

LRF

**Northamptonshire
Strategic
Coordination Centre**

**Date: 20/05/2020
Issue 12**

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 example tweet from Age UK Northamptonshire on the following page.

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**



Age UK Northants @AgeUKNorthants · 23h

This week we launched our Hydration & Nutrition Campaign using the Hot 'n' Cold flasks donated by @one2onediet. It is so important for mental and physical health to keep hydrated. We are delivering these to our clients this week along with their hot meals.

#NorthantsTogether



Figure 2 Northants Together tweet

Incredible Effort as Volunteers Deliver Leaflet to Every Household

Over the past three weeks volunteers have delivered an important leaflet to all 325,000 households in Northamptonshire to ensure that every resident knows how to ask for help if they require it.

Volunteer groups in local communities and individuals have all jumped to the cause and, in the few areas that were more difficult to reach, a team from the British Red Cross Reserves have managed to complete the task of spreading the message. Huge thanks to all of them for pulling together.

This is the first time that our county's army of volunteers have been called upon in such large numbers and nearly 700 of you helped to make this all possible. We've heard some great stories of volunteers delivering to their local area and then coming back and asking if they can do more! And a very special shout for the Raunds and Thrapston Area Volunteers who, as a group, took on 15,000 leaflets in East Northants, which accounted for an incredible one third of the whole District!

! KEEP THIS LEAFLET SAFE
in case you need these details

Northamptonshire
County Council

CORONAVIRUS

Getting local help if you need it

If you need help and are being supported by approved local volunteers and support groups, please continue to use them.

But if you are not receiving any help – and you need support with getting food, medication or other important things – please contact us.



Call **0300 126 1000**



and select **Option 5** (Monday to Friday, 8am to 6pm) or email



customerservices@northamptonshire.gov.uk

We appreciate that this is not easy but together we can get through this. Thank you for everything you are doing.

STAY AT HOME, PROTECT THE NHS, SAVE LIVES

Districts and Boroughs and, working with colleagues there, they planned this huge undertaking, mapping the areas, liaising with the local volunteers and investigating a variety of ways to achieve the purpose.

Leader of Northamptonshire County Council, Matt Golby, said: "I continue to be amazed by the response of our volunteer networks across the county. Thank you to everyone who has played a part in this work.

"You are all doing a fantastic job and keeping those most at risk in our county safe and well. Thank you."

Please note that there are still a few villages yet to receive a leaflet but they will be completed by this weekend. Remaining addresses that volunteers found hard to access will receive the leaflet from the Royal Mail shortly.

It's enormously important that so many people were able to get involved, especially as the call upon volunteers has not been as significant as it might have been had the effects of the crisis been even worse here (clearly not a bad thing!).

The drive for this effort has come from Northamptonshire County Council and staff there have joined the effort as well, delivering to their local areas. Even some of the military personnel who have been attached to the council during this crisis got involved!

None of this would have been possible without the efforts of a team from Northamptonshire Sport. Staff who would ordinarily be supporting sport clubs and running competitions and courses were redeployed to work with the

NBC Team Support the NHS COVID Swabbing Initiative

Northampton Borough Council colleagues, led by Derrick Simpson, recently supported the Northamptonshire Healthcare NHS Foundation Trust (NHFT) to establish a mobile coronavirus testing centre.

Andy McLester, Head of Property Services at NHFT, expressed his thanks to Derrick and the team:

"I am emailing to record my sincere thanks to you and your



Figure 3 Swabbing site image

teams for responding to our request for canopies and security marshals last week to support the NHS COVID Swabbing initiative. As you know we had a very late instruction to deliver this task last Tuesday.

“You were able to mobilise your teams and contractors to be at Berrywood Hospital the following morning to set up the canopies and arrangements so that we could deliver the drive-through swabbing centre for NHS staff, beginning from Wednesday lunchtime. Additionally, our original two-day swabbing requirement extended to three days due to staff demand, and you were also able to support this. We received excellent feedback from our staff (both



delivering and receiving the swabbing) on the helpfulness, courtesy and organisation of your team. It made the whole programme operate smoothly without a hitch. Please pass on our thanks and appreciation to everyone involved.

