

WE ARE ISLINGTON



We Are Islington - Overview

- Launched on 21 March 2020 in response to the Covid Pandemic
- Brings together range of Council and Community services under a 'single umbrella' of support to assist residents affected by the outbreak
- Offers assistance for anyone who is **vulnerable** or **self-isolating**, with food drops, medicine collection and other practical support, as well as arranging someone to talk to if people are feeling lonely while self-isolating
- Responds to a range of other Covid related enquiries of concern to residents including council tax etc.
- Phone line (020 7527 8222 is open Monday to Sunday from 9am-5pm.
- Residents can also email weareislington@islington.gov.uk or use the [BSL Signvideo service](#)

We Are Islington – Overview (cont)

Calls and emails are routed depending on the residents' specific needs and can include referrals to:

- Food delivery services
- Medication services
- Income Maximisation
- Resident Support Service
- Adults Social Care
- Children's Services
- Services to support residents that are suffering from social isolation
- Domestic violence services
- Government agencies
- Community services – supported by a community directory

Who Have We Helped?



Calls and Emails

- We receive emails and telephone calls from individual residents, GPs, Councillors, Mutual Aid Groups and many other partner organisations with requests to check on residents and assess their needs
- Since it was launched, the helpline has received over 16,512 contacts

Proactive Contact

- We made proactive contacts with over 7,700 shielded residents
- Services also alert us to other vulnerable residents that may need additional support - we have contacted over 800 additional potentially vulnerable residents

Clinically Extremely Vulnerable (CEV's)

- Currently we have 12,643 (6,743 Dec and 5900 Feb) residents categorised as CEV and advised to stay at home
- In the process of contacting people that have registered on the Government's new website and indicated they have a support need



Who have we helped? (cont)



WAI Main Support Requests

Data sources: LBI Hitachi CRM

16,512
Support Requests



1085
Financial Difficulties

4044
Food Support

363
Fuel Support

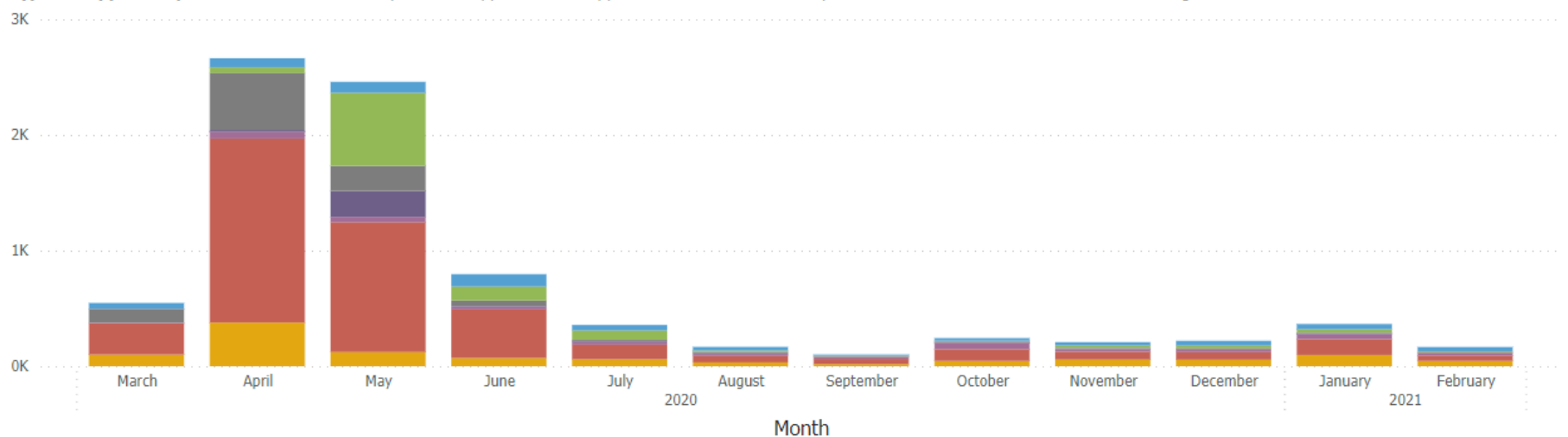
299
Needs Carer

908
Prescription Medication

989
Welfare Concerns

601
Wellbeing

Type of Support Requested ● Financial Difficulty ● Food Support ● Fuel Support ● Needs Carer ● Prescription Medication ● Welfare Concerns ● Wellbeing



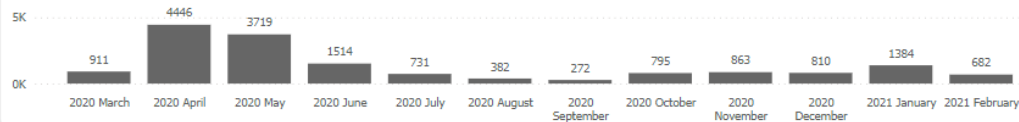
Who have we helped? (cont 2)



