# **Annex R4 COVID 19 response plan *activated* (general distribution)**

Bullet draft – time spent on tasks – more detail available as required – in progress unless noted otherwise.

* Initially guided by Devon Community Resilience Forum presentation on Influenza Pandemic: Disseminate public messages; good neighbours; support people and reduce pressure on health and social services.
* Continue above but also:
  + Act as **bridge between multiple bodies / groups and multiple groups / people parish – communicate relevant guidelines and resources** to the correct groups / people as fast as they are developed and **feed back required information to government agencies** to help them.
  + Identify funding sources and process to access.
* **Public message dissemination:**
  + repeating and using material as possible on Facebook, Twitter, in Parish Mag and on noticeboard as appropriate – ***problem*** with static print as some guidelines e.g. home isolation change in relatively short periods. (CRT ongoing – started already) <https://www.facebook.com/LydfordVillage/>
  + Subscribed to Public Health England campaigns and have received latest material for leaflet, poster and digital media. In addition, have been using generic WHO material.
  + Repeat message and organized themes: Be safe, be kind, be smart. (Safe source material)
  + Possible need for leaflets on social isolation / social distancing guidelines but issue on speed of change / distribution. Possibly better distribute on request via helpline (See below)
  + NHS is contacting extremely vulnerable as per government guidelines. Possible need to assist them with registration but cannot assess until further detail received.

**Link with local government / resilience forum etc**

* Working with Local Resilience Forum / Devon Communities Together to align and support. All emails actioned as of 22/03 except village hall door poster (Village Hall committee link)
* Community Emergency Plan as per required template registered with Local Resilience Forum. Major Incident now declared by Devon & Cornwall Police and LRF activating resilience plans and command and control structure.
* Grant application for equipment – identification in progress and application priority task (CRT)
* Neighbouring Parish: Requested update from Chair on contingency plans to be completed (RT)
* DCC requested registration of volunteers groups completed for Lydford Volunteer Network. South Hams and West Devon registration completed for LVN.
* Contact other support networks regarding registration 23/03 March planned
* Devon Association of Local Councils registration and call 23/03 planned
* Ordnance Survey mapping for Emergencies email follow up – ensure joined up thinking with LRF.
* Revision of any plan gaps and skills resource survey – future dated

**Functioning of Parish Council and communication during social distancing**

* Installation of video conferencing on all PC members
* Working with key contacts – Revd Brooks, DNPA, WDBC, LVN, Neighbourhood Watch etc to install Zoom
* Reviewing options for public meetings going forward
* Created emergency processes for functioning awaiting additional local government guidance. Current NALC update: It will consider bringing forward legislation to legislation to allow council committee meetings to be held virtually for a temporary period

