

# LRF

**Northamptonshire  
Strategic  
Coordination Centre**

**Date: 16/07/2020**

**Issue 19**

## Community Resilience Update

## Last week for those shielding to register for priority supermarket delivery slots



*Figure 1 Food shopping*

Coronavirus support for the clinically extremely vulnerable (also known as the shielding population) is ending but it's not too late to register for support.

If you have a medical condition that makes you extremely vulnerable to coronavirus (you may have received a letter from the Government advising you to isolate or been advised to by your GP) and you have not yet registered for support, then you have until 17<sup>th</sup> July, this Friday, to do so.

Registering will entitle you to a weekly free food parcel from the Government until the end of July but whether you require this or not, it will also enable you to get a priority slot for supermarket deliveries. You will also be able to ask for help to meet basic care needs.

To register, visit <https://www.gov.uk/coronavirus-extremely-vulnerable> or call 0800 028 8327.

Please note that in order to register you will need to know your NHS number, which can be found on any letter from the NHS, on your prescriptions or you can ask your GP.

If you have a problem getting online you can always ask someone to register on your behalf.

If you need help from a volunteer there are two ways:

1. Call the County Council's support line on 0300 126 1000 and select Option 5 (8am to 6pm)
2. You can also get help from an NHS Volunteer Responder. Call 0808 196 3646 (8am to 8pm).

Further advice for people at high risk from coronavirus (shielding) may be found at:

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/advice-for-people-at-high-risk/>

## 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 Line*

## SCCYC wins the Queen’s Award for Voluntary Service



*Figure 4 Food delivery*

The Sikh Community Centre and Youth Club (SCCYC) have been helping up to 300 people each week since 7 March, including the town’s most vulnerable residents in partnership with many other groups.

The volunteers have been supporting all in a variety of ways from hot food for the homeless and delivering food parcels, to grocery shopping and prescription pickups for vulnerable elderly and families living in the most deprived areas of town.



*Figure 3 Queen's award for voluntary service*

SCCYC also provides BAME culture-specific support and our elderly are helping by making PPE to support care workers on the frontline and keeping themselves busy whilst shielding too.



SCCYC and Siri Guru Singh Sabha (SGSS) are volunteer-led organisations and have been recognised by receiving the Queen's Award for Voluntary Service, the MBE for Voluntary Groups, in June 2020.



Figure 5 Making PPE

*"I'm delighted our organisations, which have been established for over 40 years, have been recognised with this highest award for voluntary services. Although we are a small community, through the commitment and dedication of our volunteers we have a big output of services across Northampton. I pay tribute to the hard work and commitment of our past and present volunteers whose selfless efforts have led to this award and recognition".* Amarjit Singh Atwal, Trustee of SCCYC & SGSS.

Figure 6 Delivering food



Figure 7 Food preparation

Figure 6 Quote from family who have been supported

**“** This help has made me cry. Its been so helpful and important to us as a family. We are going through a very difficult time. This is a lifeline to us all. I am in hospital because I have been poorly. Many thanks from the bottom of my Heart. **”**

## Extraordinary multi-agency team effort ensures Northampton's rough sleepers have somewhere safe to stay

For the past three months, people who were sleeping rough or staying in the town's night shelters have been protected from COVID-19 by being housed, fed and supported in two Northampton hotels.



Figure 7 Bed

Since 27 March, more than 140 people have spent at least one night in the hotels and almost 80 of these have been helped to move on into settled housing. On 1 July, 26 of the rough sleepers who were still living in the two hotels were moved into one of the University of Northampton's halls of residence. The other three rough sleepers are due to move into settled housing within the next few days, so will be accommodated in a local guest house for one or two nights.

All of this has only been possible due to the strong and effective partnership relationships between Northampton Borough Council, Northampton Hope Centre, the Northampton Association for the Accommodation of the Single Homeless (NAASH) and a wide range of other local services and organisations.

Members of this Single Homelessness Forum, including Churches Together in Northampton, have been talking regularly with one another about the action required to ensure that everyone who is homeless is protected from COVID-19 and receives the help they need to move on successfully into settled housing.