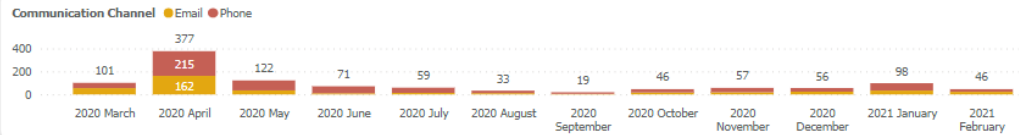
WAI Support Request Types by Channel

Data sources: LBI Hitachi CRM

16,508
Support Requests



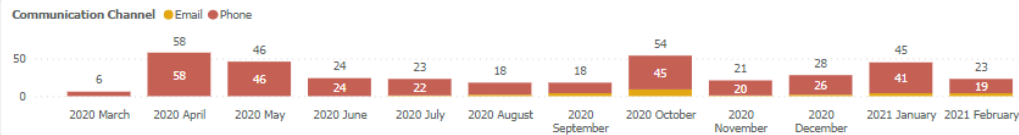
1085
Financial Difficulties



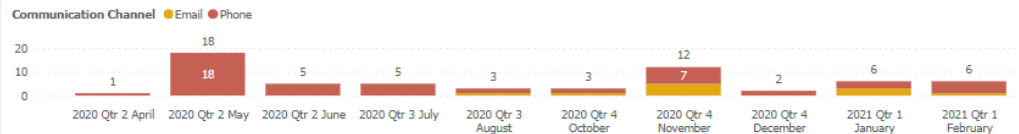
4044
Food Support



363
Fuel Support



61
Social Connections



Top 5 Types of Support Requested

Communication Channel ● Email ● Phone ● Unknown



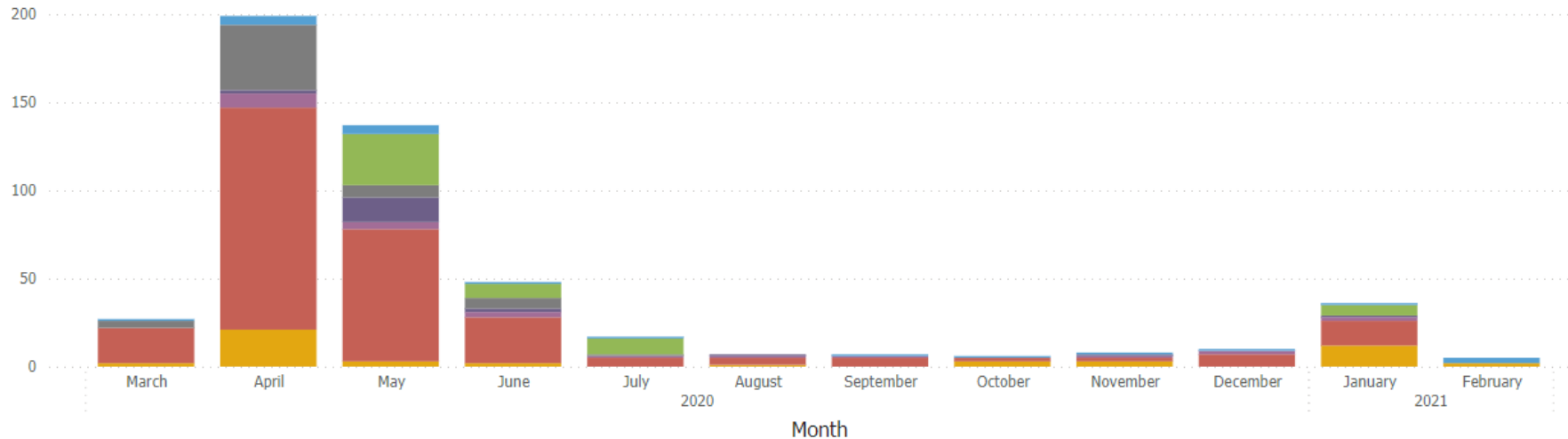
WE ARE
ISLINGTON



Data sources: LBI Hitachi CRM

* The spike seen on 31st July 2020 is due to inaccurate entry of historic data

Type of Support Requested ● Financial Difficulty ● Food Support ● Fuel Support ● Needs Carer ● Prescription Medication ● Welfare Concerns ● Wellbeing



We Are Islington – Test and Trace

Local test and trace service went live 23 November 2020.



