

Covid-19 Community Pack

Introduction

The impact of the COVID-19 outbreak will be felt for a considerable period of time and while guidance from Government and health authorities will be updated as the situation changes, there will be an ongoing need to support the most vulnerable in our communities.

Those in particular need will include older residents who are required to self-isolate – particularly if they are people who normally experience isolation – as well as those who would normally receive support services which may be disrupted or unavailable for periods of time.

Since the outbreak began, an impressive range of formal and informal community-based groupings have swung into action to support others in their communities. These have been on a street, neighbourhood and village scale; organised by existing organisations and spontaneously through social media and by door-knocking.

South Gloucestershire Council is seeking to support these groups, to provide advice and to communicate where they are, what they are offering to local people in need and how to contact them to offer or seek support. We also want to identify where there may be gaps and unmet need so that we can direct existing resources to where they are most needed.

This pack is to support you and your community during the period of disruption that the measures to combat the impact of COVID-19 will cause. It includes resources that you may find helpful, including lists of key contacts, resources and information, which we hope you can share with your community to support each other as much as possible during this time. Please also let us know if there is more information we can provide.

We are not seeking to override or coordinate these voluntary community groups and that we cannot at this time regulate them or assure safeguarding standards, but we have included some information for groups to help them keep their volunteers and those they are helping feel safe.

We also want to support connecting the individuals who want to help with the individuals who need help, by promoting the groups and arrangements being put in place. We would be grateful if you can let us know about the groups already set up in your area, as well as those that are being established, so that we can provide a directory of the help available. If you could email us details – to CommunityAid@southglos.gov.uk – with details of groups including, their name, where they operating, how to contact them if you want to volunteer or if you need help, as well as an

administrator contact, if known, we will do our best to make sure all our communities are able to support and be supported by each other.

Thank you.



Councillor Toby Savage

Leader of South Gloucestershire Council



Dave Perry

Chief Executive, South Gloucestershire Council

CONTENTS

- Health advice
- Useful web links
- Useful contact numbers
- Safeguarding and scams
- Social media advice
- What can you do as a community?
- A template form you may wish to use should any of your community have to self-isolate and require support
- A template Volunteer Registration Form

HEALTH ADVICE

- The NHS has some simple advice to avoid catching or spreading COVID-19:
- Stay at home advice – www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice
- Wash your hands with soap and warm water often – do this for at least 20 seconds
- Always wash your hands when you get home or into work
- Use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin straight away and wash your hands afterwards
- Try to avoid close contact with people who are unwell. If you are displaying symptoms of COVID-19 yourself, avoid close contact with other people particularly those who have underlying health conditions, are elderly or are pregnant.

USEFUL WEB LINKS

The following links provide useful, factual and regularly updated information on COVID-19, please feel free to share these with your communities

Follow the latest stay at home advice at www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice

Overview of COVID-19 – what is it? www.nhs.uk/conditions/coronavirus-covid-19

Common questions and answers on COVID-19 including advice for families, prevention, how it's caught and spread, self-isolation, testing and treatment, foreign travel – www.nhs.uk/conditions/coronavirus-covid-19/common-questions

NHS 111 – www.111.nhs.uk

The NHS has provided advice for those wanting to pick up prescriptions on behalf of someone else – <https://www.nhs.uk/common-health-questions/caring-carers-and-long-term-conditions/can-i-pick-up-a-prescription-for-someone-else>

South Gloucestershire Council's COVID-19 information page – <https://www.southglos.gov.uk/coronavirus>

Concern about the illness, the impact of self-isolation and the disruption to daily lives could cause undue pressure and anxiety. The NHS Every Mind Matters website has some really simple useful tips and advice to support good mental health – www.nhs.uk/oneyou/every-mind-matters. You can also find information about local mental health services on the [One You South Gloucestershire website](https://oneyou.southglos.gov.uk/stress-less) - <https://oneyou.southglos.gov.uk/stress-less>

For Town and Parish Councils, you may find the following resources helpful if you want to formalise a community emergency/resilience plan:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/552867/pfe_guide_for_communities.pdf

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/552872/community_emergency_plan_template.pdf

