

The over 60s and the clinically vulnerable people have been recommended by the government to minimise their contacts with others during the lockdown period. Those who are clinically extremely vulnerable are encouraged to stay at home as much as possible, including working from home.

Some residents, identified as extremely clinically vulnerable, may receive a letter from the government about receiving additional support. In order to benefit from this support, they need to register themselves on the [national system](#) if they have not already done so. If they require additional support their [district council](#) will be informed and will make contact with them to identify their needs in more detail. If they need urgent support then they can contact [their district council directly](#).

If residents do not have the means to register and have no one who is able to assist, they can call us on the number below.

- Call 01865 897820
- Email shield@oxfordshire.gov.uk.
- The service is open 8.30am - 5pm Monday – Thursday, and 8.30am - 4pm on Fridays. Closed Saturday - Sunday and Bank Holidays

This guidance will not affect any social care or support they are receiving. People should continue to [contact our social and health care team](#) if they have any ongoing social care needs. Comprehensive information is on [our website](#), including how to access community support, food and essential supplies and income and employment support. [Wider information about the support available for residents](#) during the pandemic is also on our website