

Case studies
Coronavirus

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National Association of Local Councils (NALC)

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FOREWORD

This booklet of case studies is designed to be used by local (parish and town) councils and county associations as an example of the vital work that is being carried out by our sector in helping their communities during the coronavirus outbreak. These are all examples of best practice and demonstrate actions that benefit those at high-risk, the vulnerable and residents in general.

AVON

Bathford Parish Council

Electorate: 1,440

Precept: £22,485

Expenditure: £28,000

Bathford Parish Council has formulated plans to assist those that require to self-isolate due to COVID-19 Coronavirus. This will allow for groceries, pharmaceuticals and, other necessities to be delivered by volunteers to residents. The council is also working in collaboration with St. Swithun's Church to support lonely residents over the phone.

<https://www.bathford.net/>

Freshford Parish Council

Electorate: 400

Precept: £28,860

Expenditure: £32,295

Freshford Parish Council is liaising with all local groups to coordinate activities. The council is helping to create a register of volunteers to assist vulnerable residents with day-to-day tasks. The council is supporting the village shop in serving the local community by setting up home delivery of food; supplies and, medicines.

<http://www.freshfordvillage.com/living-in-freshford/parish-council>

Patchway Town Council

Electorate: 7,760

Precept: £624,170

Expenditure: £601,672

Patchway Town Council has produced a ten-page information brochure for residents. The brochure outlines useful contact details of local businesses. Additionally, the council is using social media to update its community regularly around the coronavirus and social distancing. The town council has donated £500 to the local food bank to protect the most vulnerable residents.

<https://www.patchwaytowncouncil.gov.uk/>

Portbury Parish Council

Electorate:

Precept: £26,000

Expenditure: £24,000

Portbury Parish Council has organised a WhatsApp group that is supporting requests for shopping trips; prescriptions and, other day-to-day tasks. Additionally, the Parish Council is using two mobile phones to assist residents. One telephone number is being used as a day-to-day helpline, while the other mobile phone is being monitored overnight for people are in urgent need, such as they feel unwell and require someone to act on their behalf.

<http://www.parish-council.com/portbury/>

Priston Parish Council

Electorate: 195

Precept: £6,400

Expenditure: £10,394

Priston Parish Council has written to all villagers asking them to phone or email the chair of the council (or any councillor or the clerk in their absence) if they are self-isolating and require help. A sub-committee is co-ordinating offers of help from villagers to provide this support.

https://www.priston.org.uk/parish_council.htm

Shoscombe Parish Council

Electorate:

Precept: £10,500

Expenditure: £8,000

Shoscombe Parish Council has set up a WhatsApp group to coordinate volunteers and requests for assistance. 60, or so, members of the community are working together through this app. The council is also publishing current information from the government and regarding the local council sector on its website. Residents are encouraged to keep in contact through the telephone and email with those who are isolated or vulnerable.

<https://www.everythingshoscombe.org/parish-council.html>

Wraxall and Failand Parish Council

Electorate: 2,000

Precept: £47,000

Expenditure: £45,500

Wraxall and Failand Parish Council has set up a team of volunteers comprising councillors and other parishioners. People requiring help contact the clerk, and their request is forwarded to the volunteer covering the area in which they live. It is offering to help with shopping, dog walking, friendly phone calls and medicine collection.

<http://www.wraxallandfailand-pc.gov.uk/default.aspx>

Yate Town Council

Electorate: 18,035

Precept: £1,253,331

Expenditure: £2,260,710

Yate Town Council is working with representatives of churches, neighbourhood watch groups, and the Facebook group followed by 2,500 residents wishing to assist vulnerable and isolated people during the crisis. The council is taking a coordinated approach to best benefit local people and has awarded the Foodbank an emergency grant of £4,000. Additionally, it has created an emergency grant fund of £4,500 to assist community groups affected by the coronavirus. The council has also donated leftover food from the closure of its cafés to the Foodbank and will be donating 750 Easter eggs it had planned to use for the annual Easter Egg Hunt, which is currently postponed. Over the Easter holiday, the council is also organising a virtual Easter bonnet competition via its Facebook webpage. Over the next couple of months, the council is aiming to support the most vulnerable in their town as well as providing activities and support to home educators.

<http://www.yatetowncouncil.gov.uk/council-news/covid-19/>

BEDFORDSHIRE

Bolnhurst and Keysoe Parish Council

Electorate: 600

Precept: £13,648

Expenditure: £14,753

Bolhurst and Keysoe Parish Council has organised a Community Support Group which is filled with volunteers. The support group is looking to support the community by collecting shopping and medical prescriptions; dog walking and, talking on the phone.

<https://bolnhurstkeysoe-pc.gov.uk/category/news/>

Bromham Parish Council

Electorate: 5,000

Precept: £131,850

Expenditure: £125,000

Bromham Parish Council has set up a volunteer scheme which matches volunteers with residents in need of shopping, prescriptions or just someone to talk to. The council is also coordinating small care packages from supplies donated by residents.

<https://bromham-pc.gov.uk/>

Dunstable Town Council

Electorate: 30,000

Precept: £2,297,506

Expenditure: £3,133,388

Dunstable Town Council is providing emergency support to vulnerable households (food/prescription delivery etc) on behalf of Central Bedfordshire Council. The council is maintaining weekly contact with users of council run older peoples services (90+ residents) and providing necessary support. The council is also supporting the local voluntary effort to help vulnerable households (supporting Bedfordshire CVS, food banks and Bedfordshire Rural Community Council) and providing regular advice, guidance and service updates on social media platforms.

<https://www.dunstable.gov.uk/>

Fairfield Parish Council

Electorate: 2,098

Precept: £101,362

Expenditure: £138,453

Fairfield Parish Council has 100+ volunteers to help residents who are self-isolating or shielding. The volunteers are all plotted on a map so the council can see their location and includes some people with specific skills (e.g. a retired

pharmacist, a man with a van). The council has also set up an emergency email address and telephone numbers and has distributed a leaflet to all households.

The council is trying to keep their website update with advice and regularly sends out newsletters to all residents on the council's email distribution list.

www.fairfieldparishcouncil.gov.uk

Gravenhurst Parish Council

Electorate: 467

Precept: £24,100

Expenditure: £28,000

Gravenhurst Parish Council is working with the parish carers group to assist vulnerable residents.

<https://gravenhurst-pc.gov.uk/>

Houghton Regis Town Council

Electorate: 12,500

Precept: £861,916

Expenditure: £957,654

Over the last two or three weeks since lock down measures began to be put in place, Houghton Regis Town Council has been continuously trying to help residents in any way possible. This has included:

- Donation of essential supplies to care homes and housing schemes
- Donation of a food voucher to elderly people on the Mayors Christmas Card list
- Distribution of 600 Easter Eggs to local schools
- Offered help and assistance to existing local support groups including Houghton Regis Helpers and local churches
- Staff and councillors have signed up as Houghton Regis Helpers volunteers and are currently helping with shopping, prescription collection and befriending
- Distributed advice leaflets to vulnerable residents
- Councillors have signposted residents to find help and support regarding debt advice, rent / mortgage / utility payments, Universal Credit
- Our grounds team have also ensured areas of open space have been maintained

<https://www.houghtonregis.org.uk/>

Kensworth Parish Council

Electorate: 1,200
Precept: £40,340
Expenditure: £48,230

Studham Parish Council

Electorate: 1,000
Precept: £21,234
Expenditure: £20,000

Kensworth Parish Council, Studham Parish Council and Whipsnade Parish Council have each used £250 from the chairs allowance to help support the Studham, Kensworth and Whipsnade Coronavirus Response Group (SKAW CRG). The group was established as a joint undertaking between Studham, Kensworth and Whipsnade Parish Councils along with the local Good Neighbour Schemes and churches to provide support to the vulnerable in the three councils' areas.

SKAW CRG is staffed, has single telephone and email contact details to ensure single point of contact arrangements and has been widely advertised in the three villages. As at 6 April, it had 137 volunteers and 99 people identified as in need of support. Volunteers are matched to support the vulnerable individually so that there is regular and trusted communication. Co-ordinated activities include grocery shopping, prescription collections from local pharmacies and surgeries and a newspaper delivery service for those in isolation who would otherwise consider collecting a paper from the newsagent.

<https://kensworthparishcouncil.gov.uk/>

<https://www.studhamparish.co.uk/>

Leighton-Linslade Town Council

Electorate: 22,000
Precept: £2,000,000
Expenditure: £2,000,000

Leighton-Linslade Town Council is working in partnership with representatives from the community, homeless service, Scouts and Bedfordshire and Luton Emergency Volunteer Executive to form a COVID-19 Response Group for Leighton-Linslade. A Facebook page was started by two community volunteers and now has a membership of almost 2000, with many members offering help and support to others. The council has lent the group a vehicle and a phone has

provided lanyards and T-shirts for volunteers to use for ID and, has provided storage for dry goods. The task force has delivered food parcels to those in desperate need and is working with local businesses to establish and promote home delivery services, particularly for food. Although most staff are now home working, the council is continuing to offer all the support it can.

<https://www.leightonlinslade-tc.gov.uk/leighton-linslade-covid-19-task-force-group/>

Little Staughton Parish Council

Electorate: 440

Precept: £7,034

Expenditure: £8,613

Little Staughton Parish Council has set up a volunteer group to support residents in any way required.

<https://littlestaughtonparishcouncil.gov.uk/>

Meppershall Parish Council

Electorate: 1,500

Precept: £49,000

Expenditure: £46,000

Meppershall Parish Council is assisting the village good neighbours organisation (GNOMES) in finding volunteers, getting them DBS checked and helping co-ordinate activities with other nearby villages and organisations e.g. local pharmacies, food retailers and outlets.

<https://www.meppershall.org/index.php/parish-council>

Potton Town Council

Electorate: 4,126

Precept: £231,032

Expenditure: £357,308

As well as assisting residents with collecting prescriptions and shopping, Potton Town Council has introduced a 'Potton hardship fund'. This council created a Justgiving page to raise funds for those who find themselves in need of assistance. A newsletter has been released that outlines useful local contacts; a helpline for local residents and, up-to-date government advice.

<https://www.pottontowncouncil.co.uk/>

If you would like to make a donation please go to
<https://justgiving.com/crowdfunding/potton-towncouncil>

Sharnbrook Parish Council

Electorate: 1,710
Precept: £49,500
Expenditure: £110,000

Local stakeholders and residents, including the chairman of Sharnbrook Parish Council, have set up a group called Sharing in Sharnbrook. They have leafleted every household, got 50 willing volunteers and are doing all sorts, from walking people's dogs to collecting prescriptions, phoning for a chat, giving advice and picking up shopping. Sharnbrook Parish Council has set up a dedicated phone line, with a rota for managing the phone and a dedicated email with the same person checking and allocating someone to action email requests. There is a linked Facebook Page, and people are also using the "Nextdoor" app to make requests which are passed to this service.

<https://sharnbrook-pc.gov.uk/>

Shefford Town Council

Electorate: 8,000
Precept: £191,200
Expenditure: £187,120

The Clerk and councillors are coordinating existing volunteer groups and new volunteers to provide a service to the vulnerable by collecting medications, groceries, dog walking and just talking to those who feel isolated.

<https://www.sheffordtown.co.uk/>

Stanbridge Parish Council

Electorate: 750
Precept: £25,515
Expenditure: £31,400

In response to the Coronavirus crisis, Stanbridge Parish Council initiated a Stanbridge Community Response Group. The council purchased a mobile phone and leafleted each house with the number asking for volunteers and if anyone required assistance with tasks including shopping, getting prescriptions and walking their dog.

A dedicated volunteer website was set up in order to hold data and enable call handlers to quickly look up details in order to assign tasks. This also contains useful documents where the call handlers have access to a wealth of information and advice which they can relay to callers over the phone and also email to callers as required. As of 9th April, the group has 19 volunteers registered and 3 residents requesting assistance. These numbers are expected to grow in the coming weeks.

St John the Baptist Church has also identified residents in need and is assisting them. Stanbridge Parish Council has offered additional financial assistance if required and the church has also received funding from individuals who are showing their generosity. These funds are being used initially for a food bank.

<https://stanbridgeparishcouncil.gov.uk/>

Stevington Parish Council

Electorate: 400

Precept: £1,5135

Expenditure: £27,000

Stevington Parish Council has set up a support group with a councillor as lead manager and the clerk as the main point of contact. More than twenty volunteers have signed up to help those who need to self-isolate with tasks including shopping and collecting prescriptions. To advertise the support available, a leaflet was distributed to all households in Stevington.

<https://stevington-pc.gov.uk/>

Woburn Parish Council

Electorate: 900

Precept: £26,000

Expenditure: £25,000

Working with the local community, including the local traders association, the vicar, church community and Bedford estates, Woburn Parish Council produced a leaflet detailing the services on offer, such as food shopping, prescription and medication collection, dog walking and emergency jobs. The council has two numbers to call and is responding to requests with volunteers.

<https://woburn-pc.gov.uk/>

BERKSHIRE

East Ilsley Parish Council

Electorate: 462
Precept: £13,650
Expenditure: £11,459

East Ilsley Parish Council has created a leaflet and poster. It details how residents can get assistance from volunteers. Volunteers carry out day-to-day activities such as picking up groceries; dropping off and collecting prescriptions; dog walking if you can't leave the house; running errands (post office/banking) or visit or call you on the phone for a chat. The Emergency Response Team is aiming to protect their community through the tasks of volunteers.

<https://www.eastilsley-pc.gov.uk/>

Pangbourne Parish Council

Electorate: 2,479
Precept: £108,440
Expenditure: £198,000

Pangbourne Parish Council has set up a community volunteer scheme, in partnership with the local churches, doctor's surgery and residents. It closely follows the national "hello neighbour" approach. The Parish Council has been able to put in place safeguarding measures and ensure that all areas of the village community are covered.

Pangbourne Parish Council has recruited more than 100 volunteers within a few days that are now up and running; collecting shopping and, prescriptions for members of the community. The council has worked closely with the local doctor's surgery to help support them and their patients at this time and are continuing to work with West Berkshire District Council as they move forward with setting up their central Hub.

<https://www.pangbourne-pc.gov.uk/>

BUCKINGHAMSHIRE AND MILTON KEYNES

Calverton Parish Council

Electorate: 128
Precept: £0
Expenditure: £0

Calverton Parish Meeting has leafleted their neighbourhood offering to lend a hand to the most vulnerable members of society.

<https://www.milton-keynes.gov.uk/your-council-and-elections/councillors-and-committees/parish-and-town-councils/contact-your-parish-or-town-council>

Iver Parish Council

Electorate: 8,989

Precept: £614,160

Expenditure: £577,900

Iver Parish Council has established a Coronavirus Community Appeal. The council issued an appeal to residents to help the council support their vulnerable and self-isolating residents. The council, with the help of volunteers, are creating 'Community Kindness Kits' which will be delivered as required to those who are much in need of support and care during this time. The council has also seen 30 volunteers come forward to assist the elderly, vulnerable and those in self-isolation in our community offering a helping hand with shopping for groceries or collecting prescriptions, dog walking or posting mail.

<https://www.facebook.com/commsTIPC/photospcb.2290699057899926/229069611233554/?type=3&theater>

<https://www.facebook.com/commsTIPC/photospcb.2289667641336401/2289659578003874/?type=3&theater>

Quainton Parish Council

Electorate: 1,550

Precept: £25,690

Expenditure: £30,270

Quainton Parish Council has set up a volunteer emergency team and has now over 60 members. These volunteers act as 'street wardens' and are the point of contact for neighbours and those close by who need help should they be self-isolating or fall into the elderly or vulnerable group. This can entail delivering prescriptions; food; fuel or just be available for a chat. The council is working alongside the village store and pub to advertise a takeaway service or deliver orders to people's homes. They are using social media to communicate email alert lists; the village website; the village newsletter and Facebook.

<https://quainton.org.uk/coronavirus-quainton>

Stoke Mandeville Parish Council

Electorate: 4,500

Precept: £166,000

Expenditure: £150,300

In conjunction with residents, Stoke Mandeville Parish Council has established the Stoke Mandeville Support Group. The group has set up a dedicated telephone number and email address to assist residents in need. All residents have been given a leaflet advertising the number and email so that they can request the assistance of any kind. The request for help is then allocated to a volunteer, who makes contact with the service user and complete the request.

<https://www.stokemandevilleparishcouncil.org.uk/>

Stony Stratford Town Council

Electorate: 5,950

Precept: £209,360

Expenditure: £280,686

Stony Stratford Town Council has delivered help leaflets to all residents highlighting the need for volunteers and the services that they can provide to the vulnerable and isolated. The council has also set up a dedicated coronavirus help page on their website which publishes up-to-date information from the government; the activity of local community groups and, the NHS. The council is currently working with Milton Keynes Community Foundation and Fareshare to finalise the details for using the Stony Stratford Town Council owned library as a food hub.

<http://www.stonystratford.gov.uk/community/coronavirus-information-and-support>

Woughton Community Council

Electorate: 8,500

Precept: £513,000

Expenditure: £897,000

Woughton Community Council were well placed to respond to the current crisis – they closed their offices on 17th March, providing all staff with an integrated IT and communications system that works from home. This enabled the council to continue to deliver essential services remotely, with reception continuing to transfer incoming calls to the relevant officers / members, utilising online meeting facilities to maintain regular contact. With a robust scheme of delegation in place, Emergency Incident Planning was implemented, ensuring that urgent matters continued to be dealt with, whilst also working with a range of partners across the voluntary, statutory and private sector to commence additional works.

This has included:

- The creation of an estate-based link with workers, coordinating knowledge and volunteers within geographic areas, reducing the need to travel.
- The provision of online forms to enable people to register their needs (either directly or via officers completing via phone calls), lined to the delivery of essential services.
- The provision of emergency food parcels to those most in need, alongside other deliveries where essential (for example, prescriptions).
- The continuation of advice and wellbeing services, using email; phone; Skype and similar, to ensure needs are met.
- An emergency grant programme implemented to enable the community groups that are providing direct support to access much-needed funding.
- Creation of online support and services, with everything from a dedicated web page covering daily updates, support services, online activities and how to stay safe online.
- Youth services are creating new responses, including online youth clubs, video content for members of the dance sessions and a series of updates keeping young people engaged and involved.
- The creation and delivery of a resource pack to every house in the parish to enable everyone to have knowledge of and access to the support needed.

<https://www.woughtoncommunitycouncil.gov.uk/coronavirus-woughton-update/>

CAMBRIDGESHIRE AND PETERBOROUGH

Bainton and Ashton Parish Council

Electorate: 150

Precept: £48,000

Expenditure: £46,000

Bainton and Ashton Parish Council is delivering leaflets to all residents. The leaflet gives details of the volunteers who are offering to help with day-to-day activities. Councillors are co-ordinating this volunteer effort by putting messages on its Facebook page.

<http://www.baintonandashtonlocalcouncil.org.uk/>

Bassingbourn-cum-Kneesworth Parish Council

Electorate: 2,700

Precept: £80,000

Expenditure: £142,990

Bassingbourn-cum-Kneesworth Parish Council set up a community help group formed through a social media page and distributed a council flyer to all homes.

Volunteers help with food shopping, collecting medicine, dog walking, telephone buddying etc. A task group has been set up with county and district councillors and the parish council is also working with Age UK.

<https://www.bassingbourn.org/>

Bluntisham Parish Council

Electorate: 1,537

Precept: £92,827

Expenditure: £94,942

Bluntisham Parish Council has hand-delivered leaflets to all households in the parish. They are calling for volunteers to help assist their communities by volunteering to undertake day-to-day tasks for vulnerable members of the community. The council has organised an ID badge for each volunteer and ensured that each volunteer receives a checklist and specific guidance.

<https://bluntishamparishcouncil.org/>

Buckden Parish Council

Electorate: 2,000

Precept: £140

Expenditure: £125,000

Buckden Parish Council has distributed a leaflet offering help with groceries; prescription collection and, companionship calls. Volunteers from the community who have contacted the council by email will be contacted to provide support to those in need. This volunteer work is being carried out by Buckden Parish Council in collaboration with St. Mary's church and 'Friends in Deed', a volunteer organisation in Buckden.

<http://www.buckdenparishcouncil.org.uk/>

Castor Parish Council

Electorate:

Precept: £31,966

Expenditure: £26,721

The council is continuing to support their community with their Way Wardens and Good Neighbours Scheme. This scheme first started a couple of years ago. However, it is times like these where this scheme will be most beneficial.

<http://www.castor.org.uk/parish-council>

Coton Parish Council

Electorate: 735

Precept: £26,000

Expenditure: £23,970

Coton Parish Council, with the support of its residents, has set up an email and telephone network to support its community. More than 100, out of 400 households, have come forward to volunteer. The local volunteers have arranged a door-to-door prescription delivery service. The council has published their village newsletter, which is delivered to each household, to publicise the details of the volunteering scheme. The volunteers are also organising the collection and redistribution of unused laptops, to support those who are home schooling.

<http://www.cotonvillage.co.uk/2020/03/15/launch-of-coton-network-2/>

Cottenham Parish Council

Electorate: 4,500

Precept: £288,656

Expenditure: £205,500

Cottenham Parish Council, organised 140 volunteers who are performing tasks such as shopping, collecting prescriptions and making friendly phone calls. Through the General Power of Competence, the council is using its website, which has been modified to become a pre-payment shopping system, in conjunction with the local Co-op store, to allow volunteers to multi-buy for residents. For elderly residents unable to use that system, the council is using a Monzo card which can be used by the volunteers to pay for the shopping directly.

