

LRF

**Northamptonshire
Strategic
Coordination Centre**

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Issue 13

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**



Victoria. @vileit294 · May 24

Really pleased that our @ParksNorthants are open again and to see so many people enjoy themselves 🏡 🚲 🏹

Well done to everyone who worked hard to make them safe!@NorthantsPH @Nsport @mycountycouncil @nsportsteve #beactive #behealthy #behappy #NorthantsTogether #StayAlertSaveLives



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2

13



Figure 2 Northants Together tweet

Firefighters have made more than 1,000 medication deliveries to 'at risk' individuals in Northamptonshire

More than 1,000 deliveries of essential medication have now been delivered by firefighters to some of the most vulnerable people across the county.

Northamptonshire Fire and Rescue Service (NFRS) was asked to support the community resilience partnership response to the pandemic by adding in pharmacy deliveries to those who are 'shielding' and need to stay at home as they are particularly at risk from COVID-19.

Having medication deliveries brought to their



door, direct from dispensing GP practices and pharmacies, helps protect these people from needing to venture out because of necessity.

In total, firefighters from 11 of NFRS's on-call fire stations have been called on to assist in the deliveries. Support has also been provided by wholetime crews and members of NFRS's Home Safety Team.

In rural areas, deliveries have been undertaken by on-call firefighters from their on-call stations while, in the main towns, the NFRS Home Safety Team has been co-ordinating deliveries.

Pharmacy deliveries are just one example of the ways in which NFRS has been supporting in the local response to COVID-19.

Anne-Marie King, Chief Officer, Pharmacy Northamptonshire, said: "Coronavirus caused a public health emergency and put extraordinary pressure upon community pharmacies. NFRS continue offering support to deliver prescriptions and this is enabling pharmacies to manage their workloads more effectively.

"The additional advice may have changed to keeping your distance, thinking of others and playing our part together but it still remains important to keep people safe. We can best achieve this by encouraging as many deliveries as possible from pharmacies and, without the help from volunteers such as NFRS, this would not be possible."

Lisa Bryan, Prevention, Safeguarding & Partnerships Manager at NFRS, said: "Lockdown restrictions may have been eased by the government in some ways, but there are many particularly vulnerable people who are still shielding and for whom something like the delivery of medication is extremely important.

"We have been pleased to have been able to do our bit to help multi-agency efforts to support people to stay safe during this time, having now passed the 1,000 delivery milestone, we can really see how important this contribution has been."

Daventry Volunteer Centre Update

Daventry Volunteer Centre (DVC) has been at the heart of volunteering in their local community since 1990 and this year marks their 30th Anniversary!

So when it came to the COVID-19 crisis they immediately set to work re-deploying their project volunteers and recruiting Crisis Volunteers. DVC created new guidelines and working practises for their existing projects and their staff, including moving their home-visit volunteers over to telephone befriending and supporting their volunteers on other projects via telephone calls, text message and emails.



From day one, the DVC staff team have had to adapt and innovate, working long hours, evenings, and weekends to make sure all their existing beneficiaries, and everyone in their community referred to them, gets help as soon as possible, and that their wonderful volunteers are supported too. They have all done a fantastic job!



They have been working closely with Daventry District Council and partners through the Northamptonshire Community Resilience Hub. They established new partnerships and working processes with the local GP surgeries and with all the local pharmacies and are delivering at least 60 prescriptions a week and shopping for 45 elderly/vulnerable people a week. They have been working with partners to create new areas of co-

operation and have been able to support each other in making this run smoothly and successfully for the patient, the surgery, the pharmacy and the volunteer. This takes an enormous amount of time as each shopping trip involves an average of five phone calls, and many hours of volunteer time.

Their volunteers and staff have helped with additional requests from taking clothing over to Northampton General Hospital, to mowing the lawn.

As this crisis is ever changing they are always looking at ways we need to adapt to help support the community. They have seen a sharp increase in the demand of patients now requesting transport to and from hospital and other medical appointments. Their staff are looking at new ways in which they can support



elderly and vulnerable residents feel connected with their locality and they have enlisted the help of a local Scouts group who are all writing letters to an individual and drawing pictures.

They are incredibly proud of all their volunteers, who have worked tirelessly to make sure that all requests for help are successfully fulfilled. Those who have been supported have sent in many 'Thank-yous' and it seems they have been given a new name too – the 'Daventry Darlings!'



