



**Welsh Government Protect Offer:
A Guide for Local Authorities on Practical Support for Self-isolation**

Version 1.0

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1. Introduction to Test, Trace, Protect

- 1.1. The Protect strand of Test, Trace, Protect identifies any support which may be required to help and enable people to engage in testing and successfully self-isolate to prevent the spread of COVID-19. [Local Authorities](#) co-ordinate this support to a wide range of specific groups at a local level, working with the public, [County Voluntary Councils](#) (CVCs) and third sector organisations to deliver services and referring to other agencies, where appropriate.
- 1.2. Contact tracing and Protect support are designed to interrupt the spread of transmission of COVID-19 by ensuring cases and their contacts isolate. Tracing those people who have been in close contact with a person who has tested positive, and providing advice, guidance and support to help people self-isolate is therefore critical to stopping the virus spreading through our communities.
- 1.3. The establishment and operation of contact tracing and Protect in Wales has shown to be highly effective and has made a material difference in keeping the population safe during the pandemic. It has also separately shown the value of locally delivered public services, the capability of our public servants and digital workforce, and the efficiency and innovation of the organisations involved – Test, Trace, Protect (TTP) has proved to be an effective approach in Wales.
- 1.4. In some cases, people who are instructed to self-isolate do not have the support of friends and family and, therefore, may face difficulties during their isolation period. Contact tracers should refer these people to their Local Authority to undertake a more detailed assessment of any support needs.

2. Overview and purpose

- 2.1. This guidance document has been specifically designed to support and inform Local Authorities of the Protect offer following a review of support for non-shielding vulnerable people. Following this review and the changing context of Wales' approach to COVID-19, it is imperative to refresh our focus and strengthen the Protect offer so that it can evolve with the virus and its associated measures.
- 2.2. This document sets out the latest position on a range of policy areas across Welsh Government that will support Local Authorities to continue

to deliver consistent Protect support to individuals who are required to self-isolate and need practical, social, or emotional support to do so.

2.3. Self-isolation of people who have coronavirus, or are at high risk of having the virus, is an integral part of the COVID-19 response and will remain so throughout the medium term, alongside ongoing roll-out of vaccination, particularly in light of the threat posed by new variants. To achieve this goal, it is essential to ensure high levels of compliance with self-isolation for people who test positive for coronavirus and their close contacts. The Welsh Government will also work to ensure high uptake of testing, both for people presenting with symptoms and for vulnerable, high-risk people in asymptomatic groups.

2.4. The main reported barriers to successful self-isolation¹ include:

- A lack of understanding about self-isolation requirements and the importance of self-isolation.
- Concerns about financial consequences and employment risks.
- The practical, social, and emotional consequences of self-isolation, including:
 - Access to food and other essential items
 - Unable to carry out caring responsibilities
 - Caring for pets
 - Impact on mental well-being, including loneliness and boredom

3. Funding

3.1. Guidance for easing COVID-19 restrictions is set out in the [Coronavirus Control Plan](#) (May 2021). The Minister will continue to set regular reviews to consider easing restrictions and the appropriate support will be offered to those who are self-isolating at home to prevent the spread of COVID-19.

3.2. Additional costs relating to ongoing Protect activity, including the Self-isolation Support Scheme, can be claimed through the monthly Local Government Hardship Fund claims which are administered through local authority finance teams. More information can be found [here](#).

¹ Main barriers to successful self-isolation taken from Public Health Wales summary report on the findings of the ACTS survey which is issued to people to participate in following a conversation with a Contact Tracer

- 3.3. Voluntary led organisations seeking support are advised to contact their local County Voluntary Council via the [Knowledge Hub](#) or by accessing [Funding Wales](#).

4. Practical Support

4.1. Financial Support

Self-isolation Support Scheme

The [Self-Isolation Support Scheme for Wales](#) was established to reduce financial barriers faced by people who need to self-isolate to prevent the spread of COVID-19. The scheme provides £500 payments for people who are employed or self-employed, who have been told to self-isolate by Test, Trace, Protect, their child's education setting or the NHS Wales COVID-19 App and who are in receipt of Universal Credit or another specified benefit.

