


Histon & Impington CoronaVirus Response Team

21st April 2020, 10AM

COMMUNITY ACTION RESPONSE: COVID-19

5 things you can do to make a positive difference in your community

 <p>Think of others, consider your actions & be kind</p> <p>People in every community will face the challenges of Covid-19 in some way – from needing basic provisions to help while they are unwell.</p>	 <p>Connect and reach out to your neighbours</p> <p>As self-isolation increases, we need to find new ways to stay connected and check in on one another for our physical and mental wellbeing. Share phone numbers and stay in touch.</p>	 <p>Make the most of local online groups</p> <p>Keep up to date, share information and be a positive part of your local community conversations.</p>	 <p>Support vulnerable or isolated people</p> <p>Different groups in our communities are at increased risk and social isolation and loneliness are key concerns for all ages. There are things you can do like volunteering for local support services or donating to food banks to help.</p>	 <p>Share accurate information and advice</p> <p>Support anyone who may be anxious about Covid-19. Sign post them to the correct advice from Public Health England and encourage people to follow the correct hygiene practices.</p>
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HI COVID-19 Response Team

Vision

Histon & Impington to create & evolve a co-ordinated & fully collaborative operational response to keep our residents & volunteers safe, connected & supported. Working together efficiently at District, Village & **most importantly** Local Neighbourhood level to deliver the non-medical support that our residents need.

HICOVID-19 Response team (Who are we & What can we do?)

Are a team of volunteers who are working to support Histon & Impington Residents, local businesses and groups. We are a team of individuals and local organisations who have come together to provide a response to CoronaVirus. We are doing this by listening to our Community and aiming through strong partnerships, village knowledge and expertise to meet the Community need.

Purpose & agenda of this meeting

- Histon & Impington COVID19 Progress Update
- Sharing Accurate Information & Advice
- Questions

Hi COVID-19 Response Team

Weekly Progress Update – 21st April, 2020

Priorities over last week

- Hi Streets – Number of Streets now adopted [Don Kelly]
- HI Core Team –Co-Ordinator Guidelines & FAQs now being delivered [Don Kelly]
- Food Parcel Initiative, Village Bank Account [Neil Davies]
- Business Continuity 1 – Prescription Delivery [Nick Wood]
- Business Continuity 2 – Farmers Market [Yvonne Murray on behalf of Pippa Haylings]
- Business Continuity 3 - Virtual Café – Cambridge Building Society [Yvonne Murray]

Next week's priorities

Work with Street Co-ordinators and volunteers to identify Community need

Improving ability to deliver to the immediate need by collecting data from YOU

Developing further FAQs and guidelines to support you.

Further initiatives being delivered to support anyone who needs it (Hot meals, Just Giving page, Council funding)

Hi COVID-19 Response Team

Communication Channels – One single point of call

We need YOUR help & your support:

- HICOVID-19 Core Team need your help to identify immediate need on HI Street
- You ALL are the Eyes & Ears & understanding of Histon & Impington
- Your questions are crucial for highlighting the need for information & support in our Community
- HICOVID-19 Group have been collecting evidence, data & information to support that need.
- We now need to extend this data collection & ask for your focussed help
- This will allow us to take specific focussed action to

ONE

Clear Escalation point needs to know about your Observations & Concerns

1. Street Co-Ordinator
2. Central helpline (non-medical help for Residents & Businesses)
3. One Point of contact for Volunteers, Help, Business
4. HICOVD-19 Website for information

All above have a support team to ensure continuity of service

Hi COVID-19 Response Team

What we need from you – SEE IT, SAY IT, Sort IT

#	Informing Partner	Problem/Potential Problem	Action
1	Local Business	ATMs are a health risk	Table holding Alcohol based Hand Sanitiser made available next day. 2. Public Health Sign to be put on ATM. 3. Long term plan to notify Managers
2	Local Business	Are Business offerings in the village, safe & well-organized observing Government Guidelines?	Core Team worked with Local Business to provide volunteer marshalls, mark up street 2. Local businesses donated Alcohol Based Sanitiser, Tape to mark street, information
3	Local Business	There is a queue in village not observing social distancing	As above
4	Many	My workload is overwhelming & I am struggling to keep my work/life balance	Team members redistributed work looked at process improvement to decrease manual work.
5	Volunteer Meeting	The right people are not being invited to the Volunteer meeting The invitation is late & misleading The meeting is too long	Understood problem. Team centralising large amounts of data so that we can ensure we get the right people
6	Core Team	There is a person who has not eaten for a week in the village	Hot meals cooked & delivered by Local Businesses free of charge over last weekend. Working on hot food availability to meet need.
7	ALL	Information is misleading, is being provided late or not at all. Volunteer help is not being mobilised	Core team now focused on delivery of information having developed processes to meet the need on hoof.
8	Street Co-Ordinator	Budgies need re-housing urgently as their owner is in hospital.	Central help line worked with SC to re-house Budgies same day.
9	Local Business & Residents partnering together	There is a 4 hour queue to Cambridge Building Society on the HI Street	1. Cambridge Building society listened & extended opening hours. 2. Co-op provided water for old people and to start conversations. 3. Tesco provided queue tape & X marks the spot footprints. 4. Cambs BS to come to HI Virtual Café to give people other options

Thank you to all of you who are escalating your observations and concerns. All opinions are valid in our Topsy Turvy World today.

