

Agenda Item 11: Report 2: Malmesbury Town Council welfare related activity in relation to Lockdown 2.

Lockdown 2 started on the 5th November and is set to end on the 2nd December. In all likelihood it will be replaced by a return to stricter tiered restriction system.

Malmesbury Town Council has taken the following actions since the announcement of Lockdown 2:

1. We called a virtual Community Group meeting for the 5th November. This was well attended. The outputs were as identified in Attachment 1.
2. In discussion between and at the meeting the most appropriate role for Malmesbury Town Council has been identified to be:
 - (i) Help co-ordinate and facilitate the efforts being taken across the community – both existing and new – and to support signposting to health, welfare and other essential services.
 - (ii) Work collaboratively with others – such as Heals, Helping the Community of Malmesbury, Wiltshire Council and other service providers and charities, on information development and sharing.
 - (iii) Promote volunteering opportunities and, in particular, the initiatives being progressed by the Community Care team based at Malmesbury Primary Health Centre and develop use of the new volunteering section on our website.

3. In delivery of the above we have:

- 3.1 Worked with the Malmesbury Primary Care Centre to help them define the volunteer roles the Community Care Team are looking to co-ordinate. These volunteer roles are now being promoted through the Malmesbury Town Council Website and Facebook page, directly to the Partnership volunteers, and to Community Groups. The details of requirements and how to apply is shown in Attachment 2. Wiltshire Council have confirmed that they can undertake DRB checks post Lockdown 2.
 - 3.2 Updated the COVID 19 sections of the Malmesbury Town Council website to contain all the latest support information. This includes promotion of the Wiltshire Well-being Hub Helpline.
 - 3.3 Promoted the use of the Volunteer section of the Malmesbury Town Council. A press release confirming the launch of this part of the website will be produced shortly.
4. The welfare situation across the community is continuing to be monitored. It is anticipated that welfare based issues will continue at an increased level for the foreseeable future.

5. Proposal

5.1 To note this report and the actions being taken by Malmesbury Town Council to support the welfare of the community during Lockdown 2.

5.2 To invite a presentation by Heals at our January 2021 Full Council meeting to outline the latest welfare pressures they are identifying as being experienced in the local community currently and as they see them developing in the months ahead.

6. Financial Implications of this proposal

There are no direct financial implications as a result of this proposal.

Attachment 1:

Community Call 5th November - Proposed Actions

Dear All

Thank you to everyone who was on the call yesterday or have contacted me separately.

I found the information and ideas very helpful and I am sure it will help all of us shape our response going forward over the next few weeks.

It is clear the likely requirements across the community during Lockdown 2 are different to those we faced in Lockdown 1. In essence there is less need to meet basic support (prescriptions and access to essential goods), while access to health and welfare services will continue as now. We can, however, expect to see a further increase in requests for individual and family help, because of increasing economic hardship and growing debt, and to help reduce social isolation. The weather, as Steve said, is not so good and spells of extreme weather are more likely.

The key actions points, I think, are:

1. We will utilise the Wiltshire Wellbeing Hub helpline as our front-line community help point. T: 0300003476 or email wellbeinghub@wiltshire.gov.uk
It operates Monday to Friday 9 to 5. It is set up to receive and triage calls into the most useful professional support teams, other direct help points and the NHS Volunteer Service for deliveries of food and other essentials and loneliness and wellbeing. (In Lockdown 1 we used this as our back up; in the current circumstances of Lockdown 2 it is better placed to quickly initiate appropriate tailored responses).

2. The Malmesbury Primary Care Centre is developing a volunteer team to support vulnerable local residents. This will include befriending, encouraging engaging in activities and making connections with others. The team is being led by Lisa Hepworth and will make use of the social prescribing resources offered by our new Community Connector. As an immediate action Lisa will liaise with Margaret Lamb and other members of the earlier Partnership Team to link these volunteer opportunities to the 100 Partnership Volunteers we co-ordinated in Lockdown 1.

3. The appropriate role for Malmesbury Town Council, based on current info, appears to be to:

- (i) Help co-ordinate and facilitate the efforts being taken across the community – both existing and new – and to support signposting to health, welfare and other essential services.
- (ii) Work collaboratively with others – such as Heals, Helping the Community of Malmesbury, Wiltshire Council and other service providers and charities, on information development and sharing. (We are already in the process of updating our website in any case).
- (iii) Promote volunteering opportunities and, in particular, develop use of the new

volunteering section on our website.