“On behalf of Northamptonshire Healthcare and myself, I would like to formally record my thanks and appreciation to you and your teams for your support and assistance for an excellent piece of work.”

Figure 4 Drive-through swabbing site

Daventry Holy Cross Church

Rev Dawn Stokes from the Holy Cross Church, Daventry, has sent through this photo of her handing over the second delivery of sheets donated by her congregation to Sarah Hart of Long Buckby Angels so that they can make scrubs for NHS staff.

Dawn said: “It's good to know that even in isolation we can be of help in the effort to fight the pandemic.”



Figure 5 Rev Dawn Stokes and Sarah Hart

Northampton Community Transport

Northampton Community Transport continues to support local residents with shopping and prescription collections, as well as food parcel deliveries.

In the past eight weeks they have completed 1,100 shopping trips and collected 29 regular monthly prescriptions for isolated residents. Every person or family that their drivers shop for is offered ongoing support and is contacted on a weekly basis to check if they need anything or for a new shopping list. They have also adapted to be able to support a few residents who are struggling to access their funds, as they cannot leave the house to go to the bank. In addition, they are delivering seven weekly food parcels to families that need them and still have one of their drivers working two days a week for the Hope Centre, helping with their food deliveries.

As government guidance has recently changed, with some small changes to the movement of people, they are preparing for a potential increase in passenger requests for journeys on the bus. They already have stringent guidelines on cleaning and hygiene for staff and the buses and these are regularly being adapted for the coronavirus outbreak. However, this has meant they have had to purchase additional, essential supplies for the drivers and vehicles, including hand gels, gloves, cleaning equipment and sanitisers, as well as face coverings and face shields (for when social distancing is difficult, such as when supporting a disabled person on and off the vehicle).

URGENT CALL FOR HELP!

As a charity, this extra outlay is difficult at a time when income is reduced, therefore Northampton Community Transport is making **an urgent call for help** to any local business, who can help maintain these supplies, which are not only essential for the safety of staff and passengers, but essential to ensure that they can continue to provide this vital service to the local community.

Please contact Sally Jones, Community Transport Manager on sally.jones@voluntaryimpact.org.uk if you can help at all.

Foundation Awards £123,238 to Support Good Mental Health During the Coronavirus Crisis

Northamptonshire Community Foundation has funded 35 projects to the amount of £123,238 in order help provide a support network to keep people's emotional and mental wellbeing on track as well as providing a safety net for vulnerable residents.

Rachel McGrath, Deputy CEO, said: "During Mental Health Awareness Week, we wish to highlight the urgent need that is being addressed by local community groups and charities funded through our Coronavirus Response and Recovery Fund to help people stay well during this difficult and stressful time.

We have funded several community groups to provide advice, befriending and counselling support, activities and self-care packages to help reduce anxiety, stress and manage wellbeing. We know that many people's lives have changed beyond recognition during this public health crisis. We also know that there will be an ongoing demand and need for such services beyond this pandemic as people adapt to life after lockdown."

The projects have been funded through the Foundation's Coronavirus Response and Recovery Fund, which was established to support vital community projects as they respond to exceptional challenges during the pandemic. The Foundation has provided crisis response and larger strategic grant awards to help local



Figure 6 Relate Northamptonshire

communities build resilience to the pandemic and its impact on local residents.

Projects being funded to help people stay safe and well include:

The Lowdown has been awarded £2,800 to provide online and telephone counselling to provide emotional support to vulnerable young people in Northampton including young carers.

Relate Northamptonshire has been awarded £3,000 to provide telephone counselling sessions to people across the county, especially for those that are struggling with poor mental health.