Discretionary Assistance Fund

Individuals who are ineligible for the Self-isolation Support Scheme but are at risk of financial hardship should contact their Local Authority who may be able to provide support during their isolation period. Alternatively, they can apply to the [Discretionary Assistance Fund](#); a demand driven grant fund offering payments or in-kind support (essential household items and white goods) to provide urgent assistance to people in order to safeguard their health and well-being.

Income Maximisation Action Plan

Given the acute financial pressures many families have experienced as a result of the COVID-19 pandemic, Welsh Government launched an [Income Maximisation Action Plan](#) (IMAP).

[Claim What's Yours](#) is a national integrated benefit take-up communication campaign to encourage people to check and claim the benefits they are entitled to. A [National Benefit Campaign toolkit](#) is also available for stakeholders and a [Financial Support Leaflet](#) outlines all financial support available to those affected by the pandemic.

Citizens Advice are still able to provide advice on welfare benefits and any additional financial support that an individual may be entitled to. They can be contacted on 0800 702 2020, Monday to Friday between 9:00 – 17:00. For further information and/or talk to adviser online, please click [here](#).

Business Support

Many businesses in Wales have been affected by the pandemic and has put extreme pressures on the Welsh Economy. Business Wales and Local Authorities in

Wales are committed to providing financial support to businesses that have struggled as a result of COVID-19 as well as advice and guidance on how to continue on during this difficult time. Further information on COVID-19 Support for Businesses can be found [online](#).

4.2. Health and Well-being Support

Anyone whose health and well-being has been impacted either directly or indirectly by COVID-19 can access a range of information and support from their usual health services, either by contacting their local GP practice, Allied Health Professionals (AHPs) or accessing their health board's website. Contact details for each health board can be found [here](#).

[DEWIS](#) is a directory of information people can use to access well-being services in their area. Individuals can use this site to find out about well-being services in their area for themselves or for someone they care for.

[Infoengine](#) is the directory of third sector services in Wales. It contains details of a wide variety of voluntary and community services, including third sector services that provide information and support on health and well-being issues.

Physical Health Support

The [National Rehabilitation Framework](#) underpins rehabilitation [guidance](#) to support people to tackle lost confidence and independence as well as reduced activity and social connections.

The [Primary & Community Care Guidance for Vulnerable Groups](#) paper provides detailed guidance for primary and community care services to understand the rehabilitation needs of those vulnerable groups identified as having a higher risk of the impacts of COVID-19.

Back to Community Life

The [Back to Community Life](#) pilot has developed resources and community-based initiatives to enable and empower individuals (who may not have left their homes since the start of the pandemic) to prepare to take the first steps at the right time, in the right way and with the right level of support. Resources can be found [here](#).

Supporting people with dementia adjust to COVID-19 changes

NHS Wales' *Get There Together* project has created a series of useful [videos](#) to help those living with dementia to adjust to changes in their surroundings due to COVID-19 restrictions (e.g. one-way systems, social distancing signs and clear screens).

People who are recovering from COVID-19

Just as there is variety in individual experience of the coronavirus infect itself, Long Covid can also present in many different ways. For many people the symptoms can

be self-managed and to support people with their recovery from coronavirus the [NHS Wales Recovery app](#). The app provides advice from therapists, psychologists, dietitians and consultants. The app helps people to understand and track their symptoms and gives techniques and advice to help them to manage their symptoms and boost their recovery.

Health Education and Improvement Wales (HEIW) has published [resources and information](#) and links to the health boards' 'COVID Recovery' pages, which contain advice and strategies to help individuals to manage their recovery and how to access local services.

Mental Health Support

If someone feels that their mental health is deteriorating, they should contact their GP who can provide advice, support and access to appropriate support.

Mental health support services provided are:

- SilverCloud (over 16s)
SilverCloud is an online course which offers support for anxiety, depression, and much more, all based on Cognitive Behavioural Therapy (CBT). Anyone aged 16 or over can [sign up](#).
- CALL Mental Health Listening Line
Provides a confidential mental health listening and emotional support line which is open 24/7. CALL can also signpost to support in local communities and a range of online information. Call 0800132737, text "help" to 81066 or visit the [webpage](#).
- Beat Eating Disorders Helpline
Beat provides helplines and information for adults and young people, offering a supportive environment to talk about eating disorders and how to get help. Call 0808 801 0677 or visit the [webpage](#).
- Mind Active Monitoring
Provides six weeks guided self-help for anxiety, depression, self-esteem and more. To get started, talk to your GP or any other health professional, or [sign up directly](#).
- Activate Your Life
The "[ACTivate Your Life](#)" online video course shares practical ways to cope with thoughts and feelings causing distress and help live life with more confidence.
- Young Person's Mental Health Toolkit

The [Young Person's Mental Health Toolkit](#) links young people (aged 11 to 25) to websites, apps, helplines, and more to build resilience.

