

LRF

**Northamptonshire
Strategic
Coordination Centre**

Date: 28/04/2020

Issue 8

Community Resilience Update

Community Resilience Hub

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

What is the LRF?

The Local Resilience Forum is made up from key organisations across Northamptonshire such as emergency services, health and local authorities who put in place plans under the Civil Contingencies Act 2004. These organisations are now operating within the strategic coordinating centre to respond to this pandemic. As part of this response, you as volunteers are our key links providing the vital support needed by our communities.

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. As a reminder, the dedicated support line is:



Figure 1 Telephone helpline

0300 126 1000 (option 5)

Calling All Volunteers!

This week it really will be Northants Together when the Districts and Boroughs team up with Northamptonshire County Council to mobilise our patient volunteers for a county-wide leaflet drop. Volunteers will be serving the community in the best way possible by ensuring that every household in the

county receives a leaflet describing all the help that is available to them during the current pandemic.

Most people will already be aware of this but there may still be some who are not, so we want to make sure that if anybody is in any kind of distress that they know how to get help.

Here at Community Resilience we know that some areas have already leafleted information like this, and we're grateful they have, but we need to ensure that everyone in the county is covered and it's vitally important that we do this as soon as we can.

It's a significant logistical challenge to ensure we reach every household but, working together, we think it can be done. Thank you all, in advance, for your help!

! **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

Figure 2 Leaflet being delivered to all households

Crime Prevention Information – Email Scams

People are being urged to report coronavirus scam emails to the government as part of a new campaign.



The National Cyber Security Centre (NCSC) says criminals are increasingly using the COVID-19 outbreak as a way to scam people.

It comes after a recent survey by TSB suggested that 42% of people believe they have been targeted by a scam email during the virus pandemic.

A Cyber Aware campaign has been launched offering advice and tips on how to protect passwords, accounts and devices.

A “suspicious email reporting service” will also allow people to forward possible scam emails to the centre for analysis.

The emails can be forwarded to report@phishing.gov.uk and the NCSC's automated programme will test the validity of any links and further action could be taken against the fraudsters.

#NorthantsTogether

If you are helping someone in need and have a Twitter or Facebook account, please tweet 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. 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.