Everyone who is accommodated in the hall of residence will be provided with breakfast and an evening meal, toiletries, fresh clothing, a regular laundry service and access to a joined-up drug and alcohol treatment and support service.

In order to confirm what move-on options are available to rough sleepers who were originally from Eastern Europe, the Single Homelessness Forum is working closely with International Lighthouse CIC (a Northampton-based community interest company) which will use native speakers to provide people from Eastern Europe with specialist immigration and welfare benefits advice.

Since moving into the hotels 14 weeks ago, most of the people who have a history of sleeping rough – including many of Northampton's most entrenched rough sleepers – have made huge, positive changes in their lives and seized the opportunity to receive the help, support and housing they need.

Throughout July and August – when they are living in the hall of residence – the rough sleepers will continue to receive the help and support they need to stabilise their situation and prepare for independent living.

Although some people do remain on the streets, the complex reasons for this are being addressed and attempts continue to be made to encourage them to engage with the services that can help and support them.

Revd Sue Faulkner, the Chair of the Single Homelessness Forum, said: "I am incredibly proud and impressed by everyone's efforts and the willingness of organisations to work together to keep rough sleepers safe and provide each of them with the right solution.

"At the beginning, our priority was to ensure that everyone was safe and indoors. The Travelodge and the Holiday Inn have been wonderful and all of

their staff and managers deserve our thanks for their warm welcome and their willingness to help.

“This ambitious and fast-moving initiative has shown us that homelessness is not inevitable and that we need to keep offering help and support in order that, when people are ready to make the changes in their lives, the support is there for them. It has also shown us that there is hope for everyone even if they are not yet able to see it for themselves.

“One of the services I would like to see introduced in Northampton is some form of befriending that can be offered to those who have appreciated the social interaction of being in a hotel but have now moved on to other housing. We do not want anyone to feel lonely and struggle. A befriending service may be something that local faith groups and voluntary organisations can be encouraged to consider.”

One guest said: “I love life now, knowing that I CAN say NO to drugs and know the signs of when I am falling. I can walk away from trouble and do not get involved. I was never able to do that before. It has given me the extra strength to push myself and I have calmed down.”

Another added: “All of the staff support has got me to where I am today – finding me when I am having a bad day, phoning me to keep me on track and checking how I am feeling. I couldn’t have done this without them all.

“I was sleeping rough in the back of my car for several weeks, drinking too much. At the time I was feeling really low and suicidal, I don’t even remember getting to the hotel.

“I have now managed to cut down my drinking with the support of the staff. I really do feel like it is the best support I have received over the years, it really is excellent.

“I am getting all the help I need from all the different agencies that come to the hotel. I have support 24 hours a day any time that I need it. The staff at the hotel have been very courteous and I have everything I need to help myself to get to a better place.”

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## Age UK Northamptonshire reopens three charity shops

Three of Age UK Northamptonshire’s eight charity shops reopened on Monday 6 July following Government guidance on the easing of lockdown. After careful consideration, the charity has taken the decision to open three of the larger charity shops, where social distancing measures can be implemented safely. Two Northampton shops, 14 Alexandra Terrace, Kingsthorpe, and 18 St Giles Street in the town centre will reopen, as well as the Kettering shop at 62 Stamford Road.



Figure 8 Age UK shop

Opening hours have been amended to enable time to replenish stock and thoroughly clean at the start and end of each day. Kingsthorpe and St Giles Street stores will be open to the public for shopping from 9:30 to 16:00 and Kettering will be open 9:30 to 15:30. All three shops will be open Monday to Saturday.

customers allowed in St Giles Street and Kettering and four customers in Kingsthorpe at any one time and hand sanitiser will be available when entering the premises. There will also be posters in the windows explaining that if people see something they would like to purchase but are unable to enter because of maximum occupancy, they can telephone the shop via the phone number on the poster, and a manager will get it for them and complete the transaction outside the store.

