

Supporting Vulnerable people in the Community Advice Note



Supporting Vulnerable People in the Community

Advice Note

In an emergency situation we all want to help the most vulnerable in our communities; understandably there are restrictions in sharing sensitive data about vulnerable people – so how are vulnerable people supported and how can Community Resilience Groups help?

Who is vulnerable?

We may automatically think of vulnerable people as being older people, people with health conditions or poor physical mobility; however some people may have a vulnerability which is not visible such as a Mental Health condition or a disease.

There is legislation in place to protect the sharing of personal information – GDPR which the council has a duty to adhere to.

GDPR

Information on GDPR can be found here [Information Commissioner's Office \(ICO\)](#)

Information can only be shared where there is Data Sharing Agreement in place, there are more stringent rules around the sharing of Special Category Data which includes information about an individual's health condition(s).

Persons at Risk Database

The Persons at Risk Database (PARD) has been developed to allow the Council and other Emergency Responders to see at a glance, in an emergency situation, where the most vulnerable people are located and whether they have made contact with them. In an emergency these people will be the first to receive support or assistance from the emergency services.

Priority Services Register

One of the best ways for Community Resilience Groups to support vulnerable people is to encourage them to sign up to the Priority Service Register (PSR). The details of the PSR can be shared with everyone in the community and they can select to sign up. www.PSRscotland.com

Individuals may want to sign up to the PSR if:

- They use medical equipment/aids reliant on electricity and/or water
- Are blind or partially sighted
- Are deaf or hard of hearing
- Have a chronic illness
- Have anxiety, depression or any other mental health condition
- Have a disability
- Are over 60
- Live with children under 5
- Temporarily need extra support
- Need documents translated into another format or language.

Emergency Household Plan

Encouraging everyone in the community to develop an Emergency Household Plan will provide the most vulnerable in the community with a plan to increase their resilience and preparedness; having telephone numbers they may need to hand, along with any equipment, supplies of medicines etc.

Good Neighbour/Buddy System

Encouraging everyone in the community to check on their neighbours or using volunteers to be 'buddies' can help support the more vulnerable in the community; without identifying people specifically or keeping a 'list' which would be subject to GDPR.

This does not just need to happen in an emergency situation but can happen all year round!