Individuals who are concerned about the COVID-19 regulations easing and returning to normal life may choose to contact their Local Authority for advice. Local authorities may consider it appropriate to encourage people to utilise the Mind [Look after your Mental Wellbeing](#) resource which has a range of helpful tips and advice, particularly in relation to [fears around lockdown easing](#), and signposts to support on managing these feelings.

4.3. Caring for pets

When asked to self-isolate, many people have raised concerns in relation to caring for their pets during their isolation period at home. If a person's dog cannot exercise at home, the owner could ask someone they know to walk it for them as they are not permitted to leave home for this reason. Alternatively, Local Authorities and voluntary sector organisations may also offer dog walking services if support is not available through friends and family. These services are largely delivered by community volunteers.

Keeping pets happy and healthy

Companion Animal Welfare Group Wales (CAWW), supported by the Animal Welfare Network for Wales (AWN), has issued advice to Welsh pet owners on [keeping pets happy and healthy](#) throughout the pandemic.

4.4. Caring for Vulnerable Adults

Anyone who believes an adult to be experiencing or at risk of abuse or neglect should report that matter to the Local Authority, who have a duty to investigate. Social Services Safeguarding Teams are contactable through the Local Authority or through the [relevant Safeguarding Board](#). If a person believes a crime has been committed or that a person is in immediate danger, they should call the police on 999.

The [Live Fear Free Helpline](#) is an advice service which provides specialist help and advice about violence against women, domestic abuse and sexual violence. The helpline is open 24 hours a day, 7 days a week and is available to:

- Anyone experiencing domestic abuse
- Anyone who knows someone who needs help. For example, a friend, family member or colleague
- Practitioners seeking professional advice

Individuals can [get in touch](#) with Live Fear Free advisors by email, online chat, phone or text for free help and support or to talk through your options.

Care home residents

The Welsh Government published the updated [Care Homes Action Plan](#) in March 2021 to set out a package of infection prevention and control measures to help manage COVID-19 in care homes in Wales and keep residents and staff safe.

4.5. Caring for children and continuing their education

The Welsh Government's guidance on [Protective Measures in Childcare Settings: Keep Childcare Safe](#) sets out expectations in relation to Test, Trace, Protect. In situations where children attend more than one childcare setting, all settings must be informed of any suspected case of Covid-19 and work together to identify contacts. If a child who is accessing the Welsh Government funded Childcare Offer is unable to attend childcare because they or a member of the family are self-isolating, the child's place will be held open and the funding will continue for up to 2 weeks to support the child's return to the setting.

Most learning has been impacted in some form over recent months, with more significant impacts expected in vulnerable or disadvantaged groups. Welsh Government's [guidance for supporting vulnerable and disadvantaged learners](#) is intended to support schools and settings to ensure an inclusive approach, provides advice and sets expectations relating to support for vulnerable and disadvantaged learners. It also provides a [contingency planning tool](#) to support practitioners in ensuring the learning and support of vulnerable and disadvantaged learners is maintained in all eventualities and is disrupted as little as possible during this academic year. This guidance should be read alongside the latest versions of the [operational guidance for schools and settings](#)

The Welsh Government continue to invest unprecedented amounts to improve outcomes for disadvantaged learners through the [Pupil Development Grant](#) (PDG). Breaking the cycle of poverty and disadvantage remains a clear commitment of this Welsh Government. We recognise that the pandemic is having the greatest impact on some of our most vulnerable and disadvantaged learners, including those from low income families. The newest element – PDG-Access – has been introduced to support parents with some of the costs of the school day.

4.6. Tackling Food Poverty and Addressing Food Insecurity

Food Banks

Food banks are grassroots, community organisations aimed at supporting people who cannot afford the essentials in life. Food banks have supported many individuals and their families and have actively responded to the increase in demand since the start of the coronavirus pandemic.

