

# LRF

**Northamptonshire  
Strategic  
Coordination Centre**

**Date: 03/06/2020**

**Issue 14**

## Community Resilience Update

## Community Resilience Hub

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

## National Volunteers Week

Volunteer's Week is an annual celebration of the contribution millions of people make across the UK through volunteering.

Over 13,000 people across Northamptonshire signed up to help and support others during the current global pandemic which is incredible. This has ensured that we have been able to help the most vulnerable residents in the county with things like shopping, collecting prescriptions, welfare calls and more. Thank you to each and every one of you, whether you are part of a group or an individual you are making in a real difference in helping to keep #NorthantsTogether in such unprecedented times.

Here's a short [film](#) from Jo Maddams, one of the cell leads for the community resilience hub who wanted to say a heartfelt "THANK YOU" to all of you who have been going above and beyond to help and support others during the Covid-19 pandemic.



*Figure 1 Volunteer's Week Logo*

## 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](mailto: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](mailto:customerservices@northamptonshire.gov.uk)

**#NorthantsTogether**

*Figure 2 Telephone helpline*

# #NorthantsTogether

#NORTHANTS  
TOGETHER

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 Friends of Far Cotton Library below.

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.



Figure 3 Northants Together tweet

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## Northamptonshire Carers say a huge thank you to our wonderful Volunteers

Northamptonshire Carers are very lucky to have the most amazing team of volunteers who are at the very heart of their services – helping and supporting a huge range of projects enabling our unpaid Carers to get the support and service they deserve. This National Volunteers Week they want to say a massive thank you to their wonderful team of volunteers.

Much needed help includes delivering group support, befriending, the Carers Sitting Service, awareness raising and helping provide Young Carer activities. Volunteers have also been key to the coronavirus response, providing virtual and telephone support as well as delivering essential supplies to Carers who are isolated and caring for those most vulnerable in society.

Carers though also get benefit from volunteering through connecting with others to simply having fun. Volunteers Joy and Stuart Sykes describe what volunteering for Northamptonshire Carers means to them:



Figure 4 Volunteer Joy

"My husband, Stuart, and I have been volunteers with Northamptonshire Carers for just over three years now. When we first had contact with the charity we knew very little about them, other than they supported people caring for a family member.

"During our three years we have learned so much, and are still learning about all the diverse and very varied groups supported by the Carers, from the very young to the very old and every age group in between. It's only when you get involved with a charity of this kind that you realise how many areas of our society need help from support groups, and the many benefits that are available.

"Support groups are there to get help and advice if you are a carer; support for a long term health problem; dealing with mental health problems; understanding issues resulting from dementia – the list goes on. The groups provide not just information and advice, but friendship, support and meeting people who are in the same situation and who understand exactly what help and advice is needed. Sometimes all people need is a listening ear, a cup of tea, and the realisation that they are not isolated with the situation they are in.

"We have seen firsthand people coming to a group for the first time, feeling very low, isolated and having low self-esteem. Gradually friendships start to evolve, people are socialising more, joining other groups and, best of all, having fun. (In fact, in one of our groups we were all laughing so much we were asked to keep the noise down)!!

"We love our volunteer roles and always feel supported by the staff we work for. They always make sure we are OK and we feel appreciated and looked after. The roles are also flexible, so if you feel something isn't quite working out there is always the opportunity to change.

"Friends say to us that we are so good doing what we do. But our answer is always that we feel we get so much more back – we meet lovely people, have lots of fun and are rewarded by seeing some people's quality of life improve.

*We are proud to be volunteers with Northamptonshire Carers."*

If you are interested in volunteering, please contact 01933 677837 or [carers@northamptonshire-carers.org](mailto:carers@northamptonshire-carers.org)



Figure 5 Volunteer Stuart

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## Raunds and Thrapston Area Volunteers

Two weeks ago we reported on the amazing contribution made by the Raunds and Thrapston Area Volunteers to the county-wide delivery of the council's leaflet that describes support for those who need it during the pandemic.