<https://www.cottenhampc.org.uk/>

Godmanchester Town Council

Electorate: 8,600

Precept: £269,160

Expenditure: £777,528

Godmanchester Town Council, in conjunction with the Godmanchester COVID-19 Mutual Aid Group and the Community Association Timebank, has set up a town-wide local support network operating via over 100 volunteers. Over 60 of these are acting as street coordinators and have put themselves in contact with the other local households to handle requests for assistance with shopping, prescription collection, and transport to surgeries - or to simply provide advice and a friendly voice.

<https://gmccouncil.com/>

Haslingfield Parish Council

Electorate: 1,264

Precept: £94,719

Expenditure: £97,078

Haslington Parish Council has set up an emergency support group, with one councillor volunteering to take on the role of emergency support officer. In this role they work with village wardens, car schemes and the lunch club to identify vulnerable and elderly residents. Up to 50 residents have volunteered to help operate the plan. The volunteers have split into five hubs and each hub has a co-ordinator to ensure all the identified residents are allocated a volunteer. We use WhatsApp to communicate with each Hub. Notices of help were posted on the village website and Facebook pages.

<https://haslingfieldvillage.co.uk/category/parish/>

Histon and Impington Parish Council

Electorate: 6,773

Precept: £348,101

Expenditure: £812,364

The council is doing several things to help support its community; these include:

- Sending materials to every household
- A support network being put in place
- Engaging with local businesses
- Signing-up volunteers and issuing ID cards)
- Setting-up local WhatsApp groups (and phone numbers for people without mobiles) with the council, churches, businesses, GP to ensure all are engaged

<http://www.hisimp.net/wp/>

Holme Parish Council

Electorate: 528

Precept: £23,892

Expenditure: £39,480

Holme Parish Council has issued a leaflet to its entire parish, publishing the volunteering scheme that the council has established. Local volunteers are

assisting with collecting essential items such as food; medicines, or to support people over the phone.

<http://www.holme-westmorland-pc.gov.uk/>

Houghton and Wyton Parish Council

Electorate:

Precept: £73,000

Expenditure: £72,807

Houghton and Wyton Parish Council is working hard with their timebank coordinator to help support the community. Houghton and Wyton are also liaising with other local councils in the area who do not have timebank, to ensure that all those needing help, are getting the support they need from vetted volunteers.

<http://www.houghtonwytonpc.co.uk>

Kingston Parish Council

Electorate: 124

Precept: £10,089

Expenditure: £9,703

Kingstone Parish Council is using a parish-wide emailing list to communicate essential information with its residents. Although there are no shops in the village, the council has set up a food delivery scheme using a rota of volunteers and the grocery shop in the next village. Shoppers are required to phone or email the council their orders to the shop and pay over the phone. A volunteer will then collect the shopping orders and deliver to residents.

<http://www.kingston-pc.org.uk/>

Longstanton Parish Council

Electorate: 2,560

Precept: £93,640

Expenditure: £103,000

Longstanton Parish Council has the support of over 110 volunteers who have agreed to give up some time to support vulnerable residents during the outbreak. Every dwelling in the parish received a leaflet from the council providing telephone and email contact details for residents to use when they need support. Tasks mainly include: collecting shopping, collecting prescriptions and telephone support. On top of this, the district council has provided a list of over 240

residents who may need additional support. The clerk has emailed, telephoned and/or written to all of them to ensure they are aware of the support available.

http://www.longstanton-pc.gov.uk/The_Council_22969.aspx

Melbourn Parish Council

Electorate: 3,666

Precept: £267,870

Expenditure: £308,410

Melbourn Parish Council has set up a community response group which is directly helping the most vulnerable in their community. The council is coordinating volunteers to provide support to the vulnerable and self-isolating. Volunteers are offering to carry out day-to-day tasks such as collecting and delivering prescriptions; essential food shopping and, maintaining telephone social contact to combat loneliness. Currently, there are 131 volunteers; have 59 service users and have delivered 18 prescriptions.

<http://melbournparishcouncil.co.uk/>

Orwell Parish Council

Electorate:

Precept: £43,904

Expenditure: £49,032

The council has set up a control room in the village hall as it's no longer in use. The control room will be used in the future if this situation gets worse. The council has also agreed that with their Section 137 budget, they can help support their local shops with a loan to ensure they have enough stock to support their local community.

<http://www.orwellparishcouncil.btck.co.uk>

Somersham Parish Council

Electorate:

Precept: £42,757

Expenditure: £233,771

The timebank coordinator, Katie Ixer, is engaging with the local community and has numerous new volunteers registered which all require reference checking to ensure everyone using the service is safeguarded.

https://www.somersham-pc.gov.uk/Home_13721.aspx

Sutton Parish Council

Electorate: 3,120

Precept: £138,775

Expenditure: £203,996

Following the government's announcements about social distancing and self-isolation village, residents began discussing how to help their neighbours who were elderly, at-risk or in self-isolation. This quickly led to volunteers forming Sutton Handy Helpers who connected themselves through a Facebook group. They started to exchange ideas about how to help each other and their neighbours.

Then came the #viralkindness leaflet created by Becky Wass from Falmouth and shared widely on social media. The group began planning how to deliver these in the village and were helped by a local printing society that printed and donated leaflets. More volunteers came forward, but it became apparent that there were issues around administration, safeguarding, GDPR and insurance that could frustrate the group's progress.

<http://www.sutton-pc.co.uk/default.aspx>

Wimblington Parish Council

Electorate: 1,761

Precept: £64,560

Expenditure: £92,047

Wimblington Parish Council has set up a group, 'Help in Wimbo'. The group looks to assist service users by volunteering to shop; collect medicines; support vulnerable residents and, visit the homes of the isolated if necessary. Additionally, the council have offered to arrange local shop deliveries around the village.

<http://www.wimblingtonparishcouncil.org/>

CHESHIRE

Audlem Parish Council

Electorate: 2,000

Precept: £52,152

Expenditure: £49,136

Audlem Parish Council is working closely with a community group that is helping the elderly, vulnerable and those self-isolating. The council has purchased an extra

fridge to coordinate food orders and prescriptions. In addition to this, the council is liaising with the local pub to provide fresh fruit and vegetables to its residents, through the use of a wholesaler.

<https://moderngov.cheshireeast.gov.uk/ecminutes/mgParishCouncilDetails.aspx?ID=589&LS=1>

Crewe Town Council

Electorate: 37,371

Precept: £877,400

Expenditure: £626,839

Crewe Town Council is supporting a number of local organisations through our work via A Vision for Crewe – Crewe's Community Plan which emphasises partnership working.

Upon lockdown, the Council suspended a number of community projects such as our friendship groups, lunch clubs, children's activities and support groups who support the socially isolated and vulnerable within our town and proposed projects which were due to begin in the summer. The Council is exploring opportunities on how we can continue these projects and start the new ones.

The Council's focus has been to support our community partners whom have had to adapt their services; foodbanks and social supermarkets who now distribute direct to their clients so that they don't have to visit the buildings, meal delivery services which demand tripled overnight, purchased IT products to enable to enable counselling and befriending sessions to become virtual and purchased, or sourced gift in kind, items and PPE to support the public health measures in place

Working closely with CVS Cheshire East, Crewe Town Council is also supporting virtual forums, providing advice and guidance in addition to lending a '*friendly ear*' for organisations as a shoulder to lean on. The Council's Community Engagement Officer liaises daily with organisations and is also assisting them to research and complete funding applications – several have been successful and fingers crossed about the rest.

<https://www.crewetowncouncil.gov.uk>

Guilden Sutton Parish Council

Electorate: 1200

Precept: £24000

Expenditure: £15845

Guilden Sutton Parish Council is working in partnership with St John's Church to assist residents during the coronavirus pandemic. The council has actively publicized the clerk's contact details to offer help to elderly residents and vulnerable adults with shopping or other needs. This volunteering scheme has also been publicised widely on its website, Facebook page and through a village leaflet drop.

The parish council is leading the local fight against COVID-19 and has also promoted its offer of local support via its website. Guilden Sutton Parish Council's website highlighted the volunteer service for residents. The parish clerk said: "We are setting up a coronavirus support group for volunteers on WhatsApp for Guilden Sutton and Pipers Ash to help facilitate local discussion."

<https://www.guildensutton.org.uk/>

Holmes Chapel Parish Council

Electorate: 5,000

Precept: £223,247

Expenditure: £227,647

Holmes Chapel Parish Council is coordinating a community response team of volunteers. The council is matching service users with suitable volunteers to collect prescriptions; shopping and, other day-to-day tasks. The council has sent a leaflet to all residents in the village detailing this information and are signposting where to access assistance.

<http://www.holmeschapelparishcouncil.gov.uk/>

Malpas Parish Council

Electorate: 1,800

Precept: £25,000

Expenditure: £25,500

Malpas Parish Council supports local organisation 'Malpas Community Links' who have set-up a network of registered volunteers to assist people who live alone or are in self-isolation. The volunteer group are assisting service users with shopping services; collecting prescriptions; visiting the post office, or just as for over the phone support. The council has helped to distribute an information leaflet to all properties within the Malpas.

<https://www.malpascheshire.org/malpas-parish-council.html>

Middlewich Town Council

Electorate: 13,500

Precept: £366,394

Expenditure: £515,234

Middlewich Town Council is currently supporting and managing a team of 200 volunteers to help the 14,000 residents who are self-isolating, shielding or vulnerable. The team provides help with shopping, medicine collection, contact phone calls and any other help needed, ranging from where to obtain information to urgent safeguarding and care issues. They also refer to the town's food bank. The council started off with a mailing campaign to all residents and the creation of a Facebook page (by two wonderful residents) for volunteers and the town to source support.

The council are continually looking into new ways of helping the community, at present this includes promoting businesses that have come up with innovative ways to continue during this time.

<https://www.middlewich.org.uk/covid-19-response/>

Mollington Parish Council

Electorate: 622

Precept: £4,373

Expenditure: £9,494

Mollington Parish Council has sent out an information leaflet to every household in the parish, with telephone numbers to use in case of an emergency. The leaflet also detailed several websites and telephone numbers of local agencies that are providing support through food and medicine deliveries.

<http://www.mollingtonoxon-pc.gov.uk/>

Nether Alderley Parish Council

Electorate: 523

Precept: 21000

Expenditure: £23752

Nether Alderley Parish Council has been helping residents to fight coronavirus locally. The village of Nether Alderley has an important local sense of place and the Parish Council is leading the community's fight against COVID-19. The council has promoted the advice of its principal authority on its website to residents regarding the virus. The website also highlights the work of the Neighbourhood

Watch and to look after each other. The Parish Council is particularly proud of its role in disseminating crucial information via its website to all residents of the community who need it at this worrying time. The council will go the extra mile to ensure all targeted information reaches the right local audience.

<https://www.netheralderleyparish.com/>

Shavington-cum-Gresty

Electorate: 4,500

Precept: £129,000

Expenditure: £180,595

Shevington-cum-Gresty has designed a leaflet and is promoting it on their social media channels and website. The leaflet details important local information such as tips for avoiding the virus; local health organisations; details of a volunteering initiative and, local takeaway shop phone numbers.

<https://shavingtononline.co.uk/parishcouncil/home>

Willington Parish Council

Electorate: 200

Precept: £4,500

Expenditure: £5,200

Willington Parish Council worked with a local residents group to create and distribute leaflets to all residences in the village with information on who to contact if help is needed with tasks such as shopping. The council has also posted useful information from the Government and the police on a Whatsapp group and notice boards.

<https://www.willingtonpc.org.uk/>

Winsford Town Council

Electorate: 23,322

Precept: £502,474

Expenditure: £518,995

Winsford Town Council has supported the local community in the following ways:

- Sent a leaflet to every property in Winsford with advice and contact details for help
- Updated the council website and social media daily with information and advice

- Established a prompt action fund for individuals (up to £250) and groups (up to £500) to apply for financial support
- Referred people on a daily basis (seven days a week) to correct support.
- Linked closely with volunteer groups and provided resources to those groups including safety equipment
- Worked with health professionals and volunteers to ensure a co-ordinated approach to healthcare in the town

www.winsford.gov.uk

CLEVELAND

Billingham Town Council

Electorate: 19,000

Precept: £265,000

Expenditure: £260,000

Billingham Town Council is working alongside its principal authority and other local voluntary organisations. Together they are providing a helpline for residents who are self-isolating and are providing free care; food packages and, are also helping to collect medical prescriptions.

<https://billinghamtowncouncil.co.uk/>

Stillington and Whitton Parish Council

Electorate: 967

Precept: £10,200

Expenditure: £18,200

The parish council has organised a volunteer scheme for vulnerable residents. Well, and able residents are encouraged to register to volunteer and help people in isolation through actions such as shopping; collecting prescriptions; dog walking or just to have a phone call with them.

<http://www.swpc.btck.co.uk/>

CORNWALL

Calstock Parish Council

Electorate: 6,500

Precept: £189,800

Expenditure: £125,000

Calstock Parish Council is setting up a database of volunteers and asking anyone who needs help to contact them directly. They are working with other agencies, such as Lions, who are also volunteering. The council is also supplying ID cards to their volunteers and are leafleting the parish with these details.

<https://www.calstockparishcouncil.gov.uk/>

Davidstow Town Council

Electorate: 275

Precept: £800

Expenditure: £1,600

Davidstow Town Council is coordinating a local volunteer group to support vulnerable people in the parish, through carrying out day-to-day tasks such as shopping delivery; prescription delivery and, support through telephone calls.

<http://davidstow.info/category/town-council/>

Landulph Parish Council

Electorate: 430

Precept: £120,384

Expenditure: £12,000

Landulph Parish Council has invoked its Emergency Plan. A group of 60 volunteers have come forward to support the vulnerable residents in the parish. The council has also organised a newsletter to all 260 households via Royal Mail delivery.

<https://www.landulph.org.uk/>

Launceston Town Council

Electorate: 7,583

Precept: £765,203

Expenditure: £1,053,564

Launceston Town Council is working in partnership with local organisations and has launched a new website to connect and support residents. The partnership offers help to people if they need to have prescription medicines collected, have to attend hospital or medical appointments, or just a friendly phone call. Residents can upload their details and link with people able to support them. The website also includes local information relating to delivery services.

<https://coronacornwall.org>

Looe Town Council

Electorate: 4,000
Precept: £390,361
Expenditure: £445,170

Looe Town Council is leading and coordinating the volunteer effort using Airtable to assign 'Aunties and Uncles' for each street as key volunteers. The council are creating communication methods for befriending, support, food, and, prescriptions. Additionally, they are crafting a programme of home-schooling and indoor activities to assist home-schooling parents. The council is ensuring that key government messages are transmitted, plus advice for businesses. Looe council are coordinating a twice-weekly briefing from the Mayor and calm commenting on situations and are using their coronavirus Facebook page with over 1,000 members to communicate with residents. The council are using CrowdFund to help support those who cannot yet access universal credit.

<https://www.looetowncouncil.gov.uk/>

Marazion Town Council

Electorate: 1,500
Precept: £56,498
Expenditure: £101,971

Marazion Town Council has helped establish the Marazion Covid Co-ordination Forum made up of members of Marazon Town Council, chamber of commerce, church, chapel, Covid support group and surgery. The purpose of the forum is to provide co-ordination, avoid duplication of effort and support to the various groups, bodies and organisations involved in the current health crises. Their objective is to help facilitate self-isolation and social distancing for the people of Marazion and St. Michaels Mount. Marazion Covid Support Group is community led and was set up well in advance of the lock down which enabled them to be in a strong position to offer immediate help.

Early communication with residents was established using 'Flu Buddies' post cards which were delivered to every household in the parish. These cards asked for details of persons willing to help their neighbours and gave a dedicated helpline number for the Group. This helpline is manned between 08:00-20:00 each day with an answerphone for out of hours calls.

The group is involved in a range of tasks for people in isolation including the shopping and the delivery of food, the collection of prescriptions and delivery of

medicines, exercising of dogs and together with the church and the chapel, supporting people through phone calls. Through their contact with callers the group have been able to identify vulnerable persons within the community. Marizon Town Council is able to collate this information and pass it to the relevant organisation.

The Council is also co-ordinating information between Cornwall Council and the various groups linked to the Forum.

Information for public consumption is disseminated through the Facebook pages of the Support Group, Chamber of Commerce, Marazion Memories and a dedicated page on the Marazion website.

<https://www.marazion.info/marazion-town-council/>

Morwenstow Parish Council

Electorate: 680

Precept: £14,045

Expenditure: £17,000

The parish council has set up a team, which is a mix of councillors; the clerk and, volunteers, offering to help with the collection of prescriptions, collecting shopping and newspapers, as well as dog walking and providing support for residents who just want to talk.

<http://morwenstowparishcouncil.btck.co.uk/AboutUs>

Probus Parish Council

Electorate: 2,023

Precept: £47,566

Expenditure: £116,768

Probus Parish Council is organising a volunteer scheme to assist its vulnerable and isolated residents. So far, 40 volunteers have come forward to collect shopping, prescriptions, amongst other things. All residents have received a leaflet outlining the clerk's telephone number, a list of the volunteers who were happy for their name and phone number to be published, and red and green cards. Green cards are used to indicate that the household is okay, while the red card indicates that the household needs assistance.

<http://www.probusparishcouncil.gov.uk/Core/Probus-PC/Pages/Default.aspx>

Saltash Parish Council

Electorate: 5,379

Precept: 1,156,981

Expenditure: 1,201,187

The council is considering setting up a Social Emergency fund for the community as directed by the Mayor. So far we have purchased medical gloves for the local hospital and schools. We are looking at providing other support for the community as and when required. Some councillors are already working with local pharmacies in delivering medicines and other aid to residents.

<https://www.saltash.gov.uk/>

Saint Beward Parish Council

Electorate: 800

Precept: £16,400

Expenditure: £13,500

St Beward Parish Council is collaborating with a group of volunteers, including the local landlord and shop owner, to identify those who are vulnerable in its parish. The group of volunteers coordinate responses and arrange home deliveries of supplies and food, and work with local GPs to collect prescriptions and keep people connected. The volunteers hand-delivered a newsletter to every home in the village and set up a Facebook page (St Beward Community) and can be accessed via the council website. This approach is aiming to support the community and local businesses.

<https://www.stbreward.net/keep-up-to-date-with-information-from-the-nhs-on-coronavirus-covid19/>

Stoke Climsland Parish Council

Electorate: 1,090

Precept: £16,277

Expenditure: £12,700

Stoke Climsland Parish Council helped to organise the Disaster Planning Committee, which registers people who are vulnerable and in isolation. The committee assists volunteers to support the vulnerable through delivering food, medication and emotional support. The system has been advertised through leafleting, social media and with the assistance of the village post office. The clerk is currently in isolation but is gathering contact details and liaising with coordinators. The local newsletter is producing a weekly circulated edition for households. It will offer updates and advice to residents on the coronavirus. The

council has also set up a WhatsApp group to facilitate an immediate response in the event of an emergency.

<http://www.stokeclimslandparish.org/>

Truro City Council

Electorate: 10,000
Precept: £2,000,000
Expenditure: £2,000,000

Truro City Council's community development worker is working with nine community associations to deliver shopping and prescriptions to self isolating residents. Staff at the council's tourist information centre are identifying accommodation for key workers and hospital convalescence and the council is providing toilets 24/7 for the homeless and delivery drivers. Regular updates in relation to Covid 19 are provided on the council's Facebook page.

<https://www.truro.gov.uk/>

Wadebridge Town Council

Electorate: 6,000
Precept: £478,905
Expenditure: £1,081,384

At the full council meeting on 18 March 2020, Wadebridge Town Council established a social emergency fund to support the response of charities/community groups and organisations in Wadebridge during the current Covid-19 crisis to assist them with the support they will be providing to vulnerable residents during this time.

<https://www.wadebridge-tc.gov.uk/>

CUMBRIA

Dent with Cogwill Parish Council

Electorate: 600
Precept: £17,004
Expenditure: £50,000

Dent with Cogwill Parish Council has set up a group of volunteers and a central helpline number to help those self-isolating, the elderly and vulnerable members of the community. These volunteers are doing everything from shopping to

medication deliveries, dog walking, collecting library books and food deliveries to delivering updates to those who do not use the internet. The council has also liaised with the local pubs and cafés to set up a takeaway delivery system. The council is updating its services regularly to meet the demand.

<https://www.dentdale.com/>

Lazonby Parish Council

Electorate: 900

Precept: £13,873

Expenditure: £21,737

Lazonby Parish Council has dropped a leaflet to every household asking for volunteers and also offering to help those who needed it. The Council Chairperson is coordinating and recording who is matched with who to help. The Council is speaking to both groups of people to give them guidelines on how to stay safe. The leaflet offered prescription collection; shopping; dog walking; newspaper delivery; posting parcels and letters and, visits to the vet. The council is in touch with all the associations and clubs in the village to identify vulnerable people.