The Trussell Trust are currently running approximately 113 food banks across Wales and approximately 98 are ran independently. Individuals are able to locate their nearest food bank by using the [Find a Food Bank](#) tool on The Trussell Trust website.

Advice and support for those in financial crisis is available to individuals who reach out to The Trussell Trust's free national helpline. More information can be found on their [Get Help page](#).

Big Bocs Bwyd

The [Bocs Bwyd Project](#) builds on the award-winning start made at two Barry primary schools in partnership with Fareshare. £100,000 funding from the Valleys Taskforce has established a further five Bocs Bwyd projects in schools in the South Wales Valleys, working in partnership with the Valleys Regional Park:-

- Cyfarthfa Park Primary, Merthyr;
- St Margaret's RC Primary, Aberdare;
- Cwmfelin Primary, Maesteg;
- Garth Primary, Maesteg;
- 3 Joint, co-located Ammanford Schools: Cylch Meithrin Rhydaman, Ysgol Bro Banw, Rhydaman Primary.

The project helps to measurably reduce food waste at a commercial, community and household level, using platforms including OLIO to share food at a family level.

4.7. Fuel poverty

The Welsh Government's [Warm Homes Programme Nest Scheme](#) provides home energy efficiency measures recommended following a whole house assessment, which is designed to best meet the needs of the householder and the home.

Subject to meeting certain eligibility criteria, applicants can apply for assistance and no financial contribution is required from the householder. Further information about the Warm Homes Programme Nest Scheme can be found [online](#) or by telephoning a helpline on 0808 808 2244, Monday to Friday between 9:00 and 18:00. Ineligible applicants should speak with an experienced home energy efficiency adviser who will be able to provide information about alternative support available in their area.

4.8. Loneliness and Social Isolation

Friend in Need (Older People)

The Welsh Government provided funding to Age Cymru to establish the [Friend in Need](#) initiative in 2020. This initiative provides older people with a weekly telephone call from a trained, volunteer/befriender to have a chat, provide re-assurance or answer any queries they might have. 559 people have accessed the service throughout the year to 31 March 2021.

Individuals aged 70 or over and live in Wales, can register for a free friendship call from a trained and vetted volunteer by completing the [online registration form](#) or by telephoning Age Cymru Advice on 0300 303 44 98, Monday to Friday between 9:00 and 16:00. Friendship calls will be once a week at the same time, and are 30 minutes in duration. Local Authorities will be able to advise on the key providers for this support across all areas of Wales.

The initiative also provides access to Age Cymru support and advice for informal volunteers; those valuable friends and neighbours of older people who have been collecting prescriptions, doing shopping or just checking in for a chat each week to make sure all is well.

KIRAN Cymru (Black, Asian and Minority Ethnic Communities)

KIRAN Cymru offer a befriending service for ethnic minority communities which is available in a range of languages. The organisation is committed to improve well-being for Black, Asian and Minority Ethnic people living in Wales through a variety of projects. Further information on promoting Black, Asian and Minority Ethnic well-being in Wales can be found on the [website](#) or on 0333 344 0046.

Older People's Commissioner for Wales (Older People)

The Commissioner's office provides advice and information for older people and their families, including links to other services such as Carers Wales. The office can be contacted by email ask@olderpeoplewales.com or on 03442 640 670, open Monday to Friday between 9:00 and 17:00.

Children's Commissioner for Wales (Children and Young People)

At the start of the pandemic, the Commissioner set up an [Information Hub](#) for children, young people and their families which provides advice and information on a host of issues from how to access counselling to Welsh and UK Government guidance and restrictions.

The Commissioner's office can be contacted by telephone on 01792 765600 or FREEPHONE 0808 8011000, Monday to Friday between 9:00 and 17:00 and by email on post@childcomwales.org.uk

BAME Helpline Wales (Black, Asian and Minority Ethnic Communities)

[BAME Helpline Wales](#) is a national multi-lingual telephone helpline delivered through partnership working between EYST, Women Connect First, ProMo Cymru, Henna Foundation and other Black, Asian and Minority Ethnic stakeholders to provide information, referral and signposting for Black, Asian and Minority Ethnic people to specialist advice, mainstream and community organisations.

The helpline is funded by the Welsh Government and aims to respond to disproportionate impact of the Coronavirus pandemic on Black, Asian and Minority Ethnic communities.

The helpline is open Monday to Friday between 10:30 and 14:30 by telephone on 0300 222 5720 or by SMS text on 07537 432 416.

