

# LRF

**Northamptonshire  
Strategic  
Coordination Centre**

**Date: 24/04/2020  
Issue 7**

## Community Resilience Update

## Community Resilience Hub

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

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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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### Reaching Out to the Vulnerable

The Community Resilience Hub has significantly expanded its outreach team, who are calling everyone in the county who appears on the government's shielded list of the most vulnerable, to make sure they are okay and aware of the help they can get.

In order to get through the 16,000 plus names on the list, we've brought on board many members of staff from the around the county, mainly from the library service, some working from home, some in libraries or the council offices, and so far we've reached around a quarter of the list.

Not surprisingly some of the calls go unanswered and if we have no luck after a few attempts, our colleagues at the Northants Emergency Response Corps (NERC) send some visitors around to check. Earlier this week they had their first batch of 64 people to visit and, thanks to some splendid planning on their part, the whole task was completed in two hours and everybody was successfully accounted for.

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## New Guidelines for Prescription Delivery

In order to reduce people gathering to pick up prescriptions at pharmacies, and due to the difficulty of maintaining social distancing, new guidelines are being sent to pharmacies that will ask them to use delivery options where possible.

This involves using organisations such as the Fire Service and voluntary organisations that can deliver by motorbike or car. Use of individual volunteers (be they NHS volunteers or those recruited more locally) is included but reducing footfall and limiting waiting times at pharmacies is one of the key objectives.

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## #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 this tweet below.

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**#NORTHANTS  
TOGETHER**

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Another successful day volunteering! #NorthantsTogether



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

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

Figure 2 Hi vis volunteer vest

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# Support to Become an Official or Constituted Group



If your group is thinking about becoming an 'official' constituted group so that you can access funding or you are thinking about continuing to support your community after COVID-19, Northamptonshire ACRE can help.

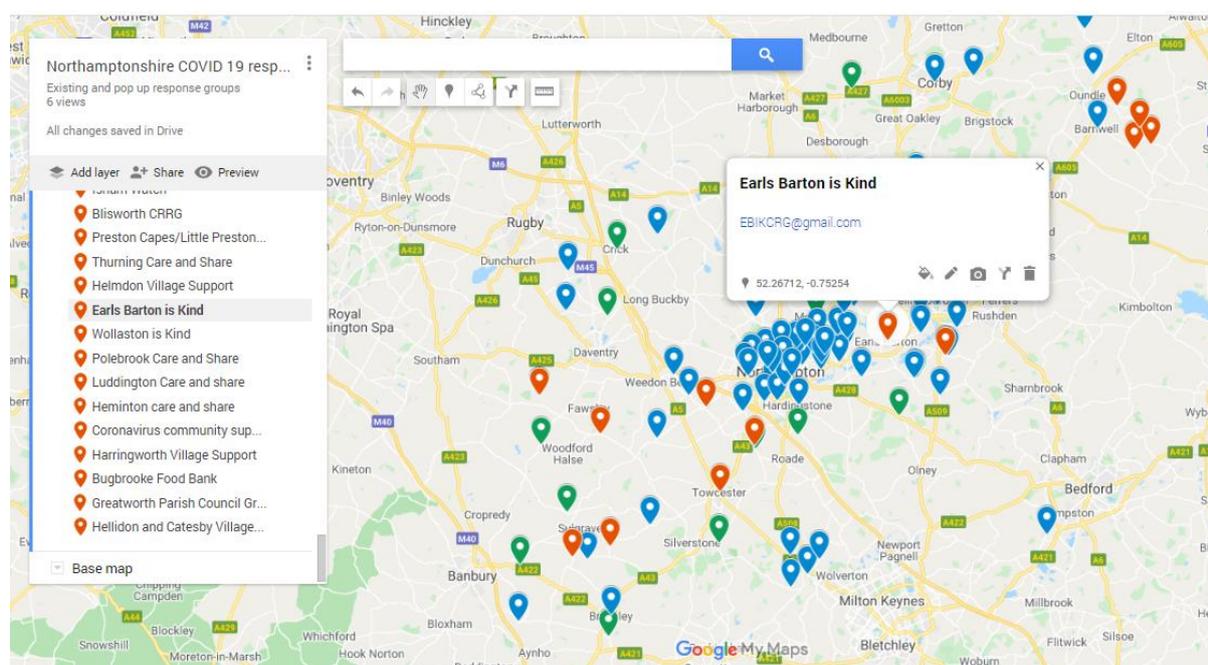
As part of our lottery-funded Good Neighbours project, we have funding to support groups to become an official community group with a constitution and policies and procedures to help protect your volunteers and the people you are supporting. We can give advice and free resources on a whole range of topics including insurance and accessing grant funding.

