

# LRF

**Northamptonshire  
Strategic  
Coordination Centre**

**Date: 21/04/2020  
Issue 6**

## 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 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.

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## 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)**

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# Anglian Water Priority Register

Anglian Water (AW) has asked Northants County Association of Local Councils to ask parish and town councils to advertise the fact that some residents, including those people who are self-isolating due to Coronavirus, can register for free to receive additional practical support from AW's Priority Services.

Some of the help available by being on the Priority Services Register includes; help with reading the water meter, a knock and wait service where AW will wait longer for the door to be answered when visiting, and a scheme to protect people from bogus callers and scams.

Registration is quick and easy. To find out more about Priority Services and to sign up, call Anglian Water on: 0800 919 155 or visit:

<https://www.anglianwater.co.uk/help-and-advice/extra-support/priority-services/>

Alongside Anglian Water, other water and energy providers offer a priority service. If you think you may need extra help during an interruption to supply or a power cut, due to being medically dependent on electricity, or elderly or disabled or if you have specific communication needs, contact your provider to find out how they can assist you.

## #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 Age UK have 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



Age UK Northants @AgeU... · 22h ✓

We have received these lovely letters and pictures through the post. These will be delivered to some of our client this week along with their hot meals, they absolutely love receiving these. Thank you 🥰🌈

#NorthantsTogether  
#Northamptonshire #Charity



1 9 12

Figure 2 Image of Age UK twitter post

# Age UK Northamptonshire's emergency COVID-19 appeal gets £3000 boost from The Rotary Club of Kettering Huxloe.

The Rotary Club of Kettering Huxloe donated £3000 to Age UK Northamptonshire in response to their emergency COVID-19 appeal. The club, which was chartered in 1983, is one of 1840 Rotary clubs in Britain and Ireland. It has over 50 members, from a wide variety of business and professional backgrounds and is known for its charitable endeavours.

The generous donation was raised throughout 2019 by Rotary club members, the majority coming from the raffle and auction held at the club's annual charity dinner. Over the last 12 months alone, the Rotary Club of Kettering Huxloe has donated almost £20,000 to local causes.

The donation will be used to support older people in Kettering where Age UK Northamptonshire are delivering hot meals and essential food items like tinned food, soup, pasta, rice, cleaning products and toilet roll to the most vulnerable.

Andrew Carnell, Rotary Club of Kettering Huxloe's Chair of Community and Vocational Committee, said: "We chose to donate £3000 to Age UK Northamptonshire because they are a locally registered and funded charity. We know that the money will be used to help older people in Kettering to maintain a normal life during this difficult period. We don't want people to worry about where their next meal is coming from. Age UK Northamptonshire is ensuring older people have essential food, but also support for their wellbeing."

The donation comes at a time when Age UK Northamptonshire's paid for services have halted and its charity shops have closed due to the Coronavirus. The charity launched its Coronavirus emergency Just Giving page to raise money to support its efforts supporting people across Northamptonshire. The donation from the Rotary Club of Kettering Huxloe is a huge boost to the appeal and will make a difference to hundreds of local people over the coming months.

Chris Duff, Chief Executive of Age UK Northamptonshire, said "Donations from businesses and individuals are hugely appreciated at this challenging time. The work our staff and volunteers are doing across Northamptonshire is helping to keep people safe and protect the NHS. With this kind donation from the Rotary Club of Kettering Huxloe, we are able to ensure older people get the food and support they need to avoid unplanned hospital admissions, which is hugely important."

Age UK Northamptonshire's appeal is open to any individual, club or business who would like to donate and any amount is welcome: [justgiving.com/campaign/coronavirusappealAgeUKNorthamptonshire](https://www.justgiving.com/campaign/coronavirusappealAgeUKNorthamptonshire)

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.

More information about Age UK Northamptonshire's services can be found at [www.ageuk.org.uk/northamptonshire](http://www.ageuk.org.uk/northamptonshire) or by calling 01604 611200.

