

## Emergency planning

### Why not rely on existing offers of help?

Lots of volunteers are stepping forward to offer support for people that are self-isolating including on our Facebook group. There are issues around this:

- 1 Cannot ensure that these volunteers will always be available to help. Some of these volunteers will also be self-isolating.
- 2 Instances are arising of some 'offers' being scams (not necessarily locally, but the concern is there). This is a way to protect our residents.
- 3 Concern about vulnerable people posting personal details on social media.
- 4 This provides a partnership with local supermarkets so they can have faith in the scheme.
- 5 This scheme removes any need for volunteers to deal with finances. Payments are organised directly between the resident and the store.
- 6 We can monitor what help is requested and provide; we can then give feedback to central emergency co-ordinators.
- 7 This is organised by our existing community leaders which encourages trust for residents.

### What are we proposing instead?

Single point of contact	<p>Purchase a mobile phone, or use someone's old phone with a new sim card. Phone to be available for people self-isolating between 9am and 5pm. Outside those times, any help needed is likely to be from emergency services.</p> <p>Ideally we want a phone that people can call but not need to call from ourselves to avoid charges. Once messages have been received, they can be passed on via text/ email/ whatsapp or similar? Need some way of ensuring the message is picked up and acted upon.</p>
Publication of single point of contact	<p>Social media is a starting point, but not everyone in the village has access.</p> <p>Posters in pharmacy, shops, library, church etc.</p> <p>Post business card/ flyer through every door – will involve cost to council of printing and delivery.</p> <p>We have six houses off Brant Road. How do we support them?</p>
Provision of help	Phone can be passed around between volunteers so it isn't always with the same person.
Volunteers	<p>Need central list of volunteers- may need DBS checks?</p> <p>Volunteers can deliver to doors but do not need to enter house</p> <p>Volunteers are already identifying themselves through Facebook group, but someone needs to take oversight of the scheme for the protection of volunteers and vulnerable.</p>
Rota	<p>Do we need to set up two rotas for</p> <ul style="list-style-type: none"> <li>• people holding the phone to receive the messages</li> <li>• people available to go and collect/ deliver items</li> </ul> <p>These should be at least two different people at all times- whoever has the phone needs to stay with it and get others to collect the shopping.</p>
Vulnerable people	People that are self-isolating may already be vulnerable regarding mental or physical health. If we provide a phone contact, does the service extend further than physical help? Does it become somewhere they can ring just to chat? Do we need to signpost elsewhere to address loneliness and similar? Can we commit our volunteers to potentially long conversations without training them properly?
<p>Purchase of items</p> <p>Comments in red result from discussions in stores on 160320</p>	<p>Need arrangement with Tesco and Co-op within village to work out how people self-isolating can pay for goods. Better for volunteers not to have to handle cash. Transactions directly with the store over the phone would be better. <b>Stores to agree a common format for transaction reference to assist correct handover to the volunteer for delivery.</b></p> <p>May need to publicise phone number of both stores; also pharmacy?</p> <p>Meetings with managers of both stores will be needed. <b>Have suggested later this week.</b></p>
Met managers at each shop	<p><b>Lincs Co-op. Happy to support in principle; will need to confirm with head office. Manager not sure about how to arrange transactions</b></p> <p><b>Tesco- shop manager to contact me. Duty manager raised query over items out of stock.</b></p> <p><b>Volunteers should not combine their own shopping with collecting deliveries</b></p> <p><b>Lincs Co-op pharmacy. Wouldn't be able to offer over the phone or online payment. Prescriptions already delivered. No benefit to being part of this scheme.</b></p>
Organisations	<p>Call on other groups to help: WI; St John's Church; Neighbourhood Watch; uniformed organisations; friendship club; U3A. Who else?</p> <p>Each may be a source of volunteers to help, but may also be able to identify potentially vulnerable people.</p>
Management of scheme	<p>Emergency plan initiated by parish council should be covered under our insurance.</p> <p>Volunteers will be covered by our policies.</p> <p>Small working group within council with community members if appropriate.</p> <p>Does there need to be a central record of what service has been provided, when, where, who? Who maintains this? Who has access to this?</p>

