

This was expanded in response to volume of demand and the desire to provide wider stocks to the delivery of bulk volume to a number of cluster/hub points c.60 were identified by HSCP colleagues.

NSS have delivered 1.6million aprons, 5.3million gloves and 2.3million masks into the hub system and a process is in place to manage the release of stock to providers within each HSCP area to ensure that stock was managed appropriately.



As well as the collection process the hub stock can be issued within an HSCP area to meet the needs of the organisations with a local process in place to record who is provided products from the hub. This assists with stock counting and replenishment requirements.

Communication channels have been established between the triage centre and the hubs, with guidelines issued to ensure that hub staff were aware of their roles. These included:

- Managing and dividing stock into individual service orders
- Being open and staffed for providers to come and collect
- Ensuring all providers get their allocated stock
- Filling in the daily manifesto and returning it to the triage on a daily basis
- Using mobile phones to communicate in real time with the triage team to validate the providers eligibility
- Ensuring HSCP in house services are not prioritised in allocation or distribution to the detriment of other social care services

In some cases, these have worked effectively, however there are also many instances where the lack of resource, infrastructure, processes etc. have overwhelmed the locations resulting in delay in products being available to the end user.