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## Rotary Club of Nene Valley steps forward to aid NHS staff and the local community.

Last week an appeal went out from Northampton General Hospital (NGH) to provide a microwave oven for each ward, so that staff could warm meals without leaving their posts. The Rotary Club of Nene Valley responded immediately and have donated 25 through the Northamptonshire Health Charity.

The club have also helped in the refurbishment of 7 rooms in the new NAASH hostel, St James, which will provide shelter for the homeless. We continue supporting the Weston Favell Food Bank, delivering food donations and sending much needed funds to help with the increased demand.

Club president Neil Hufton commented that in this time of lockdown, it can be difficult for our members to get out in the community, but they still want to meet immediate needs: "It is also important that we deliver our commitments to local charities, so this week we have brought forward our donations totalling £7,500 to Northampton Alzheimer's (£3000), Northampton First Responders (£3000), Young Carers (£1000), Northampton Breast Friends (£500)".

An additional £8,000 was raised from the inaugural Santa Fun Run, organised by the four Rotary Clubs in Northampton. This has now been distributed to Cynthia Spencer (£4500), The Hope Centre (£1000) and Lowdown (£2500).

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## Good News Stories from Across the County



Figure 3 Belinda from Northampton door to door service

Northampton Community Transport, run by Voluntary Impact Northamptonshire, incorporates the Northampton Volunteer Car Scheme and Northampton Door to Door Service. Both exist to provide a bespoke door-to-door transport service offering support and assistance to vulnerable people in Northampton.

During the Coronavirus outbreak we have quickly adapted to the additional needs in the local community. We now offer a shopping service, where our drivers shop for those in need and deliver it to the doorstep. This is not just for our registered passengers, but anyone who is vulnerable and isolated and in need of assistance. We are also taking referrals from NBC.

In addition we are collecting and dropping off prescriptions, are undertaking welfare calls and have also loaned one of our employees (a bus driver) one of our minibuses to the Hope Centre/Goodwill Solutions, to help them collect and deliver surplus food for the homeless.

We are proud to continue to support the local community by adapting our community transport service in this way. Our fantastic team is dedicated to doing everything they can to help those who need us the most, at this critical time. Tel: 01604 587733 or 01604 628234. Email [carscheme@voluntaryimpact.org.uk](mailto:carscheme@voluntaryimpact.org.uk)

In addition Voluntary Impact also has an extensive online Resources Hub with a range of useful information for volunteers, organisations, groups, other charities and those needing advice and guidance. <https://www.voluntaryimpact.org.uk>



*Figure 4 Simon from Northampton door to door service*

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## Irthlingborough Help

The “Irthlingborough Help Group” was formed on 16<sup>th</sup> March by Liz Warner after she was approached by two elderly people on separate occasions whilst out shopping. They were anxious about what they would do if lockdown went ahead. Liz tells us her story here:

“I gave them my number and said to call it if they needed anything. I got into my car and sobbed that these lovely people were beside themselves with worry. I got home and decided that this couldn’t happen. Our “super group”, as we have been nicknamed, was born. Within 24 hours of setting the group up on Facebook, we had around 500 members and lots of volunteers. I managed to get three wonderful ladies on the admin team, Kate James, Amy Bradberry and Nicki Joynes, all whom have extensive connections within the community.

“The group now has 850 members with approximately 80 volunteers. We offer anything anyone needs. So far we have helped at least 150 people with things ranging from collecting medication and getting shopping to dog walking! This is on top of the residents that have been “adopted” for the lockdown period. We run a weekly online quiz to keep people together, even when apart. We do daily updates online, live videos and check-ins for mental health. We phone people every day for a chat too!

“We have connections with The Town Council, foodbank, St Peters church and the care committee so we can reach as many people as possible. We have managed to leaflet the majority of the town and also local shops have been

giving out our details. We registered our group with local authorities as soon as this opened too which has been wonderful for information.