<https://www.lazonbyparishcouncil.org/>

St. Bees Parish Council

Electorate: 1,400

Precept: £42,388

Expenditure: £41,650

St. Bees Parish Council has established a support group with volunteers from their local community to cover their parish and part of a small adjoining parish. They have divided their parish into nine small neighbourhoods with named volunteers covering each area. Any requests for help will be undertaken such as shopping; collecting prescriptions and, dog walking. The local Royal National Lifeboat Institution crew have offered to help with delivering food as well as other supplies. The group is being coordinated by a parish councillor who is accepting referrals from the County Council and District Council Hub. This scheme is publicised on their website and Facebook page. Additionally, volunteers have posted an information leaflet through the letterboxes of those who do not use the internet or social media.

<https://www.stbees.org.uk/home/parish-council/>

DERBYSHIRE

Chapel en le frith Parish Council

Electorate: 8,635

Precept: £117,498

Expenditure: £210,403

One Chapel en le frith parish councillor, Councillor Paddy Bann, has organised a good neighbour initiative under the Neighbourhood Watch banner. Volunteers have a photo ID as security for the volunteer and the vulnerable person. Volunteers are encouraged to pick up shopping and medication or provide support and assistance through phone communication. Councillor Bann has also set up a Facebook group to encourage residents to swap household items such as nappies, baby food, cleaning products and tinned foods. Additionally, Councillor Bann has encouraged local supermarkets and shop to set up donations for the community.

<https://www.chapelpc.org/>

Pilsley Parish Council

Electorate: 3,500

Precept: £99,000

Expenditure: £70,000

Pilsley Parish Council has established a Community Helpline for the village with a hotline number held by a coordinator, who will seek help from the 35 volunteers who have joined the scheme. Their aim is to help with essential shopping; running errands (such as collecting prescriptions); counselling or just a friendly voice to chat with isolated people and to offer advice for contacts with other agencies who may be better suited to help than we are. They are using Facebook as a prime contact with the community and have circulated a newsletter to all their residents.

<https://www.pilsleyparishcouncil.org.uk/>

DEVON

Ashburton Town Council

Electorate: 1,800

Precept: £120,000

Expenditure: £122,000

Ashburton Town Council, with Ashburton Community Care, Local Church and Ashburton Town Team, have set up 'Ashburton Community COVID Response Team'. Initially, the group has set up a WhatsApp group with a call for volunteers and set a centralised number to manage calls. The response team completed a leaflet drop to all households with the help of 140 volunteers, who are also carrying out food deliveries working with local shops, delivering prescriptions and setting up wellbeing calls. All volunteers were given guidance on keeping safe. The team is now introducing a formal structure and a dedicated phone number with ten channels and an effective call logging system.

<https://www.ashburton.org/>

Brixham Town Council

Electorate: 17,000

Precept: £317,372

Expenditure: £412,372

Brixham Town Council has set up a database of businesses that are offering home deliveries. It has formed an emergency partnership with key organisations and charities in the town. A designed and printed leaflet gives a telephone number for each organisation and a coronavirus hotline which can provide residents with support and information. Councillors and volunteers are hand-delivering the leaflets to ensure as many residents as possible know how to get assistance.

<https://www.brixhamtowncouncil.gov.uk/>

Broadclyst Parish Council

Electorate: 7,000

Precept: £407,357

Expenditure: £331,856

Broadclyst Parish Council responded to the pandemic on 18th March 2020 by setting up a community support scheme that utilises a bank of volunteers to support those self-isolating for whatever reason who are without friends, family or other support networks. This extends to shopping, medicines, exercising pets, posting mail, and just being a friendly voice on the end of the phone.

The council website has a dedicated page for information and advice, as well as online forms to register as a volunteer or submit a request for help. The website also promotes the Broadclyst Fund, which can give emergency cash grants to people who are experiencing hardship.

3,000 fliers were initially distributed across the parish to make residents aware of the scheme and appeal for volunteers, with a further 300 fliers delivered to

targeted addresses i.e. retirement bungalows, to remind residents of the support scheme.

The council is working with the local shops and doctors surgery to ensure that food and medicines are being distributed across the parish to those who are self-isolating.

<https://www.broadclyst.org/community/coronavirus>

Coldridge Parish Council

Electorate: 323

Precept: £5,000

Expenditure: £4,300

Coldridge Parish Council has set up a telephone line and daily email briefings to its residents. The council is organising a distribution point for donated food and is coordinating shopping trips and medicine collection working with other groups to ensure that no one is left isolated.

<https://www.middevonparish.co.uk/coldridge>

Dawlish Town Council

Electorate: 11,922

Precept: £435,373

Expenditure: £496,278

Dawlish Town Council agreed to lead a community response role in conjunction with other local volunteer organisations and churches. An emergency response fund of up to £5,000 was established, and a community action group formed to drive the response. Various organisations are managing volunteer sign-ups, isolated person phone calls, food deliveries for the vulnerable and self-isolating while promoting local shopping. The council identified which local businesses are offering home delivery and transport services. A website has been set up by the Dawlish Chamber of Trade on the part of all participating organisations. The council has funded a parish-wide leaflet drop making everyone aware of the services available. This response was organised within 48 hours and showed what can be achieved when there is a single purpose, and everyone comes together.

<https://helpingdawlish.co.uk>

Hennock Parish Council

Electorate: 1,500

Precept: £34,750

Expenditure: £59,329

Hennock Parish Council has helped organise, alongside the local shops, for customers that are vulnerable or self-isolating to order and pay for goods over the phone. The council is coordinating volunteers to deliver groceries and prescriptions to the doorsteps of service users.

<https://www.hennockpc.org.uk/post/covid-19-community-support-plan-and-request-for-volunteers>

Ilfracombe Town Council

Electorate: 11,000

Precept: £253,889

Expenditure: £476,728

Ilfracombe Town Council and One Ilfracombe have organised a coronavirus community response. This includes coordinating volunteers across the town to help vulnerable residents and the self-isolating with collecting prescriptions, organising food deliveries, shopping, dog walking and befriending. Some 5,000 leaflets are being delivered to all households with contact numbers to enable those that can't get out the help and assistance they require.

<https://www.facebook.com/official.ilfracombe.town.council/>

<http://www.ilfracombetowncouncil.gov.uk/>

Ivybridge Town Council

Electorate: 3,862

Precept: £450,806

Expenditure: £ 1,038,448

We are working with local businesses and volunteers to signpost people to the best solution for their circumstances through running a helpline for residents to call if they are not able to access online services. The Deputy Mayor is overseeing the Emergencies Committee and is in constant contact with Cllrs and volunteers. We are updating our website and Facebook with up to date information to help the community, and ensuring the parks and open spaces and cemetery are maintained and inspected, and signage is in place reminding people to observe Government guidelines.

Lynton and Lynmouth Town Council

Electorate: 1,253

Precept: £54,454

Expenditure: £191,181

Lynton and Lynmouth Town Council are co-ordinating the Lyn Valley Community COVID-19 Response Team. The Parish Council is coordinating 19 Zone Captains across three Parishes in Lyn Valley who are carrying out day-to-day tasks for vulnerable and isolated residents.

Lyntonandlynmouthtowncouncil.gov.uk

Newton Abbot Town Council

Electorate: 19,000

Precept: £768,000

Expenditure: £825,000

Newton Abbot Town Council is providing coordination, help, support and signposting members of the community to access the variety of support by local community groups. The council is highlighting support such as food collection; shopping; welfare checks and, befriending or referral to adult and children's' social care.

<https://www.newtonabbot-tc.gov.uk/>

Sampford Courtenay Parish Council

Electorate: 600

Precept: £5,459

Expenditure: £7,900

Sampford Courtenay Parish Council has instigated an Incident Management Team, created a volunteer network and, organised a virtual social activities subcommittee. The council has published its plan for COVID-19, the minutes from the subcommittee meeting and created a newsletter for both online and paper copies. They have liaised with the local supermarkets and local independent traders to create a shopping service. As over 23% of residents are over 70 years old and currently 20 individuals are self-isolating as a result of the Governments requirements for those with underlying health issues. The council has a daily virtual open meeting for any member of the community to join in using Zoom.

<http://www.sampfordcourtenay-pc.gov.uk/>

Shebbear Parish Council

Electorate: 767

Precept: £4,775

Expenditure: £19,827

Shebbear Parish Council has distributed 500 leaflets with the help of the postman around the parish offering help and support to all those who are self-isolating or unable to get out, to include shopping, collecting medication or just a friendly voice on the end of the telephone.

<http://www.shebbearvillage.co.uk/projects/ShebbearParishCouncil.htm>

Shillingford Parish Council

Electorate: 318

Precept: £4,281

Expenditure: £4,280

Shillingford Parish Council is a part of a small community, which means that it is aware of the vulnerable people in its community. The council has circulated a note to all houses asking for volunteers and telling those who may have needs they cannot fulfil themselves, to contact the clerk. This scheme aims to look after those vulnerable people in the community.

<https://shillingford.org.uk/index.html>

Tavistock Town Council

Electorate: 10,000

Precept: £730,000

Expenditure: £1,800,000

Given the health emergency, Tavistock Town Council will not be making grants in the normal way in 2020. Instead, it has established a fund to support community groups and organisations working to mitigate the effects of the Coronavirus emergency on the most vulnerable in our community. The council is offering organisations who seek to deliver initiatives within the town and to relieve hardship it may be eligible for financial assistance. The Fund has an emphasis on supporting start-up or one-off costs (as opposed to day to day running expenses) with awards not generally exceeding £1,000. Preference will be given to applications that demonstrate active co-ordination and partnership with national and local government initiatives.

<https://www.tavistock.gov.uk/council-services/grants>

DORSET

Bere Regis Parish Council

Electorate: 1,360

Precept: £59,204

Expenditure: £58,484

Bere Regis Parish Council has set up a group called BereConnect. Every household in the parish has received a flyer offering help to anyone if forced, by infection or self-isolation, to stay indoors. A team of 38 volunteers, coordinated by a councillor and a deputy, are on hand to pick up prescriptions, do some essential shopping or walk the dog – whatever the resident may need. The council is setting up a Crowdfunding page to assist those who have lost jobs or had hours reduced due to coronavirus.

<https://www.bereregisparishcouncil.co.uk/>

Bridport Town Council

Electorate: 6,744

Precept: £684,179

Expenditure: £1,334,274

Bridport Town Council has created and led a partnership of over 20 local organisations and community groups, supported by over 170 volunteers, to provide an integrated support network for the most vulnerable in the community. A dedicated helpline phone number provides a single point of access to organisations and volunteers who can help with:

- Supply and delivery of food and groceries, whether or not the person can pay
- Help with medical and clinical concerns, including collection and delivery of prescriptions
- Wellbeing support, including mental health crisis support, regular checks on vulnerable people, or an informal chat
- Signposting to other sources of help and support;
- A directory of local groups and businesses offering help; and
- Access to 'troubleshooting' volunteers to find solutions to other practical problems faced by residents

Since its launch on 1 April the Bridport Coronavirus Community Support Helpline has received 635 calls (as at 28 April) and an estimated further 300 email requests. A supporting leaflet promoting the helpline has been distributed to 11,500 households in the area, extending into parishes well beyond Bridport. A postcard has been distributed to supermarkets, medical centre, pharmacies, etc. to encourage the vulnerable to use the available services and allow them to stay

at home. A Facebook page allows those with online access to post queries and requests, and a dedicated web page at has been set up.

www.bridport-tc.gov.uk/covid19

Broadmayne Parish Council

Electorate: 1,042

Precept: £26,500

Expenditure: £24,369

Broadmayne Parish Council has an emergency plan which covers pandemics. The plan was activated and the community emergency response team was convened. Before lock-down a leaflet drop was made to all households explaining what services would be offered (shopping/prescription delivery/dog walking/counselling) to those unable to leave home and asking for volunteers. Key volunteers with particular skills or resources were already identified in the plan and over 70 volunteers were found. The village was divided into sectors each with a team leader, and a coordinator takes all initial calls and passes to the relevant team leader who allocates the task. The system has been helped enormously by the cooperation of the village shop which has developed a distance payment system to avoid the volunteer having to handle money. The council has a dedicated page on the community website which explains the support plan and provides links to many other websites providing support and information on the emergency.

www.broadmayne.org

Corfe Castle Parish Council

Electorate: 1,108

Precept: £30,264

Expenditure: £38,849

Corfe Castle Parish Council discussed how to respond to the coronavirus outbreak and considered an emergency response and how to ensure all members of the parish are safe in the event of a significant number of people needing to self isolate. The Council considered that some residents will live on their own and may not have supplies or access to services and food. It was proposed the Council use the links of networks around the parish to highlight any vulnerable individuals who may need assistance.

The Council liaised with the local doctor's surgery to organise volunteers to deliver medical prescriptions. So far over 50 volunteers have come forward and they have assisted with numerous errands and deliveries.

This scheme has been distributed through the village store and the Parish magazine and on their website. The council has been collectively working with local businesses and there is a strong spirit to help each other to look after those who need it.

<https://www.corfecastlepc.org.uk/>

Langton Matravers Parish Council

Electorate: 732

Precept: £30,000

Expenditure: £35,000

Langton Matravers Parish Council, in conjunction with the Church, have set up a support system for residents to help with shopping, medication, 'friendly phone calls', and, dog walking for those who are unable to leave their homes. The council has put aside council funds to make interim payments for shopping to avoid handling of cash by vulnerable residents.

<http://langtonmatravers-pc.org/>

Morden Parish Council

Electorate: 260

Precept: £4,200

Expenditure: £4,866

Morden Parish Council has established the 'Morden Coronavirus Emergency Group 2020' to help support residents, the vulnerable and self-isolating. The action group provides a central contact point which could coordinate the ordering and delivery of food and basic supplies. The council is coordinating the various existing informal volunteers to support them if problems occur, such as they become quarantined.

The volunteers are helping with day-to-day tasks such as helping to telephone isolated and vulnerable people; arrange a collection of medicines from pharmacies; arrange animal care; dog walking and, feeding of pets or visit to vets.

<http://www.mordenparish.org.uk/home-1>

Shipton Gorge Parish Council

Electorate: 298

Precept: £8,723

Expenditure: £5,923

Shipton Gorge Parish Council has delivered a leaflet to all households in the parish. The council is organising a group of volunteers who will help support people with day-to-day tasks such as food supplies; prescriptions; telephone support and, other necessities.

http://www.shiptongorge.org.uk/About_Shipton_Gorge_15330.aspx

Sixpenny Handley with Pentridge Parish Council

Electorate:

Precept: £54,247

Expenditure: £125,912

Sixpenny Handley and Pentridge Parish Council are organising 60 volunteers to provide support to those in isolation or key workers who have difficulty shopping. Contact leaflets were delivered to every house in the parish to offer to collect and deliver shopping and prescriptions from local shops and surgeries around the parish or supporting people on the phone.

As well as linking with the Surgeries, the council, are also linked with Handley School, Little Pennies playgroup and the Church. Through this, they can address Safeguarding and one of their 'Phone Buddies' is their Community Safeguarding representative through the Church. The council has a local CCIO Community Charity Integrated Organisation to whom residents can donate an alternative solution to support the most vulnerable members of the community.

<http://www.sixpennyhandleyparishcouncil.btck.co.uk/>

The Orchards and Margaret Marsh Parish Council

Electorate: 207

Precept: £2,421

Expenditure: £2,543

The Orchards and Margaret Marsh Parish Council has set up an emergency contact service for their vulnerable residents and have since paired off volunteers and service users. The council are still left with an abundance of reserve volunteers. The council has also organised a fruit and vegetable delivery for residents every Friday.

<http://www.theorchardsandmargaretmarsh-pc.org.uk/>

Weymouth Town Council

Electorate: 43,000

Precept £3,355,030

Expenditure £4,070,000

Weymouth Town Council covers several communities which include town centres, small villages and urban housing areas. As such, the council has taken a coordinating role, ensuring that the existing community groups and new ones can get their services to local people. The council set up a dedicated website, promoted on social media, the press and local radio. The page has assistance and links to businesses, including businesses who deliver. The council has worked directly with a local charity, Refresh, to set up a project covering all areas of Weymouth. The Keep In Touch project offers shopping and medication delivery, financial assistance and a friendly ear. The council's staff is supporting the project organisation, in addition to delivering shopping and medication. The council has worked with Refresh to produce a postcard detailing all the support available including foodbanks, shopping support, medication delivery and health advice.

The council and community volunteers have delivered 15,000 leaflets. The leaflets targeted areas the council know there is a low internet usage as Weymouth has some of the most relatively deprived areas in Dorset and some of the lowest social mobility scores in the south of England.

Councillors agreed that the town clerk would administer £ 7,000 fund to support local groups that provide services to vulnerable residents — £5,000 has been allocated. The council's cleaning staff with reduced workloads due to the closure of public toilets have been supporting the local marina in keeping facilities open for those people currently living on their boats. It has provided the council with some income while projecting significant losses in the coming months.

www.weymouthtowncouncil.gov.uk

DURHAM

Bishop Middleham and Mainsforth Parish Council

Electorate: 1,017

Precept: £50,636.82

Expenditure: £60,000

Bishop Middleham Parish Council has set up a community support service which buddies volunteers up with those who need help with shopping, picking up prescriptions, having a chat or anything else. The project works both through the council's website and via the telephone and has successfully helped the most vulnerable members of the community. The council has also worked with the local village store and Post Office to ensure that food deliveries can take place. Special software was developed for the service at great speed but well before the lockdown was announced by the government.

The council chair has recorded regular online briefings on the council website, these also feature on the local 'Bishop Middleham' Facebook page.

<http://bishopmiddleham-pc.gov.uk/index.html>

Coxhoe Parish Council

Electorate: 4,000

Precept: £123,336

Expenditure: £136,156

Coxhoe Parish Council is coordinating the Coxhoe Coronavirus Community Response Volunteer Scheme. The scheme was developed as a result of concerns that elderly residents of Coxhoe and Quarrington Hill could become lonely or go without food while self-isolating. Residents who have no direct support from family and friends and feel isolated or are struggling to get basic food or face other difficulties arising from the need to self-isolate can call the council to see what help they can get.

To meet the anticipated demand for assistance, the council is calling for volunteers who can undertake tasks such as talking to people over the phone, shopping and helping businesses make deliveries free of charge. The council is also looking to hear from businesses that may wish to assist older residents in any way they can. Village hall trustees and community groups are helping where the council is unable to, including by receiving and storing donations of food. Leaflets advertising the scheme have been delivered to residents and information has also been posted on the council's website.

<http://www.coxhoeparishcouncil.gov.uk/partnerships/coxhoe-coronavirus-community-response-volunteer-scheme>

Hawthorn Parish Council

Electorate: 400

Precept: £8,800

Expenditure: £16,000

Hawthorn Parish Council has established an electronic newsletter, the 'Hawthorn Community Round-Up' in 2015, which is circulated monthly to over 70% of residents. The newsletter is now being used to ensure that residents are informed of what is happening both in Hawthorn and the local area including:

- getting help;
- virus-related community activities;
- remote council meetings;

- revised bus timetables,
- volunteering for NHS and any information and,
- advice and help that the council has been asked to circulate.

The primary benefit of the newsletter is to ensure that this information is all in one place.

<https://www.hawthornparish.co.uk/>

Ingleton Parish Council

Electorate: 400

Precept: £4,700

Expenditure: £4,700

Ingleton Parish Council has combined with their Community Association and set up a WhatsApp group for local services people to join to receive local information, help and support. Volunteers are looking to help service users with shopping; day-to-day tasks and, telephone support.

<https://ingletonparishcouncil.co.uk/>

Peterlee Town Council

Electorate: 20,000

Precept: £1,200,000

Expenditure: £2,500,000

Peterlee Town Council is coordinating two members of staff who are phoning vulnerable residents that would usually attend council classes and activities. The administration staff has been redeployed to work alongside the local Citizen's Advice office to provide citizen advocacy and signposting services for residents. The catering staff has been redeployed to provide healthy low-cost lunches to staff from the town council, county council and emergency services in the town.

<http://www.peterlee.gov.uk/news-announcements/>

Stanley Town Council

Electorate: 24,533

Precept: £777,789

Expenditure: £1,010,328

In the early days of the pandemic, Stanley Town Council were part of a group set up with the Durham County Council Area Action Partnership, ADVICE in County Durham, and local voluntary sector organisation. As things were changing rapidly,

they would have a daily conference call to discuss issues and service delivery in the community, and to ensure any gaps were quickly identified and plans put in place to fill these gaps.

As a town council, they made the decision early to set up a community support fund. This budget was allocated to over 22 groups and organisations within the town, to help them with support work and to ensure they survived the crisis and were in a position to help support the town's recovery as the country comes out of lockdown.

Once the crisis started to take effect, the council closed the Civic Hall to the public. One of the local foodbanks had to close its operations due to their volunteers all being of an age where they had to self-isolate. Subsequently the council worked with a partner community organisation, PACT House, to reopen part of the Civic Hall to allow the foodbank to reopen and operate out of the building. The PACT House team also relocated to the Civic Hall and has continued to operate combined foodbank services, as well as the coronavirus support service from the building. To date they have dealt with in excess of 2,000 enquiries/calls.

As well as the services at the Civic Hall, and with PACT House, another of the council's community centres also developed their existing foodbank/advice service to include additional isolation support services, and they are currently running at over 1,250 calls.

All these village hall/community centres received funding from the council's community support grant.

