**Shielding our most vulnerable**

Our most vulnerable residents across Oxfordshire will have recently received correspondence from the NHS, identifying them as high risk and advising them to strictly self-isolate for 12 weeks.

 We know this long term restriction may cause additional concerns for those without any nearby support and we want to make sure any shielded resident, who doesn’t know where to turn, are not handling these additional worries alone.

 Local authorities across Oxfordshire have worked with the local Voluntary and Community Sector, to develop a simple point of contact for those who have been told by government that they have been identified as extremely vulnerable, and who have no support network and would otherwise be completely isolated.

From tomorrow this new, dedicated line will provide our extremely vulnerable residents access to a central team who will be able to offer advice on a range of issues and will be operational from 8:30am to 8:00pm Monday to Friday, and 9:00am - 5:00pm Saturday and Sunday.

 If you or someone you know has been identified as extremely vulnerable by the NHS and have no support network, please contact the dedicated team on 01865 89 78 20 or email shield@oxfordshire.gov.uk. If you live in Oxford City, you can also phone 01865 24 98 11 between 8:00am and 5:00pm or visit [www.oxford.gov.uk/CommunityAssistance](http://www.oxford.gov.uk/CommunityAssistance)

 For those residents who are not in a high risk category but still in need of support, there are a number of initiatives taking place across the county. You can visit [Oxfordshire All In](https://www.oxfordshireallin.org/) or [Oxford Together](https://www.oxfordhub.org/oxford-together) for more information on community support near you.

 In South Oxfordshire and Vale of White Horse, anyone that is not considered high risk and does not have a support network around them to help, will be able to call their dedicated support line from 27 March at 9:00am on 01235 422600 or email communitysupport@southandvale.gov.uk

 The County, City and District Councils in Oxfordshire are all working hard to maintain frontline council services, so for any queries related to everyday council service please check out the County, City or relevant District website.

 For more advice and information on Covid-19, please visit [Public Health England](https://www.gov.uk/government/organisations/public-health-england).

Communications

South Oxfordshire and Vale of White Horse District Councils

01235 422400

[www.southoxon.gov.uk](http://www.southoxon.gov.uk) | [@southoxon](http://twitter.com/southoxon)

[www.whitehorsedc.gov.uk](http://www.whitehorsedc.gov.uk) | [@whitehorsedc](http://twitter.com/whitehorsedc)