Thank you

#NORTHANTS TOGETHER

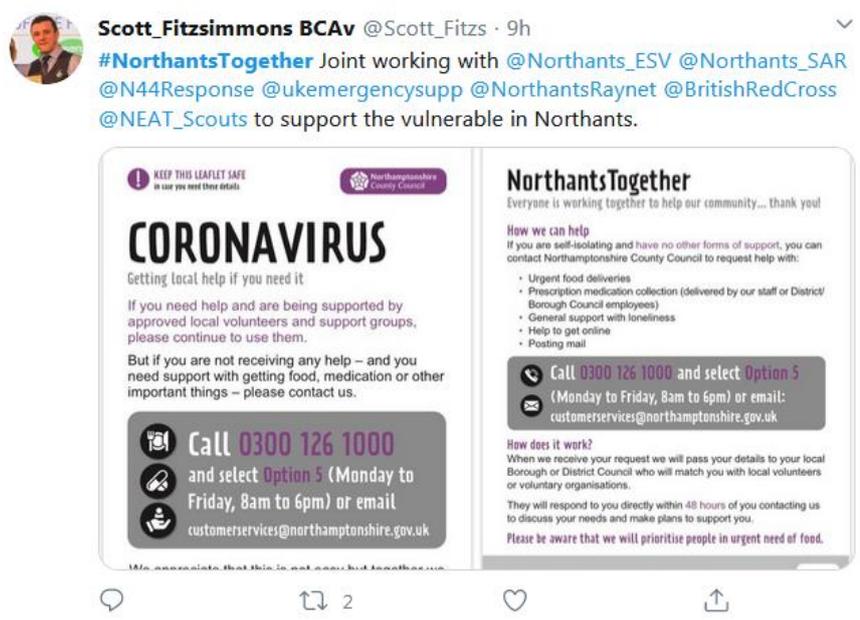


Figure 3 Twitter image from #NorthantsTogether

Coronavirus Response & Recovery Fund update

Northamptonshire Community Foundation is busy ensuring that local community groups can effectively respond to the coronavirus crisis by getting funds to local charities, helping the most vulnerable people in our local communities. To date it has awarded over £240,000 to 78 projects across the county. Projects have included those helping people most at risk of the coronavirus with essential needs and support including food aid, care packages, delivery services, befriending support and mental health counselling.

The Coronavirus Response and Recovery Fund is being delivered in partnership with the National Emergencies Trust and is supported by a wealth of generous local donors. Many members of the general public have also dug deep to donate to help fund the community groups, making sure people stay safe and well.



Figure 4 Image of lady from a local group

Projects recently funded include:

Baby Basics Northampton - £3,000: Providing baby starter packs for vulnerable new mums and mums-to-be during the outbreak across the county.

Dostiyo - £3,000: Providing a helpline for older and vulnerable Asian people who are self-isolating in Northampton.

Corona Kitchen - £2,414: Providing a hot meal service for vulnerable people in partnership with food banks and homelessness agencies in Kettering.

KHL Community in Sheds - £3,000: A group based in Corby making PPE equipment for NHS staff and other key workers and vulnerable people.

Victoria Miles, CEO said:

“We want to say a big thank you to our donors for their extraordinary generosity and to the amazing groups we have been able to fund who are providing a safety net to ensure our most vulnerable citizens stay safe and well during this public health crisis. We are getting the funds out very quickly to help groups respond to local needs but we also need to raise further donations to continue to do so.

If you want to help and can give a donation please head over to our website and find out how you can support our Coronavirus Response and Recovery Fund appeal. Please help us help our local communities to protect people and save lives.”

To learn more about the appeal, please visit www.ncf.uk.com

Crime Prevention Advice from Northants Police

Preventing burglary

- Look at your home as a burglar would – if you were locked out, how would you get in? This will help you identify any weak spots where you need to improve your home security
- Keep external doors locked, even when you're at home
- If you open a window, always close and lock it when you leave the room or go out
- Keep all keys out of sight and reach of letterboxes, pet flaps and downstairs doors and windows. Never keep a spare key hidden outside
- Make your home look occupied once darkness falls by using energy-saving lights with timers
- If you have an alarm system, use it. If you don't, consider getting one. Having pets doesn't mean you can't fit an alarm. Find accredited installers at www.nsi.org.uk and www.ssaib.org
- Mark your property so it can be identified as yours and returned if stolen and recovered. Options include traceable liquids such as SmartWater® or SelectDNA or a UV permanent pen. Find tested and approved security products at www.securedbydesign.com or www.soldsecure.com
- Register your property for free at www.immobilise.com

Preventing vehicle crime

- Before you get out of your vehicle, check nothing's left out on seats, the dash, console, door pockets or in footwells.
- Close all windows and wipe away suction marks left by sat nav or phone holders as these may tempt thieves to break in to see if the device is still in the car. Put phone charging leads away for the same reason
- If your car has remote locking, always physically check the doors have locked before you leave it. Criminals nearby can use a jamming device to block the remote signal, leaving the car unlocked so they can get in once you have left
- Where you park matters. If you park in daylight and will be leaving your car until evening or overnight, consider how the area may look in the dark – will it be lit, will it be busy or secluded? Out and about, try to use car parks with Park Mark status - www.parkmark.co.uk



Figure 5 Image of car thief

Preventing personal robbery

- Plan ahead before you go out. Know where you're going, how you'll get there, and how you'll get back. Let someone know where you're going, and be prepared for a change of plan
- Keep your purse or wallet and keys close and secure. Only take out essential items, and if you can leave valuables at home, do
- When you're out, always walk with confidence, and stick to well-lit, busy areas

