

# LRF

**Northamptonshire  
Strategic  
Coordination Centre**

**Date: 10/04/2020  
Issue 3**

## **Community Resilience Update**

### **Community Resilience Hub**

**Please make sure you add our email address to your safe senders list as we will be sending information to you on a regular basis which we don't want you to miss out on.**

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### **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 coordination 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.



Our Community Resilience Hub is led by Joanne Maddams (front of photo) who has 32 years' experience in emergency planning in Northamptonshire.

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### **New Outreach Service Launches**

We want to make sure that nobody who might need care or assistance during this difficult period is overlooked. To that end the Community Resilience Hub has assembled a team to start calling all those in Northamptonshire whom we believe to be the most vulnerable.



Each person will be receiving a call and although the vast majority will have the health and social care support that they need and are unlikely to need anything else, there is a risk that there are some very vulnerable people on that list who might, for example, not even have realised they should be registering with the national line.

These are courtesy calls to assure ourselves that people are safe and provide reassurance to everyone.

At the very least we hope that hearing a friendly voice will be appreciated so we are also asking everyone if they would like to receive a call from time to time.

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## Volunteers' Letter of Authorisation

To provide reassurance to everyone, it's important that our wonderful army of volunteers are able to demonstrate that they are who they say they are. Sadly, we know there are people out there who will try to pretend they are helping others in order to gain some kind of advantage or, even worse, commit a crime against our most vulnerable.

To help combat this, volunteers are now able to carry a letter of authority from the LRF enabling them to help with food shopping and delivery, prescription collection and providing support with loneliness.

This letter is now available to volunteers working with our voluntary organisations and will also be distributed to all the District and Borough Community Resilience Teams.

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## Hi-vis Jackets Arrive

Thank you to everyone who came to collect their hi-vis jackets this week. As reported in Tuesday's newsletter, these have kindly been funded by the Lord Lieutenancy Fund and the Northamptonshire Community Foundation.

Each organisation was given a hi-vis jacket. Don't forget to take a picture of yourself wearing yours when out and about helping people. You can tweet us at @NorthantsEPTeam Let's turn twitter pink.

This one is kindly modelled by a volunteer in Little Houghton.



# Personal Protective Equipment (PPE)



Advice to the general public is that we should reduce our day-to-day contact with other people as far as possible. The following advice should therefore be applied only when contact is absolutely necessary e.g. to provide care or safeguard vulnerable people.

We don't expect our volunteers to be going into other people's homes, so the guidance below reflects this.

For those who are **NOT** entering the home and having no direct contact e.g. delivering food to doorstep, no PPE is required. Good hygiene practices including careful hand hygiene are recommended.

- Hand hygiene (washing your hands) is essential to reduce the transmission of infection.
- Hand hygiene includes hand washing with soap and water, including thorough drying, if hands are visibly soiled or dirty.
- The technique for hand washing must be carried out thoroughly and for a time period sufficient to inactivate the virus i.e. at least 20 seconds.
- Best practice hand washing guidance can be found [here](#)

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## Serve Rushden

SERVE Rushden supports 5,000 older people and those living with disabilities in Rushden.

They aim to ensure vulnerable people can remain independent in their own homes and offer a range of services including personal care, community transport, cleaning, shopping, wellbeing activities and telephone support services.



As a direct result of the recent Coronavirus outbreak, SERVE received an overwhelming demand to help people with food shopping and prescription collections.

The group was one of the first beneficiaries of Northamptonshire Community Foundation's Coronavirus Response and Recovery Fund, receiving £3,000 in grants to operate an essential food and prescription collection and delivery service in the town.

Jess Slater, CEO of SERVE Rushden, said:

*"This crisis has brought the country to a standstill. It has highlighted the important work our voluntary sector does, not just during a crisis but every single day. We have seen many people come to us to volunteer and it really has brought the community together."*

The Coronavirus Response and Recovery Fund was established to help vulnerable people affected by the outbreak of the virus. Funding is available for local charities and community groups supporting local people hit by the social and economic impact of the virus and is available through partnerships with the National Emergencies Trust, donors, supporters and the general public.