Please contact our Central Helpline – 320420, Option 2, Monitor our HICOVID19 website & look out for communications from our team

Histon & Impington CoronaVirus Response Team

Our Message: 21st April 2020



TELL ALL YOUR FRIENDS & NEIGHBOURS

Histon & Impington have a co-ordinated CoronaVirus Response team
We are here as a voluntary organisation to respond and support to the need in our village

To highlight and escalate your observations and concerns

Your Street Co-Ordinator

HICOVID019 Central helpline (non-medical help for Residents & Businesses)

Core Team Lead for Volunteers, Help, Business

HICOVD-19 Website for information

All above have a support team to ensure continuity of service

Further details

Will be provided on our Volunteer Team progress next Tuesday

Everyone can help with this initiative whether you be self-isolating at home or active in the community.

Goal of HI COVID-19 Response Team

Everyone in the village has connection & support as & when they need it

HI COVID-19 Village Support Group

Questions

Histon & Impington CLAP for our CARERS on 23rd April 2020



Please could you all come out a couple of minutes early this Thursday to hold a moment's silence for those in our village who are suffering or have died from the effects of the CoronaVirus

Before we join together at 8pm to support our NHS

Please support our Government's Guidelines to keep our Community Safe

Appendix

HI COVID-19 Village Support Group

Our principles

1. Keep People Safe
2. Establish Connections, create strong partnerships
3. Keep it local, Know your neighbours, Adopt your street
4. Reuse & Refocus resource to respond to CoronaVirus
 - existing well tested processes (HILP)
 - Well established & trusted local people networks & organisations
 - People's available time
 - People's expertise & passion
 - Existing support details (HI Volunteers, WhatsAPP, Contact details)

HI COVID-19 Village Support Group

Keep People Safe

Keeping People Safe

1. Mental & Physical Health – provide friendly local connections & support for people to initiate as & when they need it.
2. Preventing spread & transmission of the virus.
3. Supplies – ensure that where people need medicines food or other items they can be supplied.
4. Financially –where people have financial or safeguarding concerns signpost them to the relevant services.
5. Other – GDPR, Procedure (supported by Parish Council), Posting mail, All ideas

HI COVID-19 Response Team

Keep it local, Know your neighbours, Adopt your street

- Lots of very good work happening in our HI Streets
- Especially where Street Co-ordinators have been in place for a while
- Street Co-ordinators are connecting, helping, supporting each other
- Street Co-ordinators & Street Volunteers are leading the way, very few calls to our Help-line

Great ideas coming forward & being delivered on the ground

Local Communities being created for now & for tomorrow

HI COVID-19 Response Team

Well established & trusted local people networks & organisations

IDEA FROM
HEREWARD
CLOSE TEAM
Led by John
Gooch



Rainbow Poster Scheme

HI COVID-19 Response Team

Well established & trusted local people, networks & Organisations

This poster has been given to you by the Histon and Impington COVID 19 Response team.

Please cut out the Rainbow half and place it in your window with Rainbow showing to the outside.

This tells us that you are happy to be part of the scheme. Next please cut out the OK and ? signs

If you are OK, please leave this in your window.

If you need assistance, please put the ? in your window to alert us.

One of the street volunteers will call on you.

Their photos and names are on the attached letter.

They will, when asked, say the password 'ZigZag' which will let you know that they are part of the response team


If you are in any doubt please call me, Nikki Searle - 07952 173277 as your street coordinator



HI COVID-19 Response Team

Well established & trusted local people networks & organisations

Dear St Audrey's Resident,



Please find attached a poster which, if you are happy to, please place in your window, using Blu Tack or Sellotape, with the Rainbow picture showing to the outside and the road.

The poster needs to be cut along the cut lines with scissors, horizontally first for the main poster and then vertically for the OK or **?**

If you are ok, please leave the OK part in the window facing to the outside and the road.

If you need something, please put the **?** in your window facing to the outside and the road.


We or one of the St Audrey's volunteers will walk around daily.

If I see a **?** then we will knock on your door to find out how we can help.


Please see below a picture of the volunteers and their names, who could call on you.

To identify them we are using a password 'ZigZag' which they all know.


If you have any doubt, then please close the door and phone me, Nikki - 07952 173277 immediately.




James




Matt




Suzanne




Matt



Angela



Nikki
Coordinator



Katie

Thank you
Nikki Searle - 07952 173277 – St Audrey's Coordinator

- You Can See Who Has Signed UP
- Clearly Visible by Quick Walk Round
 - OK or **?**
- Safeguards the Elderly & Vulnerable with photo & password
- Spreads the load
- Quick Communication
- Supported by WhatsApp Group for Coordinator & Volunteer
- Now being used in
 - Homefield
 - Villa Road, Villa Place & Primrose Lane
 - St Audrey's