- Remain aware of your surroundings – don't walk along texting, making a phone call or listening to music. As well as being distracting, this advertises your valuable to criminals
- Trust your instincts – if you don't feel safe then change your route, remembering to stay in well-lit and busy areas. Don't be tempted to take short cuts
- Be a good friend and stay safe by sticking together. Always avoid walking alone at night

Finally beat the burglar website, covers the security of outbuildings
www.protectyourhomenorthants.co.uk

Report non-emergency crime and any suspicious vehicles or activity in your area to us on 101 or online at www.northants.police.uk/webform/online-crime-reporting. In an emergency, call 999.

Find more advice on crime prevention at www.northants.police.uk/crime-prevention

Look out for Exploitation

The Covid-19 pandemic means vulnerable people are at greater risk of being exploited.

This can mean being forced to work in locations such as warehouses, food supply chains and agriculture where social distancing rules may not be applied, meaning a greater risk to their health.

Added to this, potential victims living in isolation with their exploiters are at increased risk of abuse with less access to outside support.

Please find a leaflet attached to use and share as appropriate to help protect those at risk.

Good News Stories from Across the County

Corby Borough Council

A few anecdotes from the Corby Community Resilience Team.



A Corby resident who is shielded and cannot leave the house requested support via the helpline with shopping and a loneliness call. He is on his own as his wife has dementia and is in a care home. It is their wedding anniversary tomorrow and because he can't see her, he wrote a letter. The care home manager read it to her while he was on the phone and her eyes lit up - she loved the letter! How lovely is that? He is also very grateful that we can support him with shopping and a volunteer will be calling him for a chat.

The payments team at Corby have today received lots of compliments from residents who have contacted the helpline for support with food shopping. A member of the team rings for a shopping list, volunteers complete their shopping and then drop off the shopping and the residents pay over the phone. *"It's an excellent service"*. 😊

A day in the life of Alex Gratrix, Environmental Health Officer:

Since Covid-19 started, I was pulled in to support the Corby Community Resilience Team. In my normal day job, I am used to dealing with unusual situations, but as with most people, the current climate is unprecedented. I am now working from home, and as we are used to speaking with people who may be upset or anxious, myself and my environmental health colleagues have been facilitating shopping and prescription collection for those who are self-isolating and have little or no support.

I receive the referrals from my colleagues that liaise with the Community Resilience Hub and either refer on to a colleague or ring the customer myself to ascertain their needs and find out how we can help. Sometimes it's as simple as organising collection and delivery of a single prescription and that's it, but for most of our customers, they need regular shopping. They are often elderly and lonely, and may be suffering from dementia so it's learning how to best get the information from them and provide suitable support.

We have volunteers that are providing companionship calls to those who are feeling the strain of being at home with no-one to talk to, and we have made referrals to our colleagues elsewhere in the Council for those who are concerned about paying their rent or council tax, or who need some physical assistance with personal care and we have made several referrals for safeguarding where we have had concerns about someone's situation.

Kettering Borough Council

Feedback from Supported Residents

Please see below some good news anecdotes following welfare calls made by our Case Officers to our vulnerable persons.

"My volunteer is 'lovely' Stephanie whom I only wish to use when necessary as I don't want to put her at too much risk. If anything happens to her, would she have a replacement?" We advised her that we have someone in place for supporting the volunteer which she thought was wonderful. She has arthritis in hands and finds clapping for the NHS painful, so our Case Officer has suggested using wooden spoon and saucepan.

Our vulnerable person is keeping well and is happy with her lovely volunteer Sam. She still hasn't made contact with NCC regarding food parcels as she doesn't feel it necessary when Sam is getting everything she requires for her, and nothing else is required at the moment. She ended the call by saying she was now off to do a little housework as she was in the mood!

