

LRF

**Northamptonshire
Strategic
Coordination Centre**

**Date: 14/05/2020
Issue 11**

Community Resilience Update

Community Resilience Hub

Please make sure you add our email address to your safe senders list

Support Line

We continue to receive calls from members of the public who need help, so please promote the number where you can to anyone who needs assistance and help to support Northamptonshire's vulnerable residents. You can email customerservices@northamptonshire.gov.uk or the dedicated support line number is:

0300 126 1000 (option 5)

**SUPPORT LINE
NUMBER**



0300 126 1000

customerservices@northamptonshire.gov.uk

#NorthantsTogether

Figure 1 Telephone helpline

#NorthantsTogether

If you are helping someone in need and have a Twitter or Facebook account, please post about your role using the hashtag #NorthantsTogether just like this tweet below.

Don't forget, we would love to see pictures of you wearing your hi-vis jackets and helping those in need, or helping to deliver the coronavirus leaflets. Please always ask for permission before posting pictures of others. Please also make sure that people are practising social distancing in any images and are two metres apart.

**#NORTHANTS
TOGETHER**



Paula Swain @CSENurse · 2h

I am grateful for the positive sharing and community spirit that is around, catching up on my emails and read the [#northantstogether](#) information about services working together to help our communities [#BlessedAndGrateful](#)



Figure 2 Northants together tweet

Update from Kettering Borough Council

Long Distance Lockdown Support

We were contacted by Susan who was unable to get back from her holiday in Spain due to travel restrictions and wanted help for her 80-year-old father, Chris, in Kettering. Chris had previously suffered from a stroke which had affected his speech and communication. In addition, Susan's son is a Firearms Officer for the Met and therefore was unable to provide regular local support.

Introducing our volunteer Emma, who was contacted and asked if she would help support one of our residents. Since then she has been popping round to check on Chris, who is fiercely independent and was reluctant to accept support. However, Emma has continued to call in and she is gradually building up a good rapport with Chris, and she updates Susan's son after each visit.

In addition through a KBC referral to NASS, they have been in contact with Susan, although Chris at this point doesn't require any further support from Adult Social Services, they are keeping her father's case open until the restrictions ease, when they will then look to set up a Lifeline.

Susan has said of the support:

"Thanks to Kettering Council, yourself [Ursula Alderman-Wells] in particular, for all the support and guidance you have given our family, we are all grateful, thank you."

Far Cotton Residents Association

To view the latest newsletter from the Far Cotton Residents Association, click on the image below.

Top of the News FCRA launches new support for Families during the Covid-19 Pandemic.



On the 1st May 2020 FARS was launched after much consultation we identified those that needed the support the most. The results of our Zoom Meetings from everyone who attended was the Young Families were struggling to Feed their children not at school.

This is not a "Food Bank" but a Referral Service only. This allows us to strategically target those Most in Need.

Whilst the model has started with one of our Primary Schools we are in discussions with some of our other schools.

Figure 3 Far Cotton Residents Association Image

Amazing Multi-agency Team Effort to Accommodate Rough Sleepers during the COVID-19 Lockdown

In response to the national COVID-19 lockdown, 90 men and women who were known to be homeless or sleeping rough in our town are currently being housed, fed and supported in two hotels in Northampton.

This has only been possible due to the strong partnership relationships between Northampton Borough Council, Northampton Hope Centre, the Northampton Association for the Accommodation of the Single Homeless (NAASH) and a wide range of other local services and organisations.

Members of the Single Homelessness Forum, including Churches Together in Northampton, are talking regularly with one another about the action required to ensure that everyone who is homeless is not only protected from COVID-19 but also receives the help they need to move on successfully into settled housing.

Everyone who is placed in the hotels receives three meals a day, toiletries, fresh clothing, a fortnightly laundry service and access to a joined-up treatment and support service that helps guests to address their drug and alcohol use and receive help with any physical or mental health issues.

Although some people remain on the streets, the complex reasons for this are being addressed and attempts continue to be made to point them in the direction of the help and support required.

Since moving into the hotels, most of the people who had been sleeping rough, including many of the most entrenched rough sleepers, have made huge, positive changes in their lives and said they want to make the most of this opportunity to receive the help, support and housing they need.