I will be discussing this with my colleagues.

4. HEALS will identify and make known where it would like more support as demand develops.

As a reminder:

Heals can help people facing financial difficulties through the Heals Emergency Hardship Fund and by identifying other local charitable funds that may be able to help depending on the individual's circumstances.

Heals and others (Health Centre, local schools) can also issue Foodbank vouchers for those in food poverty.

Heals contact details are: 01666 238100 and 07931 098347 Email:
heals.malmesbury@gmail.com

5. We have a common aim to make sure 'no-one falls through the cracks'. There are embryonic ideas for 'pro-active street supporters' or similar, as well as finding additional ways of increasing inclusivity for those who do not have easy access to digital communications. This also fits with the aspiration described by the Primary Care Centre. Examples and proposals welcome!

6. Supporting Information:

Olly shared the following during the meeting:

NHS Volunteers: Will continue to operate until at least March 2021: They are able to offer support with shopping, medication or other essential supplies as well as check in and chat and some patient transport. Residents can be referred or they can self-refer - call 0808 196 3646 between 8am and 8pm or visit: www.nhsvolunteerresponders.org.uk .

Financial support for those needing to self isolate: <https://www.wiltshire.gov.uk/benefits-test-and-trace>

Care Home visits: https://www.gov.uk/government/news/new-guidance-to-support-safe-care-home-visits-during-lockdown?utm_source=235e072d-286f-4d4f-b9b1-4ec29dcf35b4&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

Wiltshire Council Community Groups Directory:
https://www.wiltshire.gov.uk/media/4270/Community-Groups-Directory/pdf/Directory_v43_AD_01092020.pdf?m=637346395156370000

Denise supplied the following after the meeting:

Guidance for the extremely vulnerable: <https://www.gov.uk/government/news/clinically-extremely-vulnerable-receive-updated-guidance-in-line-with-new-national-restrictions>.

7. If you are aware of situations where individuals are not getting the expected support from Wiltshire Council, Gavin has confirmed he is ready and willing to be engaged. The best contact details for Gavin in his capacity as Wiltshire Councillor for Malmesbury are: M: 07780 650785 and email: Gavin.Grant@wiltshire.gov.uk

I'll keep you posted.

Thanks again

Best regards

Campbell

07802638424

Attachment 2: Volunteering roles we are supporting the Primary Health Centre fill:

Malmesbury Volunteering opportunities

Malmesbury Primary Care Centre has a well-established and dedicated Team ready to offer and arrange non-medical support, especially for the vulnerable and isolated members of the community, both in the town and in the surrounding villages.

Given these extraordinary times, and our wish to build on this support, we have identified urgent and immediate roles for volunteers to work alongside our health professionals. Our aim is to help people living alone, with no family or friends locally, to meet day to day challenges and maintain their independence and well-being.

The activities you could undertake as a volunteer might include:

- Helping individuals attend health appointments and collect prescriptions
- Joining individuals in physical activities, like going for a local walk
- Helping individuals make connections with others
- Visiting individuals for a chat, company, companionship and bereavement support
- Participating in one-to-one activities for fun and to stimulate mental and cognitive functioning (for example, puzzles and reminiscence)
- Enabling individuals to read books and newspapers and make use of the library
- Helping with paperwork, errands, shopping and organising meals
- Helping with pet care (e.g. dog-walking)
- Helping with basic maintenance and gardening (for example, changing a light bulb or mowing the lawn)
- Helping with transport, for example, following hospitalisation

All in a Covid Safe Way/ observing the current Covid safe precautions.

Your volunteering can be on a flexible basis – but it is essential you consistently keep to any commitments you make to help.

If you do volunteer you will be joining a great, growing and supportive team. As well as having fun you will be contributing to improving the well-being of those in need within our community.

To find out more and discuss how you can join in, please contact Lisa Hepworth, Community Care Co-ordinator, Wiltshire Health and Care, Malmesbury Primary Care Centre: Priory Road, Malmesbury, SN16 0FB.

Phone: 01666 827559

Email: lisa.hepworth1@nhs.net