In addition to the foodbank and isolation support services the council has supported two other local voluntary organisations:

- SHAID (Single Homeless Action Initiative Durham) who provide support to homeless people in the town
- Just For Women, a local charity and voluntary organisation who support women suffering/surviving domestic violence

The council is now working with partners on how to help the town recover and move forward from the crisis.

<http://www.stanley-tc.gov.uk/>

EAST RIDING AND NORTH LINCOLNSHIRE

Bishop Burton Parish Council

Electorate: 332
Precept: £19,200
Expenditure: £24,000

At the very start of the outbreak Bishop Burton Parish Council sent out leaflets to householders explaining its role and asking for volunteers to do such things as collect medicines, shopping, walk dogs, post letters, have a chat, and letting residents know that if they needed anything they just needed to ring or email and a volunteer would be assigned. The other part of the leaflet asked residents to sign up to an email list. The list is for the dissemination of COVID-19 information of all types, such as government guidance, police advice regarding keeping safe, list of local shops providing services and, online entertainment by local theatres and cinemas. So far eight communications have been sent out and a dozen requests for help have been received, all have been satisfied. As part of this effort, the Parish Council have coordinated with local services.

http://www.bishopburton.org.uk/s1/index.php?option=com_content&view=category&id=412&Itemid=145

Bridlington Town Council

Electorate: 32,000
Precept: £220,129
Expenditure: £350,842

Bridlington Town Council is helping to distribute lists of local services and people able to help those who are isolating and without the internet. There are many older people in Bridlington with no local family support and no access to the internet who are currently required to isolate. To provide assistance the council has been collecting lists of addresses via a local coronavirus Facebook page which was set up immediately and has been updated regularly. This list has ensured that those at home without any help have been able to help themselves and remain independent. It has also ensured peace of mind for family members who live away that their relatives have the help they require. The information provided also contains the principal authority HUB details along with the local numbers which provides people with the well needed link to help of all types.
<http://www.bridlington.gov.uk/>

Kirton in Lindsey Town Council

Electorate: 3,600
Precept: £93,000
Expenditure: £102,000

Kirton in Lindsey Town Council has co-ordinated a community response team, gathering together over 50 volunteers in every area of the town who can help any

resident who needs essential shopping, prescriptions, urgent errands or just a chat if they feel lonely or isolated. Information was distributed to all residents' homes via a special edition community newsletter with regular updates posted online. Support to residents remains the focus of the council's work at this time. Financial assistance is also available for those who need via a town charity which the town councillors are the trustees of.

<https://www.kirtoninlindseytowncouncil.gov.uk/>

Snaith and Cowick Town Council

Electorate: 4,000
Precept: £98,000
Expenditure: £95,000

Rawcliffe Parish Council

Electorate: 1,844
Precept: £46,652
Expenditure: £54,888

Snaith and Cowick Town Council together with Rawcliffe Parish Council are facilitating a Community Group of Volunteers. They have a 24/7 phone line set up, to act as a support system for residents. The volunteer scheme offers a collection of essential food; dog walking; a collection of prescriptions. These requests go to the volunteers on call to carry out. The council has had a car donated to them from the local garage for the next couple of months to help support the community. The council is working in collaboration with their local Rotary community group. They plan to create an App to be made and installed on volunteers phones to track requests of services. This scheme has been created so that no resident will be isolated during the crisis.

www.snaithandcowicktowncouncil.com

<http://www.rawcliffeparishcouncil.org.uk/>

Thorngumbald Parish Council

Electorate: 2,657
Precept: £70,000
Expenditure: £101,710

Thorngumbald Parish Council is distributing the Parish Journal to each house in the parish. The journal gives residents up-to-date information on the coronavirus. This includes councillors who have offered support to vulnerable people and local shops that are providing emergency packs, as and when needed. The council has

cancelled its meetings until further notice and delegated all powers to the clerk, who is providing regular updates to the council via email.

<http://www.thorngumbaldparishcouncil.co.uk/>

ESSEX

Danbury Parish Council

Electorate: 2,000

Precept: £205,156

Expenditure: £229,927

Danbury Parish Council is working with its local medical practice and supporting a group of volunteers to help with the delivery of essential supplies and medications to the most vulnerable residents. It has also decided to cancel all meetings until further notice.

<https://www.danbury-essex.gov.uk/>

Halstead Town Council

Electorate: 13,000

Precept: £179,000

Expenditure: £321,495

Halstead Parish Council office staff are coordinating volunteers and those requesting help, to enable the elderly and vulnerable to have their medicines collected and their shopping done. They are now getting calls from the local surgery and the district nurses to assist them in their work. They are also keeping their community fridge stocked with surplus food from supermarkets, to prevent waste but also to help those who are more in need now.

High Roding Parish Council

Electorate: 250

Precept: £17,500

Expenditure: £18,475

High Roding Parish Council members are part of the village-wide support group and have organised the delivery of leaflets through every door in the village. The leaflet details offering to help with shopping, dog walking, book or puzzle borrowing and, prescription collection. The council also have an active village WhatsApp group and Facebook page where residents have been offering and requesting help.

<https://uttlesford.moderngov.co.uk/mgParishCouncilDetails.aspx?ID=405&LS=3>

Saffron Walden Town Council

Electorate: 18,000
Precept: £1,100,000
Expenditure: £1,800,000

Saffron Walden Town Council is supporting local efforts in conjunction with the district council by encouraging all volunteers to register on the council's website. Residents can use the website to find helpful advice, along with requesting help and support. The council is regularly using social media to keep the public informed and updated with information as they receive it. Saffron Walden Tourist Information Centre has opened its phone lines to offer a supportive service to anyone living in isolation. This is a daily five-minute telephone call to see how they are, check they are well and see if they need any help. The council staff is helping with Foodbank deliveries and is supporting the services of a currently over-run charity.

<https://saffronwalden.gov.uk/home/>

Shotgate Parish Council

Electorate: 2,500
Precept: £28,000
Expenditure: £32,890

Shotgate Parish Council has set up a street co-ordinator scheme, where volunteers for each street assist their neighbours. The council has also set up a helpline for residents to ask for assistance with obtaining supplies or just to have a friendly chat.

<https://shotgatepc.org.uk/>

South Hanningfield Parish Council

Electorate:
Precept: £84,152
Expenditure: £107,932

The council has secured the services of 30 volunteers within the parish, which covers three wards, who have helped 12 elderly residents with provision items and collection of medications. The council's inundated with phone calls from residents to book their services for the coming weeks. The council arranged volunteers to

help take dogs for a walk as well as buddying up with residents to act as a point of contact.

The village shop, which is within the adjoining parish, has agreed to make up essential grocery package items for £20 and £30 and one of the village halls is allowing us to store frozen ready meals in the kitchen.

<https://www.shpc.org.uk>

Steeple Bumpstead Parish Council

Electorate:

Precept: £41,139

Expenditure: £70,645

The council has set-up a neighbourhood network in case it is of interest now or in the future to other local councils. The council has daily rota to collect prescriptions for its residents — all linked in with its street coordinator network and connected via WhatsApp groups.

<https://www.steeplebumpstead-pc.org>

The Salings Parish Council

Electorate:

Precept: £7,341

Expenditure: £10,455

A joint venture between the council and the Church Parochial Church Council informed residents of several ways they can assist, these include:

- Picking up shopping
- Posting mail
- A friendly phonecall
- Urgent supplies
- Collecting medication

<https://salingspc.org>

GLOUCESTERSHIRE

Brimscombe and Thrupp Parish Council

Electorate: 1,440

Precept: £39,800

Expenditure: £46,655

Brimscombe and Thrupp Parish Council has set up a parish phone helpline and email that is staffed by volunteers 10.30-12.30 every weekday and covered by answerphone the rest of the time. This is aimed to coordinate requests for assistance and offers of assistance within the parish. The service is used to: find-out about other services being offered; ask for some additional support for yourself or a neighbour; to be put in contact with your neighbourhood network coordinator; to volunteer your services; if you just need to talk.

<https://www.brimscombeandthrupp-pc.gov.uk/>

Chalford Parish Council

Electorate: 5,000

Precept: £166,546

Expenditure: £124,276

Chalford Parish Council has a large volunteer group who are collecting prescription and shopping requests and delivering them. A couple of the volunteers are mowing grass for the housebound and others are walking dogs for the isolated.

<https://www.chalford-glos.gov.uk/>

Charlton Kings Parish Council

Electorate: 12,500

Precept: £107,855

Expenditure: £100,000

The council is working with Cheltenham Borough Council to ensure coordination of local efforts. An existing voluntary group, Friends of Charlton Kings, has switched from its original purpose to lead the community effort. Under the leadership of an experienced and recently retired professional crisis manager, it has created a network of street-based communities. Coordinators are running small groups of 'street leads' working across several streets to provide practical local help and support and to communicate NHS and government guidance. The parish council has turned over its meeting hall and associated facilities to the coordinating group and have provided administrative assistance such as large scale street maps of the parish and, funded a flyer that will be delivered to all households, advertising its services. The parish council will also consider establishing a £10,000 emergency fund from its general reserves, at its upcoming meeting.

<https://www.charltonkingsparishcouncil.gov.uk/>

Cirencester Town Council

Electorate: 15,794

Precept: £998,750

Expenditure: £1,133,750

Andrew Tubb, chief executive officer, said: “These are extremely concerning and worrying times for everyone in our community; local councils across the country have a role of community leadership in reaching out to ensure that people feel safe and can access support.”

Initially, the council’s main priority was to ensure continuous operation with respect to decision making and delivering services and support. It already had robust contingency measures using cloud-based information technology so that staff can work remotely via the internet. Then, within its Standing Orders, there is a contingency for decision making and expenditure to be delegated to the chief executive officer in consultation with the chairman of the council and its corporate group of lead members. In addition, it has a wide range of segregated duties and responsibilities.

It is vital at this time that staff who are working remotely can still interact with others in the team, and they have established a WhatsApp group for staff to keep in social contact. In terms of its wider communication and service delivery, it is working in shift patterns to ensure, as far as possible, that services can continue. It has closed its main offices and meeting spaces, so its communication with the public is now primarily via social media and its website, as well as local noticeboards across the town. It is re-tweeting trustworthy sources of information and keeping in regular contact with key partners across the town, such as the district council, taking the lead on advice and working together to support the community. It will next explore options for making available an emergency fund for local charities.

<https://cirencester.gov.uk/>

Kemble Parish Council

Electorate: 244

Precept: £5,748

Expenditure: £5,211

Kemble Parish Council is helping their community in several ways. The council initially activated their emergency plans and set up two community WhatsApp groups, Kemble Emergency Plan and Kemble Keep in Touch. The first group is to connect members of the community that require assistance and to share

important information. The second is to keep the community connected and to provide encouragement and support.

The council has set up a Zoom community platform to allow the Parish Council, the Emergency response group and other community groups to meet online free of charge. They are using the community internet circulation list to inform parishioners of the new services and to pass on crucial information from the Government. This also provides details of local food deliveries.

Kempley is working with the local produce market and the Newent Friday Market, now both closed. They have publicised and set up delivery services for fresh food for residents. The council is publicising revised opening hours for their nearest community shop.

The council is revamping its cohort of community volunteers who operate a telephone system to keep in touch with parishioners, but in particular, the vulnerable individuals in the community. Their communication system is designed to ensure that no person is left out. Many of the older residents do not use the internet or applications such as WhatsApp. The WhatsApp groups that have been set up are being used by family members who may live at distance from older relatives to maintain links with people in our community to ensure their loved ones are safe.

<https://kempleyparishcouncil.org/>

<https://mailchi.mp/9478dab111c4/keep-calm-and-kempley-on>

Nailsworth Town Council

Electorate: 4,000

Precept: £307,290

Expenditure: £418,061

Nailsworth Town Council has set up a community support Helpline and is delivering leaflets, which offer residents the opportunity to have their food and prescriptions delivered. The council has also written guidelines for the welfare of volunteers and people in need to protect everyone involved. Nailsworth is updating its website regularly and directing residents to the most up-to-date information. It has set up remote working for its staff and has delegated powers in place. The Emergency Committee is consulted remotely to keep sharing ideas and to work as a team throughout this crisis. The council is communicating with local shops, businesses, pharmacies, surgeries, schools and restaurants to help them when needed or offered.

<http://www.nailsworthtowncouncil.gov.uk/>

Randwick and Westrip Parish Council

Electorate: 1,223

Precept: £19,000

Expenditure: £16,915

Randwick and Westrip Parish Council is delivering a leaflet to all homes in the parish. It is also setting up a team of volunteers and a register of vulnerable people in the community to protect and safeguard them.

<http://randwickandwestrip-pc.gov.uk/news/>

Westonbirt with Lasborough Parish Council

Electorate: 165

Precept: £3,430

Expenditure: £2,504

Westonbirt with Lasborough Parish Council set up COVID-19 Parish Support Information, which is regularly updated. This provides useful information to enable parishioners over 70 or the vulnerable to seek assistance. The council also have a Westonbirt community WhatsApp Group run by a parishioner. Additionally, the council has put up notices on both Westonbirt Parish Noticeboards and the Lanesborough Church Noticeboard drawing attention to the above. The council points local people to residents and businesses providing services and support, The Whistle Stop Café, which is providing a takeaway and delivery service for people self-isolating.

<https://wwlpc.org.uk/coronavirus-covid-19/>

Winchcombe Town Council

Electorate: 4,098

Precept: £218,080

Expenditure: £147,463

Winchcombe Town Council is keeping the Town Council office open for inquiries from the public. They are working collaboratively with Gloucestershire Local Resilience Group, Tewkesbury Borough Council and Local Medical Practice to ensure the most vulnerable and isolated residents receive help through volunteers (Council and local groups). The council is sharing information on their website about coronavirus and using a Facebook page to inform the community on offers from local businesses such as take-aways.

<http://www.winchcombetowncouncil.co.uk/>

Woodchester Parish Council

Electorate: 1,000

Precept: £12,500

Expenditure: £14,180

Woodchester Parish Council has set up under the auspices of the parish council, a volunteer Woodchester Community Outreach group to provide support to those residents who are elderly, disabled, living alone or self-isolating. The council has created a spreadsheet of volunteers and, with their consent, the service users that require assistance.

<https://www.woodchesterparish.org.uk/>

HAMPSHIRE

Bishops Waltham Parish Council

Electorate: 6,000

Precept: £459,171

Expenditure: £697,402

Bishops Waltham Parish Council is coordinating a support line with volunteers from local organisations to help with shopping, collecting medical prescriptions and providing up-to-date information. Currently, the council is working alongside over 100 volunteers.

http://www.bishopswaltham-pc.gov.uk/Home_10171.aspx

Boldre Parish Council

Electorate: 1,400

Precept: £26,000

Expenditure: £24,000

Boldre Parish Council has published a leaflet that outlines a volunteering scheme to assist their vulnerable residents. They are highlighting up-to-date advice from the government, the NHS and, local community groups. This includes the community shop, Age Concern and Boldre Parish Councillors.

<https://boldre.org.uk/>

Goodworth Clatford Parish Council

Electorate: 450

Precept: £25,913

Expenditure: £35,560

Goodworth Clatford Parish Council has set up an Emergency Group. The group has crafted and sent a leaflet to all residents living in the village. The leaflet gives the community advice on how to obtain help through the Emergency Group. The council is also supporting local businesses such as the local shop, which has now reduced its opening hours.

<https://www.goodworthclatford.com/parish-council.html>

Grayshott Parish Council

Electorate: 2,500

Precept: £95,500

Expenditure: £97,355

Grayshott Parish Council has provided a grant to the local Covid-19 community support group for printing flyers and posters. Flyers have been distributed to every household. As lockdown continues those in isolation that do not have access to internet are running out of cash to pay for their shopping. For these residents the council is looking to accept cheques from them in exchange for prepaid cards (they will cover the cost of the cards) that can be used by volunteers doing their shopping.

<https://www.grayshott-pc.gov.uk/>

New Alresford Town Council

Electorate: 4,338

Precept: £309,701

Expenditure: £317,021

New Alresford Town Council is leading the campaign to support all residents in New Alresford. The council has encouraged local volunteer groups to work with them to set up 'The New Alresford Support Network' for residents. They printed 3000 leaflets and delivered them to each household in the town and those that were just on the borders. They also set up a dedicated email and telephone line which is manned daily from 8am to 8pm by council staff, councillors and volunteers.

The system the council has put in place is a tiered system with a clear line of management and consists of the following:

- Team leaders
- Street coordinators
- Street volunteers

The town has been divided into sectors and each team leader assigned a sector. Within each sector there are a number of streets and each street has a dedicated street coordinator. The street coordinator is responsible for all volunteers in their street.

The street coordinators are the core of the New Alresford Support Network and were issued with 'postcards' to deliver to each household in their street containing their personal contact details. Any resident can contact their street coordinator with a request and the street coordinator assigns a street volunteer to the task. The team leaders are in constant communication with their street coordinators who in turn are in constant communication with their street volunteers. New Alresford Town Council has issued guidance to street volunteers and street coordinators, including health and safety guidance. They will be publishing their first newsletter to street coordinators. The council has just launched a befriending service to be included in the support network and is supporting a local hardship fund for residents.

<http://www.newalresford-tc.gov.uk/>

Owslebury and Morstead Parish Council

Electorate: 692

Precept: £23,000

Expenditure: £22,000

Owslebury and Morestead Parish Council has set up a local volunteer group and website to publish up-to-date information for residents. The council distributed leaflets to all households in the parish with information regarding volunteering opportunities and the assistance that they can provide. The local pub is also providing a takeaway service and is selling some products, as there is no local shop.

<http://www.owslebury.org.uk/>

Rowlands Castle Parish Council

Electorate: 2,300

Precept: £108,000

Expenditure: £100,000

Working with a group of proactive local volunteers, Rowlands Castle Parish Council has printed and distributed 1,400 postcards to each household in the neighbourhood, advising them of a dedicated telephone number and email address. These contacts can be used if any resident needs assistance with shopping, dog walking or a friendly telephone call, and for those self-isolating. A WhatsApp group has been set up with over 80 volunteers to coordinate the service, and DBS-checked volunteers have been recruited by the local pharmacy to deliver prescription medication. The council has acted as a 'hub' for these arrangements, working with other local organisations to achieve this. The council's website has been amended to include helpful information and will be regularly updated.

<http://www.rowlandscastlepc.org.uk/>

Southwick and Widley Parish Council

Electorate: 580

Precept: £20,000

Expenditure: £17,000

Southwick and Widley Parish Council has activated its Community Emergency Plan and established a Resilience Committee of six. The council organised and recruited neighbourhood buddies to help with shopping, prescription collection, phone contact and other support as needed. All of the volunteers have undergone a CRB check. Additionally, the council has created a closed Facebook group which updates the volunteers with daily information and support.

<http://www.southwick-widley-pc.gov.uk/>

Sway Parish Council

Electorate: 3,000

Precept: £73,364

Expenditure: £81,420

Sway Parish Council is ensuring that all residents have access to up-to-date information from the Government. Their website details relevant resources and highlights local health groups as well as food delivery services. The council is also signposting residents to MIND, a mental health charity, to ensure that residents are looking after their mental health during this stressful situation. Sway Parish Council is organising groups of volunteers. They are collaborating with other stakeholders such as the local Church and Sway Welfare Aid Group.

The Council has compiled specific information for residents including signposting to various Govt, County and District Council guidelines and resources, a directory

of food outlets offering takeaway meals, deliveries and shopping options; how to obtain a prescription; where to volunteer; who to call for various types of help and support. The council website is being updated daily, and social media channels can signpost residents to this single portal. The Council is committed to helping its residents however it can.

<https://www.swaycovid-19.info/>

Upper Clatford Parish Council

Electorate: 1,652

Precept: £15,300

Expenditure: £38,000

The Upper Clatford COVID-19 Community Support Committee was established on 11 March 2020 as a working group of the Parish Council to coordinate support to community members requiring assistance in the wake of COVID-19 action measures. Its objective is to provide support from the community to the community in Upper Clatford to help cope with the impact of any COVID-19 emergency. The Committee is seeking to identify members of the community who are willing to provide support and others who request support and to bring them together. The Committee is guiding how to manage the support and what to expect if being supported. A mail drop to every household in the parish.

The Community Support Committee is maintaining communication with residents through the telephone; email and social messaging. It is helping to collect and deliver food and supplies; collect medical prescriptions; and, exercise pets. The Support group is currently liaising with 28 service users and 150 volunteers.

<https://www.upperclatford.com/community/upper-clatford-15048/home>

Wickham Parish Council

Electorate: 2,500

Precept: £215,183

Expenditure: £198,275

Initially Wickham Parish Council sent a leaflet to every household advising them of help through a network of volunteers. The council now has 200 helpers who regularly shop for food, medical prescriptions or just give people a phone call to check on them.

<http://www.wickhamparishcouncil.org/>

Yateley Town Council

Electorate: 16,155

Precept: £462,819

Expenditure: £625,332

Yateley Town Council is liaising with community-lead volunteer groups to coordinate support to the vulnerable and elderly who are self-isolating. They have offered advice to the leaders of the community-run volunteer groups and made them aware of the possibility of scams to ensure they minimise the opportunity for the vulnerable or elderly to be exploited in this time.