Doctors of the World have updated COVID-19 guidance translated into a number of community languages, including Albanian, Arabic, French, Polish, Portuguese, Romanian, Russian, Spanish and Turkish. Materials in Bengali, Dari, Farsi, Hindi, Kurdish Sorani, Mandarin, Pashto, Urdu,

Vietnamese, Tigrinya, Amharic, Malayalam and Somali will be added soon. Visit <https://www.doctorsoftheworld.org.uk/coronavirus-information> to access these materials

The Small Charities Coalition (SCC) is also creating a single web page outlining the services that community, small charities and local councils are providing in each local area – <https://www.smallcharities.org.uk/covid-19-volunteering-in-your-area>

To be included, simply complete go to this link: [Small Charities COVID19 Delivery Response](#). The form asks you four very simple questions, and all SCC members delivering services will be added to the national list as well.

The Government guidance for employers in response to COVID-19 can be found here – <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

For the latest free posters, videos and social media graphics from the Public Health Campaign Resource Centre (you'll need to register) – <https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/5016>.

USEFUL CONTACT NUMBERS

NHS 111 – only call **111** if you cannot get help online at <https://111.nhs.uk>

Education queries –phone the Department for Education on **0800 046 8687**

South Gloucestershire Council general enquiries – **01454 86 8009**

SAFEGUARDING AND SCAMS

While overwhelmingly people want to help each other, there are those few who seek to take advantage of the vulnerable. At a time when community-spirited volunteers may be knocking on doors to offer help, please be aware of scammers who we know are already behind a number of schemes to defraud in relation to the coronavirus outbreak. It will not be possible for all, but where it is, people should turn to family, neighbours and friends first – people you personally know and trust. Anyone who claims to be from the council, charity or other organisation will carry identification and a genuine volunteer will not mind you taking the time to satisfy yourself about who they are.

Please also be wary of unexpected traders visiting homes and offering services such as home maintenance or cleansing and disinfecting. Incidents such as these should be reported to Trading Standards on 0808 223 1133. Genuine businesses will be mindful of the current situation and will not put themselves, their staff or others at risk.

Be careful online. Don't click on the links or attachments in suspicious emails and never respond to unsolicited messages or calls that ask you for your personal or financial details. If you have concerns that someone may have been targeted, direct them to www.actionfraud.police.uk.

If you have a concern about a person with care and support needs, then please visit: <http://sites.southglos.gov.uk/safeguarding>.

As schools close, please continue to exercise sensible caution about ensuring that childcare arrangements are suitable and do not place your child or family at risk in any way. Many volunteers are starting to offer to provide childcare for people who need it. Community groups should be mindful of linking people up with volunteers who may not have had the usual police checks, which is a considerable risk to young people. Until further advice is available on this, community groups are advised to block these offers from social media groups.

AgeUK have some useful resources to help volunteers understand the basics of safeguarding. While they are focussed on working with older people, as the impact of wider self-isolation requirements continue, they may be helpful and adaptable for volunteers in contact with other groups: <https://www.ageuk.org.uk/get-involved/volunteer/neighbourly-volunteering>.

SOCIAL MEDIA ADVICE

Social media is a valuable tool to share information, allocate tasks and ask for help and support at a time like this, but it can also contain misinformation and rumour, which isn't helpful. Please bear in mind when using social media to respect and protect people's privacy and not expose them to risk by openly publishing personal details, including home addresses or medical information.

Local groups are already using social media, such as Facebook pages and WhatsApp Groups, where local people can share information, make offers of support for those who are self-isolating, with tasks such as shopping, dog walking and collection of prescriptions (subject to pharmacist's requirements), etc. With your feedback on what is happening locally we aim to assist by being a source of support for and signposting to these groups.

Everyone will be conscious that not everyone will have access to social media and we have already seen community aid volunteers printing and distributing flyers to those who may need support. An example is shown later in this document.

Privacy – Large community help groups using social media should be cautious about people asking for help very publicly. Where possible groups should try and consider ways of people being able to make requests for help more privately, such as to a smaller group of coordinators who can link them up with individual volunteers. For example:

- Mrs Smith contacts the coordinators privately to say she needs some vegetables.
- The coordinators request a volunteer to get groceries for someone in Central Yate.
- Once a volunteer has been identified, that one volunteer is provided with the name and address of the person in need.