We had some great volunteers to help us and, between them, they completed 99% of all 325,000 households in the county (with the remainder completed by the Royal Mail), but, as a group, the Raunds volunteers must take the prize for a single community effort: their 40-strong team delivered 15,000 leaflets in East Northants – a whopping third of the whole district!

So who are they and what changed their mind from scepticism of this council-led initiative to such whole-hearted support?

Like many groups they established themselves to support their local community and took the initiative in reaching out to those in their area right from the start with their own leaflet delivery telling their community how they could help.



*Figure 6 Stuart James, founder of Raunds and Thrapston Area Volunteers, on Operation Leafy*

As a group, they quickly realised that to get anything done they would have to be sensible about how much bureaucracy and formality they had, but not at the cost of safety, which would guide everything they do. They also knew they didn't want to disappear after an initial burst of enthusiasm but to be sustainable in the medium to long-term.

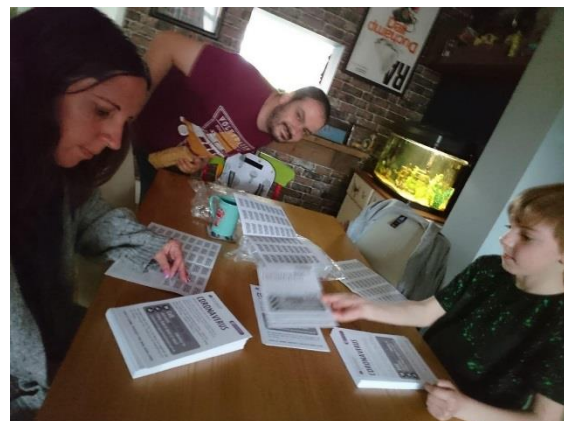
This became the motto to which they refer when making decisions: sensible, safe, sustainable. Although, as one of their senior members, Tony Dadd, concedes, this was stolen from someone in the UK Covid-19 mutual-aid

group on Facebook, who was experienced in organising volunteers in conflict zones around the world. "It was his advice to anyone setting up a volunteer group in an emergency situation," says Tony. "We thought it was very good advice indeed!"

When the call came for volunteers to deliver the council's leaflet, not every established volunteer group was keen. Some thought that because they had already organised their community support, they didn't want the county council getting involved too. Tony admits to a similar scepticism from the Raunds and Thrapston Area Volunteers to start with but that changed. "We soon realised that they (the council) weren't trying to tread on our toes," he says, "but to fill a gap that would complement what we do and it really is important that the whole of the county gets the same message."

Now fully behind the initiative and with military-style organisation, the volunteers set up Operation Sticky, a sea of sticky labels coordinated by Tony that planned the delivery, and Operation Leafy, coordinated by Colin Smith, with support from David Barrall, that was the actual delivery, achieved by just 40 volunteers.

It was an amazing effort from a team whose ethos is captured by Tony:



*Figure 7 Lucy Brown gets the whole family involved on Operation Sticky!*

*"We didn't just set up to support our community during the peak of this virus because this isn't going away. We're in it for the long-term and the best route to success is if everyone, community, district, borough and county, all work together."*

## Pink Army in action in Daventry



Figure 8 Pink Army in Daventry

## Age UK

Age UK Northamptonshire are looking to urgently recruit Telephone Befriending volunteers. Are you a friendly, caring person who would like to make a difference to a lonely older person living in Northamptonshire?

If you can spare a minimum of an hour a week to chat to someone on the telephone on a regular basis, please get in touch.

Northamptonshire  
**ageUK**

We are now recruiting Telephone Befriending volunteers

Are you a friendly, caring person who would like to make a difference to a lonely older person living in Northamptonshire?

If you can spare a minimum of an hour a week to chat to someone on the telephone on a regular basis, please get in touch.

e: [alicia.cubitt@ageuknorthants.org.uk](mailto:alicia.cubitt@ageuknorthants.org.uk)  
t: 01604 611200



Figure 9 Telephone befriending volunteers

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## Your 24 / 7 Library Service - from the comfort of home!