Looking Out for Each Other Safely (Generic)

The Welsh Government's '[Looking Out for Each Other Safely](#)' webpage provides advice on a variety of issues including how to look after one's mental health and well-being, self-isolation advice and guidance on how to volunteer in order to help others during this time.

British Red Cross – COVID-19 Support Line

The British Red Cross' national COVID-19 support line was set up to provide support to communities and people in need during the coronavirus pandemic.

The support line is for anyone who is lonely, worried or finding it difficult to access food and medication. Its target group is those who may not be receiving help from anywhere else and who are at risk of further health and well-being issues as a result of isolation.

The free and confidential support line is open daily between 10:00 and 18:00 on 0808 196 3651. Additional information can be found [online](#).

If further support needs are identified by the support line volunteer, these are referred to the British Red Cross COVID-19 Tactical Cell who will reach out with further support or refer on to another agency that is better placed to help.

The British Red Cross' web-page also provides links to:

- [Build confidence, coping skills and connect with others](#).
- [Understand more about loneliness and its causes](#), including [Find your local loneliness service](#)
- Mental health and well-being tips and advice in [six ways to improve your wellbeing](#)

There is also a Hardship Fund available to support people who have no other recourse to financial support.

Listening Support Service

In May 2020, Carers Wales launched a bilingual emotional support service for unpaid carers. The [Listening Support Service](#) offers unpaid carers a chance to chat to someone who understands the challenges of caring. The trained callers will make a series of phone calls, providing emotional support and a listening ear, to support carers wherever they are in their caring journey. Also on the Carers Wales website is a '[Well-being Hub](#)' providing a range of resources to support carer well-being.

4.9. Digital inclusion and Tackling Data Poverty

Digital Communities Wales: Digital Confidence, Health and Well-being is a Welsh Government programme helping people to engage with digital technologies in order to gain maximum benefit from the life-changing opportunities provided – such as to gain and retain employment, access health services and improve their general well-being. Local Authorities and their partners should engage with DCW to ensure there is consistent support available for citizens. Contact DCW by telephone on 0300 111 5050, via the [website](#) or reach out on Twitter @DC_Wales.

4.10. Housing and temporary accommodation

In the first year of the pandemic, more than 9,500 people across Wales were supported into emergency temporary accommodation and more continue to be supported each day.

Many people who have previously been unable to engage with services are now benefiting from support and advice including mental health support and substance misuse treatment, laying the foundations for a permanent exit from homelessness.

The Welsh Government are working to ensure that people facing homelessness continue to be protected from the virus - to ensure that they are included in any continued or new public health protection measures introduced, and ultimately that no-one is forced to return to the streets or another form of homelessness.

Coronavirus symptoms or need to self-isolate

Individuals who are asked to self-isolate should ensure that they can do this safely and effectively. All information about how to self-isolate in the home or in other accommodation can be found [online](#).

Funding temporary accommodation

For some people, self-isolating safely and effectively is a challenge due to their accommodation or the nature of their work. For those living in multiple occupancy housing, working away from home or those living with vulnerable people, Local Authorities should provide temporary accommodation for them to self-isolate. Funding is available for Local Authorities through the Local Government Hardship Fund to book temporary, appropriate accommodation for this purpose. In parts of Wales where the need for this type of accommodation is greatest and may be most scarce, Local Authorities can make block bookings in preparation for people to self-isolate.

Some examples of when we would provide this accommodation would be:

- multiple occupancy housing
- for those living with vulnerable people
- people working away from home, for example, mariners and hauliers

Rent arrears

Many tenants across Wales have faced hardship during the pandemic from losing their job, being furloughed or experiencing some other cut in earnings.

Any tenant at risk or currently dealing with rent arrears should contact their local authority Housing Options Team who will be able to provide advice and assistance. Alternatively tenants can access advice from an independent organisation like [Shelter Cymru](#). Obtaining advice and support early is important, even if the sums involved are not significant, housing advice teams are often able to advise on access to benefits or negotiate with a landlord to prevent the situation getting worse.

Advice for private rented sector tenants with rent arrears

Tenants can contact our Private Rented Sector Debt Helpline for advice on maximising income, managing debt and receive support to help them negotiate with their landlord on Freephone 0808 278 7920. Lines are open between 09:00 and 17:00, excluding bank holidays.