The council is encouraging residents to sign up to volunteer with Hart Voluntary Action and with the NHS, along with encouraging sensible acts of neighbourly kindness. They are sharing the latest information through their social media platforms and website, and they are sharing posts by other organisation to help keep our residents well-informed on best practice and to signpost them to services available to support them.

They have set up a dedicated page on their website to act as a central point of information, which has links to the NHS and government websites as trusted sources of information. In the office, they have created a rota to ensure that the office phones and central email will be staffed at all times during working hours, to be able to offer support and advice to those who need it while most staff work from home. They have taken requests from elderly and vulnerable residents for help, and are passing their information on to relevant organisations to ensure that they get the help they need.

<http://www.yateley-tc.gov.uk/>

HEREFORDSHIRE

Sutton St. Nicholas Parish Council

Electorate: 823

Precept: £28,577

Expenditure: £32,376

Sutton St. Nicholas Parish Council has distributed a leaflet to all households in the parish asking for volunteers and possible service users to register. In conjunction with the local public house, parishioners can order their shopping for collection and delivery by registered volunteers, or have their medical prescriptions collected.

<https://suttonstnicholas.co.uk/parish-council/>

HERTFORDSHIRE

Hertford Heath Parish Council

Electorate: 1,900

Precept: £70,000

Expenditure: £80,000

Hertford Heath Parish Council has produced and delivered a leaflet to every household in the village. The council currently has a database of over 50 volunteers and is going to assign street champions to help the vulnerable in their street. The volunteers plan to help with shopping, medical supplies, grass cutting, medical appointments, gardening and anything else that is necessary. Hertford Heath has three local pubs that are offering takeaway menus and are happy to order specific food from their wholesalers and organise delivery to residents' homes.

<https://www.hertfordheath.org.uk/>

Holwell Parish Council

Electorate:

Precept: £10,078

Expenditure: £16,973

Ickleford Parish Council

Electorate: 1,870

Precept: £46,347

Expenditure: £52,262

Ickleford Parish Council and Holwell Parish Council are working in collaboration to leaflet their respective villages. They have established the 'Ickleford and Holwell Helping Hands Support Group' to assist the vulnerable and self-isolating. Volunteers are offering to pick up shopping; drop off urgent supplies; post mail; support residents over the phone, and carry out other day-to-day tasks.

www.icklefordpcc.com

<https://www.holwellparishcouncil.gov.uk/>

Redbourn Parish Council

Electorate: 4,194

Precept: £235,000

Expenditure: £230,000

Redbourn Parish Council has facilitated a COVID-19 response through the assistance of residents. They have set up a Facebook group and a Whatsapp group to assist the vulnerable and self-isolating by establishing a street coordinating network. The Facebook group is being used as a forum for volunteering tasks. The council is also offering financial assistance where needed in the running of this group.

<http://www.redbournparishcouncil.gov.uk/>

ISLE OF WIGHT

Arreton Parish Council

Electorate:

Precept: £9,000

Expenditure: £13,585

The council is moving forward with their support scheme, with some small details to be finalised. The council plans to hold its meetings on Zoom which can be accessed by councillors and public alike. The local area allows residents to get exercise through walking routes and outdoor keep-fit sessions.

<https://www.arreton.org.uk/parish-council/>

Brading Town Council

Electorate:

Precept: £78,636

Expenditure: £685,194

The council has arranged services for residents such as shopping, picking up prescriptions, dog walking, etc. The council has delivered flyers into many households to inform residents of its services (all listed on their website). The mayor and deputy mayor have volunteered to call isolated or elderly members of the community. A family in the town that owns The Yarbridge Inn have been cooking batches of meals and delivering them to the elderly and vulnerable - not just in Brading, but all over and for completely free! A great example of community spirit.

<https://www.bradingtowncouncil.org>

Chillerton and Gatcombe Parish Council

Electorate: 352

Precept: £9,000

Expenditure: £15,121

The Parish has organised a volunteering scheme to assist the vulnerable people living in the community. The council divided the village into 15 households and assigned a specific contact to each group. The volunteers are offering to collect shopping; dog walking; prescription collection and giving the contact details of the Parish Chairman coordinating it all. This information was detailed in a leaflet that was distributed to all households, asking for volunteers.

<http://www.chillertonandgatcombe.org/>

East Cowes Town Council

Electorate:

Precept: £32,000

Expenditure: £323,300

The council is working with the Isle of Wight Council, Community Action IW, IW, Age UK and Citizens Advice to coordinate a collection of volunteers to assist individuals or families in need of help and support. Community Spirited at the Parkside Pavilion is also closely involved in this effort and will be working with local councillors. Cllr Karl Love and Cllr Michael Paler are the community volunteer hub coordinators, which provides help with shopping, collection of prescriptions or just a friendly chat on the phone to those living alone.

The council are financially supporting a local scheme to provide bags of essential groceries free to those identified as being vulnerable and in need. It will ensure those members of the community, who are most in need, will have the essential items they require and will not be left to struggle. They are also providing financial support to the local food banks whose services are regularly used by East Cowes residents.

The council do not intend to hold any meetings, virtual or otherwise until the pandemic is over. Decisions of the council, financial matters (that are urgent or need to be approved) are being circulated by email, a consensus formed and a resolution made. All correspondence relating to the decision is electronically filed and ratified as/when things return to normal.

<https://www.eastcowestowncouncil.co.uk>

Ryde Town Council

Electorate:

Precept: £1,114,280

Expenditure: £1,185,500

Ryde's Emergency Response Hub is now well established. It's managed by the council and Aspire Ryde. They now have over 100 registered volunteers who are matched with residents in need of support. Various forms of support are provided, depending on the individual's need. This includes delivery of food parcels and frozen meals, shopping, collection of prescriptions, chats over the phone and referrals to other organisations for specialised advice or support.

This exercise has demonstrated the value of partnership working. The council could not have done this without the cooperation and support of Aspire Ryde. They are particularly fortunate in that they already had a community connector, funded partly by the council and based at Aspire. It has also demonstrated the enormous commitment of the people of Ryde, including council and Aspire staff, who are working incredibly hard under challenging conditions, and the many members of the community who are helping in various ways in a voluntary capacity.

<https://www.rydetowncouncil.org.uk>

Yarmouth Town Council

Electorate: 812

Precept: £63,612

Expenditure: £67,587

Yarmouth Town Council has established a COVID-19 helpline has been placed at West Wight Sports Centre. This helpline aims to assist lonely or isolated residents. Advice flyers have been posted to every resident, as well as, on the Yarmouth Town Council noticeboard and website.

<http://www.yarmouthtowncouncil.co.uk/yarmouth-tc/Default.aspx>

KENT

Appledore Parish Council

Electorate: 679

Precept: £26,000

Expenditure: £30,955

Appledore Parish Council has set up and co-ordinated a buddy helpers scheme for those in isolation. Help can be provided with shopping, dog walking, prescription collection, a friendly chat over the phone and advice about emergency breakdowns (fridges, freezers, locked yourself out: using CRB checked local volunteer trades people) to the best of the helpers ability.

<https://www.appledorepc.kentparishes.gov.uk/appledore-parish-council/>

Bearsted Parish Council

Electorate: 10,000

Precept: £11,300

Expenditure: £11,300

Bearsted Parish Council's Local Resilience Plan has kicked into action, and so have their councillors. The council is gathering contact details securely of volunteers and its vulnerable residents. The volunteers are continuing to actively work with the council's community warden to look after the community's vulnerable residents. Bearsted is sharing local business news on its social media pages, putting out a quiz to help entertain those at home and financially supporting volunteer groups assisting those in need.

<https://bearstedparishcouncil.gov.uk/>

Benenden Parish Council

Electorate: 1,464

Precept: £40,000

Expenditure: £56,371

Benenden Parish Council has offered its support to the Benenden Action Team as they address the needs of elderly and vulnerable residents, along with mental well-being and concerns for local businesses and the self-employed. Parish councillors are among the 171 volunteers who have signed up to help with tasks including shopping, collecting prescriptions and making phone calls. The council regularly posts links to the latest Covid 19 guidance and available support on the council website, Facebook page and Nextdoor website and liaises closely with the Benenden Action Team co-ordinator.

<https://www.benendenparishcouncil.org/>

Birchington Parish Council

Electorate: 8,753

Precept: £104,992

Expenditure: £93,036

Birchington Parish Council are adding updates on the virus as they receive them to their website and Facebook page. Volunteers came to them to co-ordinate a team of 40 to 50 volunteers to help those who are vulnerable and/or self-isolating with shopping, prescriptions and dog walking. Details have been published on Birchington Parish Council's Facebook page. The council is also adding updates from the district council, including the numbers of local organisations for those who may need support with mental health issues, medical conditions and general support for the elderly. The local medical centre is also forwarding updates to the which the council is posting on Facebook.

<https://www.birchington-pc.gov.uk/>

Birling Parish Council

Electorate: 344
Precept: £10,324
Expenditure: £24,412

Addington Parish Council

Electorate: 647
Precept: £23,000
Expenditure: £20,259

Ryarsh Parish Council

Electorate: 661
Precept: £25,769
Expenditure: £18,302

Trottiscliffe Parish Council

Electorate: 416
Precept: £16,500
Expenditure: £51,547

Birling, Addington, Ryarsh and Trottiscliffe Parish Councils' have come together with local churches to offer community support.

Their local scheme has been revised to help people who may be self-isolating or who may just need a helping hand. A team of volunteers can offer help with:

- Collecting food shopping
- Getting urgent supplies and prescriptions
- Posting mail or running errands

- A friendly phone call to check you are ok

<http://www.birlingparishcouncil.gov.uk/community/birling-parish-council-13797/home/>

<https://addingtonpc.co.uk/about-addington-parish-council/>

<http://www.ryarshpc.kentparishes.gov.uk/>

<https://trottiscliffepc.co.uk/>

Borden Parish Council, Kent

Electorate: 2,108

Precept: £59,000

Expenditure: £40,672

Borden Parish Council has sourced a local market trader from Faversham to provide a fruit and vegetable stall in the parish hall. The stall is manned by the chairman of the parish council, together with the stall owner, while the queue is managed by volunteers who ensure everyone stands two metres apart and allow customers in one at a time to browse and shop for essentials.

The council has now developed a relationship with a local catering supplier who provides flour, bleach, toilet rolls, tinned goods and a local baker who supplies bread and cakes.

Through these initiatives the council is serving approximately 80 to 100 customers each week who wouldn't otherwise be able to get out or would have to drive to a local supermarket.

<http://www.bordenparishcouncil.gov.uk/community/borden-parish-council-15283/home>

Borough Green Parish Council

Electorate: 3,154

Precept: £177,470

Expenditure: £309,737

Borough Green Parish Council is working with local volunteers, the local supermarket, a social prescriber, the local retirement association and using the council van and groundsman to discover those cut off without friends or neighbours to deliver groceries and prescriptions to.

<https://www.boroughgreen.gov.uk/>

Brabourne Parish Council

Electorate: 1,200

Precept: £40,000

Expenditure: £43,865

Brabourne Parish Council has produced 1,000 leaflets for distribution by volunteers throughout the parishes of Brabourne and Smeeth. The council is offering services from volunteers such as shopping, getting medicine, posting and collecting items, running errands and even speaking on the phone.

<https://www.brabournepc.kentparishes.gov.uk/>

Boughton Malherbe Parish Council

Electorate: 391

Precept: £5,515

Expenditure: £7,262

Boughton Malherbe Parish Council has delivered a flyer to every household in the parish asking residents to contact the clerk via phone or email if they need help with shopping, medication or being a phone friend. Volunteers are already in place via the emergency plan.

<http://www.boughtonmalherbe.co.uk/community/boughton-malherbe-parish-council-12879/home>

Boughton Monchelsea Parish Council

Electorate: 3,130

Precept: £76,963

Expenditure: £67,850

Boughton Monchelsea Parish Council has set up a support network of around 100 volunteers, with 12 co-ordinators responsible for the volunteers in their roads or areas. Every household in the parish has received a flyer setting out the help available and providing contact details for their local co-ordinator. Support is offered to those self-isolating and to NHS workers and carers. Volunteers have already been busy picking up shopping and prescriptions. They have also been able to distribute donated fresh fruit and are now setting up a mini distribution hub in the village. Thanks to grants from two county members, Cllrs Eric Hotson and Gary Cooke they are now able to start purchasing and packaging up essential food and toiletry boxes for distribution to those residents in the most need. The council have also set up a dedicated area of their website giving detailed

information on support that is available during the crisis, both within the parish and beyond.

<https://www.boughtonmonchelseapc.org.uk/community/boughton-monchelsea-parish-council-15019/home>

Brenchley and Matfield Parish Council

Electorate: 2,301

Precept: £88,947

Expenditure: £140,622

Brenchley and Matfield Parish Council has compiled and distributed a one-stop leaflet of information pulling together all the information they can find – this has been sent out by email and posted on social media and on websites. They have a clear relief effort mechanism comprising of two groups of volunteers, in Brenchley and Matfield, each with a lead. The parish clerk compiles the list of vulnerable residents from various sources and pass on requests to those two leaders and they in turn farm out to individuals as buddies.

<https://www.brenchleyandmatfield.co.uk/parish-council/>

Broomfield and Kingswood Parish Council

Electorate: 1,336

Precept: £57,545

Expenditure: £50,302

Broomfield and Kingswood Parish Council has delivered a form to every household in the parish asking residents to contact the clerk via phone or email if they were able to help with shopping, medication or being a phone friend, or if they needed that help. So far 70 residents have volunteered to help and last week they assisted about 12 residents.

<http://www.broomfieldandkingswoodpc.kentparishes.gov.uk/>

Capel-le-Ferne Parish Council

Electorate: 1,699

Precept: £37,818

Expenditure: £26,228

Capel-le-Ferne Parish Council is supporting Capel Cares, a local volunteer organisation helping residents who are self-isolating with shopping, collecting medications, obtaining other urgent supplies and friendly phone calls. A member

of the parish council is a volunteer helper with the group and reports any discussions or decisions in an agenda item at the council's monthly meetings.

The council has encouraged residents to place rainbow pictures, teddy bears and easter egg pictures in their windows and send in photos to the council, which they will then upload to a dedicated webpage.

The council relays local information and updates via its Facebook page and a mailing for those who aren't on Facebook.

<https://www.capellefernepc.org.uk/>

Chart Sutton Parish Council

Electorate: 723

Precept: £22,000

Expenditure: £28,704

Chart Sutton Parish Council has set up a scheme to identify those in the vulnerable group, those self-isolating or in need of assistance with shopping, collection of prescriptions, advice or just a friendly voice to talk to. The council also set up a group of volunteers, each covering a pre-agreed zone. Each household has been provided with the contact details of their volunteer co-ordinator. Volunteer coordinators have been provided with identity badges. This scheme is constantly under review, and more flyers will be distributed with further information as and when needed.

Information has also been provided in the local village newsletter and on the council website. The council has been working with a local farm to provide free fruit to those in need. A WhatsApp and email group has been set up for the volunteer co-ordinators. Extra volunteers have been drafted in to keep the community shop open. The parish council has also been working with Maidstone Borough Council's Hub and the community warden.

<https://www.chartsuttonpc.kentparishes.gov.uk/>

Collier Street Parish Council

Electorate: 639

Precept: £17,456

Expenditure: £20,604

Collier Street Parish Council prepared a newsletter which has been delivered to every home in the parish. Targeted at those less able to comfortably use IT, it sets out the following:

- Helpline numbers for local councillors who are able to coordinate help with everyday tasks
- Hi viz jackets along with the appropriate ID badges have been produced in order that residents can be assured that helpers are genuine. Masks and gloves have also been sourced as a safety precaution for volunteers
- The council is able to liaise with identified volunteers who would be prepared 'just to keep in touch by telephone'
- Websites of local business's, pubs and shops offering home deliveries with the appropriate contact numbers
- Details of the borough and county Community Hubs
- Details of how to volunteer
- Local foodbanks
- Surgery contact details
- The positives of self-isolating, how to stay active and establish routines, keeping up social contacts and taking control of worrying thoughts

<http://www.collierstreetpc.kentparishes.gov.uk/>

Cranbrook and Sissinghurst Parish Council

Electorate: 4,912

Precept: £336,800

Expenditure: £374,658

Cranbrook and Sissinghurst Parish Council distributed a questionnaire to residents asking them if they would like to help their community or if they needed support themselves. A dedicated email address and phone line was set up and paid for by the parish council to enable 24/7 coverage for anyone wishing to volunteer or who needed help. Currently there are over 200 volunteers doing a variety of jobs, from chatting on the phone to picking up shopping and prescriptions. A small central hub of seven people are managing the links and checking that everything is going as planned. Leaflets setting out what to do if someone feels unwell, and providing useful contact details have also been delivered.

<https://cranbrookandsissinghurstpc.co.uk/>

Crockenhill Parish Council

Electorate: 1,349

Precept: £82,160

Expenditure: £81,788

Crockenhill Parish Council immediately put its emergency plan in to effect. All those on their list are being contacted every few days to check on their well-being and to see whether they require any further assistance. The council established a

volunteer group which then fed in to the overarching plan and process that Sevenoaks District Council put in place. Crockenhill Parish Council is acting as the lead for the village volunteers. All requests for practical assistance will be sent through to the parish council who will assign each request to a volunteer and contact both the person requesting help and the volunteer. The council has developed a risk assessment and process sheet/guidance for all volunteers.

Swanley Town Council has put in place a system for shopping for groceries and general assistance requests and Crockenhill Parish Council is grateful for their offer to work with them. Crockenhill Parish Council is helping to promote Swanley Town Council's request for food donations. The council is also working closely with Crockenhill Village Stores to provide emergency supplies to those in need.

All updates and guidance are being posted on Crockenhill Parish Council's website, on the council facebook page, on the Covid-19 volunteers page (that the Council set-up) and on the village community page. A letter went to all villagers at the start of the pandemic, with contact numbers/website addresses and general advice.

<https://www.crockenhillpc.org.uk/>

Ditton Parish Council

Electorate:

Precept: £269,287

Expenditure: £600,621

Ditton Parish Council has set up a support group which will initially deliver emergency food parcels to those most in need. The council will also be providing a service to deliver other essential items and collect prescriptions.

<http://www.dittonparishcouncil.gov.uk/community/ditton-parish-council-15073/home>

East Peckham Parish Council

Electorate: 1,800

Precept: £146,000

Expenditure: £175,000

East Peckham Parish Council is working with community wardens from Kent County Council on the Communities Working Together To Be Prepared programme. They are seeking volunteers who are keen to spare their time to help the elderly, maybe doing shopping, collecting medication or just making a friendly phone call. Residents who have neighbours who are elderly and vulnerable have been asked to encourage them to complete a form and get it back to East

Peckham Parish Council and Kent County Council, so that they can then have a conversation with the neighbour and identify their need before linking them up with the person nearest to them who can help them out.

The council has made their Jubilee Hall available to both the county council and borough council as an emergency community hub and they will be introducing a voucher scheme which will be accepted within the local shops in East Peckham for the occasions where those in need have no access to cash funds but need urgent essential supplies. The local stores, the Post Office and the Co-op have all said that they will accept the vouchers. East Peckham Parish Council will reimburse the costs and will collect money from residents as soon as they are able to do so.

<https://www.eastpeckham-pc.gov.uk/>

Edenbridge Parish Council

Electorate: 7,050

Precept: £513,234

Expenditure: £618,063

Since the national lockdown came into force, Edenbridge Town Council has swung into action to support the local community. Working closely with Sevenoaks District Council, the town council team has set up a help-hub to take calls and referrals for help, with phone lines now open seven days a week. In the first two weeks 84 residents were helped directly, thanks to 56 volunteers signed up through Sevenoaks District Council registration and also town councillors helping with prescriptions, shopping and/or being a phone buddy during what is a lonely time for many. “Edenbridge is fortunate to have so many wonderful people in its community,” commented town clerk Caroline Leet. “These are extremely difficult times for everyone.”

<https://www.edenbridgetowncouncil.gov.uk/>

Egerton Parish Council

Electorate: 889

Precept: £18,418

Expenditure: £42,663

Egerton Parish Council has an emergency plan which has swung into action. The group have distributed cards with name, telephone number and offers of assistance to the many elderly, vulnerable and self-isolating villagers.

<http://www.egertonparishcouncil.co.uk/community/egerton-parish-council-13575/home>

Eynsford Parish Council

Electorate: 1,501

Precept: £79,763

Expenditure: £70,606

Farningham Parish Council

Electorate: 1,172

Precept: £46,754

Expenditure: £49,448

Eynsford Parish Council is working with Farningham Parish Council to co-ordinate support for those in their villages who are vulnerable, self isolating or have other pressures, such as key workers or those on low incomes. Part of this support will be through a network of volunteers who will offer practical assistance such as shopping, collecting prescriptions or a chat. Other support will be through information and useful links.

The councils are working together to coordinate the volunteers in their villages and to make sure that all areas are covered. They cascade useful information to the volunteers and also respond to queries and refer to appropriate support services as required. Their central information point will be Eynsford Parish Council's website so that it can be seen by those not on social media. They are in touch with Sevenoaks District Council, who are looking at producing ID lanyards for volunteers so that elderly or vulnerable people can be sure that the volunteers are genuine.

