

Calderdale Social Care and Volunteering Hubs

Calderdale Social Care Hub

First point of contact/triage for residents needing social support

- Accessible via web page 24/7
- Telephone referrals by exception 01422 392890 (web referrals preferred)
- <https://www.calderdale.gov.uk/v2/coronavirus/community-support/request-support>
- 7 days (8-9 M-F, shorter days S,S)
- Focal point for 'vulnerable' residents
- Triage by social workers/co-ordinators
- Works with families and providers to deliver support
- Refers to Volunteering Hub for support as needed
- Interface with PCNs where new clinical need identified

Calderdale Virtual Volunteering Hub

For people with lower level needs (food, medication, pets, support etc)

- Referrals primarily through Social Care Hub, but others via PCNs, Staying Well etc via same webpage
- <https://www.calderdale.gov.uk/v2/coronavirus/community-support/request-support>
- Accessible 7 days (9-7 M-F, 10-3 S,S)
- Central point for those who want to apply to be volunteers via web page above
- Holds growing directory of third sector and neighbourhood groups
- Referral up to Social Care Hub if required



5 Locality/PCNs

- **Virtual volunteering hub in each PCN**, linking to PCN social prescribing
- Identify any new patients in need of support and refer into Social Care Hub via web page above.

