

# LRF

**Northamptonshire  
Strategic  
Coordination Centre**

**Date: 17/04/2020  
Issue 5**

## **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.**

---

### **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)**

---

# Coronavirus and Scams

**Be aware of scams and protect yourself and those you are helping**

**Be particularly aware of people offering or selling:**

- Coronavirus testing kits - these are only offered by the NHS
- Vaccines or miracle cures - there is currently no vaccine or cure
- Overpriced or fake goods to protect yourself from coronavirus such as anti-bacterial products
- Shopping or medication collection services
- Offers to clean your home of coronavirus



[www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)

*Figure 2 Friends Against Scams logo*

**Protect yourself and others:**

- Don't assume everyone is genuine. It's okay to reject, refuse or ignore any requests. If someone attempts to pressure you into accepting a service then they are unlikely to be genuine
- Don't be rushed into making a decision, if it sounds too good to be true, it probably is
- Only buy goods or services from trusted sellers and think before parting with money or personal information

**Contact:**

For advice on scams call the Citizens Advice Consumer Helpline on:  
0808 223 11 33

To report a scam, call Action Fraud on 0300 123 2040

Contact your bank if you think you have been scammed.

---

## “Why is nobody asking me?”

Some of you may have heard in the news recently that criticism has been directed towards the government for the lack of use of NHS volunteers. Many of you reading this who have registered locally may also have signed up as an NHS volunteer and be aware of this.

Please rest assured that here in Northamptonshire we are all too grateful for the number of people who have registered (or simply just got on with helping people in their community). We should perhaps be glad that as a county we have not had to call on everyone who has put up their hand so far. The best situation would be for it to stay this way but do know that as help is needed, the call will come. Thank you for your continued support, patience and understanding.

---

# #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 County Councillor Gareth Eales has done here.

Don't forget, we would love to see pictures of you wearing your hi-vis jackets, helping those in need, please always ask for permission before posting pictures of others.

**#NORTHANTS  
TOGETHER**

Please also make sure that people are practising social distancing in any images and be 2 metres apart. Thank you



Figure 3 Cllr Gareth Eales volunteering

## Easter egg donations come flooding in for Age UK Northamptonshire's clients.

Age UK Northamptonshire gratefully received donations of chocolate Easter eggs and Easter bunnies from Morrisons and TK Maxx which are being delivered to older people across Northamptonshire as part of their emergency COVID-19 delivery service.

The generous donations from Morrisons on Victoria Promenade in central Northampton and nearby TK Maxx are being delivered to the most vulnerable in the county, alongside hot meals and essential food items like tinned food, soup, pasta, rice, cleaning products and toilet roll. The emergency delivery service also sees Age UK Northamptonshire collecting much-needed prescriptions from chemists and delivering them safely to the doorsteps of older people.

The donated Easter treats are being delivered Monday to Friday so that older people in the county have something to enjoy in time for Easter. Age UK Northamptonshire delivery drivers are even getting into the Easter spirit and dressing up as Easter bunnies to bring a smile to the faces of older people isolating due to the pandemic.

Fern Overton, Day Care and Transport Services Manager said:

"I would personally like to thank all our staff. Everyone has had their normal jobs turned upside down and they are still coming in and giving 110%. They are working longer hours and over the bank holiday to make sure we can help



Figure 4 One of AGE UK's Easter Bunnies

everyone that asks for it. I am so grateful for the staff we have on board. My personal heroes are Roger Harris and Kevin Lines, they have both gone above and beyond and have been instrumental in what we are able to do to support older people in Northamptonshire.”

As a locally registered and funded charity, which has seen its paid-for services halt and charity shops close due to the Coronavirus, donations from individuals and businesses are more crucial than ever. Age UK Northamptonshire is supporting over 300 clients a week and those numbers are set to rise in the coming weeks.

The emergency delivery service is encouraging donations of essential food items which can be dropped off at the Venton Centre, York Road, Northampton, NN1 5QG. To arrange safe drop off, email [fundraising@ageuknorthants.org.uk](mailto:fundraising@ageuknorthants.org.uk) or call 01604 604500. Outside of business hours please contact 07900 228 057.