4.11. Support available for the Clinically Extremely Vulnerable

Shopping

Priority supermarket shopping slots continue to be available to everyone identified as Clinically Extremely Vulnerable, formerly known as people on the Shielding Patients List. This will continue to be kept under review, however, there is no set end date for this offer. Local Authorities should provide individuals with this information but do not need to decide whether someone should use a priority supermarket delivery.

Medicines

The National Volunteer Prescription Delivery Scheme will not be reinstated. Local Authorities should work with the third sector to ensure that volunteers are available to provide support with picking up prescriptions. Community pharmacies continue to prioritise medicines delivery slots for those who have the greatest need.

Other

Local Authorities have existing relationships in place with Community Voluntary Councils and other local partners to provide a wide range of support to communities. Please continue with the arrangements you have put in place locally and feed any issues with this back to Welsh Government through the WCVA and WLGA.

4.12. Community Transport

Individuals should stay at home where possible to prevent the transmission of COVID-19. However, in some cases, it is necessary to travel to attend an important appointment e.g. mass vaccination centre. Individuals should secure their own private transport where feasible, however, additional support options are available where the patient cannot reasonably make use of their own private transport or local public transport routes.

Bwcabus (Self Refer)

For patients that live in remote locations with limited public transport routes the [Bwcabus service](#) is available to collect patients from near their homes and link them up with the main public transport network. Bwcabus can be contacted on 01239 801 601

Country Cars Service (Self Refer)

This service is for those patients where public transport isn't an option e.g. where they have minor mobility issues or public transport and Bwcabus cannot meet their needs. The service will collect patients from their homes and take them directly to their destination. A return journey will also be provided if needed.

This service is operated by each of the Local Authorities and patients should book their journeys through their respective council contact centre. There is a small charge to the patient for this service which is equivalent to that charged for public transport. A discount is given if a bus pass is presented.

Dolen Teifi (Self Refer)

Dolen Teifi are a volunteer community transport organisation focusing on providing transport support for those individuals in need across the Carmarthenshire and Ceredigion County areas. Dolen Teifi can be contacted on 01559 362 403 or 07771 181 4401 and are available Monday to Sunday between 08:00 and late.

Mid & West Wales Fire Service (Command Centre Referral)

The Mid & West Wales fire service will be providing 2 vehicles and drivers per County area to support the transport of patients to their appointment free of charge from Monday to Sunday between 09:00 and 17:00.

Command Centre staff must contact the MWWFS on 07919 897 557 or 07882 634 605 to arrange this transport directly on behalf of the patient. The details should be entered onto the transport log provided.

In addition to MVC transport, the drivers will also provide education and support to patients regarding fire safety during the journey.

The Welsh Government has published [guidance for taxi companies](#) as well as [key guidance for passengers](#) on travelling safely during the coronavirus pandemic.

All our [current documents and FAQs](#) regarding Coronavirus (COVID-19) can be found on the Welsh Government [Coronavirus website](#).

4.13 Volunteering

Not all volunteering opportunities involve going outside. One of the most important things people can do is to stay in touch with other people. Many County Voluntary Councils and volunteer groups are looking for people to befriend vulnerable people who feel isolated through a regular phone call or via social media. Individuals who are self-isolating at home can [register and find ways to help at Volunteering Wales](#), or by contact their local volunteer centre (County Voluntary Council) for help and advice and they can also help by coordinating volunteers who want to be a telephone befriender.

People can also get [detailed guidance to help safely](#) from Wales Council for Voluntary Action (WCVA). Find more information on the Welsh Government's [volunteering pages](#).

Time Credits

[Tempo Time Credits](#) is working with the Welsh Government to develop Time Credit networks in all 22 local authorities to help recruit, retain and reward volunteers. The networks are helping to diversify volunteer engagement and tackle the impacts of poverty on communities and mobilise local social action through volunteering across Wales.

Tempo Time Credits can be earned by those self-isolating as well as providing a means of supporting people that are having to self-isolate. Local Authorities across Wales can access Tempo Time Credits to prescribe to people that are being supported via the Self- Isolation Support Scheme to enable them to access a range of activities whilst they are staying at home. To find out how a Local Authority can take advantage of this opportunity please contact Programme Manager, Rachel Gegeshidze at rachel@wearetempo.org