Matched with volunteer Nicola, our vulnerable person says she's "absolutely brilliant". She now has ASDA online slots and Nicola is helping to get the items ASDA are unable to deliver. She also delivered crochet hearts to the hospital on her behalf. Nicola and the person she is supporting have a lot in common so they are having some good natters too, and turns out Nicola knows their Grandson.

Our Community Development Officer liaised with the Co-op Community Relations Officer for the Southern Region who has donated a £100 worth of food vouchers to support a soup kitchen in Kettering. The group offers hot food four days a week out of the Eden Centre, with some 90 plus meals given out in the hour a day they are open. We have a couple of volunteers helping with this, to help maintain social distancing with the queues.

Daventry Volunteer Centre Update

Our incredible team of staff and volunteers at Daventry Volunteer Centre (DVC) have been working hard since the very start of the COVID-19 outbreak to ensure isolated elderly and vulnerable people receive shopping, supplies, prescriptions and telephone befriending.



Our existing "Happy at Home" project volunteers were immediately redeployed to help with the crisis, and we have since been joined by a strong team of Crisis Volunteers who have come forward from our local community during this time of need.



Figure 6 One of the Nurses from Abbey House Medical Practice modelling the new face masks donated by Cummins Engineering in Daventry

They have delivered hundreds upon hundreds of prescriptions and shopping trips for the most vulnerable in our communities, to ensure they stay safe and stay inside. And our loyal regular volunteers have made telephone calls, sometimes daily, to the many elderly and vulnerable people who suddenly find themselves isolated and alone. We have been able to help in other ways too, working with our local GP surgeries, pharmacies and paramedics, providing volunteers to support their services.

We helped Cummins Engineering who contacted us to ask if we knew of any NHS drop off points in Daventry. They had been developing the idea of using their employees who have 3D printers to manufacture PPE face shields. We were immediately able to put them in touch with the Practice Managers of the Daventry GP Surgeries. Cummins have

not only delivered their first consignment but in addition, have provided and installed new screens for the reception staff. The face shields are being distributed to Abbey House & Monksfield Surgeries, Danetre Medical Practice, Danetre Hospital, Weedon Surgery & Northampton General Hospital.

Tracey Bishop, Deputy Practice Manager from Abbey House Medical Practice wrote:

"I would like to thank you for the screens that you have provided to us to help shield our reception staff, I can't tell you how much they appreciated these. Your expertise and generosity really has had a very positive, community spirited impact. Thank you so much on behalf of all of the NHS staff and patients that you are helping to protect".

We are also responding to newly emerging needs as public anxiety grows, and the effects of the lockdown progress. This has included setting up volunteer dog walkers and delivering parcels for Daventry Food Bank, as well as giving support to, and liaising with, the other voluntary & community sector organisations in our local community and further afield.

National COVID-19 Foundation

The National COVID-19 Foundation set up earlier this month in partnership with the COVID19 Mutual Aid Group UK, as well various bodies such as the 2 minute silence group of those who have lost loved ones.

The National COVID-19 Foundation aims to:

1. Support those on the frontline
2. Support those who have lost a loved one
3. Provide easy access grant schemes

The Foundation is set to officially launch on 1st May, with its main team based in Northampton. It has now partnered with over 50 different COVID-19 groups across the UK.

The first project that will be launched on the 1st May is an award scheme for local heroes across the country. Please do head to www.nationalcovidfoundation.org for more information.

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

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](#).

From Monday 23 March 2020, the Government requires everyone to stay at home, except for very limited purposes. The Government is closing non-essential shops and community spaces and stopping all gatherings of more than two people in public. Every citizen must comply with these new measures and the relevant authorities, including the police, will be given the powers to enforce them – including through fines and dispersing gatherings. [Full details are available here](#).

Social distancing

All members of the public should remain at home unless absolutely necessary (for essential food supplies, medical care, essential work or one form of exercise per day but not in a group). Full details are available [here](#). Those who are over 70, have underlying health conditions or are pregnant are advised to be particularly stringent in following social distancing measures.

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.

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