Social distancing has been put in place with a maximum of six

Customers will be able to pay by cash or card, but staff will encourage card payments where possible. The changing rooms will be closed and there will not be the opportunity to try on clothes, but the returns policy will allow customers to return any unwanted items and receive a full refund up to 14 days after purchase. Returns will then go into quarantine for 72 hours and be re-steamed before being put back out on the shop floor.



Figure 9 Clothes

Donations of good quality clothes, books and homeware are welcome. St Giles Street shop will be accepting donations which can be dropped off outside of opening hours, between 9:00 - 9:30 or 16:00 - 16:30. Kettering will be accepting donations between 9:00 - 9:30 and 15:30 - 16:00. This is to ensure donations are received when the shops are closed to the public and there are no customers on the premises. Kingsthorpe, however, can accept donations at any time during opening hours if they are dropped off at the back of the building. All donations will go into quarantine before they are handled and will be steam cleaned/sanitised before being sold.



Figure 10 Clothes

The news comes at a critical time when the charity has seen a substantial reduction in income due to COVID-19. The locally-funded charity relies on income from the network of county-wide charity shops, paid for services, donations and local and national government/health contracts. The charity, which has been operating in Northamptonshire for over 65 years, has supported older people during lockdown

by providing free emergency food, shopping and medication delivery services. They have also adapted their other services such as homecare cleaning, to ensure they are meeting the needs of the county's most vulnerable demographic.

The charity has been supported by the community, receiving generous donations of food, letters of hope and money. Their COVID-19 fundraising appeal is still open to any individual, club or business who would like to donate during this difficult time:

[justgiving.com/campaign/coronavirusappealAgeUKNorthamptonshire](https://justgiving.com/campaign/coronavirusappealAgeUKNorthamptonshire)

Yvette Prior, Shops Coordinator, said of the reopening: "We've been working hard to prepare the three shops for opening and to make them safe for customers, staff and volunteers. We are so excited to reopen and interact with our customers again. We have lots of lovely summer stock including some great vintage items. We've had a huge amount of interest while we've been preparing so we are looking forward to trading again."

Chris Duff, Age UK Northamptonshire's Chief Executive, said: "The safety of our colleagues and customers is of utmost importance, especially given the demographic of people we work so hard to support. It's with great pleasure that we are able to open the first of our shops and will continue to monitor guidance to ensure we reopen the remaining shops at the right time."

To find out more information about Age UK Northamptonshire's services, visit <http://www.ageuk.org.uk/northamptonshire> or call 01604 611200.

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## Grants to help create a cleaner and greener Northampton



*Figure 11 Enviro Grant*

Northampton charity and community-led environmental initiatives can now apply for a funding boost from the EnviroGrant scheme.

The scheme, launched by Northampton Borough Council and Veolia on Monday 6 July, will allow constituted charities, schools, sports clubs and community groups to apply for funding of a maximum £1,000 each to support their efforts in improving or protecting their local environment.

Funding can be granted for a variety of new and existing projects and activities within the borough. Examples could include equipment, materials and promotion needed for community litter picks, the improvement or development of green spaces, community food growing, composting schemes or swapping events.

Not-for-profit groups who need support with the physical labour aspect of a project, can also apply for Veolia volunteers to help for a day to get the project

off the ground. This can be applied for instead of or in addition to the funding support.

Last year, a range of different groups applied for the funding including schools, friends of parks, parish councils and charities, to help deliver projects which ranged from outdoor classrooms to floral displays, educational equipment and increased green space for residents.

Councillor Mike Hallam, Cabinet member for environment, said: "We are fortunate to have a lot of fantastic charities and community groups who are passionate about protecting and improving Northampton's environment and the EnviroGrant scheme will help to provide vital support to these not-for-profit groups, to help them get a project off the ground, develop it further or make it more sustainable.

"We are looking forward to receiving applications and seeing the projects develop for the benefit of our local environment and communities."

Shaun Donohue, General Manager for Veolia, added: "We are pleased to support local community groups with much-needed funding for projects that have real potential to improve the local environment in Northampton. We were delighted by the success the scheme encountered last year and we hope that more community groups will apply for a grant this year."