In accordance with government guidance, all of our libraries are still closed to the public, but the libraries team are busy behind the scenes making plans to re-open to customers in a safe way as soon as they are given the go ahead to do so.

In the meantime, there has been a lot of press coverage on the wellbeing benefits of reading to help us cope in these difficult times. Reading can be a great form of escapism, it can reduce our stress levels, relax our muscles and even lower our heart rate. Reading out loud has also been shown to help keep our brains active!



Figure 10 Virtual Library

During this time when access to the library buildings isn't possible, the team have been busy increasing the choices available for you to access online from home.

Our offer includes a wide selection of e-books of all types, fiction and nonfiction. There's something for all ages,

including a wide range of children's titles. If you struggle to read the printed word for any reason, or prefer to listen to your books, then their e-audio range offers a large selection of titles. The range of children's titles is proving popular for bedtime stories!

Do you want to use your time to learn a new skill or research your family tree? For languages, our short language courses might be just what you're looking for - simply check out the Earworms range. If family history is more your thing then the team have been able to make Find My Past available to access from home. Customers who are interested in this service need to email [answersplus@firstforwellbeing.co.uk](mailto:answersplus@firstforwellbeing.co.uk) to be provided with login information and instructions.

If you're more interested in current affairs and like to keep up with the news, the Pressreader service gives you free instant, same day access to thousands of newspapers and magazines worldwide, including UK national daily and weekend titles.

You can find details of all of these resources and details of how to access them on the County Council [website](#)

Don't worry if you're not already a library member as you can sign up quickly and easily here. If you already have a library card you're good to go.

Everything is free and easy to download and can be used on a variety of devices, but if you do need assistance you will also find details here of who to contact.

The team know how important it is for families to be able to entertain their youngsters at this time. They are posting craft activities and Rhymetimes on the Northamptonshire Libraries YouTube channel. So anyone who is missing their weekly fix of interactive singing please [join in!](#)

Library staff are also continuing to keep customers updated through individual library Facebook pages. Check them out for some great craft and quizzing activities!

So please do make the most of your local library services – they're open for business even when they're closed!

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## NHS Test and Trace

### How NHS Test and Trace works for someone with coronavirus symptoms

1. **Isolate:** As soon as you experience coronavirus symptoms, you should self-isolate for at least 7 days. Anyone else in your household should self-isolate for 14 days from when you started having symptoms.

2. **Test:** You should order a coronavirus test immediately at [nhs.uk/coronavirus](https://nhs.uk/coronavirus) or call 119 if you have no internet access.

3. **Results:** If your test is positive you must complete the remainder of your 7-day self-isolation. Anyone in your household should also complete self-isolation for 14 days from when you started having symptoms. If your test is negative, you and other household members no longer need to isolate.

4. **Share contacts:** If you test positive for coronavirus, the NHS Test and Trace service will send you a text or email alert or call you within 24 hours with instructions of how to share details of people you have been in close, recent contact with and places you have visited.

### How NHS Test and Trace works for those contacted if you have been in close contact with someone who has tested positive for coronavirus



Figure 11 NHS Test and Trace

1. **Alert:** You will be alerted by the NHS Test and Trace service if you have been in close contact with someone who has tested positive for coronavirus.
2. **Isolate:** You will be asked to begin self-isolation for up to 14 days, depending on when you last came into contact with the person who has tested positive.
3. **Test if needed:** If you develop symptoms of coronavirus, other members of your household should self-isolate at home and you should book a coronavirus test. If your test is positive you must continue to stay at home for 7 days. If your test is negative, you must still complete your 14 day self-isolation period because the virus may not be detectable yet.

Further guidance on NHS Test and Trace can be found [here](#), and specifically for workplaces [here](#). If you have symptoms, you can apply for a test [here](#), and specifically if you are an essential worker [here](#) or for a care home [here](#).

