

# Cheshire West & Chester Council

## Ensuring the most vulnerable get the food they need

### Shielded cohort

Extremely vulnerable due to their medical condition and must not leave their homes for at least 12 weeks

#### Offer

- ▶ Proactive welfare call to understand needs
- ▶ National food parcels on a weekly basis if requested
- ▶ Local Authority will top up and meet emergency gaps if needed via food hub
- ▶ Free at point of need
- ▶ Link to wider support organisations and council services
- ▶ Continual monitoring and case management

### Socially isolated / vulnerable cohort

May be over 70 and / or have underlying medical conditions, partner who is shielding, lack social networks to get sufficient food

#### Offer

- ▶ Advice and helpline to gather needs
- ▶ Information on local food delivery
- ▶ Local Authority will top up and meet emergency gaps if needed via food hub
- ▶ Volunteering delivery with guidance for payment
- ▶ Continual monitoring and case management

### Individual and families experiencing food poverty

Likely to be in poverty due to under employment, unemployment, wider needs such as mental health, addiction and homelessness

#### Offer

- ▶ HELP scheme support including food cards
- ▶ Free school meals
- ▶ Referral to foodbanks
- ▶ Integrated support including workzones support, housing and welfare advice
- ▶ Continual monitoring and case management

### Enabled by

- ▶ A senior officer to coordinate the food response
- ▶ Dedicated food hub and storage
- ▶ Strategic relationships with supermarkets, foodbanks, and wider services
- ▶ Dedicated helpline and online advice (via Livewell)
- ▶ Funding pots to support gaps in the voluntary sector
- ▶ Continuous monitoring and case management to flex response