Corby Mind has been awarded £3,000 to provide emotional counselling and support to people struggling with their mental health in Corby, especially individuals that are known to be vulnerable at this time.

Northampton and District Mind

This week Northampton and District Mind is offering online workshops, which start this Wednesday, to help people suffering from anxiety. You can find details of these and other advice and local services at www.northamptonmind.org.uk.

Mind is also introducing a new phone number for people who need to access help and support.

Staff are on hand to help from Monday to Friday, from 11am to 1pm and from 3pm to 5pm. Staff will be available on 01604 312116.



Brigstock Pantry

To enable any Brigstock resident to have access to support within the village, there will be a "Brigstock Pantry" food support provision facility operating for a limited period for any resident or household in need due to financial difficulties or other circumstance.

Let the team know how many people require support and they will respond and arrange a collection point or delivery depending on the specific needs.

Brigstock Pantry is accepting donations of:

- Cereal, soup, pasta, rice, tinned tomatoes, pasta sauce
- Lentils, beans and pulses
- Tinned meat, tinned vegetables, tinned fruit
- Tea, coffee, UHT milk, longlife fruit juice
- Biscuits

If you wish to donate financially, this can also be arranged.

Please text 07311 965687, or email brigstockisolation@gmail.com

Food goods can be left at 28 High Street or with your street coordinator.



Figure 7 Food Donations

Northampton Borough Council Teams are Working Together to Support Communities

Northampton Borough Council's museums team and Neighbourhood Wardens are now supporting the Community Engagement and Safety team in dealing with community support referrals. They are making a huge difference to those that are most vulnerable and in need. One of the many customers they have supported was Ato, who is also disabled after having a stroke, and finds it hard to get out.

English is not his first language and he found it difficult to engage in phone calls. The team did a welfare check and found that he also has two children under five and almost no food. He couldn't register online which would enable him to get free food boxes.

The teams worked with Fruitful Abundance who provided food and the extra items they needed including soap, washing detergent, tinned tomatoes and some toys for the children. They also registered him for the Government parcels and will support him to apply for Universal Credit.

Support Your Neighbours



The poster features a red and yellow background with a white house icon containing two figures. The text is arranged in a clear, hierarchical layout, starting with the title and logo, followed by the main message and contact information. Logos for ACRE and the National Lottery are at the bottom left.

Good Neighbours

Northamptonshire
ACRE can help you

SUPPORT YOUR NEIGHBOURS

This is **YOUR** opportunity to set up an official Neighbourhood Support Scheme .

A lot of support groups have developed as a result of Covid- 19 and we would like to help these groups to continue their good work through Covid-19 and beyond, by registering as an official scheme.

The Good Neighbours Scheme is a National Lottery project and by registering the schemes will get:

- Free support, advice and resources
- Training
- Up to £700 of grant funding (East Northants, Kettering, Corby and Wellingborough)
- Become part of a larger network of groups with a new forum
- Regular networking meetings

CONTACT US

Hunsbury Hill Centre,
Harksome Hill,
Northampton
NN4 9QX

Jennifer.hedges@northantsacre.org.uk

01604 825884

www.northantsacre.org.uk

 

Figure 8 Support Your Neighbourhood Poster

Supporting Over 100,000 Properties Since the Start of the Lockdown

Since the start of the lockdown Northamptonshire's waste and recycling teams have been working tirelessly to keep essential services running and help protect communities and public health.

During these challenging times let's remember that not all heroes wear capes.



Figure 9 Northampton Borough Council Infographic

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](#).

Stay Alert

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 everyone over the age of five.

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 and NHS Improvement

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

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

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

<https://twitter.com/ourNHCP> - Northamptonshire Health and Care Partnership

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

Follow the Numpties

- Stay At Home: <https://youtu.be/XsF9qub4yRk>
- Wash Your Hands: <https://youtu.be/JvpWZ4WC0GA>
- Social Distancing: https://youtu.be/DzviaBb_pVo