

LRF

**Northamptonshire
Strategic
Coordination Centre**

**Date: 17/06/2020
Issue 16**

Community Resilience Update

Community Resilience Hub

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

Thanks for your responses

Thank you to everyone who completed the volunteer survey, we really appreciate your feedback.

We are busy analysing the results and will update you in a coming issue of the newsletter.



Figure 1 Survey

Thank you from all of us at the Community Resilience Hub for your continuing support and dedication to helping the more vulnerable residents in the county.



Figure 2 Community Resilience Hub staff

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 3 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 Northants Community Foundation.

Figure 4 Northants Together



Figure 5 Northants Together tweet

Don't forget, we would love to see pictures of you helping those in need especially if you're wearing your pink hi-vis! Please always ask for permission before posting pictures of others and make sure that people are practising social distancing in any images you send us.

Citizens Advice – Scams Awareness Fortnight



Figure 6 Could it be a scam?

Over a third of British adults (36%) have been the target of a scam since lockdown began, new research by Citizens Advice reveals.

Polling conducted on behalf of the charity also showed that certain groups were at an increased risk of being contacted

by a scammer, often those who could least afford it:

- Of those with a disability or long term illness, 45% said they had been targeted
- Half (50%) of those at an increased risk of coronavirus or shielding had been contacted
- Over half (54%) of those who have lost personal income due to the virus have also been contacted

The charity has seen calls from members of the public concerned about bogus testing kits, vaccinations and government refunds. It's reported a 19% rise in people coming to its website for scam advice. Citizens Advice web pages relating to scams saw an average of 49,000 page views a month since lockdown began in March, compared to an average of 41,000 page views in the three months prior.

From this research, the majority of people (64%) say they are worried someone they know will fall foul of a con. And most people (90%) reported they felt wary of scammers taking advantage of the situation.

Citizens Advice and the Consumer Protection Partnership have launched their annual Scams Awareness campaign to encourage people to share and report about their experiences and look out for others.

Citizens Advice is urging anyone who thinks they may have been targeted by or has seen an online scam to report it to its Scams Action service, either online or on 0808 250 5050.

For in-person, mail and telephone scams, concerned consumers can report issues to the Citizens Advice consumer service on 0808 223 1133 or 0808 223 1144 for Welsh language speakers. Citizens Advice will give advice on what to do next and report the scam to Trading Standards.

Scams should also be reported to [Action Fraud](#), the national fraud reporting centre.

New Psychological First Aid training during COVID-19 open to all frontline and essential workers and volunteers

On 15 June Public Health England (PHE) launched an updated [Psychological First Aid \(PFA\) training module](#), aimed at all frontline and essential workers and volunteers. The course teaches the key principles of giving psychological first aid in emergencies and aims to increase awareness and confidence to provide this support to people affected by COVID-19. PFA is a globally recognised training for emergency situations and PHE has developed this new course as part of its national incident response, in partnership with NHS England, Health Education England, FutureLearn and others.



Figure 7 Psychological First Aid

The course is free, and no previous qualifications are required. By the end of the course, outcomes will include: understanding how emergencies like the COVID-19 pandemic can affect us, recognising people who may be at increased risk of distress and understanding how to offer practical and emotional support. The course takes around 90 minutes to complete and is also available in three sessions for the learner to complete at their own pace.

Face coverings needed

The NHS in Northamptonshire is looking for people to make face coverings for use at the county's hospitals and GP surgeries to save the surgical masks for the clinicians.

Any help would be appreciated. For more information you can email:

nccg.logisticsandppe.covid19@nhs.net

Any complete can be posted or dropped off at the following address:

Francis Crick House
FAO Logistics and PPE
6 Summerhouse Road
Moulton Park Industrial Estate
Northampton NN3 6BF



Figure 8 Face coverings

Update from Voluntary Impact Northamptonshire

"I just thought I'd share a thank you card we received today, referencing two drivers and the office team. Her words sum up everything the community team has been doing during COVID-19 and how much it has helped people.

"Huge thanks to my team for their hard work, willingness to adapt and for working so well together, during these past few months."