The following Twitter accounts will be regularly posting out the latest factual advice and information related to COVID-19. This information will change over time, sometimes more than once a day, so it is always best to check for the latest information:

Public Health England – **@PHE_UK**

Public Health England South West – **@PHE_SouthWest**

Department of Health and Social Care – **@DHSCgovuk**

South Gloucestershire Council – **@sgloscouncil**

NHS England – **@NHSEngland**

The NHS advises to only trust NHS organisations on Twitter that are 'blue-tick verified'

Avon & Somerset Police – **@ASpolice**

Avon & Somerset Fire & Rescue Service – **@AvonFireRescue**

WHAT CAN YOU DO AS COMMUNITY?

Your communities are strong and resilient and there are simple things you can do to help them continue to thrive:

Check-in on any vulnerable family, friends and neighbours. Sometimes just helping them with their shopping and checking they have everything they need can make a big difference.

If you know someone who is self-isolating, contact them via phone or text and check that they're ok. By its very nature, self-isolation is a solitary experience and their wellbeing will likely be improved by talking to someone (an additional form is enclosed to support this).

Appoint someone in your community/neighbourhood as the main gatherer of information so that everyone in your area gets access to the same and most accurate information. If possible, link volunteers to a central source of information relevant to your locality, such as the South Gloucestershire Council or Town or Parish Council website.

Please be mindful with your comments and actions, so as not to cause undue concern or anxiety within your community. If you hear misinformation that may cause issues, respectfully challenge if you're able to.

Please deal sensitively with anyone you know or come into contact with who has been diagnosed with COVID-19 as it's likely to be an anxious time for them. Due to patient confidentiality, their details will not be publicly confirmed by health or other local authorities, so please do what you can to respect and protect their privacy, and do not speculate with the local media or on social media.

PHE has advised people who are self-isolating to do what they can to avoid visitors to their home and any deliveries of groceries, medications or other shopping should be left at the door, so please ensure that when you are providing support this advice is followed.

You may already be using something similar to the 'postcard' style introduction leaflet below, but if not, you may find this useful to use as-is, or to repurpose for your group:

HELLO! If you are self-isolating, I can help.

My name is
.....

I live locally at
.....

My phone number is
.....

If you are self-isolating due to COVID-19 I can help with:

<input type="checkbox"/> Picking up shopping	<input type="checkbox"/> Posting mail
<input type="checkbox"/> A friendly phone call	<input type="checkbox"/> Urgent supplies

Just call or text me and I'll do my best to help you (for free!)

Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep.

#ViralKindness

The following template volunteer registration form may be helpful for groups in identifying what skills, qualifications and experiences are being offered by potential volunteers. Groups should be careful not to share personal information in relation to their volunteers for any purpose other than to facilitate them in providing help in the way they have offered and you should not share any information collected from individuals with other organisations without express permission from the individual.

VOLUNTEER REGISTRATION FORM

Thank you for volunteering your time and skills to help responding agencies restore the community to normal following this major incident.

Please fill out the Registration Form as accurately and clearly as possible so that the council can match you with a suitable deployment and use you in the most effective way. Be aware that this information will be stored in a secure database for future reference unless you specify otherwise.

Title:	First name:	Last name:	Initial:
Address:			
Postcode:			
DOB:		Occupation:	
Telephone:		Email:	
Emergency Contact Name:		Emergency Contact Phone Number:	

Availability

Monday Time	Tuesday Time	Wednesday Time	Thursday Time	Friday Time	Saturday Time	Sunday Time

Accreditation checklist

Type	ID number	Valid date	Checked
1. Driver's licence			
2. Passport			
3. Medical/First aid			
4. DBS/CRB			
5. Forklift			
6.			
7.			

Work and experience

Present employer:		Position:	
Relevant skills:			
Own transport:	Yes	No	Language skills:
Type:			

Criminal History

Have you ever been convicted for a criminal offence?	Yes	No	If Yes, please explain:

By ticking this **terms & conditions box** I confirm that I have read the volunteer code of contact and signed the liability release form. I understand I am volunteering at my own risk and free of payment.



Signature: _____ **Date:** _____