Local Test & Trace Records

Overview

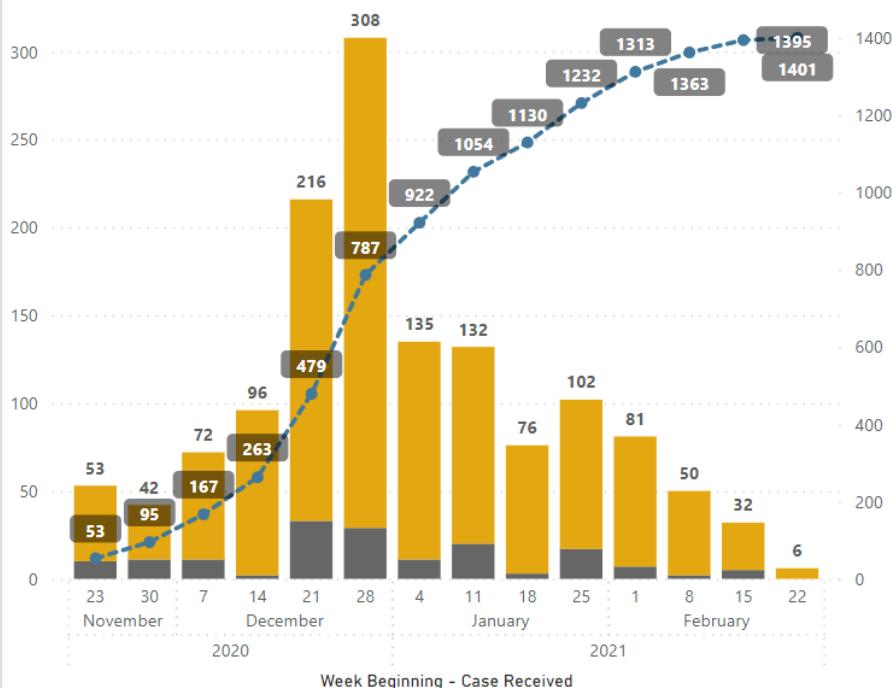
Menu & Settings



All Cases by Week Beginning

1401	45	1240	142	8
Cases from PHE	Avg Cases Per Day	Contact Required	Child Cases	Referred to WAI

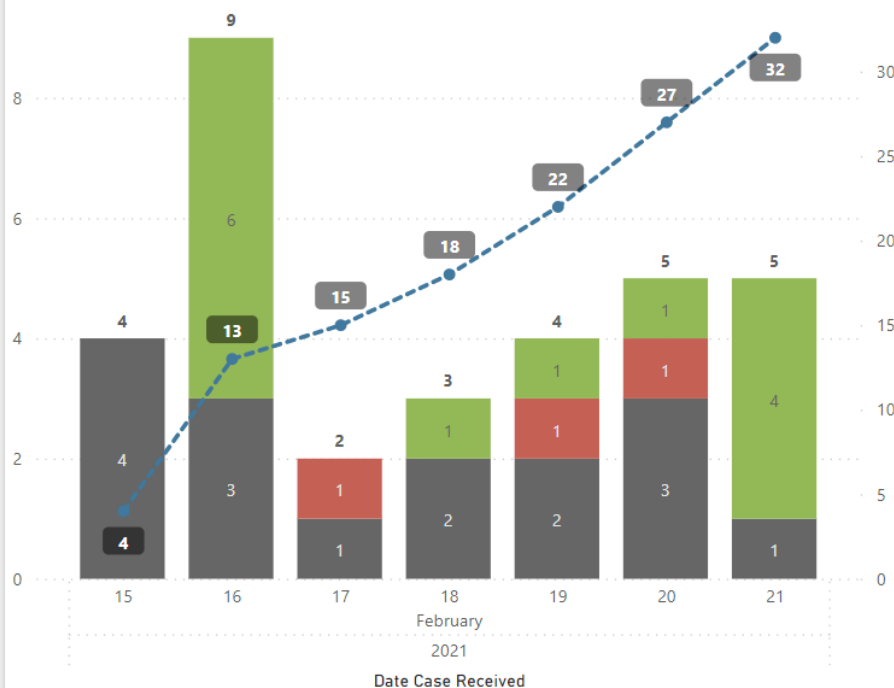
Contact Required ● No ● Yes ● Cases Running Total



Last Week's Cases

32	5	27	3	0
Cases from PHE	Avg Cases Per Day	Contact Required	Child Cases	Referred to WAI

Contact Success ● Contact Not Required ● Failed to Reach ● Reached ● Cases Running Total



We Are Islington New Work



Over the coming weeks the We Are Islington service will be focusing on:

- **Scaling Up:** We Are Islington has scaled up to deal with the current lockdown and any potential increase in demand over winter.
- **Covid 19 Support Payment:** Available to residents that are on low incomes, have been told to self isolate by NHS Test and Trace and are unable to work from home.
- **Ongoing food support:** Whilst we will support residents to meet their own support needs wherever possible, we will continue to support those in crisis – with the view that no-one goes hungry.
- **Vaccination appointments:** Help to support residents to book their vaccination appointments and if applicable to organize transport to and from their appointments. Commenced 22 Feb.
- **Hospital Discharges:** We are also working with colleagues in Adult Social Care and Health to ensure vulnerable residents discharged from hospital return to a warm home, have adequate food provisions and are not socially isolated.



Thank you for listening – any questions?