Isobel Ross is a recipient of support from the 'Daventry Darlings' and here is what she had to say:

"I have been asked to give my opinion on the DVC group, whom I call them the 'Davertry Darlings'. I can't speak highly enough of every section of this community group. Nicola the organiser is so patient and kind. The folk that come along so cheerfully, often carrying heavy bags, are marvellous! They go out of their way to find each item or a good substitute and one lady chose a hair colour for me, which is the best I have ever had. Please keep supporting this brave and kind group of people."

Lord Lieutenant Emergency Fund Update

The Northamptonshire Lord Lieutenancy Emergency Fund was established to raise money for our NHS, local food banks and essential services helping hospitals and patients at this time of national crisis.

To date, the fund has awarded £12,500 over two rounds to help support such services that have seen a major increase in demand since the outbreak of the coronavirus.

The fund, facilitated by Northamptonshire Community Foundation, has made its second round of funding awards to several food projects and essential services across the county including Northampton Hope Centre, Kettering Community Unit, St. Johns Ambulance and Food 4 Heroes.

James Saunders Watson DL, the Lord Lieutenant of Northamptonshire, said: "I am delighted that the Emergency Fund is able to continue to support our food banks across the county, helping the most vulnerable families and individuals manage their way through this crisis."

Northamptonshire Community Foundation recently ran a Vegetable Patch Photo Competition in order to raise money for the Fund. Gardeners, allotment holders and anyone else with an interest in gardening were invited to take part and enter a photo of their vegetable patch alongside a suggested donation of £10. The competition raised £8,000 from 137 donations. First place was claimed by Sue and Mark Jackson-Stops, with the remaining prize winners being Nina and Otilie Murdoch, Flora Wellesley Wesley, Judith Luthman, Jeanie Hirsch and Tony Travis.

Victoria Miles DL, CEO of Northamptonshire Community Foundation, said: "During this extraordinary time we have seen outpourings of generosity from all corners of our



communities. I'm delighted that the Lord Lieutenant Emergency Fund has been able to support a number of food banks and other essential charities who are able to respond to the most vulnerable in our society at this time. We thank all those who have donated both their time and funds."

Keeping the County Reading

Along with all libraries nationally, Northamptonshire Libraries are currently closed to the public, but library staff are busy ensuring that customers can still access the resources they need.



Reading is a great way of alleviating stress and is a healthy escape from our current circumstances. It relaxes the body, can lower the heart rate and ease tension in muscles and is a great way of keeping the mind active.

The Library Plus service is available online 24 hours a day giving access to a wide range of eBooks, eAudio, eNewspapers and eMagazines. But what about people who are unable to access online resources?

The normal Library Plus Home Library Service is currently suspended, but they realise how valuable their services are, so they are currently planning to re-introduce the home delivery of reading materials to individuals who are shielding or who are housebound for any reason. With the safety of everyone concerned, they are currently developing safe working procedures within the current guidelines and will be releasing details of this service shortly.

At the outset it will be difficult to assess the demand for the service, but they are looking to register a bank of volunteers who can be ready to satisfy demand as it arises.

The service already has a wonderful bank of volunteers spread right across the county. If you are already volunteering, for example assisting with shopping deliveries, could you spare a little extra time for book deliveries? Full instructions will be provided for safe deliveries and library staff will always be on hand for support and guidance.

If you would like to register your interest in this role please email nlisfeedback@firstforwellbeing.co.uk

Cheers for Volunteers

Next week is National Volunteers' Week, a time to celebrate all of the fabulous volunteers across the country!

It is now more important than ever to celebrate the difference volunteers make to charities and the community.

Show your thanks by cheering for volunteers at 8pm on Monday 1st June.

#cheersforvolunteers
#VolunteersWeek "



National Lottery Community Fund

The National Lottery Community Fund has announced a new fund, giving up to £10,000, for projects which:

- Increase community support to vulnerable people affected by the COVID-19 crisis, through the work of civil society organisations or
- Reduce temporary closures of essential charities and social enterprises, ensuring services for vulnerable people impacted by COVID-19 have the financial resources to operate, and so reduce the burden on public services.

For full information, please see <https://www.tnlcommunityfund.org.uk/news/press-releases/2020-05-20/statement-about-the-coronavirus-community-support-fund> and <https://www.tnlcommunityfund.org.uk/funding/programmes/covid-19-funding-under-10k>.

The Lottery only has a limited amount of funding to spend and anticipates being oversubscribed, so organisations are advised to apply quickly, and present a strong, well-evidenced case.

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