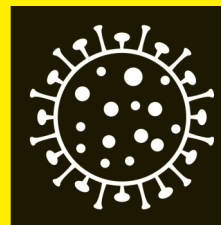


# Framework for Local Authority Community Support Response



Coronavirus  
**COVID-19**  
Public Health  
Advice

This Framework has been prepared by the local government sector working with the Department of Housing, Planning and Local Government; the Department of Rural and Community Development; the Department of Health; and, the Department of The Taoiseach.

It provides a national template for arrangements to be put in place in each local authority area to ensure that all vulnerable members of our communities are appropriately supported as we move through the next stages of the COVID-19 response.

## About the Forum

The Forum will be chaired and co-ordinated by each Chief Executive in each local authority and the membership includes the following:

- Health Service Executive (HSE)
- Local authority staff including: Directors of Service; SEO Community Department and Chief Officer LCDC; Communications Officer; and GIS Officer (if available) GIS supports will be centrally managed through Ordnance Survey Ireland's GeoHive platform
- Community Champion  
Coordinated by The Wheel/Irish Rural Link, 'Covid Community Outreach' mobilises a network of Community Champions across the 26 counties. These individuals have strong existing links within their local areas, existing experience of engaging with community organisations and volunteers, and are already in contact with the people that the programme ultimately seeks to support.
- An Post
- Community Welfare Service
- An Garda Síochána
- Tusla
- Local Volunteer Centre
- Local Development Companies
- Red Cross
- Civil Defence
- GAA
- Irish Farmers Association (IFA)
- Public Participation Network
- Age Friendly Network
- Local Link
- Citizen's Information
- Alone
- Migrant Forum
- Religious

The Forum will convene as required. All meetings will be convened and operated in accordance with the most recent National Public Health Emergency Team (NPHE) and HSE public health advice, including social distancing guidance. Technology should be utilised to underpin processes for community support.

## Purpose of the Forum

The purpose of the Forum is to lead the co-ordination of COVID-19 community supports and resilience, including:

- Working with the HSE, An Post, local community groups and local Community Welfare Office service to identify vulnerable groups and individuals in each local authority area;
- Ensuring delivery of targeted social care supports and assistance to those vulnerable groups and individuals;
- Identifying issues arising through Older Persons Council, PPNs, community groups and helpline calls;
- Providing assistance to vulnerable individuals in isolation;
- Ensuring the resilience of existing community services;
- Harnessing offers of assistance from enterprises/businesses generally; and,
- Collecting and mapping information on services and voluntary groups across the Country to help direct requests for assistance and identify gaps in service.

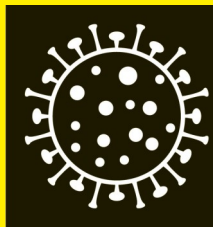


Riailtas na hÉireann  
Government of Ireland



Údaráis Áitiúla Éireann  
Local Authorities Ireland

# How support will be provided



Coronavirus  
**COVID-19**  
Public Health  
Advice

## Community Support Helpline / Call Centre

A community support helpline will operate 9.00am to 5.00pm, 7 days per week, with times to be extended, as required

- The helpline will be contactable by a dedicated Council Community Support phone number and email.
- The helpline will be based initially in Council offices, with remote working capacity to be developed.
- The number of staff will vary per local authority depending on scale.
- The helpline will be cross-referenced with the Alone Helpline.

## Types of services

4A	Collection and Delivery – Food, essential household items, fuel, medication in line with guidance	GAA/Rural Link, other volunteers from Volunteer Centres
4B	Transport to: Community testing centres Clinical Assessment Hubs GP and hospital appointments	Local Authority
4C	Social Isolation, supports, engagement	Alone, others
4D	Meals and their delivery	Meals-on-Wheels/GAA
4E	Garda-related	Garda Síochána
4F	Other medical/health needs	HSE

Other local organisations (IFA, Irish Rural Link, Muintir na Tire, etc) will assist in 4A to 4D, as required. Local Volunteer Centres (VCs) can source/assign volunteers for tasks and provide guidance and supports. Healthcare needs will be provided by the HSE.

## How will it work?

- Issues identified and established by contact from individual, HSE, religious, postmen/women (with permission of the individual)
- Call or email received
- Client details recorded on local authority's CRM/IT system, including Eircode and category of need
- Email or phone call to community responder
- Email or phone call back from responder to confirm completion and /or ongoing provision of support
- Case closed on local authority's CRM/IT system
- Follow up phone call from Call Centre to client within 1 day – regular follow up calls will need to be provided in line with agreed protocols; ALONE may provide a valuable resource in this regard

## Geographical basis of delivery

*Services 4A – 4D above*

Parish boundaries (contacts established per parish)

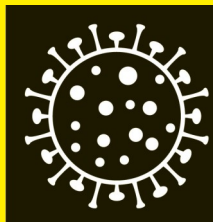
*Service 4E above*

Single Garda Síochána email

*Service 4F above*

Align with the Clinical Hubs established in the Community as far as is possible, in discussion with the HSE.

Geographical Information Supports can be put in place via Ordnance Survey Ireland's GeoHive infrastructure.



## National Governance

At national level, a sub-group of the Senior Officials' Group will be responsible for this response measure.

Chaired by the Department of Housing, Planning and Local Government, the sub-group will also comprise the Department of Rural and Community Development, Department of Health, the County and City Management Association (CCMA) and Department of the Taoiseach.

### Role

- Agree overall process to be implemented in each local authority area
- Put in place protocols, based around public health COVID-19 requirements, for individual engagement
- Engagement with and co-ordination of volunteer organisations nationally
- Monitoring implementation across the sector and troubleshooting issues
- Engagement with businesses and other bodies offering support on a national basis
- The Department of Health will identify any new public health guidance requirements and provide such guidance through the NPHET public health structures.

The safety and well-being of vulnerable or at risk people during this period is paramount and in order to protect individuals, a dedicated confidential feedback service for people to raise concerns regarding any service delivered, or the manner in which it is delivered, will be established and coordinated through the local authorities with the appropriate safeguards provided for.

## Communication / Publicity

A comprehensive publicity plan will be rolled out to build awareness of the helplines – via local media, social media and websites, as well as through elected members and the community response groups mentioned above.

Alone Helpline will link back to each local authority helpline.

Communications will be in line with the National COVID-19 Communication Plan.

All communications will be in line with the National Public Health Emergency Team (NPHET) communications plan.

Support can be provided by the NPHET Team with regard to the public health elements of the communications content.