“Our little “super group” is going from strength to strength but this wouldn’t be possible without the community spirit and amazing help from our Town folk. Thank you everyone for coming together for Irthlingborough and surrounding areas. You are all wonderful and we will get through this together.”

<https://www.facebook.com/groups/856595354765534/>

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## Helping out Higham and Rushden



The Helping out Higham and Rushden Mutual Aid group are continuing to grow their volunteer base through an online registration form.

The Facebook group currently has over 1,160 members, of which 243 have registered to volunteer.

Beneficiaries are being referred through the County Council and through Parklands GP surgery.

As of Friday the 18<sup>th</sup> April the group had assisted 114 beneficiaries with various tasks ranging from shopping to dog walking, collecting prescriptions and delivering parcels.

An additional four beneficiaries were referred to SERVE as their needs were too complex for our volunteers to cater for. One beneficiary was referred to Rushden Foodbank as they required financial assistance for buying food.

Our lessons learned so far from running a mutual aid group are:

- Do not try to overcomplicate your service offering – refer complex cases to other agencies.
- Provide clear instructions to volunteers – many are so keen to help that without clear guidance they may inadvertently put themselves or the beneficiaries at risk simply because they are wanting to be helpful.
- Keep strict control of your Facebook group – have admins approve all posts and member requests and only allow relevant content to be posted.

### Diary of a Lockdown

If you have a story to tell of life in lockdown please send it to [diaryofalockdown@gmail.com](mailto:diaryofalockdown@gmail.com)

Collected stories will be compiled into a fundraising book to generate much needed funds for charity.

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## Postie's Foodbank

Kevin, a Moulton resident and postman based at Crow Lane depot let us know that they have set up a foodbank for people in need (vulnerable, those now out of work, those self-isolating etc ) led by postie Alan Mistry.



Figure 5 Postman Pat

As key workers they can get to every address in NN2, NN3, NN6, and NN7 dropping off supplies as part of their daily deliveries.

Please let Kevin know if:

- You become aware of anyone in need in these postcode areas and Kevin or the regular postman/woman will deliver a food parcel
- If you would like to make any donations to the foodbank: non-perishable items only for example, tinned-soup, pasta sauce, baked beans, chick peas, kidney beans, tomatoes, vegetables, tuna, rice pudding, pasta, tea, coffee, UHT milk, toiletries, cooking oil, cartons of fruit juice.

MAKE DONATIONS AT THE CROW LANE DEPOT OR ON YOUR DOORSTEP:

Crow Lane depot covers NN2, NN3, NN6, and NN7. The posties are picking up donations and giving food parcels out when requested in these areas of Northamptonshire.

You can bring donations to the Crow Lane Royal Mail Depot, Northampton NN3 9BX or regular posties in NN2, NN3, NN6, and NN7 are happy to pick up any donations from residents' door steps. So if you would like to do this please put a small note on the donation box/bag to ensure they understand that it is meant for them by writing for example: 'For Posties Foodbank'.

In case there is no post for you on that day, it might be a good idea to check during the day to see that the food has been taken unless you are happy to leave outside overnight.

For any more information, Kevin's email is: [mills.kevin@btinternet.com](mailto:mills.kevin@btinternet.com)

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## Kings Heath and Spencer Dallington Group

Andrew Berry has been great (attached to the Kings Heath and Spencer Dallington Group) he has got furniture for one of the people he is supporting. He found a recliner chair which was donated after he put out an appeal for an individual he is supporting who has nothing, he also managed to find him a table and a chalets of drawers along with some bedding and towels.



Figure 6 Andrew fitting the new chair

# Northamptonshire Emergency Response Corps

Members of NERC (Northamptonshire Emergency Response Corps) with food parcels ready for delivery.



L-R: Lily Marrable (RAYNET), Gordon Brown (Northants 4x4 Response), Tyler Bennett (British Red Cross) and Robert Symes (also 4x4) with their vehicles.

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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: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>

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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/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