Sally Jones
Community Transport Manager

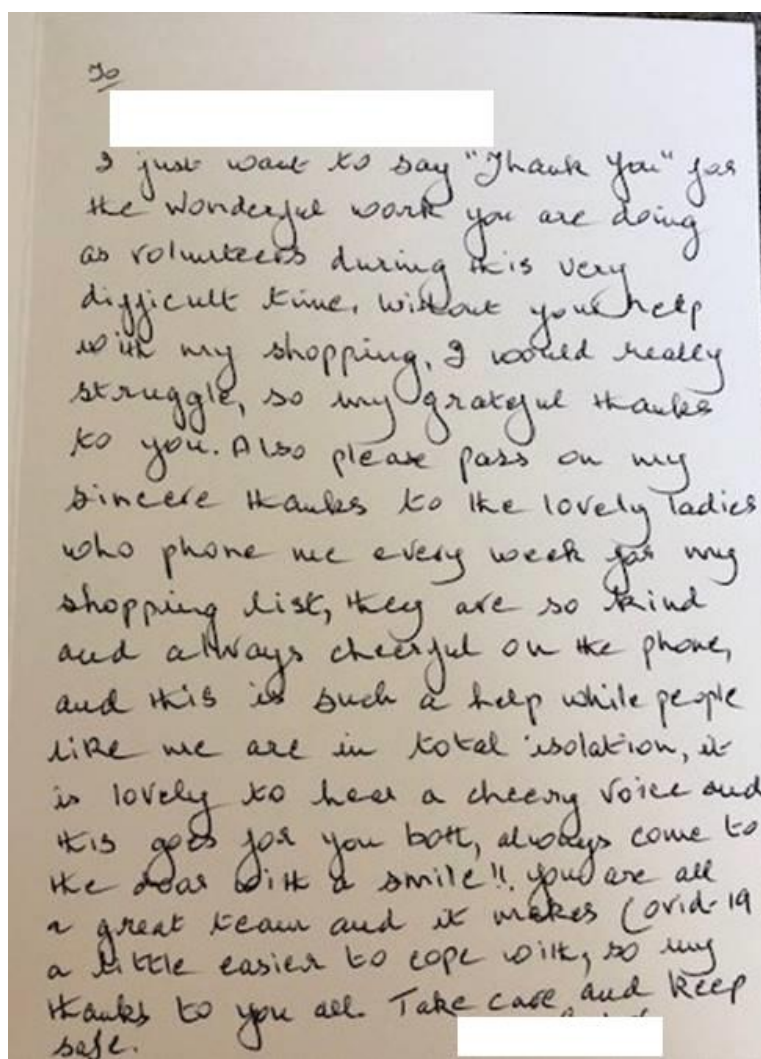


Figure 9 Letter from resident

Age UK emergency shopping and hot meal delivery services to stay



Figure 10 Age UK volunteer

Age UK Northamptonshire is set to keep its shopping and hot meals delivery services post COVID-19 crisis, due to increasing demand across Northamptonshire. Originally set up as temporary, emergency services in response to lockdown, the charity has decided to keep both services as permanent offerings for older people across Northamptonshire.

The charity closed the doors to its day centres following the government's introduction of lockdown in March. Clients who had been attending the day centres and benefitting from social contact, hot meals, haircuts and baths, were no longer able to access that support. Older people in general, especially those with health conditions, were advised to self-isolate which meant getting access to essential grocery shopping, medication and hot meals became extremely difficult for many.

In response to this, the charity quickly set up emergency deliveries, so far providing 2,754 meals, 1,627 loads of shopping, collecting 201 prescriptions and providing transport 14 times to appointments. Feedback has been overwhelmingly positive, and clients are grateful that Age UK Northamptonshire has been able to provide a much-needed lifeline. Given the growth in demand and the likelihood that even after lockdown is lifted, older people will need to remain cautious, the charity has implemented ways to make the services sustainable.

Older people are now able to order a two-course, freshly prepared meal which is delivered to their door at a charge of £6 per meal and a shopping delivery is charged at £5. The emergency services had been delivering for free, but at a time when the charity's income has dropped significantly due to the suspension of some paid-for services and charity shop temporary closures, small changes needed to be implemented to help cover the cost of delivery and sustain the support in the long-term.

The charges mean that clients can continue to choose how many meals they would like to order each week and can receive a daily delivery from Monday to Friday. Older people across Northamptonshire simply call 01604 604500 and speak to a friendly member of staff who is experienced in talking to older people who might have hearing difficulties or memory problems. The grocery and meal orders are placed with an Age UK Northants member of staff who also takes payment securely over the telephone.

The charity can answer enquiries from relatives who live in other parts of the country, set up the service and make payments. The services mean that isolated and often vulnerable older people are guaranteed a visit by a caring person who will have a chat and check they are ok.

To find out more information about Age UK Northamptonshire's services, visit www.ageuk.org.uk/northamptonshire or call 01604 611200.

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

CORONAVIRUS ADVICE

If your symptoms are mild you must not to leave your home. This is called self-isolation.

- Anyone with symptoms must self-isolate for 7 days from when their symptoms started.
- Anyone who does not have symptoms must self-isolate for 14 days from when the first person in your home started having symptoms.

Read more about [when to self-isolate and what to do](#).

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

Individuals with very specific medical conditions (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 shield until the end of June and to do everything they can to stay at home.

However, those shielding may wish to consider spending time outdoors once a day. This can be with members of their own household or, for those shielding alone, with one person from another household.

If individuals wish to spend time outdoors, they should take extra care to minimise contact with others by keeping 2 metres apart at all times.

Further information can be found [here](#).

CORONAVIRUS TESTING

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

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 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



NHS

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/DaventryDC> - 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
Telephone: 01327 300614 or Mobile: 07793 011491

Kettering Voluntary Network (KVN) - Mobile: 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
Telephone: 01327 358264 or email: info@snvb.org.uk

Voluntary Impact Northamptonshire (VIN) - www.voluntaryimpact.org.uk
Telephone: 01604 637522 or email: Info@voluntaryimpact.org.uk

Follow the Numpties

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