

COVID – 19 Wincanton Support Plan working with partners for our most vulnerable to commence 17 March 2020

Aims

- Safe guard the safety and welfare of our staff and people who use our services or access support and advice
- Decide the priorities in allocating resources
- Maintain or resume provision of service functions at the earliest opportunities, to return to BAU

Risks

- Insufficient staffing capacity to deliver services
- Over reliance on one a few people for key areas of work – leaves function vulnerable
- Community support – for our most vulnerable insufficient volunteers and those with a DBS check
- Decision making at council for key decisions to be delegated once ratified at council.

Offer

- Support for vulnerable individuals – food delivery – prescriptions and welfare calls
- Volunteers to promote the offer, prepare the emergency packs and collect food
- Town Hall staff to manage the coordination and administration of the volunteers not included in the H2LAH offer
- Collect food for emergency packs – tbc
- Communication of offer and sign posting to be prepared – share guidance of social distancing

Action Plan to be developed as the delay phase moved forward.

Role of Town Hall

- coordinate and administrate plan (emergency packages and point of contact) once plan to meet vulnerable and those in hardship secured, ongoing requirement for general public communication and to volunteers. Regular welfare calls with volunteers.
- Communication is core to maintaining flow of information and coordinate activities and requests, role of Town Hall and Wincanton Support Group, Word and Window.

Action	who	By when	Risk interdependences
<p>Convene a meeting with Clerk, Lee Godwin, Deputy Chairman and Chairman.</p> <p>Actions agreed to implement the vulnerable support plan.</p> <p>Clerk agreed to coordinate and administer support - food packages – rota due to safe guarding and data protection requirements.</p> <p>Explore other options</p>	<p>Clerk due to workload didn't attend.</p>	<p>16 March 2020</p>	<p>OPEL assessment for Business Continuity Plan</p> <p>2 – delay</p> <p>Guidance from GOV.UK</p> <p>Management of core tasks with a staff and volunteer rota to ensure the town hall remains open.</p> <p>Stop non priority tasks to enable COVID-19 support to be delivered within the role of coordination and administer the plan.</p>
<p>WTC to compile a volunteer network and data base.</p>	<p>SA/MC</p>	<p>From 18 March 2020</p>	<p>Live w/c 24 March</p>

<p>Ask if they wish to be on the WTC data base, Whats app group to share information (non sensitive or not breaching data protection)</p> <p>Permission to hold contact information – obtained.</p> <p>Note: DBS – Available and areas Transport or access to transport</p>			<p>Consider communication with each volunteer to check well, availability and arrange volunteering tasks</p> <p>May include walking dogs.</p>
<p>Private arrangements between neighbour to neighbour on a street are not included</p>	<p>However, promotion of services and support available.</p>		
<p>WTC to set up a Whats app group for volunteers</p>	<p>SA/MC/David Smith</p>	<p>March 2020</p>	<p>Permission to hold data and contact</p>
<p>Identify volunteers and those that are DBS checked and those who can do other tasks key to the administration of the plan.</p> <p>Confirm data protection – holding of contact information so they can be contacted to undertake drop offs, pick</p>	<p>SSB – Annette Y</p> <p>Liaise with Balsam to agree named, DBS checked and have access to transport. Completed 17 March 2020</p>	<p>17 March 2020</p>	<p>Volunteers agreement to hold contact information on WTC data base to support vulnerable people plan</p> <p>National mutual aid group – policy and guidance on safe guarding the supporting volunteers</p>

<p>ups or help to administrate the food packages and other.</p> <p>Safe guarding to protect volunteers and vulnerable people – DBS and known networks</p>	<p>Share with Clerk to develop a data base. LG list of volunteers completed 18 March 2020</p> <p>LG to capture named people and check data protection, requirements and test if they have a DBS.</p>		
<p>Communication</p> <p>Support group continue to promote advice and guidance.</p> <p>Offer of support for our most vulnerable, password shared to ensure vulnerable people feel safe and are not exploited.</p>	<p>LG to continue to promote latest guidance, social distance and good neighbour role.</p> <p>WTC to use all available resources to promote the advice of hand washing, social distance and self-isolation</p>		<p>Offer posters to businesses on high street.</p> <p>Posters on notice board and windows.</p> <p>Test -internal door closed not locked to talk to visitors</p>
<p>CAT BUS</p> <p>Leaflet for vulnerable and delivery for people outside of the town and in the villages</p> <p>sscatbus@gmail.com</p>	<p>Link to LAH</p> <p>Volunteers from Balsam centre (24) DBS checked</p>		<p>Consider funding from WTC to enable CATBUS to meet this need</p>