After a busy first phase of moving people into the hotels and stabilising them, it is now time to concentrate on where they will live when they leave the hotels. New partnerships are springing up, especially in Northampton's large and buoyant private rented sector. Eager to help, landlords are offering the Council and NAASH move-on accommodation for people who have been sleeping rough.

Revd Sue Faulkner, the Chair of the Single homelessness Forum, said:

"This COVID-19 public health emergency and our response to it, has shown us that rough sleeping isn't inevitable and that if we all work together, we can break this vicious cycle, keep people safe and prevent rough sleepers from returning to the street.

"Organisations such as NAASH have a proven track record of successfully supporting tenants and working well with private landlords to ensure that housing is well managed and tenancy conditions are complied with.

"The private rented sector has an important role to play in our plans to move everyone on from the hotels and we are hoping that up to 40 people will be rehoused in the private sector during the next seven weeks."



Landlords who are interested in letting their private rented accommodation to homeless people should contact NAASH on (01604) 630042.

Figure 3 Single Homelessness Team

Quotes from those who have been supported through this scheme

"Thank you for helping me get on track with life. To most people this don't seem a lot. But for people like me it's a massive life changer and I am now off the drugs, eating more than I was, can now shower when I want. A big thank you for the time you take to help us on a day-to-day basis." **Female, aged 34**

"Since coming into the hotel at the beginning of the lockdown, things have been so much better for me. It has given me the stability and security I need to cope with my recovery from addiction. It gives me routine being in one fixed place.

Although it has taken such a nasty thing for this to happen, I am going to benefit from it in the long run and I am very grateful to everyone involved in making this happen for us. It was dealt with in such a good and fast way considering that no-one knew what was going on in the beginning. You have been amazing at dealing with the whole situation and all of our different problems. We all say thank you to everyone involved." **Male, aged 35**

"Thank you for picking me up again, when I really went down the swanny. I am just letting you all know that I am thanking you again, for getting me back up on my feet and giving me that big push. I am on the road to recovery now, getting better each day. Plus thank you for the food, clothes, showers, footwear, phone calls, thank you everyone." **Female, aged 37**

"Since I have been staying in the hotel, I have not been using drugs. I am off the street, keeping myself clean, having my washing done and eating properly. I also have emotional support and if it wasn't for the team I think I would be dead on the streets or seriously ill in hospital. It has saved my life and I would like to thank everyone. It has changed my life for the better, thank you." **Male, aged 35**

"Being in the hotel has helped me sort my head out a lot, being able to shower and clean my clothes. It has slowed my drug usage right down." **Male, aged 33**

"Thanks for being there from day one. Since I became homeless you have been a godsend with little self-care bags and clothes and the food. I will forever be

grateful. I've never been shown so much kindness in my life by everyone. Wonderful people." **Female, aged 27**

Wellingborough Young Volunteer

Hayley Cooper, who works in a local school, and her nine-year old daughter have been out and about in Wellingborough delivering vital leaflets to residents. The leaflets provide details of where residents can access support during the pandemic and will be delivered to every home in county by a team of volunteers.

Hayley said:

"I work at the local school and I have been placed on furlough. As a core member of the school PTA, I am used to being kept busy volunteering, so whilst off work it's been really lovely to put that volunteering to further use and support our community beyond the school. We are aware that others might be experiencing difficulty during this time and we are volunteering to help the local food bank and with food deliveries to the vulnerable.

"My daughter has enjoyed helping, it's got her out of the house, and taken her mind off what is going on and it feels useful to help support the community. She brightens up our walks to deliver leaflets. After receiving a very large hi-vis jacket which I couldn't comfortably wear she decided she would, so paired it with a belt and some accessories and off she went to help!"



Figure 4 Young Volunteer delivering leaflets

Meals on Wheels in Motion

While much of the country's workforce is currently holed up indoors, there is a massive amount of manpower still at large, quietly going about its vital duties with often little or no recognition.

They are the millions of volunteers, whose tireless support of charities and good causes has never been more important than at this terrible time.