<https://www.eynsfordparishcouncil.org.uk/index.html>

<https://www.farninghampc.kentparishes.gov.uk/>

Fawkham Parish Council

Electorate: 479

Precept: £13,053

Expenditure: £12,192.05

Fawkham Parish Council approached all houses on the electoral roll in Fawkham, offering assistance to people self-isolating and asking if residents were willing to volunteer. Requests for help can be asked for by emailing or calling the council. The council is in touch with Sevenoaks District Council who are producing ID lanyards for volunteers so that elderly or vulnerable people can be sure that the

volunteers are genuine – they can check with Sevenoaks District Council for their ID number.

<https://www.fawkhampc.kentparishes.gov.uk/>

Folkestone Town Council

Electorate: 36,848

Precept: £873,950

Expenditure: £906,610

Folkestone Town Council has set up a coronavirus resilience grant of £20,000, offering fast grants of up to £500 a time to various community organisations. The council has also collaborated with the district council and community groups to set up the Folkestone Community Hub which has dedicated helplines. The council officers are organised to work remotely and are signed up as NHS Responders and, where possible, are volunteering at the hub.

http://www.folkestone-tc.gov.uk/Grant_Scheme_29875.aspx

Goodnestone Parish Council

Electorate: 308

Precept: £7,012

Expenditure: £14,038

Goodnestone Parish Council set up two support networks of volunteers in both Chillenden and Goodnestone in the first week of the lockdown. A leaflet with contact numbers and a help desk number was delivered to all residents. The council also sends out a weekly newsletter with updated information on the services available provided by Dover District Council and Kent County Council.

<https://goodnestone.org.uk/parish-council>

Hackington Parish Council

Electorate: 550

Precept: £6,597

Expenditure: £10,000

Hackington Parish Council is collecting information on vulnerable people in the parish. With their consent, the council is asking for their age, contact details, and what assistance they might need. Additionally, the council is also recruiting volunteers to fill these services. This information will be kept for the duration of the pandemic and will safeguard the vulnerable people in the neighbourhood.

<https://www.hackingtonpc.kentparishes.gov.uk/coronavirus-covid-19-key-information-sources/>

Halstead Parish Council

Electorate: 1,269
Precept: £45,435
Expenditure: £45,000

Halstead Parish Council has set up a buddy scheme. The council is collecting the names of volunteers and matching them to services that are needed by vulnerable people in the parish. This scheme covers tasks such as food and essentials collection, dog walking and friendly phone calls. The council has also bought hand sanitizer in bulk from a local company and is supplying it to residents.

<http://www.halsteadparish.org.uk/community/welcome-to-halstead-15216/parish-council/>

Hartlip Parish Council

Electorate: 633
Precept: £8,000
Expenditure: £14,030

Hartlip Parish Council delivered a flyer to residents on 23 March. As a result, over 50 people have come forward to volunteer their services. The council is working with "Kent Together" and the Swale Community response team, as well as the two churches in the parish to take matters forward.

<https://www.hartlippc.kentparishes.gov.uk/>

Hawkurst Parish Council

Electorate: 3,796
Precept: £149,265
Expenditure: £141,420

Hawkhurst Parish Council, working with local volunteers, has set up Hawkhurst Community Support Group (HCSG). HCSG comprises three groups: a body of volunteers supported by a central co-ordination group, and a reference group. The reference group is chaired by the chairman of Hawkhurst Parish Council and provides oversight. Members of the co-ordination group have shared access to an online database, which is automatically populated when help is requested or offered through an online form. This form can be accessed from links on the community social media pages and also directly from the HCSG website.

The support group has a virtual phone number so that they can provide one central number. In addition, volunteers delivered a flyer to every house in the parish. The support group received a number of offers to help. HCSG's operating procedures/plan was written by a resident with experience in emergency planning and the online system was created by another resident.

HCSG is currently providing support in terms of shopping, collecting prescriptions and dog walking, and a phone buddy system is being set up. At the time of writing over 180 residents had offered their help as volunteers, more than 100 volunteers had been reference checked and provided with their volunteer ID badge and more than 70 households had signed up for support. The support group website contains information on keeping safe, links to guidance on mental health and wellbeing, information on local shops opening times and delivery services, as well as links to other support groups in neighbouring areas.

Local businesses have been doing their bit too. The Store Managers of Tesco and Waitrose are also on the reference group, supporting the group in getting food and supplies to vulnerable residents. The village butcher, Park Farm Butchers, has generously offered the use of their van for deliveries. A local farm, Stevens Farm, provided the group with a bag of apples for every single household being supported by the group.

The Reference Group had its first meeting on Thursday 2nd April, which was extremely valuable. A common concern shared by the representatives from the Parish Council, HCSG, the medical practice and the supermarkets was the number of elderly and vulnerable people who are still out and about in the village, putting themselves at unnecessary risk. A joint effort has been introduced to tackle this. HCSG created a new design for flyers and posters specifically aimed at vulnerable residents. By the end of Friday, A1 posters were on display in the supermarkets, the pharmacy and the medical practice. The pharmacy and medical practice are distributing the flyers with prescriptions. Supermarket staff are handing the flyers out to their vulnerable customers.

<https://hawkhurst-pc.gov.uk/>

Hever Parish Council

Electorate: 1,030

Precept: £39,545

Expenditure: £39,545

Hever Parish Council put out the following message to their community: Do you need help or know someone who does? If you are elderly/vulnerable/isolated and need some: urgent supplies, prescriptions, help with pets, advice, mail posting, food bank supplies or someone to talk to we can help (either directly or by advising other groups/volunteers) and we will never ask for a payment card or

confidential information or PIN numbers and the volunteers won't ask to come into your home.

<http://hever.org/parish-council>

Herne and Broomfield Parish Council

Electorate: 6,571

Precept: £160,035

Expenditure: £1,253,617

Herne and Broomfield Parish Council has worked with local shops to get them to deliver to those who cannot get out. The council has put together a leaflet which contains information regarding the shops that will deliver and contact information for them. The leaflet has been delivered to residents and posted on the council's website and Facebook page. In addition, the council are working with Canterbury City Council with regards to using the Herne Centre as a Hub and are in contact with their ward and county councillors.

<https://www.herneandbroomfieldpc.kentparishes.gov.uk/>

Hextable Parish Council

Electorate: 3,379

Precept: £147,541

Expenditure: £226,017

Hextable Parish Council is one of the registered volunteers and has provided both funds and the use of a vehicle for the community help voluntary scheme.

The scheme is co-ordinated by the local vicar, Rev Johnny Douglas. The parish council chairman, Cllr Darren Kitchener, meets on-line with him every Monday to review progress and discuss any issues and opportunities. These needs are then met by a team of twenty eight willing volunteers.

<http://hextableparishcouncil.com/>

High Halden Parish Council

Electorate: 1,565

Precept: £33,054

Expenditure: £31,256

Lead representatives from High Halden Parish Council sit on a working group, chaired by the chairman of the parish council, which meets online every Saturday to discuss issues that have arisen, problem solve and share information. As well as

the working group, there are three further subgroups which consist of: co-ordinators, primary volunteers (each looking after a section of the village) and volunteers within each section. All volunteers have been issued with ID lanyards, to provide reassurance to residents.

Generally volunteers help with collection of prescriptions, shopping or just a friendly chat. A team of volunteers are also guiding residents through setting up online shopping and other technology related queries. More recently the working group has teamed up with Ashford Borough Council and with permission, residents with more complex needs are being referred to them.

Information regarding the help available has been distributed via social media, a newly launched website and a leaflet. The group has also produced a support information booklet which can be accessed on the village website or in paper format from the village shop and pub.

<https://www.highhaldenparishcouncil.org.uk/community/high-halden-parish-council-16124/home>

Horsmonden Parish Council

Electorate: 1,799

Precept: £89,469

Expenditure: £112,300

Horsmonden Parish Council has an emergency plan and a group of volunteers who are ready to be deployed, should they be required, to deliver prescriptions from the local pharmacist or shop.

<http://www.horsmonden-pc.gov.uk/community/horsmonden-parish-council-12615/home>

Hunton Parish Council

Electorate: 551

Precept: £26,338

Expenditure: £

Huntonwatch, the village Neighbourhood Watch team, with support from the Hunton Parish Council, is co-ordinating volunteers from within the village to help with prescription collections, provide information on local businesses that are providing a delivery service for essential items of food and phone calls to those self-isolating. The council has purchased a mobile phone which is being loaned to Huntonwatch so they have a dedicated phone number people can call. The council has also printed a leaflet which was delivered to every household in the parish, publicising the number for villagers who need help or would like to

volunteer to help others. The council has also been liaising with Maidstone Borough Council, who have set up a Community Hub.

<http://www.hunton.org.uk/council/council.htm>

Hythe Town Council

Electorate: 12,627

Precept: £325,310

Expenditure: £438,914

Hythe Town Council is co-ordinating a hub which has been set up by local councils, charities, churches, GP surgeries, community groups and local businesses to provide a single, co-ordinated, safe support hub.

Volunteers have been drafted in and DBS checked to help call the elderly and vulnerable in the community to make sure they are safe and well and there is a dedicated telephone line to help anyone of any age who is in need of some additional support at this time to help with grocery shopping, repeat prescriptions, someone to walk the dog or just a friendly voice at the end of the telephone.

Volunteers have delivered almost 10,000 leaflets with information and the contact number they need to call to request assistance to every household within the community.

<http://www.hythetc.kentparishes.gov.uk/>

Ickham and Well Parish Council

Electorate: 347

Precept: £6,982

Expenditure: £3,757

Ickham and Well Parish Council has created a dedicated page on their website for all matters concerning Covid-19 which is updated twice weekly. The webpage contains links to PHE, Every Mind Matters, Campaign Resources; information on how volunteers and those in need can be put in touch with each other both at Canterbury City Council and local levels and details of local shopping options, delivery services and gardening supplies.

Additionally a letter from the council chairman was posted on social media and posted on local noticeboards.

<https://ickhamandwellpc.com/>

Ivychurch Parish Council

Electorate: 200

Precept: £5,000

Expenditure: £4,739

Ivychurch Parish Council community Facebook page carries as many updates as possible on local suppliers and contact information for residents. It also coordinates a village WhatsApp group which acts as a discussion forum. Consenting residents have signed up to a dedicated volunteer team, which covers tasks that include distributing leaflets to every household on the electoral roll, a buddy scheme for volunteers, collecting shopping, posting mail, dog walking, picking up urgent supplies and having regular phone calls for vulnerable residents. The council is also lucky enough to have a resident in the volunteer team who works at a local doctor's surgery. The volunteer is now picking up and delivering prescriptions on request.

<http://www.ivychurchpc.kentparishes.gov.uk/>

Kennington Community Council

Electorate: 8,154

Precept: £97,175

Expenditure: £97,175

Kennington Community Council has set up a buddy up, community volunteers system. Examples of tasks that can be carried out by volunteers include picking up shopping or supplies and posting mail.

<http://kenningtoncc.kentparishes.gov.uk/council-documents/>

Knockholt Parish Council

Electorate: 978

Precept: £43,710

Expenditure: £43,121

Knockholt Help is an initiative operated in conjunction with Knockholt Parish Council, local churches and community groups, to help the vulnerable and self isolating residents in the village. The service that is being offered is essentially for urgent or small quantities of shopping which can be bought in Knockholt Village Stores, plus medical supplies from a nearby pharmacist.

<http://www.knockholtparish.org.uk/community/knockholt-parish-council-13068/home>

Lamberhurst Parish Council

Electorate: 1,230

Precept: £45,000

Expenditure: £53,777

Lamberhurst Parish Council is supporting the Lamberhurst Community Outreach Support Group (LCOS) which is being coordinated via one of the parish councillors. A team of volunteers are happy to undertake tasks including: collecting shopping and medical prescriptions, dog walking, transportation to appointments and delivering hot meals supplied by local businesses. They also offer a phone check in and chat service.

<https://www.lamberhurstvillage.org/parish-council.html>

Langley Parish Council

Electorate: 1,015

Precept: £15,000

Expenditure: £18,738

Langley Parish Council is working with the Langley Nextdoor website to coordinate volunteers to help vulnerable and elderly people for shopping and dog walking. The council is also funding food boxes for the Langley Over Sixties Club and working help local volunteer sewing ladies get the material they need to make surgical gowns for Maidstone Hospital.

<https://www.langleypc.kentparishes.gov.uk/>

Littlebourne Parish Council

Electorate: 1,246

Precept: £40,797

Expenditure: 70,742

As part of Littlebourne Parish Council's emergency plan the council has delivered leaflets to all residents in the village and is co-ordinating a list of volunteers and people in need. The council has more than 40 volunteers that are helping with prescription collections, shopping and phone calls to those self isolating in Littlebourne.

<http://www.littlebourne-parish-council.co.uk/>

Loose Parish Council

Electorate: 2,118

Precept: £88,896

Expenditure: £112,227

Loose Parish Council has set up a scheme to identify those in the parish who are vulnerable or self-isolating or in need of assistance with shopping, collection of prescriptions, advice or just a friendly voice to talk. The council has also set up a group of volunteers, each covering a pre-agreed zone. Each zone has a volunteer coordinator to organise deliveries. A leaflet drop has been completed to each house in the parish. Information is also available on the council's website.

Arrangements have been made with the local Sainsbury's to organise a food order that is ready for collection and delivery to residents on a Friday each week. Other shopping etc is done on an ad hoc basis. The council is working with the community warden and other voluntary organisations to organise the care needed by some residents at this difficult time. Loose Parish Council chairman, Cllr Vianne Gibbons, is in charge of the operation.

<http://www.loosepc.kentparishes.gov.uk/>

Lower Hardres and Nackington Parish Council

Electorate: 485

Precept: £7,480

Expenditure: £8,172

Lower Hardres and Nackington Parish Council has, together with volunteers, launched a COVID-19 help facility. This is targeted at helping village seniors in self isolation and anyone else needing support. This support can be anything from facilitating/delivering shopping or medications to simply someone to talk to on the phone or on the doorstep (keeping a safe distance) or dog walking.

<https://lowerhardresandnackingtonparishcouncil.org.uk/>

Luddesdown Parish Council

Electorate: 176

Precept: £5,750

Expenditure: £6,406

Luddesdown Parish Council distributed leaflets to residents asking them if they required help or would like to help their community. A Whats App group has also been set up which is proving successful.

<http://www.luddesdown-pc.gov.uk/community/luddesdown-parish-council-13072/home/>

Lyminge Parish Council

Electorate: 2,325

Precept: £39,465

Expenditure: £55,109

Lyminge Parish Council has worked with The Lyminge Association and other community groups to issue an emergency leaflet which was delivered by volunteers to all houses in the parish.

<http://www.lymingepc.kentparishes.gov.uk/>

Lynsted with Kingsdown Parish Council

Electorate: 944

Precept: £17,049

Expenditure: £19,054

Lynsted with Kingsdown Parish Council carried out a leaflet drop to every resident providing them with contact information if they needed support.

<http://www.lynstedpc.kentparishes.gov.uk/>

Marden Parish Council

Electorate: 3,600

Precept: £136,500

Expenditure: £218,000

Marden Parish Council has delivered a newsletter to all households within the parish detailing the council's scheme for vulnerable residents. The newsletter provided information and contact details for volunteers and vulnerable people. Following this, the council set up a Marden Parish Council Community Assistance Group on Facebook and is coordinating a list of volunteers and vulnerable people. There are currently 90 volunteers who have come forward to help with shopping, dog walking, and collecting prescriptions or just be available to have chat on the phone. Over 30 elderly residents and those self-isolating have received assistance so far.

The council is working with the medical centre, pharmacy, parish church and children's centre and a food bank has been set up at the local primary school to help families in food poverty. The council is also working with Maidstone Borough Council regarding their community hub. Marden Parish Council's website offers Coronavirus advice and information.

<http://www.mardenkent-pc.gov.uk/community/marden-parish-council-13394/home>

Meopham Parish Council

Electorate: 5,648

Precept: £96,530

Expenditure: £106,501

Meopham Parish Council is supporting Support Meopham Super Neighbours, a volunteer service set up to help people in the parish of Meopham who are self isolating or shielding at home during the coronavirus emergency. The service was created following a meeting attended by Meopham Parish Councillors, Adam Holloway MP, a Gravesham Borough Councillor and local residents. Flyers publicising the service were produced and delivered to almost every home in the parish. These contain the services being offered and the name and contact details for a local super neighbour who could help.

Super neighbours can help with a variety of issues including shopping, the collection of prescriptions, collecting urgent supplies, helping make contact with other services, reassurance, a regular friendly phone call and even digital help, talking someone through new online tasks.

The service is working very closely with community wardens who are delivering food parcels and assisting older and vulnerable residents in a number of ways.

<https://www.meopham.org/>

Minster Parish Council

Electorate: 2,996

Precept: £73,031

Expenditure: £194,658

Minster Parish Council activated a support plan on 16th March in preparation for the expected increase in social distancing rules. The council initially contacted those listed on the emergency plan who agreed to become volunteers, as did most of their councillors. They advertised on posters, social media and in their community magazine offering a contact number for help with shopping, collections of medication, assistance with pets or any other concerns.

<http://www.minsterparishcouncil.org.uk/community/minster-parish-council-15485/home/>

New Romney Town Council

Electorate: 6,001

Precept: £326,992

Expenditure: £383,482

New Romney Town Council has established the Romney Marsh Community Support Hub, based out of Romney Marsh Day Centre. The primary focus for the council is the extremely vulnerable, as identified by the government and they are working with the NHS to identify and make welfare calls to all of those on the extremely vulnerable list. At present the council is taking about 100 calls per day, as well as making 50 to 60 welfare calls. The council is also providing a hot meal service via the Romney Marsh Day Centre, a prescription pick-up and delivery service and shopping and food support. Currently the council is processing over 100 volunteers, with a view to expanding the services provided. New Romney Town Council is getting excellent support from Folkestone and Hythe District Council.

<https://www.newromneytc.co.uk/>

Paddock Wood Town Council

Electorate: 6,056

Precept: £451,366

Expenditure: £435,898

Paddock Wood Town Council is funding and supporting a voluntary group, Paddock Wood Community Support, which has been set up by local residents to assist with shopping, collecting prescriptions, dog walking or just a chat. The group have set up a dedicated website, email and telephone line. They have also delivered leaflets to the whole town. The council has also compiled and published a list of services available in Paddock Wood which is updated regularly. It is also keeping residents updated with information using social media.

<http://www.paddockwoodtc.kentparishes.gov.uk/>

Pembury Parish Council

Electorate: 4,522

Precept: £216,122

Expenditure: £244,353

Pembury Parish Council is supporting the Pembury hub and local volunteer groups as they coordinate supplies, food deliveries, prescriptions and a telephone buddy system to help those in need. The Parish council printed and delivered volunteering leaflets around the village. Parish council staff are helping with food

deliveries to residents who are shielded or self-isolating who have made contact with the borough council, Pembury hub or local farm shop.

<https://pemburyparishcouncil.gov.uk/>

Plaxtol Parish Council

Electorate: 900

Precept: £42,052

Expenditure: £53,788

Since the outbreak began, over 120 volunteers have provided their details for inclusion on a spreadsheet held by Plaxtol Parish Council. Volunteers are offering, shopping, prescription collection, driving to doctors and a whole range of activities. There is close liaison with the village stores, who can arrange deliveries to the needy. The key to the system is the Plaxtol Parish Facebook page which has over 900 members out of a population of around 1100.

<https://plaxtol.com/>

Queenborough Town Council

Electorate: 2,643

Precept: £65,000

Expenditure: £65,000

Queenborough Town Council arranged for letters to be distributed to all residents homes, accompanied by hand sanitiser. The hand sanitiser was purchased and collected on a pallet from local company in the town, Medicem. It was distributed wearing protective gloves, the letters and hand sanitisers were left on thresholds and the doors knocked, maintaining social distancing at all times.

The letters provided support contact numbers to those unable to use the internet or who do not have access to the internet at this time.

Local company Medicem in a statement to the Council have said that, 'they are using the revenue from the hand sanitisers to support their staff who are local. The company is still paying 100% wages but only has 50% of staff in at any one time so that they can adhere to social distancing guidelines'.

The town council continues to look to find new ways to support the community and has continued with regular website and social media updates from KALC, NALC, NHS and the UK Government.

<http://www.queenboroughtc.kentparishes.gov.uk/>

Ramsgate Town Council

Electorate: 30,774

Precept: £760,500

Expenditure: £744,599

Six Ramsgate Town Council officers, with input from town clerk Richard Styles, and community volunteers, including Councillor Becky Wing, are supplying necessities at sites across the isle using Radford House – the former fire station in Effingham Street – as a central depot. The team is working with Sharon Goodyer from Our Kitchen and other local groups as it collects food and takes it to locations including Salvation Army, The Gap – Broadstairs, St Austin and St Gregory's Margate, Birchington, as well as dozens of individuals. The team has also been delivering 'emergency' coronavirus information editions of The Isle of Thanet News which contains helplines, groups and other useful details. The work is to receive funding from county councillor Karen Constantine. Mr Styles said: "Every day we are collecting food from Ashford and distributing it to all parts of Thanet".

<https://www.ramsgatetown.org/town-council>

Ringwould with Kingsdown Parish Council

Electorate:

Precept: £44,839

Expenditure: £42,054

Worth Parish Council

Electorate:

Precept: £25,625

Expenditure: £17,961

Councillors from Ringwould with Kingsdown Parish Council and Worth Parish Council are posting leaflets through residents doors offering shopping services, help attending medical appointments, a friendly chat and more. Ringwould with Kingsdown Parish Council has also provided sacks of potatoes in easy to reach locations for those that are unable to get them elsewhere.