**Good neighbours**

* Existing support networks of people in village with neighbours of varying degrees of organization. Spoken with drop in but many other networks of supporting neighbours exist already.
* Lydford Volunteer Network.
  + Spontaneous volunteer group initially publicized on Facebook and now run through WhatsApp and emails. <https://www.facebook.com/groups/660503728033288/> Emphasis on online organization not physical contact. CRT is not running this group but is working with founders closely re: guidelines / resources /registration (bridge role).
  + Initial volunteer online or offline register of interest and then form registration (includes address / details etc) and initial guidelines on interaction (copy available). GDPR on volunteer – destruction at end of incident unless requested NOT to do so by volunteer. Working with people with addresses in parish only. 24 currently registered.
  + Network asks people to contact them or they work with other village groups e.g. Drop in who can use them as “legs” to do jobs if agreed by person. Co-ordinator asks WhatsApp / group or relevant individual if anyone is available for a certain job e.g. grocery delivery to doorstep. If the person is then they receive those details on private message.
  + ***Bridging***: Registered as COVID volunteers with Devon County Council and directed to resources and guidelines as per DCC and South Hams and West Devon requests. There is due to be a nationally integrated plan to ensure that they are cared for, looked after and protected. This plan will be directed at Devon County Council level, co-ordinated by the Red Cross.
* Church: CRT in communication with Vicar on related items. Updating on existing guidance on funerals /weddings /services and Church based support signposting of individuals.
* Village Hall: Communication of guidance re closure of social spaces. Additional social isolation needs – future plans. Some spontaneous activity occurring not yet liaised. 22/03 Request from LRF to action: Public Health England have produced a range of sample posters and it would be wise to use one of these as the basis for putting on the front door a poster.
* Village Toilets: Cancellation of opening, suspension of signage installation and sign to be placed on door.
* Guidance for cleaning of non – healthcare settings – consideration and link with Village Hall / Sports Pavilion and Church to be completed. Check ICP’s are ready and orderly and cleaned in case of need
* Continued liaison with Lydford School – currently Bridestowe indicated as a hub. Community Emergency Plan distributed.
* Lydford Caravan Park – liaison with owner, WDBC, DNPA and MP regarding status. Completed 22/03 closed the caravan site to all new arrivals. Current visitors are leaving asap. Permanent on site self isolating – check if vulnerable etc
* National Trust – current status closed, ask local people also to respect.
* Lydford School – continued liaison and plan distribution.
* Local business support: part of communication and part of signposting local support. Built into future phase plans. In village and neighbouring businesses have responded well to new needs – delivery services etc.

**Lydford Helpline (set up and co-ordination): Initial number: 07572 785 522 (9am-8pm)**

* **What**: Set up 2 Lydford Help **signpost** phone numbers and for those who are online: Email support and Facebook link to dedicated page of local resources on the Parish Council website.
* **Why**: Some people know who to call or have their own support networks. Others may need different resources to normal at this time because they are in quarantine due to having symptoms; self-isolating due to being vulnerable or living with a vulnerable person; dealing with emotional trauma and stress from the current situation.
* There are different groups / people and businesses offering different kinds of support at a local, regional and national level and *the role we propose is to help make sure people can know where to go.*
* The situation is very dynamic and different resources are being set up at different times and levels constantly. Difficult to update everyone in a “static” format e.g. parish mag or pamphlet and keep up with changes. However, if we set up this system we can update one Support Resource sheet and post it online (for those with online access) and update it to a relatively small and manageable group of people who can use it for phone support.
* In addition: a lot of people want to help – they can either join an existing group or they can set up their own thing and we can list them.
* **Examples** of Resource Sheet categories – NOTE 2 versions (online) and (helpline volunteer)

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| --- | --- | --- |
| Name | What for / comment | How to contact |
| Medical questions | Dial 999 for an emergency. Go online to NHS 111 if you have internet access if not call 111 |  |
| Lydford Volunteer group | Prescription pick up; Grocery pick up; Dog walking; Daily phone call – to check how you are and if you need something. | Contacts online and phone |
| Lydford Farm Shop | Deliveries of food from farm shop to doorstep. Pay by cash or cheque. Deliver next day normally. | Contacts online and phone |
| Reverend Adrian Brooks | Our local vicar. Note church services are cancelled except for funerals etc. but church is open for individual visiting. | Call:  Email: |
| Other local / government and national add as required. | E.g. Virtual social groups / Samaritans etc. |  |

**ACTIONS completed / in progress**

* Email and main phone / phone number set up.
* Back up phone and SIM card ordered
* Text for pamphlet drop done. Printing in progress. Using Volunteer Network to distribute. They are notified.
* Text for Parish magazine done – sent for distribution with magazine
* Place notice in notice board
* Set up dedicated page on PC website – yes but needs Resource sheet
* Facebook post goes up
* Draft Resource sheet up
* Updating and distribution of resource sheet (currently Ruth Tainsh)
* Rota of people prepared to “man” phone and back up phone and receive updated resource sheet (email is easiest). \**Moving towards call forwarding / diversion**
* Need to allocate “owner” for ongoing resource sheet update
* Additional benefit – system can be used for future emergencies