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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

### **CORONAVIRUS ADVICE**

#### **Self-isolation**

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, a loss of, or change in, your normal sense of taste or smell (anosmia), you must stay at home and arrange to have a test to see if you have COVID-19 – go to [testing](#) to arrange.

Consider alerting the people that you have had close contact within the last 48 hours to let them know you have symptoms of coronavirus COVID-19.



Following a positive test result, you will receive a request by text, email or phone to log into the NHS Test and Trace service website and provide information about recent close contacts

After 7 days, or longer, if you still have symptoms other than cough or loss of sense of smell/taste, you must continue to self-isolate until you feel better.

You do not need to self-isolate if you only have a cough or loss of sense of smell/taste after 7 days, as these symptoms can last for several weeks after the infection has gone. See the [ending isolation](#) section below for more information.

If you live with others and you are the first in the household to have symptoms of coronavirus (COVID-19), then you must stay at home for at least 7 days. All other household members who remain 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 household became ill. See the [explanatory diagram](#).

Staying at home for 14 days will greatly reduce the overall amount of infection that people in your household could pass on to others in the community.

If anyone else in the household starts displaying symptoms, they must stay at home for at least 7 days from when their symptoms appeared, regardless of what day they are on in their original 14-day isolation period. The [ending isolation](#) section below has more information, and see the [explanatory diagram](#).

If you have symptoms, you should stay as far away from other members of your household as possible. It is especially important to stay away from anyone who is clinically vulnerable or clinically extremely vulnerable with whom you continue to share a household.

Reduce the spread of infection in your home by washing your hands regularly for 20 seconds using soap and water, or use hand sanitiser, and cover coughs and sneezes.

If you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 7 days, then use the [NHS 111 online](#) coronavirus (COVID-19) service. If you do not have internet access, call NHS 111. For a medical emergency dial 999.

If you develop new coronavirus (COVID-19) symptoms at any point after ending your first period of isolation (self or household) then you must follow the same guidance on self-isolation again

## **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](#).

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## Staying Social

### Regular social media (all partners)



Please regularly retweet:

<https://twitter.com/NHSEngland> - NHS England and NHS Improvement

[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

<https://twitter.com/ourNHCP> - Northamptonshire Health and Care Partnership

### 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](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

**Corby Voluntary Community Service (CVCS)** - [accesscorby@yahoo.co.uk](mailto:accesscorby@yahoo.co.uk)

Mobile- 07758 383186

**Daventry Volunteer Centre (DVC)** - [www.daventryvolunteers.org.uk](http://www.daventryvolunteers.org.uk)

Telephone: 01327 300614 or Mobile: 07793 011491

**Kettering Voluntary Network (KVN)** - Mobile: 07912480537

[sean.silver@groundwork.org.uk](mailto:sean.silver@groundwork.org.uk)

<https://www.facebook.com/Kettering-Voluntary-Network-123308457746720>

**Nene Valley Community Action (NVCA)** (covering Wellingborough) - [www.nvca.org.uk](http://www.nvca.org.uk)

Telephone: 01933 313526 or email: [info@nvca.org.uk](mailto:info@nvca.org.uk)

**South Northants Volunteer Bureau** (snvb) - [www.snvb.org.uk](http://www.snvb.org.uk)

Telephone: 01327 358264 or email: [info@snvb.org.uk](mailto:info@snvb.org.uk)

**Voluntary Impact Northamptonshire** (VIN) - [www.voluntaryimpact.org.uk](http://www.voluntaryimpact.org.uk)

Telephone: 01604 637522 or email: [Info@voluntaryimpact.org.uk](mailto:Info@voluntaryimpact.org.uk)

**Follow the Numpties**

- Wash Your Hands: <https://youtu.be/JvpWZ4WC0GA>
- Social Distancing: [https://youtu.be/DzviaBb\\_pVo](https://youtu.be/DzviaBb_pVo)