

# CORONAVIRUS (COVID-19)

## CARING FOR PEOPLE HELPLINE

### SOCIAL SUPPORT PATHWAY



#### CARING FOR PEOPLE HELPLINE

Tel. 01546 605 524

(9am-5pm, Mon-Fri)



#### CARING FOR PEOPLE HELPLINE ONLINE FORM

[https://argyllandbute.custhelp.com/app/VOL/Help\\_Request](https://argyllandbute.custhelp.com/app/VOL/Help_Request)

(Available 24/7)

- A single point of contact for individuals to contact the council and other partnership agencies with needs arising from the current coronavirus situation.
- Needs covered by the helpline include:  
Financial, Business, Health, Education, Registration and Social & Domestic and Medical Homecare Needs

*When the individual or community group's request for help is received it is logged onto a caseload management system and flowed to one of **8 locality based multi-agency Caring for People Teams**, who use the system to manage fulfilment of that need, **in co-operation with a range of voluntary, community and agency based teams** (see flowchart).*

- A full reporting suite ensures control and oversight of demand and fulfilment of logged requests.
- Daily/Weekly scheduled reports being generated.

## VOLUNTEER

### ARGYLL & BUTE

Register to be a volunteer via:



Argyll & Bute TSI's webform at:

<https://volunteerargyllandbute.org/vk/volunteers/registration.htm>

OR



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