	Email 17 March to test supporting vulnerable or families in hardship in rural areas		
<p>Business offer</p> <p>Capture data and information</p> <ul style="list-style-type: none"> • The Nogg – drop off and pick up out of hours or weekends, while open. • The Nogg – offer to access paid good if not available in shops. Charges for basics pack to be finalise. • The Nogg – take away food to commence shortly • Number 3 – Meals for most vulnerable available for most vulnerable individuals - start date to be confirmed • Bakeries – lovington bakery order before 10am and pick up 	SA/MC Capture data and information.	Commence 18 March 2020	

<p>07976953464</p> <p>WINKEY@lovingtonbakery before 10am daily</p> <ul style="list-style-type: none">• Café`s – support (to be discussed)• Butchers -to be part of paid food packages currently open for business• Fruit and Veg Shop – deliveries to explore expanding to include meat orders and bread – basic for most vulnerable• COOP- Morrisons and Lidi- approached to test offer to support basics food and items packages for our most vulnerable• Approach the Bear and Dolphin for meal home deliveries – to be discussed			
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<ul style="list-style-type: none">• Food bank Wincanton – Tuesday 10-12noon those in hardship. Community church• Gillingham Food Bank• OPENING TIMES• Mon 10:00 - 12:00• Tue Closed• Wed Closed• Thu 10:00 - 12:00• Fri Closed• Sat Closed• Sun Closed <p>The Old Library 6 Station Road GILLINGHAM SP8 4PY PHONE 825611 WEBSITE http://gillingham.foodbank.org.uk EMAIL</p>			
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info@gillingham.foodbank.org.uk			
<p>Vulnerable People:</p> <p>Food packages to be paid for prior to delivery via phone, or in agreement with a known person cash at the door with a receipt.</p> <p>Emergency food and basic packages: free referral only or met criteria</p> <p>Food donations to be collected at Town Hall Monday to Friday for inclusion in emergency packs or sent to food bank held in the town.</p> <p>Food Bank: available to families and individuals (criteria held by food bank).</p>	<p>SA/MC</p> <p>Volunteers</p>		
<p>Spark Helen Fielden and Susie Calder</p>	<p>SSB Email sent Saturday 14 March</p> <p>For assistance and support as we implement our plan.</p>	<p>MC to populate platform and monitor daily</p>	<p>Spark to share digital platform- populate when available</p>

	<p>SSB Call Susie Calder 17 March 20</p> <p>SSB Spoke with SC 18 March digital platform for general public, volunteers and WTC to access and share our offer, communicate with Volunteers</p>		
<p>Live at home</p> <p>Calling - welfare calls daily and weekly</p> <p>Contact inform – shopping and prescriptions</p> <p>Offer: Instance membership for elderly – welfare calls and support.</p> <p>Volunteer – contact her short form, references x2 — call for references so local references preferred photo ID provided</p> <p>Those who would be open to a short application, provide references and have</p>	<p>Kate Sheppard</p> <p>Agreed to encourage people to become a member.</p> <p>Encourage volunteers to register with service.</p> <p>Provide an update – Daily</p> <p>18 March SSB spoken to Health coaches to ensure our contact information is made available.</p> <p>Working with LAH</p>	<p>Available now for new members to contact Kate on email or call the office.</p> <p>kate.sheppard@mha.org.uk</p> <p>work number 01963 33588</p> <p>Available now for volunteers</p>	<p>Checks taken by LAH</p> <p>Ensure independences are identified and offer promoted. Balsam have shared 24 volunteers with LAH to undertake welfare calls, deliveries</p> <p>Poster to be shared on FB</p>

<p>a DBS or not can become a volunteer for Help to live at home. kate.sheppard@mha.org.uk work number 01963 33588</p> <p>Meals for members: exploring how this can be administered. Drivers required.</p> <p>Food packages – drop off items at the council to then be shared with vulnerable people or food bank.</p>		<p>to register – contact email address and office number</p>	
<p>Health coaches – practice 01963 435700 Vulnerable individuals and those in hardship</p>	<p>SSB 18 March 2020 Share contact list and information to load on there website</p>		
<p>Alex Fenion alex@somersettrcc.org.uk 07946461548 Village agent</p>	<p>Sent email to understand there offer 17.03</p>		<p>Felicity Baileys. Christmas list – food – cook hot meals – charged. Green house – batches of food – standard – Welfare call for all – to be confirm</p>

