

## **The Community needs you, me as many as WE can Muster as possible**

Dan Horn  
Head of Housing & Community Support  
01354 622470  
[www.fenland.gov.uk](http://www.fenland.gov.uk)

We are getting in touch to provide you with an update on the local Fenland COVID-19 response hub.

Firstly, we'd like to thank all the volunteers, groups and partners across Fenland who have offered their support so far. This is an anxious and difficult time for us all, but the help you are providing is helping ensure the safety and comfort of some of our most vulnerable and at-risk residents. With your help, these residents have been able to access critical support quickly. The Fenland hub took over 300 calls in its first three days since its launch last week, with callers being signposted to more than 50 known support services. Thank you sincerely for bearing with us through these early stages, and for continuing to keep us updated regularly with your current service information.

Going forward, Cambridgeshire County Council are kindly managing volunteer registration for the area. For those of you who have not already done so I would encourage you take a few minutes to register with them here: <https://www.cambridgeshire.gov.uk/residents/coronavirus/covid-19-coordination-hub-your-community-needs-you> this will mean that your organisations information is listed on their public online directory. Cambridgeshire County Council will also be shortly informing Fenland District Council of individual volunteer who have registered their details online, following which we will look to match these individuals with local organisations such as yours to help build your capacity.

---

The dedicated Fenland helpline will of course remain open – **01354 654321** – 9am to 4pm, Monday to Friday, and 9am to 12noon on Saturday. Requests for help can also be emailed to: [covid19@fenland.gov.uk](mailto:covid19@fenland.gov.uk)

**How it works:** When the Fenland hub takes a call from a resident who needs help, trained members of District Council staff match their need to local voluntary supplier(s) who have told us about their services. Staff then provide details of the supplier(s) to the resident, who then rings the supplier(s) directly. If the resident has any difficulties reaching the supplier(s), they are asked to phone the hub back so another solution can be offered.

If the resident requires the same service again in future, they can contact the supplier directly, without the need to ring the hub again. This streamlines the process for the

resident and helps manage both the demand for the service and the Council's ability to meet new needs as they arise.

The hub focuses on signposting access to food, medicines and other supplies, and friendly phone calls for anyone feeling lonely. It also liaises with other statutory, voluntary and community organisation partners through the county-wide COVID-19 Coordination Hub to ensure other needs, including health and social care, are met as quickly as possible. For your information, the Government has issued some new guidance [Coronavirus: How to help safely](#) that outlines how volunteers can carry out their excellent work as safely as feasible, which we would encourage all volunteers to read and follow.

We will endeavour to be in regular contact and keep you updated over the coming weeks. If in the meantime you have any questions, changes to your service or would like to discuss anything further, please do not hesitate to contact me. Thank you again for your ongoing support.

Regards

Dan Horn  
Head of Housing & Community Support  
01354 622470  
[www.fenland.gov.uk](http://www.fenland.gov.uk)