We also host regular coordinator meetings via Zoom so you can meet and chat to fellow group coordinators.

For an informal friendly chat about your group please email [Jennifer.hedges@northantsacre.org.uk](mailto:Jennifer.hedges@northantsacre.org.uk) or call 07808 330549.

Northamptonshire ACRE have created a map of all existing and pop up groups and have managed to map over 200 groups across the County, which shows the enormous amount of support available across Northamptonshire. The map is not drawn from the Community Resilience groups that are registered with the County Council, so if your group is missing or you would like to update the contact information for your group please email [acre@northantsacre.org.uk](mailto:acre@northantsacre.org.uk)

<https://www.google.com/maps/d/u/2/edit?mid=1FpYTeCpAoVNUzpkQtQTPDSeM-uk4GiIBB&ll=52.26866987358085%2C-0.8869976000000861&z=17>



For more information about ACRE please see our website: <https://www.northantsacre.org.uk/>, you can also find us on Facebook <https://www.facebook.com/northantsacre/>

# Good News Stories from Across the County

## Holly Road Heroes

Holly Road Helpers are 3 friends and neighbours who leafleted their street with the mutual aid details they found on Facebook. There were only a couple of responses from self-isolating and vulnerable people from that drop, but a much larger response of people volunteering to help. A WhatsApp group was formed, the self-isolating had their shopping delivered and the neighbours got to know each other better with offers to do shopping for each other. We even have our own musician who has kept us entertained with videos occasionally.

No one need worry in Holly Road that they were down to the last drop of flour, Calpol, last toilet roll, egg etc. Quick deliveries were made to doorsteps all down Holly Road.

And then a serious request came in from one of our ladies who is associated with Northants Emergency Response Crisis Team, late on Sunday night.

"Can you ask if anyone has a spare bed they don't mind donating? A lady has just come out of hospital and has no bed in her house"

Holly Road got to work fast. This morning, Wednesday, less than 3 days later, we received this message:

"Morning Holly Road 🙏

Just a little update on the appeal the other night.

We visited yesterday with a van full of goodies - a bed, lamps, cosy stuff, arts, pictures, crafts, smellies and some plants 🌱

We also took a food parcel and some cake as it was also her birthday we found out!

She was so happy and overwhelmed it was lovely and just wanted to say thank you to you guys for making that happen!

Having you guys to do that was so amazing for many reasons - and we got her sorted in under an hour thanks to Holly Road!

I really wanted you to know what a difference Holly Road made to 2 people's lives yesterday.

They had never had anything like this before and it was amazing to be able to help so quickly and effectively xx. Crazy times call for stepping outside of normal channels.

Thanks again and just to let you know how much I appreciate this group for everything xx"

Our little network has helped in this case, and we want to continue with good humoured, action again and again.

Now that's what neighbours are for.

# Northampton Borough Council

We have mobilised through Northampton's Community Resilience team, with the support of Northampton Partnership Homes, the contact centre, some of the neighbourhood wardens, and our amazing community and voluntary sector help and support for nearly 450 residents across Northampton. These requests for support have included the delivery of food parcels, shopping, prescription collections, furniture delivery requests, financial support, mental health support and those suffering social isolation. We have been able to match every request for help with an offer of support.

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# Daventry District Council

Emergency food parcels are being sent out to those in need thanks to some great partnership working.



Daventry District Council has worked with Daventry Town Council and a range of other organisations to develop the scheme, which is helping those who are struggling during this difficult time.

The Town Council are co-ordinating the food depot, with DDC buying food from Tesco, whose staff worked extremely quickly to get the food.



The leisure centre offered its Saxon Suite as a storage and packaging area, while the Rotary Club of Danetre, Daventry provided volunteers to pack

the food into parcels, and deliver them where they need to go.

Families who are in need of the parcels are being identified via referrals from a range of other partner organisations, making it a real team effort.

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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.



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

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.

A massive thank you to Waitrose at Kingsthorpe who have been brilliant. They have been giving us lots of supplies for our food bank.

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



# Rotary Club make Waves at NGH

Sylvia is a member of Rotary Club of Nene Valley and so is her husband, Dominic. Most of the club are having to self-isolate due to age or health conditions, but they've been meeting on-line and distributing money raised to local charities and where there is a specific need at this time.

Sylvia received this message from the Northamptonshire Health Charity shortly afterwards:

"I have just popped down to stores to make a delivery and look what appeared - 25 microwaves! These are now on their way to be PAT tested and delivered to the wards. Thank you so much for your donation, it will really will help to make a difference on the wards!"



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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	<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

<https://www.facebook.com/northantsacre/> - Northamptonshire Acre