To learn more about the Response and Recovery Fund, please visit:  
<http://www.ncf.uk.com/grants/grant-finder/coronavirus-response-and-recovery-fund>

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## #NorthantsTogether Campaign

#NorthantsTogether was launched last week to help share how well all of Northamptonshire's communities are working together throughout COVID-19.

**#NORTHANTS  
TOGETHER**

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Across Northamptonshire, a wide range of organisations and individuals are working really hard to help our communities and keep people safe during the COVID-19 outbreak. Many of these organisations are using the shared hashtag #NorthantsTogether to share how they are doing their bit to help in the fight against COVID-19.

If you are helping someone in need and have a Twitter or Facebook account, please tweet about your role in helping those in need using the hashtag #NorthantsTogether

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## Pets – Guidance from the RSPCA

### Dog walking

Guidance has been produced on this, see the link [here](#) and we would strongly urge you to share this widely so that dog owners and all dog walkers (whether professional or not) are aware of it. It sets out sensible measures to ensure dogs can still be exercised with precautions taken for them and people. For example, all walkers should keep dogs on leads at this time - to help ensure social



distancing, and avoid owners coming into contact with one another should they have to go and retrieve their dog or in the event of an incident as well as potential veterinary visit. Importantly it outlines information for those wishing

to support key workers or those who are self-isolating or shielding by taking their pets out for a walk.

### **Homeless residents with pets**

We are aware that some homeless residents may have pets, for example dogs, and hotels may be disinclined to assist those individuals. The Dogs Trust has some [good resources](#) to assist in such circumstances. These are exceptional circumstances and to ensure you can protect the majority of your residents please encourage the hotels you are working with to allow homeless people with their pets. You may also find it useful to see if council dog warden teams and licensing teams can assist or if any local Covid-19 voluntary groups can help. In addition [StreetVet](#) may be able to assist or provide advice.

### **Help and Guidance for Residents**

The RSPCA has produced a [poster](#) that can be downloaded and filled in by members of the public who have pets/animals. The aim being they will approach family/friends/neighbours who can care for their pets if they are hospitalised. This poster should be displayed in a visible place, for example on the fridge, etc so that the emergency services can see plans have already been made for the animals. Please do share this with the public in your community to try and help ease the pressure on the Adult Social Care teams in finding boarding spaces for animals.

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## **Voluntary Impact Northamptonshire COVID-19 Information Hub**

We have created a COVID-19 Information Hub on our website which provides information and news on COVID-19 and its impact on the sector.

A resource section for community and charity groups where they can find information on funding opportunities, safeguarding and volunteering, digital and general resources that will help during the pandemic.

There is also a volunteering and wellbeing section where you can find out more information about volunteering during the pandemic and hints and tips on improving your wellbeing whilst on lock down.

<http://www.voluntaryimpact.org.uk/covid-19/>

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## **Key Locality Specific Information**

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

Corby	<a href="mailto:communityresilience@corby.gov.uk">communityresilience@corby.gov.uk</a>
Daventry	<a href="mailto:communityresilience@daventrydc.gov.uk">communityresilience@daventrydc.gov.uk</a>
East Northants	<a href="mailto:communitydevelopment@east-northamptonshire.gov.uk">communitydevelopment@east-northamptonshire.gov.uk</a>
Kettering	<a href="mailto:communitys@kettering.gov.uk">communitys@kettering.gov.uk</a>
Northampton	<a href="mailto:forums@northampton.gov.uk">forums@northampton.gov.uk</a>

South Northants [healthy.communities@southnorthants.gov.uk](mailto:healthy.communities@southnorthants.gov.uk)

Wellingborough [communitysupport@wellingborough.gov.uk](mailto:communitysupport@wellingborough.gov.uk)

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## Support Line

### Our support line is open on the Bank Holidays

As we quickly approach the Easter weekend, the demands that COVID-19 is bringing will clearly continue so the Community Resilience Service will be in operation on Good Friday and Easter Monday providing the support needed for Northamptonshire's vulnerable residents. As a reminder, the dedicated support line is available on:



**0300 126 1000 (option 5)**

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## 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.

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## **Staying Social:**

### **Regular social media (all partners)**

Please regularly retweet:

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

[https://twitter.com/PHE\\_uk](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/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>