Suggested Emergency planning advisory committee

Draft terms of reference

Membership	Three councillors plus co-opted community members
Substitute membership	Two councillors
Nominations	If the number of nominations for service at the advisory committee exceeds the number of available places, council may choose to elect members.
Criteria for membership	Preference will be given to members of council or members of the community with experience in the following areas: <ul style="list-style-type: none"> <li>• emergency planning;</li> <li>• community liaison.</li> </ul>
Primary purpose	<ul style="list-style-type: none"> <li>• The advisory committee will oversee a Parish Council response to COVID-19 (the medical emergency) to support members of the Bracebridge Heath community</li> <li>• The advisory committee will have authority to make decisions on actions relating to the medical emergency</li> <li>• The advisory committee will act in accordance with advice from central and local government regarding the progress of the medical emergency</li> </ul>
Meetings	As required.
Budget responsibility	<ul style="list-style-type: none"> <li>• A budget of £100 will be made available for immediate expenditure by the clerk on the recommendation of the advisory committee.</li> <li>• Further expenditure may be authorised by council or any standing committee.</li> </ul>
Quorum	A minimum number of three advisory committee members or substitute members are required for decision-making purposes
Status and accountability	<ul style="list-style-type: none"> <li>• This is an advisory committee and will report back to the Full Council or to any standing committee of council</li> <li>• The advisory committee will have authority to report activities or statistics to local or national agencies collecting information on the medical emergency</li> </ul>
Review arrangements	<ul style="list-style-type: none"> <li>• The terms of reference advisory committee may be reviewed by Council at any point during the current period of medical emergency and may be altered as required.</li> <li>• The appointment of the advisory committee will be reviewed by Council following the end of the current period of medical emergency and may be altered, continued or dissolved as required.</li> </ul>

Initial task for advisory committee	Notes		
Community and Volunteer Coordination Cell within the County emergency Centre active from 170320 8am-4pm	Register as soon as appropriate <a href="mailto:CEC_CVC@lincoln.fire-uk.org">CEC_CVC@lincoln.fire-uk.org</a>		
Working group established to prepare programme of activity to recommend to council	Needs to be as soon as possible this week		
Emergency council meeting 230320 <b>Suggested recommendations for resolution:</b>	<ul style="list-style-type: none"> <li>• That an advisory committee is established to oversee the parish council response to COVID-19</li> <li>• That authorisation be given to the Emergency Planning advisory committee be given permission to act immediately on any matter within its terms of reference</li> </ul>		
	<ul style="list-style-type: none"> <li>• That the following members of council are appointed to the Emergency Planning advisory committee:</li> </ul>		
	1	2	3
	<ul style="list-style-type: none"> <li>• That the following members of council are appointed as substitute members to the Emergency Planning advisory committee:</li> </ul>		
	1	2	
	<ul style="list-style-type: none"> <li>• That the following members of the community are co-opted to the Emergency Planning advisory committee: Paul Drury</li> </ul>		
	<ul style="list-style-type: none"> <li>• That a sum of up to £100 is made available for immediate expenditure by the clerk on the recommendation of the Emergency Planning advisory committee.</li> </ul>		
	<ul style="list-style-type: none"> <li>• That the Emergency Planning advisory committee reports back to Council or to any standing committee'</li> <li>• That any action of the Emergency Planning advisory committee requiring approval may be considered by either council or any standing committee.</li> </ul>		
Membership of advisory committee	3 councillors	Paul Drury	Anyone else?
<b>Following agreement within council</b>			
Single telephone point of contact established	Needs phone and sim card		
Flyers designed, printed and distributed	Can be done in-house. Contact HCV to see if delivery can be included in the next magazine. Flyers and posters can be designed in advance.		
A4 Posters displayed	Printed in-house Display: all council noticeboards Library Pavilion	School Church Village hall	All pubs Shops and services Take-away food premises
Publicity online	Poster adapted to jpg or png; use all parish council social media outlets. Exclusive posting by one member of committee advised to maintain consistency and encourage confidence within the scheme.		