

Community Hub Referrals

This is the process to follow for making Social Welfare referrals (support from volunteers) arising from COVID-19

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Referral routes:

- OCC Customer Service Centre
 - OCC Shield Line
 - ASC Locality Hubs
 - NHS CALM Clinics
 - Social Workers (CSC)
 - Locality Comm Supp Services (LCSS)
 - District Hubs
- *CSC (Children's Social Care)

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Social Welfare prioritisation Rag rating examples:

- **RED:** Urgently needs support (will become more vulnerable if not - food or Medicine collection, high mental health need).
- **AMBER:** Medium need for support - medium mental health, low food stock, errands, IT support.
- **GREEN:** Low need for support - dog walking, gardening, befriending.

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Referral Levels:

1. People only need Social Welfare & do not require support to access the internet (self-serve):

Once exhausted all existing informal support networks using Strengths Based Approach:

→ signpost directly to <https://www.oxfordshireallin.org/> [County, not City]

→ signpost directly to <https://oxfordtogether.org/> [City only, not County] 01865 249 811

2. Shielded individuals (ASC) or families with a shielded member (CSC) who do not require support to access the internet (self-serve):

→ Manage Shield process first via CSC or ASC/NHS Hubs then signpost as above (1) <if> Social Welfare not met through informal support networks, <and> person does not require support to self-serve.

3. People only need Social Welfare & do require support to access a volunteer:

→ Provide warm handoff by referring individual directly onto local District hubs (see contact list in map below) to find support required.

4. Shielded individuals (ASC) or families with a shielded member (CSC) who do require support to access a volunteer:

→ Manage Shield process first via CSC or ASC/NHS Hubs then warm handoff as above (3) <if> Social Welfare not met through informal support networks, <and> person does require support to access a volunteer.

*Prioritise Shielded or known/identified as vulnerable.

*If identify Social Care need or urgent food need signpost to OCC Cust Serv Centre. [01865 792 422]

*If identify a health need signpost to GP, or urgent health need signpost to 111.

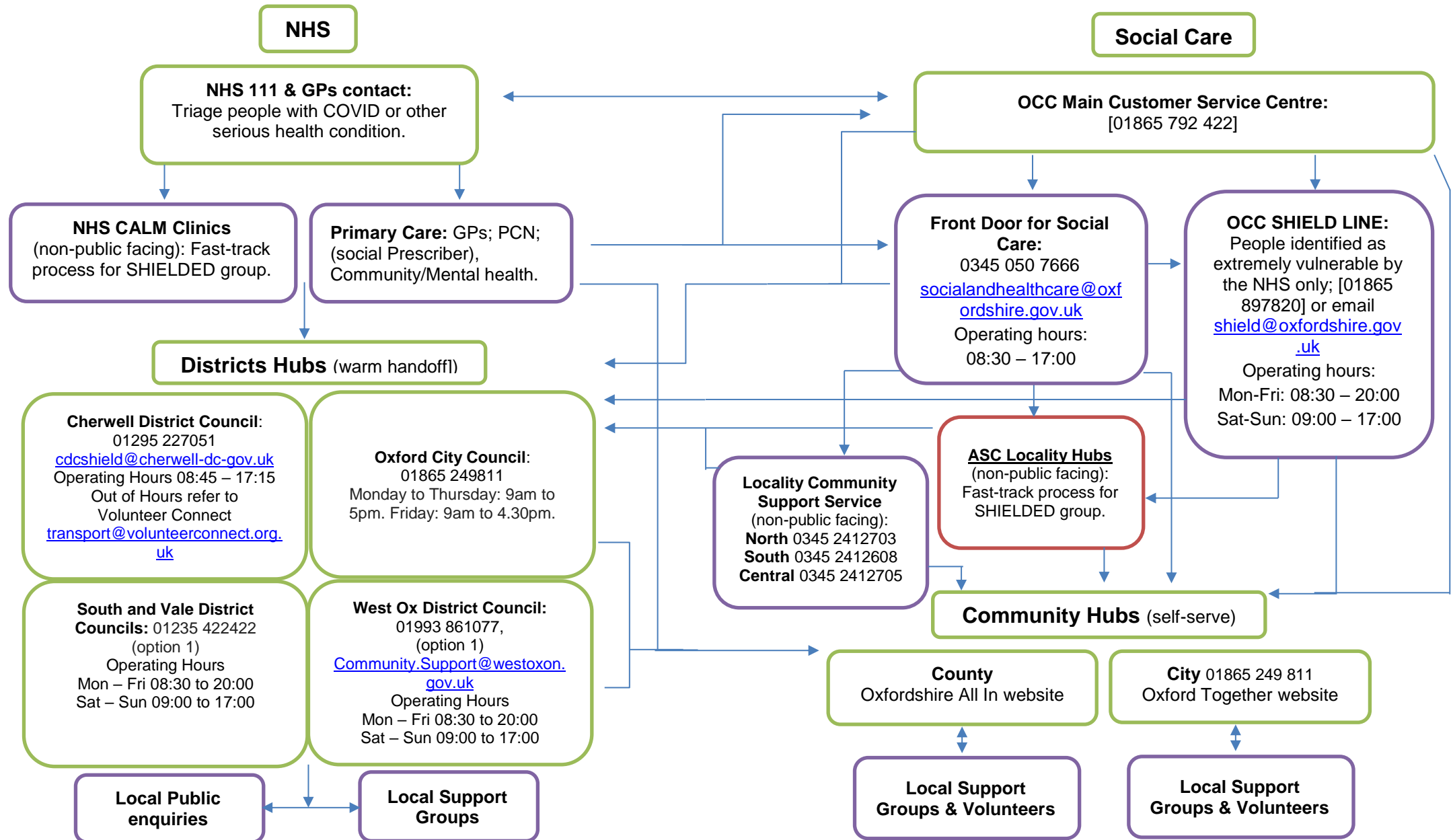
Shield Line: If identified as extremely vulnerable by the NHS and have no support network, contact the Shield Line on: 01865 89 78 20 or email shield@oxfordshire.gov.uk. If you live in Oxford City, you can also phone 01865 24 98 11 between 8am and 5pm or visit www.oxford.gov.uk/CommunityAssistance

IMPORTANT NOTE:

If a concern arises around: health, social care need, safeguarding, fraud, or other risk, please refer back to the OCC Cust Serv Centre providing details of the concern. Or directly to safeguarding / relevant agency.

*Note: process map is a live document. Please ensure you are using the latest version.

Oxfordshire Hubs Map



*Note: process map is a live document. Please ensure you are using the latest version.