



COVID 19: Bristol City Council Update

Issued: 28/03/20

Please find an update from Bristol City Council regarding **Emergency Food Provision** for vulnerable people told to shield.

- For the past few days we have been working with central Government to plan support for people who have received letters telling them they need to shield. Shielding is a measure being used during the pandemic to protect people who are clinically extremely vulnerable of serious illness if they contract COVID-19 coronavirus. They have been told to restrict interaction with others. These individuals have been advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks
- Those who have been told to shield have been asked to register if they need support – some people have support in place so will decide not to register. They can register online here: <https://www.gov.uk/coronavirus-extremely-vulnerable> or by calling 0800 0288327
- Bristol City Council received a list of people who have registered for support – this totalled just over 300 people
- Yesterday, we telephoned all the people on the list and spoke to them all. They were asked if they needed emergency food. Many had food already or support in place providing food. 53 people required emergency food
- This morning, food supplied from central Government was delivered to City Hall
- Council staff mobilised volunteers who had registered on the Can Do Bristol webpage
- Food was packaged up in a sterile way and delivered by taxi drivers who usually provide Home to School transport
- The press release about this is [available online](#).

What do you need me to do?

- It is likely that not every person who has received a shielding letter has realised they need to register with the government for support
- **If you get contacted by anyone who has received a letter but hasn't had a call from the council please check:**
 - Have they registered? If not, please advise them to register online here: <https://www.gov.uk/coronavirus-extremely-vulnerable> or by calling 0800 0288327
 - If they have registered but not received a call, please ask them if they need emergency food. If they do, please ask them to email (or email on their behalf): coronavirus@bristol.gov.uk marking the subject heading as URGENT we can then contact them directly and assess their needs. As of next week we will have a phone line in place as well for vulnerable people
 - If they have registered but do not need emergency food, please ask them to call the Government on 0800 0288327 to check if they have registered correctly.

Please share this information across your networks.

With thanks for all you are doing. Stay safe, keep well.

The Voscur Team