<http://ringwouldwithkingsdownpc.kentparishes.gov.uk/>

<http://www.worthpc.kentparishes.gov.uk/>

Selling Parish Council

Electorate: 657

Precept: £20,254

Expenditure: £16,210

Selling Parish Council picked up from community radar how people wanted something positive and colourful to hold on to in Selling village. The clerk, Wendy Gregory, had the idea of a flyer/postcard with lovely images of the village to lift spirits.

The council has already delivered two newsletters packed full of key information, community offers, and key contacts to all households. So they went bolder with Wendy's idea and designed and delivered to each household in the village a two-sided colourful high quality print A5 flyer:

- front - happy pictures of Selling, a rainbow and thank you NHS
- back - reinforcing the council's website as a trusted source of comprehensive information, website link, text and phone no. with Kent's 24 hr Helpline details
- each household was invited to put out the rainbow in a convenient window to show support for NHS and other key workers
- it's convenient so that they can easily be reminded of key information on the back
- it promotes community spirit and joins the national 'put out a rainbow' phenomenon, which was originally for / by children but is rapidly growing wider for everyone
- cost £34 including delivery for 500 flyers on high quality thick silk paper that will go unfolded through letterboxes easily

<http://www.sellingparishcouncil.gov.uk/>

Sevenoaks Town Council

Electorate: 15,456

Precept: £1,141,385

Expenditure: £3,178,662

Sevenoaks Town Council has created a £30,000 Community Resilience Fund for those who are putting in place voluntary arrangements to help residents in need.

The council is also producing and circulating a weekly Town Team newsletter to let residents know of local shops, restaurants and other businesses who deliver direct to homes, as well as the latest information and press articles released by the council.

<https://www.sevenoakstown.gov.uk/>

Shipbourne Parish Council

Electorate 402

Precept £11,215

Expenditure: £19,524

Shipbourne Parish Council has co-ordinated a group of volunteers and the farmers market for delivering shopping, placing online orders, collecting prescriptions and phone calls. A leaflet has gone to every household with the clerk as the main point of contact for people to request help or offer to volunteer. This information is in the village magazine which has also just been distributed. So far they have had a couple of requests for help but lots of volunteers. They have updated their emergency report and have a separate short emergency contact list on our website for each zone within the village. They have set up a WhatsApp group and email group of volunteers. This will be used to make requests for help (they will try and match requests to a volunteer that they already know) and share information.

<https://shipbourne.com/parish-council/>

Shoreham Parish Council

Electorate: 1,118

Precept: £40,000

Expenditure: £58,815

Shoreham Parish Council is supporting the local community volunteer group, where a team of around 30 volunteers are in place to help residents with shopping, collection prescriptions and dog walking. The council is also working closely with Sevenoaks District Council on the issuing of lanyards to volunteers enabling them to access the supermarket at reserved times.

The council has updated its website and now has an area dedicated to Covid-19. This provides details of local volunteers and how to contact them (the parish clerk is the main point of contact), how to become a volunteer, latest government guidelines as well as information on how to get prescriptions and latest updates from the village shop.

<https://www.shorehampc.kentparishes.gov.uk/>

Shorne Parish Council

Electorate 2,071

Precept £28,270

Expenditure: £32,823

Shorne Parish Council is working very closely with Gravesham Council on a website they made specifically to help people.

<https://www.shornepc.kentparishes.gov.uk/>

Stalisfield Parish Council

Electorate: 184

Precept: £2,925

Expenditure: £3,788

Stalisfield Parish Council approached the village pub, The Plough Inn, about whether they could use their existing suppliers to get food and household items in for the village and act as a shop. People can now phone or email their orders in and they will endeavour to source it. They are now also offering hot take-away meals as well as full Sunday roast dinners to cook at home. The council agreed a plan and decided to distribute a letter to every household. They also set up a village What's App group which has been very active in sharing advice and requests for shopping. Letters and a questionnaire were distributed by volunteers to all households and had a very good response. The aim is to "buddyup" small groups of neighbours who can feed back any needs or requirements to the larger What's App group and also ensure everyone who is not on What's App is kept in the loop.

<https://www.stalisfieldpc.kentparishes.gov.uk/>

Staplehurst Parish Council

Electorate: 4,827

Precept: £150,650

Expenditure: £185,263

Staplehurst Parish Council, with the support from borough councillors, county councillors and local volunteers, has organised an emergency help team. Volunteers have delivered a leaflet to 2,700 houses in the parish which provides a telephone number and an email address of volunteers for service users to contact them. Volunteers are being provided with Hi-vis vests that are clearly labelled to try to avoid individuals taking advantage of people. The council has set criteria for dealing with shopping requests and is willing to collect prescriptions from the local chemist and deliver them daily. The scheme can also help service users with basic errands, such as posting letters and collecting newspapers and volunteers are happy to make phone calls to vulnerable residents. With generous support from local businesses, the team is delivering food parcels and ready-meals. The council, the help team and the village's community centre are working together to set up a mini community hub as part of the Borough Council's larger community hub initiative.

<https://www.staplehurst-pc.uk/community/staplehurst-parish-council-13607/home>

St Margaret's at Cliffe Parish Council

Electorate: 2,171

Precept: £86,667

Expenditure: £88,896

St Margarets at Cliffe Parish Council has set up a "hub" through their website provider so that all residents can contact the council, to either offer help or to ask for help. The council has agreed a grant of up to £500 for the village shop and Post Office in order to pay for sanitiser/hand gel for use by their customers.

<https://www.stmargaretspc.co.uk/>

Sutton Valence Parish Council

Electorate: 1,361

Precept: £51,120

Expenditure: £151,420

Sutton Valence Parish Council delivered an urgent coronavirus newsletter to all households within the parish providing information and contact details for volunteers and vulnerable people. Following this, the council set up a Sutton Valence Volunteer Group on Facebook and is co-ordinating a list of volunteers and vulnerable people. There are currently 20 volunteers who have come forward to help with shopping, dog walking, collecting prescriptions or just be available to have chat on the phone.

Sutton Valence Parish Council is working with the Medical Centre and Maidstone Borough Council regarding their community hub. The home page of the parish council website and the parish council Facebook page offer coronavirus advice and information.

<https://www.suttonvalencepc.kentparishes.gov.uk/>

Swanley Town Council

Electorate: 12,987

Precept: £590,600

Expenditure: £1,796,551

Swanley Town Council is co-ordinating volunteers in the town

- Collecting shopping and prescriptions
- Providing food (if no cash available) and invoicing them for later
- Collecting food for distribution and other items
- Setting up a Gofundme page to buy supplies for vulnerable residents and allocating £1000 from Swanley Town Council with a target of £2000
- Securing £2000 from their county councillor toward these costs
- Assisting with minor maintenance over this period
- They have been approached to provide a Covid 19 test area for the town
- Their volunteers can also transport, befriend and support those in need

<https://www.swanleytowncouncil.gov.uk/>

Swanscombe and Greenhithe Town Council

Electorate: 9,854

Precept: £426,806

Expenditure: £644,996

Swanscombe and Greenhithe Town Council has been helping the community, including waiving the car parking charges at The Grove Car Park until further notice and promoting that the Swanscombe Churches Fellowship Food Cellar is in need of donations of tinned food, cereals, long-life milk, biscuits, sugar and juice. The council has also awarded grants to two local schemes that are helping residents during these difficult times: the Swanscombe Churches Fellowship Cellar and the Marys' Child Foodbank in Greenhithe.

<https://swanscombeandgreenhithetowncouncil.gov.uk/>

Temple Ewell Parish Council

Electorate: 1,600

Precept: £25,246

Expenditure: £23,500

Temple Ewell Parish Council has established a bank of volunteers to serve vulnerable people in their community, including through collection and delivery of food and medical prescriptions. The council is currently in negotiation with a mobile pizza van, which is planning to set up in the council's car park once a week, to save residents trips into the town or expensive delivery costs.

<https://www.templeewellpc.kentparishes.gov.uk/>

Tenterden Town Council

Electorate: 6,636
Precept: £573,757
Expenditure: £714,794

Tenterden Town Council has assisted in a governance statement for a newly formed volunteer group “Helping in Tenterden” (HiT). The group ties together the local church, the council, a local credit union and a local information website. Affiliated organisations are the food bank (Ashford based but locally administered), The Tenterden Social Hub (an organisation usually providing day care for the elderly and vulnerable and now using their facilities to provide a chargeable meals on wheels service both to their members and to the wider community) and the local surgery Ivy Court.

The council initially invited offers of volunteer services from residents and checked these people against the electoral roll before forwarding details to HiT. The council also produced a flyer to all residents directing those in need of help to contact HiT directly. The council hosts a fortnightly meeting on Zoom to iron out any problems any of the organisations have and emergency set-up funding has been granted, with the offer of more if required.

<https://www.tenterdentowncouncil.gov.uk/>

Vigo Parish Council

Electorate: 1,548
Precept: £104,625
Expenditure: £119,700

Prior to the lockdown, Vigo Parish Council drafted, printed and distributed a leaflet to all 800 properties in the parish asking people to contact the council if they could help or needed help. Volunteers offered help with medication, prescriptions, food, dog walking, posting letters and phone calls or just an ear to listen.

This leaflet initiative, along with the Super Neighbours initiative run by Adam Holloway MP, resulted in the following statistics as at 9th April 2020:

- 57 Vigo residents had volunteered to help those in need (39 directly from our leaflet drive, 13 from the Adam Holloway initiative, and 5 registered with both schemes)
- 28 people/families had registered with us as needing help, or possibly needing help in the coming weeks (14 from the VPC initiative, 12 from Adam Holloway, and 2 registered with both).

Volunteers are mainly carrying out medication deliveries in conjunction with their local Pharmacy, but have done food drops (using local food banks). They have

also been in regular contact with those who have registered as needing help, including sending emails just before the Easter break to reassure people that the council was contactable over the long weekend if needed.

<http://www.vigo-pc.gov.uk/>

Westgate on Sea Town Council

Electorate: 5,717

Precept: £136,906

Expenditure: £132,870

With its high proportion of elderly residents, Westgate on Sea is urgently setting up support measures for those who have to go into self-isolation. Westgate on Sea Town Council has therefore been busy contacting the local shops to see what support they can give. The council plans to put together a list of shop contacts and a short description of what they have offered.

Contact with the council's surgery is important in ensuring an appropriate response to the challenge of the epidemic. The surgery is operating normally, although it is asking for consultations to be by phone whenever possible.

The Lifeboat project has been set up by Changing Minds Kent CIC to support those affected by and currently living in isolation because of the Coronavirus and the Town Council is pleased to work collaboratively to help with this

There are a growing number of volunteers which the Town Council will be co-ordinating and providing services such as picking up shopping, posting mail and collecting prescriptions for those who are self-isolating due to Coronavirus. The council is actively advising that people should follow Government advice at this time, this is regularly updated on the Council website and in the council office window for residents.

<https://www.westgateonsea.gov.uk/community/westgate-on-sea-town-council-13327/home>

West Malling Parish Council

Electorate: 1,995

Precept: £102,170

Expenditure: £137,520

To respond to the logistical challenges and isolation caused by the coronavirus pandemic, West Malling Parish Council has collaborated with St Mary's Parish Church to set up West Malling Volunteers. The

aim of the organisation is to respond to those residents who are unable to get out and about during these challenging times. A network of more than 100 volunteers are able to help with:

- Grocery shopping and help getting hold of essential items
- Prescription collections and deliveries
- Over-the-phone friends, to make sure isolated neighbours do not have to face things alone
- Close-working with local food banks and Tonbridge and Malling Borough Council to support those who have fallen on hard times

<http://www.westmallinpc.org/>

Wingham Parish Council

Electorate:

Precept: £57,178

Expenditure: £55,195

In Wingham, a small group of residents, with the council's backing, have set up a new Wingham Coronavirus Support Group for those in need and volunteers to subscribe to. There is a Facebook page and two WhatsApp groups – one for information and the other for volunteers to share information. The support group is run by a small 'virtual' resident committee with regular updates and information being to them by the council.

<https://www.winghampc.kentparishes.gov.uk/>

Wittersham Parish Council

Electorate: 989

Precept: £25,005

Expenditure: £50,195

Wittersham Parish Council has:

- Liaised with the self-organised "Wittersham Volunteer Army" that set itself up from the outset of the crisis to help the elderly, vulnerable, mobility-impaired and self-isolating with shopping, collecting prescriptions or other needs, and any other support required
- Signposted on the parish council website and notice boards to sources of information and help
- Held discussions with Ashford Borough Council's Food Depot (food bank) team to offer help in distribution and ensure the parish council and other local

- groups can access their help with supplies for residents in need that had not been included on Ashford Borough Council's master list
- Launched an online version of the joint Wittersham/Stone-cum-Ebony parish magazine that has ceased printing and distribution for the duration of the crisis
 - Spoke to each local village business and relevant community organisation in Wittersham to ensure they knew about various financial support strands, and where they should go to find out more if they had not yet done so

<http://www.wittershampc.org/>

Woodchurch Parish Council

Electorate: 1,688

Precept: £24,800

Expenditure: £

Woodchurch Parish Council have put in place, through the parish community HUB, a community hotline and support network. Six members of the council are also Directors of the HUB. They have a support hotline set up for residents to call and they are working closely with the local GP surgery and the Church. Currently the hotline has 4 incoming lines and they have 4 people manning the lines between 8am and 7pm - they have others waiting if this needs to be increased. They also have 2 separate people manning the usual Woodchurch HUB number. All emails and voicemails received to the support lines/numbers are immediately distributed automatically to the whole of the support team by email. They have 45+ registered volunteers who are willing to do most things - including providing a comforting phone call, posting mail, shopping, delivering urgent supplies and walking dog. They also have close links with Ashford Borough Council support line, the Ashford Volunteer Services, Ashford Age UK and other local support groups.

<https://www.woodchurchhub.uk/>

Wrotham Parish Council

Electorate: 1,439

Precept: £94,294

Expenditure: £154,036

Wrotham Parish Council has now set up the co-ordination of a helpers scheme for those in isolation within the parish, helping with shopping, dog walking, prescription collection, a friendly chat over the phone and other issues that may arise.

<https://wrothampc.org/>

Yalding Parish Council

Electorate: 2,001

Precept: £67,500

Expenditure: £79,966

Yalding Parish Council has:

- Setup two email addresses and a Facebook page for help and support and encouraged more residents to sign up to the parish database
- Collected and continues to collect names of volunteers especially DBS checked drivers
- Setup with the surgery a system of collection of prescriptions and delivery of medication
- Agreed shopping slots with Sainsbury's during allocated elderly persons' slots. Volunteers wear "Yalding Community Aide" hi-viz jackets to alert other shoppers that they are not attempting to stockpile
- Setup a food bank kick started by Sainburys
- Encouraged and assisted two pubs to turn to delivering takeaways
- Encouraged the Indian Restaurant to consolidate hours of opening and serve delivered takeaways only
- Council volunteers will be delivering fish and chips pre ordered from the Friday night van
- The younger ones are delivering ad hoc newspapers where residents already have a subscription in place
- Setting up a telephone chat system where those isolated can either speak to each other or to volunteers
- Set up a Just Giving page
- A local plumber has advertised through the council to be on call to repair boilers etc
- Constantly giving out the government message about handwashing, social distancing and staying at home

LANCASHIRE

Myerscough and Bilsborrow Parish Council

Electorate: 1,300

Precept: £14,400

Expenditure: £16,333

Myerscough and Bilsborrow Parish Council has set up a support group for the elderly and vulnerable, currently delivering prescriptions but are offering shopping, chat buddies, dog walking and, anything to help service users.

<http://www.myerscoughandbilsborrow.org/parish-council.html>

Trawden Forest Parish Council

Electorate: 3,000

Precept: £52,922

Expenditure: £61,000

In association with the local church, doctor's surgery and community shop, Trawden Forest Parish Council has set up a helpline for people to contact should they require any assistance. A group of volunteers will then be contacted, so one person has one contact with a volunteer. Currently, the council is coordinating roughly 50 volunteers to shop, talk to people, collect prescriptions or help in any way that they can.

<https://www.trawdenparishcouncil.org.uk/>

LEICESTERSHIRE AND RUTLAND

Appleby Magna Parish Council

Electorate: 600

Precept: £19,000

Expenditure: £49,000

Appleby Magna Parish Council is coordinating volunteers to help the vulnerable people in their community. The volunteers are assisting people by collecting shopping; driving to medical appointments; dog walking; collecting prescriptions or, just having a conversation. The council currently has 30 registered volunteers. The council has printed and delivered 600 leaflets to its residents outlining the scheme and how to get involved. This scheme has also been advertised on the parish council website and its social media channels.

<http://www.applebymagnaparishcouncil.co.uk/>

Broughton Astley Parish Council

Electorate: 7,421

Precept: £306,556

Expenditure: £705,928

At the beginning of March, Broughton Astley Parish Council's parish manager, Debbie Barber, approached the chair of the council, Clive Grafton-Reed, stating that a response for the Covid-19 pandemic would be needed in the village. The

next day Mark Barber, Debbie's husband, sent out an appeal on social media for volunteers to come forward. Mark also undertook the task as co-ordinator of the volunteer group.

A telephone number was published for anyone needing help or assistance to call.

The parish council met and passed an emergency motion to make funding and resources immediately available to support the volunteer group.

An A4 poster was produced giving details of the group which was delivered to every shop in the village to display and over the weekend one of the parish councillors created an A5 leaflet from the poster which was to go out to all households in the village giving details of what the volunteer group could offer in the way of services.

The single telephone help line number was replaced by a central free phone number enabling multiple calls to be handled at any one time and to take calls out of hours. At the same time, the parish manager obtained a dedicated email address for the group.

The telephone number and dedicated email address were added to the leaflet and sent to a local printer to produce. 5000 leaflets were then distributed by the village's running group to every household by the end of the week. This information was also published on the parish council's website and other social media pages. A Facebook group was set up and became available to any Broughton Astley resident who wanted to join.

Following this the group also registered the group details with Covid-19 Mutual Aid UK, enabling the group to be identified by anyone searching the site for their local group.

As the calls for help came in a dedicated volunteer was assigned to an individual. The volunteers were cross checked by the parish office that they were indeed residents of the village from the electoral register, they were asked to provide photographic evidence such as a passport or driving licence, and then a photo ID lanyard was produced along with a unique reference number.

With the virus spreading, the pharmacy's delivery service lost its normal drivers and so BAVG stepped in to provide a delivery service to people getting their prescriptions from the pharmacy in Broughton Astley.

BAVG's range of services includes:

- A dedicated shopper for those in isolation
- A prescription collection / delivery service in Broughton Astley and surrounding villages
- Dog walking

- Friendly phone calls organised by the Reverend Sharon Constable.
- Mobile banking – a mobile card reader allowing cash to be obtained via the client's debit card
- Food bank collection point
- Posting of letters and parcels
- Top up of gas and electric cards.
- Meat deliveries from the local butcher.
- Newspaper deliveries
- Arranging emergency tradesmen for domestic repairs.
- Grass cutting and gardening.

At the time of writing BAVG have assisted 179 households with shopping, delivered over 1265 prescriptions, arranged on average 10 medication requests per week direct to the doctors, organised over £1,700 credit or debit card payments for either cash or payment for shopping, delivered approximately 140 kilos of food weekly to the local food bank, organised emergency repairs for isolated residents and assisted the local butcher delivering in and around the village.

<https://www.broughton-astley.gov.uk/>

Burton on the Wolds, Cotes and Prestwold Parish Council

Electorate: 1,200

Precept: £30,000

Expenditure: £55,275

Burton on the Wolds, Cotes and Prestwold Parish Council are coordinating trust community volunteers, each responsible for their own area.

<https://www.burtoncotesprestwoldparishcouncil.org.uk/>

Garthorpe and Coston Parish Council

Electorate: 50

Precept: £1,000

Expenditure: £2,111

Garthorpe and Coston Parish Council has leafleted all houses in their parish with a contact number and is offering assistance in collecting medication; delivering shopping and post; talking on the phone and any other essentials people may need help with. As coronavirus especially affects the older population, the council must offer support to its elderly residents. This limits the amount of social media and technology involved in the community response, which has resulted in the use

of a hotline phone number.

<https://www.gartherpeandcostonparishcouncil.org.uk/>

Quorn Parish Council

Electorate: 4,690

Precept: £267,337

Expenditure: £387,805

Alongside Quorn Parish Council, a group of residents have got together to help support vulnerable people in the parish. They have issued a letter to capture those who want to volunteer or those who require service. The group is offering tasks such as shopping; collecting prescriptions; sharing information and speaking on the phone. Additionally, the community is communicating through a Facebook group, Facebook Quorn Village Community Cares.

<http://www.quorndon.com/parishcouncil/>

Whitwick Parish Council

Electorate: 7,099

Precept: £284,513

Expenditure: £245,641

Whitwick Parish Council has set up a community crisis team in partnership with a local group. Over 5000 flyers were distributed to homes and 40 volunteers registered with the council. Having undertaken checks, written risk assessments, designed/issued ID badges, written volunteer guides, the volunteers have been shopping and supporting health workers and vulnerable residents, collecting post and securing delivery of prescriptions in the parish and further afield.