In Wellingborough, a new team of generous helpers has come together to ensure that the town's most vulnerable, poor and disadvantaged are fed during the COVID-19 crisis, in a project co-ordinated by the Daylight Centre Fellowship.

Despite being forced to close its doors to its usual clients – those who drop in for a lunchtime meal or to access the food bank – the charity's new volunteers are continuing in their vital role by delivering meals to those who need them most.



Amongst those who have stepped up to play their part in the new scheme is John Mulhall, who didn't have to think twice about taking on such a role.

"I usually work for three projects in the town which involve our taking out food, comfort and spiritual support to those who, before this crisis, lived on the streets." explained John.

"Although those people have now been housed to keep them and others safe, their needs are no less severe and, with no money to feed themselves, nor direct access to the food bank or the Centre, taking food to them is the only way to ensure that they don't go hungry, and I just couldn't bear to think of that happening".

John is now part of a rota of 35 volunteers representing a host of organisations across the town, including Street Pastors, Street Church, Street Meals, Teen Challenge and the St Vincent de Paul Society, as well as those from local churches and of course the Centre's own team of helpers.

They are now working in pairs, carefully observing social distancing rules, to provide meals and an accompanying snack pack every day for up to 50 recipients who now have accommodation in hotels, hostels and shared houses in eleven locations across Wellingborough.

John's wife, Julie, microwaves the frozen meals, which are supplied by the recently-formed "Northamptonshire Emergency Food Aid Alliance", at the Centre before John sets off to deliver them.

"I ring the bell and then step back a few paces to wait for door to open and I can't tell you how thankful everyone is, not only for the meals themselves but for the reassurance that, even living on the outside of society as they do, they know they haven't been forgotten".

The Daylight Centre Fellowship's food delivery scheme is particularly vital because it supplies a hot, nutritious meal to those most in need who may not have access to kitchen equipment or the necessary skills to prepare meals for themselves, for which food parcels are inappropriate.

It is set to continue for some weeks while the lockdown remains in place, which is why its co-ordinator, DCF Trustee James Bellamy, is appealing for more volunteers to come forward:

"The Centre's ongoing role is to support those who are at their most vulnerable, whether because of complex mental health issues, learning difficulties, drug or alcohol abuse or isolation, and although they cannot currently come to us, we must still reach out to them with our support".

"So if you have a couple of hours a week and can work a microwave or have access to a vehicle - or can perhaps make a donation to ensure that we can continue to provide this help for as long as is necessary - please do get in touch.

"In the meantime, I offer a massive and heartfelt thank you to our current team of amazing volunteers, like John and Julie, who are making such a difference to the lives of so many and without whom we could not have achieved what we have so far" he added.

To find out more about the work of the Daylight Centre Fellowship, including becoming a volunteer, please call 01933 446490 or to make an online donation, please visit www.daylightcf.org

Scam Awareness

Northamptonshire County Council's Trading Standards are promoting the following website as there has been an increase in vulnerable people in financial difficulties due to Covid-19. Please share this with any residents that you are supporting.

<https://www.stoploansharks.co.uk/stop-loan-sharks-covid-19-update>

Kettering Borough Council has been targeted in a classic spoof email masquerading as a senior staff member ultimately asking for gift cards. We are also aware that Corby Borough Council have received similar. Please do not respond to these emails.

Northants Police have had incidents recently of people pretending to be police officers, detectives and others officials.

Please remind residents to check and challenge before divulging any information to anyone.

Key Locality Specific Information

The Community Resilience Hub are working with fantastic Local Community Resilience Teams in the Boroughs and Districts, these are:

Corby	communityresilience@corby.gov.uk
Daventry	communityresilience@daventrydc.gov.uk
East Northants	communitydevelopment@east-northamptonshire.gov.uk
Kettering	communitys@kettering.gov.uk
Northampton	forums@northampton.gov.uk
South Northants	healthy.communities@southnorthants.gov.uk
Wellingborough	communitysupport@wellingborough.gov.uk

Key Public Messaging (National and Local)

CORONAVIRUS ADVICE

Self-isolation

For most people, coronavirus (COVID-19) will be a mild infection. If you live alone and you have symptoms of coronavirus illness (a new continuous cough

and / or high temperature), however mild, stay at home for **7 days** from when your symptoms started.