			Missing groups – who are they and how do we get to them Send our info so they can share on a digital platform
Kerry Crofts Home first agent kerryc@somersettrcc.org.uk 07507 452828	Sent email to understand there offer 17.03		
Word Liz Carter Social distancing – article	17.03. call to discuss back page of word. 18 March – narrative to be written to support change as the delay is implemented		
Health and wellbeing	Ensure mindhealth support is signed posted		
South Somerset District Council Are You Looking for Other Business Support Options? Our Growth Hub team are on hand to help you navigate the business support	SA to share information to support businesses with W Chamber of Commerce and local businesses		

<p>landscape and put you in touch with the right schemes to meet your business needs and aspirations.</p> <p>General enquiries info@heartofswgrowthhub.co.uk</p> <p>Telephone 03456 047 047</p> <p>Website www.heartofswgrowthhub.co.uk</p>			
<p>Emergency boxes to be held at Town Hall</p> <p>Pack to be confirmed to self-assembly</p> <p>SSB to donate bags to hold packs</p>	<p>SA/MC</p> <p>Volunteers – make up boxes</p> <p>FB poster shared 17 March and donation to TC.</p>		<p>Referral</p>
<p>Food Bank information – Gillingham</p> <p>Food Store –</p> <p>Wincanton Community Church Bank</p> <p>need to access contact information</p>	<p>LG to share with WTC</p> <p>17 March WTC identified and on sign posting sheet and poster</p>		
<p>Community Food Larder</p>	<p>SSB/RT</p>		

<p>WTC prepare a sign posting list</p> <p>Posters for the town</p> <p>What`s App group for volunteers</p> <p>Businesses – assistance if in difficulty</p> <p>Food bank Wincanton Community</p> <p>Church – where, when and how to access</p> <p>LAH membership available and can register to be a volunteer for the scheme</p> <p>What is open – update daily</p> <p>Who delivery's to home addresses in the town and what</p> <p>Public Health and NHS contacts</p> <p>Samaritans</p> <p>CAB</p> <p>Balsam centre</p> <p>Library</p> <p>Public transport availability</p>	<p>SA/MC volunteers</p> <p>Sign posting 17 March</p> <p>Prepared 18 March and shared with stakeholders</p>		
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<p>A typical food parcel includes: Food parcel for emergency</p> <ul style="list-style-type: none"> • Cereal • Soup • Pasta • Rice • Tinned tomatoes/ pasta sauce • Lentils, beans and pulses • Tinned meat • Tinned vegetables • Tea/coffee • Tinned fruit • Biscuits • UHT milk • Fruit juice • Toiletries – deodorant, toilet paper, shower gel, shaving gel, shampoo, soap, toothbrushes, tooth paste, hand wipes. 	<p>https://www.trusselltrust.org/get-help/emergency-food/food-parcel/</p>		
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<ul style="list-style-type: none">• Household items – laundry liquid detergent, laundry powder, washing up liquid• Feminine products – sanitary towels and tampons• Baby supplies – nappies, baby wipes and baby food.			
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Flow Chart

Preparedness for COVID-19

Identify Volunteers those DBS and not, those with access to transport and those who can undertake welfare calls

Identify stakeholders and roles to include the coordinator and management of volunteers. Data base established and management to ensure Monday to Friday volunteers are mobilised when required. Consider The Nogg and others to be a drop off and pick up out of hours when required.

Offer and Communication

LAH and Balsam centre to merge volunteers who have been through the same vetting process and those with DBS. Of the 24 volunteers to then be divided by Annette and Kate and the others to come to WTC data base.

Safe guarding and permission to hold contact information
Health Coaches - Village Agents and trusted networks

Communication - Word Window and posters. Websites. Agree the role of CATBUS to aid communication through preparing a leaflet to hand out.

Food and Basic Packages

Identify emergency food packages and list of key items to prepare these for individuals and families

Identify businesses where people can pay in advance and food can be delivered. Identify suppliers through Pubs and Cafes to bridge the gap from shops.

How we safe guard volunteers and those who use the offer
To approach and collect food for the emergency packs and if not required to the food bank in the town.