The charity has also set up a Coronavirus emergency Just Giving page raising money to support their work which can be accessed:

<https://www.justgiving.com/campaign/coronavirusappealAgeUKNorthamptonshire>

More information about Age UK Northamptonshire’s services can be found at <https://www.ageuk.org.uk/northamptonshire> or by calling 01604 611200.

---

## Good News Stories from Across the County

### Raunds & Thrapston Area Volunteers

Raunds & Thrapston volunteers have merged into one group, following constructive discussions between their respective coordinators. This means that one organisation now covers around 20,000 people across Raunds, Thrapston, and the surrounding villages.

All 5 coordinators of the Raunds and Thrapston Area Volunteers are working together to support the most vulnerable people, particularly those who are shielded or in self-isolation. They currently have an open Facebook page with 700 members, and a closed, hidden Facebook group for 80 core volunteers.

The volunteers have been ID-checked and inducted, including being reminded of the key issues of data protection, confidentiality, and safeguarding. They work under the key principles that any new activity or process must be: Sensible, Safe and Sustainable.

Requests coming into the group are placed on the core group's page, and are usually fulfilled within 5 minutes. They have close links with Raunds Foodbank, and the Nene Education Trust, which organises the Free School Meals service for all 5 schools in Raunds.

---

## Duston Volunteers



Figure 5 A volunteer in hi-vis helping a local resident

In Duston, a partnership has been set up between three groups: RBI local branch, St Luke's church and a local wellbeing group. The group were really busy in their pink-vis vests over the Bank Holiday weekend supporting people in Duston. So far they have helped over 10 families with food.

## Daventry District Council



Daventry District Council

9 April at 14:14 · 🌐



A well-deserved shout-out to Long Buckby Angels, who are doing a lot of great work to help people in their community at this time.

We particularly love their mascot Jack Jack and his positivity pants! Find out more at <https://en-gb.facebook.com/groups/1803286529981118/> #ThankyouThursday #NorthantsTogether

Pictured here are two of the posts on Daventry District Council's Facebook page, promoting the great work taking place in the district.



Figure 6 Long Buckby's mascot, Jack in his positivity pants



**Daventry District Council**

7 April at 14:54 · 🌐



Byfield Good Neighbours are doing some fantastic work in their community, helping those in need of support during this time, and enabling people to volunteer their help.

Follow their page below or visit <https://byfieldgoodneighbours.com> to find out more. #NorthantsTogether

The graphic is a yellow rectangular box with black and orange text. At the top, it says 'Byfield Good Neighbours' in large black font, followed by 'We're in this together!' in orange. Below that is a paragraph of text: 'Your Good Neighbours are here for the whole village when you need us. If you are feeling anxious about how you will manage during the pandemic, get in touch - we can help collect prescriptions, shopping, or just check in on you regularly - whatever you need, you're not alone!'. At the bottom left, it displays the phone number '01327 227000' and the email 'ByfieldGNS@gmail.com'. At the bottom right is the Byfield Good Neighbours logo, which features a house icon with two figures inside, and the text 'Byfield Good Neighbours'.

Figure 7 Byfield Good Neighbours Facebook post

---

## 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:communities@kettering.gov.uk">communities@kettering.gov.uk</a>
Northampton	<a href="mailto:forums@northampton.gov.uk">forums@northampton.gov.uk</a>
South Northants	<a href="mailto:healthy.communities@southnorthants.gov.uk">healthy.communities@southnorthants.gov.uk</a>
Wellingborough	<a href="mailto:communitysupport@wellingborough.gov.uk">communitysupport@wellingborough.gov.uk</a>

---

# 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](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](https://twitter.com/N_Watch) - Neighbourhood watch Twitter

<https://www.facebook.com/ourwatch/> - Neighbourhood watch – Facebook

[www.facebook.com/northantssar](http://www.facebook.com/northantssar) - Northants Search & Rescue