If you live with others, anyone who develops symptoms in your household must stay at home for 7 days – and **everyone else in the household who remains well must stay at home and not leave the house for 14 days**. The 14-day period starts from the day when the first person in the house became ill.

Do not go to a GP surgery, pharmacy or hospital. You do not need to contact 111 to tell them you're staying at home. For more information about when to call 111 and advice about staying at home [click here](#).

Social distancing

Latest government guidance on social distancing advises the following:

- Stay at home as much as possible
- Work from home if you can
- Limit contact with other people
- Keep your distance if you go out (2 metres apart where possible)
- Wash your hands regularly

Full details available [here](#).

Shielding

Those who are **extremely vulnerable** (have organ transplants, specific cancers, severe respiratory diseases, have genetic conditions that increase risk of infection, are on immunosuppression therapies that significantly increase risk of infection or are pregnant with an underlying heart condition) to **remain home at all times and avoid face-to-face contact**.

CORONAVIRUS TESTING

People who have coronavirus-like symptoms are being tested to see if they currently have the virus. Testing has also been expanded to include:

- all [essential workers](#) including NHS and social care workers with symptoms
- anyone over 65 with symptoms
- anyone with symptoms whose work cannot be done from home
- anyone who has symptoms of coronavirus that lives with those groups identified above.

Social care workers and residents in care homes (with or without symptoms) are now being tested, as well as NHS workers and patients without symptoms where there is a clinical need. [Full details here](#)

Staying Social



Regular social media (all partners)

Please regularly retweet:

<https://twitter.com/NHSEngland> NHS England

https://twitter.com/PHE_uk Public Health England

<https://twitter.com/mycountycouncil> - Northamptonshire County Council

<https://twitter.com/NorthantsEPTeam> - Northamptonshire Emergencies

Other accounts to keep an eye on and retweet as necessary:

Health

<https://twitter.com/NorthantsPH> - Northamptonshire Public health

<https://twitter.com/NHSNene> - Northants CCGs

<https://twitter.com/NHSCorby> - Corby CCGs

<https://twitter.com/NHFTNHS> - NHFT

<https://twitter.com/KettGeneral> - Kettering General Hospital

<https://twitter.com/NGHnhstrust> - Northampton General Hospital

Borough & District Councils

<https://twitter.com/KetteringBC> - Kettering Borough Council

<https://twitter.com/DaentryDC> - Daventry District Council

<https://twitter.com/NorthamptonBC> - Northampton Borough Council

<https://twitter.com/CorbyBC> - Corby Borough Council

<https://twitter.com/SNorthantsC> - South Northants Council

<https://twitter.com/ENCouncil> - East Northants Council

<https://twitter.com/BCWboro> - Wellingborough Council

Police/Fire/EMAS

<https://twitter.com/NorthantsPolice>

<https://twitter.com/northantsfire>

<https://twitter.com/EMASNHSTrust>

Voluntary Sector

https://twitter.com/N_Watch - Neighbourhood watch Twitter

<https://www.facebook.com/ourwatch/> - Neighbourhood watch – Facebook

www.facebook.com/northantssar - Northants Search & Rescue

<https://www.facebook.com/northantsacre/> - Northamptonshire Acre

Corby Voluntary Community Service (CVCS) - accesscorby@yahoo.co.uk

mobile - 07758 383186

Daventry Volunteer Centre (DVC) - www.daventryvolunteers.org.uk

Tel: 01327 300614 or Mob: 07793 011491

Kettering Voluntary Network (KVN) - Mob: 07912480537

sean.silver@groundwork.org.uk

<https://www.facebook.com/Kettering-Voluntary-Network-123308457746720>

Nene Valley Community Action (NVCA) (covering Wellingborough) -
www.nvca.org.uk

Telephone: 01933 313526 or email: info@nvca.org.uk

South Northants Volunteer Bureau (snvb) - www.snvb.org.uk

Tel: 01327 358264 or email info@snvb.org.uk

Voluntary Impact Northamptonshire (VIN) - www.voluntaryimpact.org.uk

Tel: 01604 637522 or email: Info@voluntaryimpact.org.uk