Applications are also open for [Idverde's Community Investment Fund](#). Community groups running projects with the aim of improving their local parks and green spaces can apply for a grant of up to £1,000.

Andrew Kauffman, Head of Idverde Greenspace Development Team, said: "The Idverde Community Investment Fund allows us to concentrate on improving green space in areas where we have contracts. Working with local groups Idverde contracts can get more involved in the community, providing in-kind and direct support and assistance to continually improve the wonderful green spaces that are so important to all our wellbeing. Keep the applications coming."

The deadline for applications to this year's EnviroGrant scheme is 31 August. Successful applicants will be announced in October.

Applications for Idverde's Community Investment Fund are open all year.

Find out more about the EnviroGrant Scheme and the Community Investment Fund at: [www.northampton.gov.uk/envirogrant](http://www.northampton.gov.uk/envirogrant)

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## Council supports appeal for donated computer equipment to tackle digital exclusion



*Figure 12 Children on laptop*

Northampton Borough Council recently donated laptops, computers and internet connection equipment to Free 2 Talk charity so it could provide children and young people lacking regular access to the internet, with the equipment they need to get online.

The council donated 17 PCs and monitors (with keyboards, mice, power cables and network cables to connect to home routers), nine laptops and two iPads to Free 2 Talk charity so it could provide the necessary equipment to young

people who have no computer access to continue to learn and engage with education or keep in touch with friends during COVID-19 pandemic.

Following the coronavirus outbreak, the charity has identified that many children and young people in Northamptonshire struggle to complete their online homework as they are lacking the necessary equipment.

The charity is appealing for donations of old and new laptops, tablets and internet connectivity devices. All new and refurbished devices will be distributed to households currently without internet access.

Councillor Anna King, Cabinet member for community engagement and safety, said: "As schools have transitioned to remote learning in the face of COVID-19, families without a computer at home have been put in an impossible position. Laptops and tablets simply aren't affordable for many people.



*Figure 13 Child using a tablet*

"Now more than ever we must work together as a community to give all young people access to the opportunities and support they need. By supporting Free 2 Talk's work, we are ensuring that children and young people access education during this challenging time.

"If you are a business owner or private individual with a laptop or tablet you no longer need, contact the charity as they would be delighted to put your equipment in the hands of someone who really needs it."

Jodie Low at Free 2 Talk said: "Computers and laptops are now essential to being able to engage with education; this has been the case for some time. I'm staggered by the number of children who have been through primary and secondary school without the basic equipment for school; it's the same as going to school without a pen.

“We often write these children off with behavioural difficulties, but can you imagine your behaviour if you couldn’t do your schoolwork and then were punished for not completing it?”

To donate a laptop, tablet or connectivity devices including dongles, SIMs or other equipment, please email [Jodie.Low@free2talkcic.org](mailto:Jodie.Low@free2talkcic.org) . If you don’t have equipment to give away but would still like to help, you can make cash donations through Local Giving [localgiving.org/charity/free2talk/](https://localgiving.org/charity/free2talk/)

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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**

If your symptoms are mild you must not to leave your home. This is called self-isolation.

- Anyone with symptoms must self-isolate for 7 days from when their symptoms started.
- Anyone who does not have symptoms must self-isolate for 14 days from when the first person in your home started having symptoms.

Read more about [when to self-isolate and what to do](#).

### **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 continue shielding and to do everything they can to stay at home until the end of June when the government will begin relaxing advice.

From Monday 6 July, those shielding will be able to spend time outdoors in a group of up to six people, including those outside of their household, while maintaining social distancing. Those who are shielding and live alone or are single parents with children will also be able to create a 'support bubble' with one other household of any size, following the same rules that are already in place for the wider population.

From 1 August, the shielding advice will relax further, allowing those shielding to visit shops and places of worship, provided they take particular care to maintain social distancing and minimise contact with others outside their household.

Support for those shielding will be extended to the end of this includes the delivery of food and medicines.



of July –

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/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

**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)