropriate safeguarding team in South Gloucestershire. You must do this even if they ask you not to. These teams are ART for children and Adult social care for adults.**

- **For Children:** The Action and Response Team is the single front door for all targeted children and family support. They will assess what service is required, including preventative services.

Contact ART 01454 866000 (01454 615165 out of hours)  
or [accessandresponse@southglos.gov.uk](mailto:accessandresponse@southglos.gov.uk)

The [Council Website](#) holds a lot of information for residents on how to access support for a wide range of reasons.

If you come across people who you feel may not have capacity to make a decision about their needs - for instance if they appear muddled and confused or may have dementia - you can ask them if they already have help at home.

If you are concerned, refer to Adult Social Care

- **To refer to Adult Social Care:** The First Contact Team will assess which service is most appropriate

First Contact Team: CSODesk@southglos.gov.uk or  
Tel: 01454 868007 (01454 615165 out of hours)

Additional needs, such as a learning disability could make handling lockdown extra difficult. Other difficulties could stem from lack of community cohesion, young people caring for members of their family or online bullying.

- [The WellAware website](#) has advice on a wide range of concerns

# Family Support and Preventative Services

Many different services are responsible for supporting and protecting vulnerable families and children. This includes providing them with extra help to prevent things needs getting worse. These are the family support services.

If you think a family may need additional support, or you need to speak to someone about an issue or concern you are having with a child or family you can contact the [Access and Response Team \(ART\)](#).

The ART team handle calls from the public and professionals on all children's concerns, and will gather information about any concerns before assessing each case and determining the next appropriate steps.

To refer to ART, you must follow the data protection guidelines and processes for your organisation. Always gain consent to share the person's information.

**If you believe a child, adult or vulnerable person is at risk of abuse or harm to themselves, to others or from others, you have a duty of care to report your concerns to the appropriate safeguarding team in South Gloucestershire. You must do this even if they ask you not to. These teams are ART for children and Adult social care for adults.**

Contact ART 01454 866000 (01454 615165 out of hours) or [accessandresponse@southglos.gov.uk](mailto:accessandresponse@southglos.gov.uk)

# Personal Safety and Domestic Abuse

The pandemic has made many people more anxious than they were before. More people are looking for help online. It's important you help them understand how to do this safely.

When using community Facebook groups, encourage the resident to go through the coordinators and not directly ask for help on facebook or to a whatsapp group. This means the process can be monitored by the coordinator.

Remind people never to post their address, number or bank details in a public Facebook group.

Use the South Gloucestershire [financial safety advice](#) to remind the resident to keep their finances safe and alert to possible scams.

[Avon and Somerset Police](#) response to Covid-19. Service changes, keeping safe and reporting crime.

[Information about Domestic Violence and Abuse and the support available can be found on the Council website.](#)

If you are concerned about safety and need help and support

- [Next Link](#) domestic abuse help line on 0117 925 0680 10am to 4pm Monday - Friday

If you are a professional working with the community, you may notice tensions or be told of tensions rising between people and groups.

The Community Cohesion steering group operates a tension monitoring process which your organisation may want to join.

Contact: [communitysafetyteam@southglos.gov.uk](mailto:communitysafetyteam@southglos.gov.uk) or phone 01454 868751 (9am-5pm Monday-Friday)

[Back to Contents](#)

# Tension Monitoring

South Gloucestershire Council is committed to supporting [Community cohesion](#).

As part of this work the council keeps track of any tensions in communities across the county. Tensions are any bad rumours, graffiti or incidences of violence which make a local area feel unsafe and unwelcoming to particular groups or individuals. For example, racist symbols painted on walls.

It's important that you report any tensions you come across. Reporting these means the council can build up a picture of any raising tensions and take action before they escalate.

[To report tension fill in this form](#) and email it to [communitysafetyteam@southglos.gov.uk](mailto:communitysafetyteam@southglos.gov.uk)

Any questions you can call 01454 86 8751

[More information on Community Tension monitoring is available here.](#)

# Volunteering

If residents would like to help volunteer, refer to the [community aid directory](#) and suggest they sign up with the local groups to volunteer.

If you need to update your details on this site you can email the changes you want to [communityaid@southglos.gov.uk](mailto:communityaid@southglos.gov.uk)

For current opportunities in the community voluntary sector see the Council's [Volunteer Centre Pages](#)

[CVS also has advice on local volunteering opportunities.](#)

[Back to Contents](#)