The council has a network of phone buddies to help keep in touch for wellbeing too. Grants were awarded by the council at the last meeting, with powers delegated to the parish manager to establish a new crisis team. A dedicated mobile number has been set up and calls/emails are now being received and processed. A Covid support grant has also been received.

www.whitwickpc.org.uk

LINCOLNSHIRE

Barholm and Stowe Parish Meeting

Electorate: 72

Precept: £300

Expenditure: £0

Barholm and Stowe Parish Meeting is organising a village effort to assist its vulnerable people and those who are self-isolating. One resident is organising internet shopping orders, another resident is delivering fruit and vegetables, and another has set up a book swap outside their home. The Parish Meeting is helping to organise takeaway beer and snacks which residents can collect from the local public house. The council is looking to set up a village app to track all of the services that are on offer to residents.

<http://parishes.lincolnshire.gov.uk/BarholmandStowe/>

Branston and Mere Parish Council

Electorate: 3,663

Precept: £124,470

Expenditure: £160,483

Branston and Mere Parish Council enacted their Emergency plan which already had the use of 112 volunteers. Throughout the COVID-19 pandemic, this number has risen to over 300 volunteers. 70 of these volunteers are responding to requests of help from the vulnerable people in the community. Volunteers have been provided with PPE; lanyards with ID and ID passes that are recognised at the local pharmacy and Co-op. A leaflet was distributed to every house in the village which outlined the emergency contact details of the volunteering scheme. This scheme has been backed up by a robust risk assessment and training. The volunteering scheme has set up collection points for a foodbank to respond quickly to families in crisis. NALC would like to thank Councillor Andy Marchant in particular.

<https://www.branstonpc.co.uk/>

MERSEYSIDE

Prescot Town Council

Electorate: 9,743

Precept: £293,260

Expenditure: £301,327

Prescot Town Council has been running a food bank delivery scheme for three weeks now, distributing over £3000 worth of food to vulnerable residents. This scheme provides residents with a 'Basic Box' of foodstuffs to support residents through the two week isolation period. These boxes are delivered by volunteers. The council has also set up a hotline for residents who may require support. The council is also providing up-to-date information on its website.

<http://www.prescot-tc.gov.uk/>

NORFOLK

Chedgrave Parish Council

Electorate: 914

Precept: £25,244

Expenditure: £60,586

Hales and Heckingham Parish Council

Electorate: 400

Precept: £8,440

Expenditure: £10,476

Loddon Parish Council

Electorate: 2,314

Precept: £79,955

Expenditure: £250,830

At a very early stage (on 16 March) Councillor Jeremy Rowe united a small group of local people, including representatives from Chedgrave, Loddon and Hales and Heckingham Parish Councils' and South Norfolk District Council's Early Help Hub. The group produced 4,000 leaflets providing clear advice and containing contact details for help and support, which were then distributed to every home across the area, as well as being given out at strategic points locally.

The group set up a WhatsApp group, which very quickly contained 80 local volunteers, keen to support the community. The Early Help Hub, as a key contact point for support, posts urgent requirements on the WhatsApp group, including requests for help with:

- Delivering prescriptions - hundreds already having been delivered
- Carrying out local shopping
- Providing supportive phone calls

- Running a rota at the local Boots chemist, opening the door to customers and taking prescription details, thereby significantly speeding up the issuing of medicines
- Picking and distributing food parcels provided by Morrison's

<https://chedgrave-parish-council.norfolkparishes.gov.uk/>

<http://halesandheckingham-pc.gov.uk/>

<http://www.loddonpc.org.uk/>

Cromer Town Council

Electorate: 6,322

Precept: £283,574

Expenditure: £372,799

'Cromer Cares' was set up by Cromer Town Council in mid-March. Julie Chance and Janet Warner, as Cromer's clerk and deputy clerk, have been coordinating efforts since then, working closely with Cllr Tim Adams. This has involved directly organising the supply of food and services to residents vulnerable due to their social care needs, illness, housing issues or addiction. They are also supporting people who either have very limited means, or who had existing arrears and debts, who haven't yet received furlough pay, have had unexpected bills, or with other financial pressures. They have worked with over two hundred volunteers and helped over 1,100 households in Cromer and the ten surrounding villages. They have assisted with befriending, newspaper collections, transport to medical appointments, all sorts of advice and with facilitating access to other services.

<https://www.cromer-tc.gov.uk/>

Halvergate Parish Council

Electorate: 460

Precept: £8,929

Expenditure: £7,230

Halvergate Parish Council has sent a letter to every household offering support and information, including listing volunteers who had already come forward and asked for more to help with shopping, collecting medical prescriptions and anything else within reason. The council are highlighting the details of the local pub who are completing take away food orders. Halvergate is constantly updating of Website, Facebook and Noticeboards, with up-to-date coronavirus information from the government and the County Council.

<https://halvergateparishcouncil.norfolkparishes.gov.uk/>

Harling Parish Council

Electorate: 1,846

Precept: £60,000

Expenditure: £235,323

The council scheduled an extraordinary meeting as soon as the council realised the seriousness of the virus and the impact it may have on the community. At the meeting, the council invited Dr Hayward, a retired GP in East Harling. Dr Hayward advised the council on the impact of this virus and gave guidance on how to establish an emergency assistance plan. Kate Filby, town clerk, was given full powers to act on behalf of the council and a grant of £2,000 from Harling Combined Trust was made available. A day-to-day example of the council's work can be seen below:

- 19 March — the clerk met Dr Hayward and three councillors to put in place the basis of the assistance plan. The clerk designed a leaflet for distribution, and a mobile phone was purchased.
- 20 March — the clerk met with four members of the council to break the village down into four zones. One thousand two hundred leaflets went to print, and the ID card was designed. A volunteer information sheet with health and safety notes was put in place, and a call out for volunteers was circulated.
- 21 March — the village hall opened up for volunteers to come along, be designated to a councillor and a zone, details taken and ID cards distributed. Leaflets were given to volunteers for delivery. Over 1,000 households received leaflets by the end of the weekend. Extra leaflets were left in the local shops. Details of the emergency helpline were advertised on the notice board, village Facebook page and emailed out to over 40 residents. Dr Hayward was present to speak on general COVID-19 concerns. At the end of the morning, the council had signed up over 60 volunteers. All volunteers received £50 to cover any purchasing costs should a resident not have any money to hand.

The council also adhered to government guidelines regarding safety and made handwash stations available. Councillors reminded to wash hands regularly, 2-meter distance adhered to, one entrance in and a separate exit opened up. The emergency phone line has over 80 volunteers working on a rota system and have taken over 120 calls. Mainly for shopping and picking up prescriptions but also for dog walking. The village Facebook page is updated regularly.

<https://harlingpc.norfolkparishes.gov.uk>

Mundesley-on-Sea Parish Council

Electorate: 2,229
Precept: £53,000
Expenditure: £194,845.00

The clerk of Mundesley-on-Sea Parish Council, together with Cllr Wendy Fredericks of North Norfolk District Council, set up Mundesley Cares, a volunteer group designed to help meet the needs of Mundesley at this time. The group designed and distributed a leaflet to every home in the village setting out useful contact numbers, including those of local businesses delivering food. For residents needing additional help, the group provides support including food parcels, food and prescription deliveries and a telephone befriending service. The group has not only helped those in Mundesley but the surrounding villages, working together with local business and over 70 volunteers to ensure everyone is looked after.

<https://www.mundesley-pc.gov.uk/>

Narborough Parish Council

Electorate: 8,400
Precept: £12,000
Expenditure: £1,800

Narborough Parish Councillor, Peter Wilkinson, has organised an emergency group of volunteers to carry out day-to-day tasks for local vulnerable residents. This includes carrying out tasks such as collecting groceries and medicines.

<https://www.narboroughparishcouncil.gov.uk/>

Old Catton Parish Council

Electorate: 4,904
Precept: £189,000
Expenditure: £220,000

In conjunction with the local social media group, the council is coordinating an Emergency Action Group which provides details of how volunteers are assisting the most vulnerable. These tasks include shopping, collecting prescriptions, walking dogs, cutting grass and a daily phone call to ensure no one feels alone. The council has also organised a leaflet drop to all residents to ensure that those who do not have social media have a point of contact if they need assistance.

<https://www.oldcattonparishcouncil.co.uk/>

Runton Parish Council

Electorate: 1,500
Precept: £15,000
Expenditure: £61,059

Runton Parish Council, in conjunction with their principal authority, is supporting vulnerable residents. The council are highlighting a helpline number to residents which supports this scheme.

<http://www.runtoneastandwest.co.uk/parishinfo.htm>

Sheringham Town Council

Electorate: 6,310
Precept: £342,564
Expenditure: £375,769

Sheringham Community Support is under the umbrella of Sheringham Town Council. It forms part of the councils' COVID-19 response, with an army of over 150+ registered friendly street volunteers: supporting the community, aiding with shopping, prescriptions, dog walking, mail collection and other general tasks.

Sheringham Community Support is able to aid residents further through a prescription collection scheme for all exempt and pre-paid prescriptions. Street volunteers can also collect and deliver prescriptions requiring payment.

A befriending service is also available, with trained counsellors forming part of the team. Trained support is available to volunteers as well.

In addition, Sheringham Town Council has set up a relief fund to help those having difficulty accessing money to pay for shopping because they are unable to go out. The relief fund offers supermarket shopping cards with the option to pay by cheque or make payment once lockdown is over.

For those in need of help due to hardship, Sheringham Town Council is directing residents to the necessary organisations who can help.

<https://sheringhamtowncouncil.gov.uk/>

Wroxham Parish Council

Electorate: 790
Precept: £35,500
Expenditure: £78,996

Wroxham Parish Council is working with and funding 'Operation Wroxham and Hoveton Good Neighbour' to provide emergency food boxes across three parishes. The council is also providing ad hoc essential support as required.

<https://goodneighbour.wroxhambenefice.org/>

NORTHAMPTONSHIRE

Aldwincle Parish Council

Electorate: 340

Precept: £10,200

Expenditure: £9,000

Aldwincle Parish Council has recruited volunteers from the community. Every house has been given a card with the contact details of three local people who have volunteered to help residents with the collection and delivery of food and medicine, or just to talk if people are lonely and isolated. The village shop and local church contacts are also added alongside the parish council chairman's phone number if needed. This scheme looks to support vulnerable people within the community.

<https://www.aldwincleparishcouncil.org.uk/>

Aynho Parish Council

Electorate: 600

Precept: £24,000

Expenditure: £48,000

Aynho Parish Council is having regular 'go-to-meeting' to coordinate approach, sharing information on Facebook, Twitter and the council website. The council is sending regular Mailchimp emails with up-to-date information for residents. Aynho Parish survey included a new initiative - 'Aynho community response' which is networking with councillors and residents in a particular area, around 30 households. The network has established volunteers to help with the collection of medicines and will look to pick up shopping if needed.

https://www.aynho.org/parish_council/

Boddington Parish Council

Electorate: 603

Precept: £37,000

Expenditure: £133,652

Boddington Parish Council has organised The Boddington Action Group which is coordinating a group of roughly 70 volunteers. These volunteers communicate via a WhatsApp group. The Action Group produced an information leaflet and delivered to every household in Boddington. They have since produced a coronavirus emergency page in the bi-monthly magazine, the Boddington Bugle, which is delivered to every parishioner. The Action Group offers a variety of services such as shopping; prescription collection and, phone calls to isolated villagers. To restrict unnecessary travel and exposure to patients at the surgery, a system for delivery of medicines has been set up.

<https://www.boddingtonparish.co.uk/>

Chelveston-cum-Caldecott Parish Council

Electorate: 461

Precept: £10,450

Expenditure: £27,312

Chelveston-cum-Caldecott has set up WhatsApp, email and phone groups (recognising not all our residents are online) to allow those in need to request support; to support those wishing to volunteer to identify (126 volunteers so far) and, pass on intelligence on local shopping e.g. queues, product availability to others to avoid wasted journeys. The council has established a dedicated website to broadcast a daily verbal brief each morning, which advises residents of what is going on.

<http://www.covid-19.chelveston.org.uk/daily-briefings/>

Deanshanger Parish Council

Electorate: 4,977

Precept: £91,670

Expenditure: £143,830

Deanshanger Parish Council has created a 'Community Response Team' to pair volunteers up with residents who require help. The team is made up from The Clerk, Chairman and one Councillor and two residents. Deanshanger Parish Council printed a leaflet and arranged for this to be put through everyone's door asking for volunteers and asking for those who need help.

<https://www.deanshangerparishcouncil.org.uk/>

Denford Parish Council

Electorate: 250
Precept: £6,000
Expenditure: £6,286

Denford Parish Council has distributed an information leaflet to every resident to ensure that they are up-to-date with current information.

<http://www.parish-council.com/denford/>

Easton on the Hill Parish Council

Electorate: 900
Precept: £25,000
Expenditure: £56,000

Easton on the Hill Parish Council, alongside volunteers and local businesses, has established a help group Help on the Hill. The village shop is offering phone orders and home delivery of groceries and ready-cooked meals. The council is setting up a rota of volunteers to deliver them and encouraging those who can look in on those who are less so.

The village website message page and the village Facebook page takes requests for help. The council also has delivery boys to delivery newspapers and will be supplemented.

<http://www.eastononthehill-pc.gov.uk/>

Great Houghton Parish Council

Electorate: 502
Precept: £20,300
Expenditure: £26,000

Great Houghton Parish Council is ensuring regular updates are communicated via its website and notice boards which are updated daily and through their Parish News, distributed to every house this week. Offering their support to the Northamptonshire County Council support network. Great Houghton is promoting and supporting a group of local volunteer residents who are willing and able to provide help and support to any self-isolating residents. Utilising their network of councillors whose contact details are widely known throughout the community, the council is supporting and promoting takeaway meals provided by their local pub and delivered free of charge.

<https://www.greathoughton.org.uk/>

Middleton Cheney Parish Council

Electorate: 1,392
Precept: £126,165
Expenditure: £126,513

Middleton Cheney Parish Council has printed and delivered 1,800 leaflets to every household asking for volunteers. The council has also set up an out-of-hours telephone number which is continuously monitored. The council has linked with other local organisations such as the Poppy Helpline for Military Personnel and the village pharmacy, which already delivers medication for those who are not included in the volunteering scheme. Volunteers are trying to help local people with their shopping, walking the dog, posting mail, collecting medication, gardening, taking pets to the vets and a friendly phone call.

<https://www.middletoncheney.org.uk/>

Moulton Parish Council

Electorate: 3,745
Precept: £322,300
Expenditure: £567,130

Moulton Parish Council has a well established health and wellbeing strategy, designed in partnership with their GP surgery. The council has hand-delivered 3,200 leaflets to local households to request volunteers and also to provide a telephone number for residents that may need assistance.

Over 100 volunteers have come forward to assist 50 vulnerable households. As well as this latest project, Moulton already has a good neighbour scheme in operation and several vulnerable people referred to them by the GP surgery. Their community connector is contacting people regularly to check on their wellbeing and coordinate the new volunteers and households in need. The council is regularly in contact with the local churches; the GP surgery; pharmacy and, local shops.

So many local groups have come forward to offer to help i.e. local Neighbourhood Watch Schemes. In addition to this, the local allotment group is growing vegetables for distribution to the residents next month. The local postal workers are setting up a food bank and will collect donated goods from doorsteps and deliver to households in need. The council's community connector is updating volunteers each Friday.

A new campaign called #NorthantsTogether has been launched to share local information and advice about COVID-19. Organisations across the county will all use the shared hashtag and phrase NorthantsTogether, which will make it easier for local people to find local updates and discover the support, advice and information that is available across the county. And help them to recognise the

enormous amount of activity going on to support the community during this outbreak.

<https://www.moultonnorthants-pc.gov.uk/>

Nassington Parish Council

Electorate: 688

Precept: £48,485

Expenditure: £50,489

Nassington Parish Council has set up an online 'Nassington Wellbeing' closed Facebook group and a WhatsApp group. We have delivered volunteering cards to every house in the village and publicised the government website and NHS website addresses to every home. The council have a team of volunteer shoppers and prescription picker-uppers plus phone support.

<http://www.nassington.org.uk/parish-council>

Pattishall Parish Council

Electorate: 1,182

Precept: £40,000

Expenditure: £ 41,939

Pattishall Parish council is coordinating a support team who are collecting and delivering medicine; delivering shopping and has a chat line for those who just want to talk to someone. Presently the council is supporting over 30 volunteers.

<https://www.pattishallparish.org.uk/parish-council/>

Raunds Town Council

Electorate: 7,200

Precept: £469,069

Expenditure: £520,214

Raunds Town Council has produced an "isolation care pack." In normal circumstances, the council hold monthly film and coffee afternoons which are regularly attended by over 180 residents. These afternoons are vitally important occasions to keep people connected. The packs include information leaflets with details of useful contacts, short stories, word puzzles and adult colouring, as well

as, a toilet roll and, a few sweet treats! It's a simple way to help people feel connected.

Also, the council has launched a 'decorate your window' competition. In these extraordinary times when coming together as a community is increasingly difficult, they wanted to spread a little positive cheer throughout Raunds. This is just for fun and a little project for residents to share with their family at home.

<https://www.raunds-tc.gov.uk/>

Roade Parish Council

Electorate: 2,500

Precept: £109,582

Expenditure: £267,685

Roade Parish Council has published a letter online and also posted one to every house in the village, offering help and support and also asking for volunteers. They have volunteers who are carrying out day-to-day tasks, such as shopping; collecting medicine or, just being a friendly voice at the end of the phone. Roade Parish Council is also working with their local pharmacy giving them volunteers details who can help them deliver medicine. All Volunteers have been given a Lanyard with Parish Council Identification. Morrison's have also donated some care packs to the village which have been distributed to some of the vulnerable residents.

<https://www.roadeparishcouncil.gov.uk/>

Shutlanger Parish Council

Electorate: 253

Precept: £17,000

Expenditure: £25,000

Shutlanger Parish Council has set up a help network with volunteers offering simple services; food delivery; medicine collections and, friendly phone calls.

<https://www.shutlangerparishcouncil.org.uk/>

Spratton Parish Council

Electorate: 954

Precept: £41,000

Expenditure: £63,544

Spratton Parish Council prepared an information flyer with a list of volunteers on it. This leaflet was delivered to every household in the village. The council is also keeping their website up-to-date with government advice and web links and local council advice.

<http://www.spratton.org.uk/>

Wicken Parish Council

Electorate: 260

Precept: £7,500

Expenditure: £7,500

Wicken Parish Council has set up 'Wicken Volunteers' to provide back up if residents arrangements became unworkable. The volunteers are undertaking shopping; prescriptions; provide pet exercising and, are in the process of setting up a Talk Group to help the isolated.

<https://wickennorthants.co.uk/parish-council>

NORTHUMBERLAND

Choppington Parish Council

Electorate: 10,500

Precept: £395,342

Expenditure: £600,000

Chopping Parish Council has dedicated £50,000 to local community support. Each of 5,000+ households has been leafleted to invite volunteers and to identify those in need. Organising 60+ volunteers and dovetailing with Northumberland County Council's programme. Choppington is supporting two food banks on both supply and distribution side. The council has increased its capacity, three additional staff, and utilising spare capacity from local contractors. Choppington is supporting its residents with collecting prescriptions; food and other deliveries; dog walking and, combating loneliness through a 'friendly voice' telephone call. The council is working collaboratively with the local shop, who is offering delivery services, and their principal authority.

<http://www.choppingtonparishcouncil.org/>

Hexham Town Council

Electorate: 1,200
Precept: £318,000
Expenditure: £437,896

Hexham Town Council is coordinating a list of volunteers to help with shopping; dog walking and, day-to-day tasks for residents who need assistance. The council has set up a Facebook page, 'Hexham Together' to easily communicate with residents.

<https://www.hexhamtowncouncil.gov.uk/>

Newbiggin by the Sea Town Council

Electorate: 6,003
Precept: £254,981
Expenditure: £233,775

Newbiggin by the Sea Town Council is leading a volunteer coordinator network, including Northumberland County Council, the Women's Institute and local schools, to support vulnerable residents during the coronavirus outbreak. Residents requiring help with shopping, a regular friendly phone call or collection of urgent supplies are invited to phone the town council and leave a message outlining the support they require. Through the network, several volunteers have already pledged their support. However, the council has put a call out for more volunteers to come forward. The council is keen to ensure that appropriate safeguards are put in place when volunteers visit vulnerable residents and are currently in discussions about how to do this.

To ensure that those most in need of support know that help is available, the council has produced a flyer advertising the network. The flyer was given to schoolchildren at The Northumberland Church of England Academy to pass on to elderly relatives and delivered to bungalows and cottages in the parish thanks to a team of volunteers. Information about the network is also available on the council's website, alongside links to official sources of coronavirus information including the government, NHS and World Health Organisation. Elaine Brown, deputy clerk, highlighted how the network is helping residents, saying: "Those who call up feel grateful and reassured."

Before leading on the volunteer coordinator network, Newbiggin by the Sea Town Council shared the #viralkindness postcard on the council website and made copies available for collection in the local Co-op and McColl's stores.

<http://www.newbiggintowncouncil.gov.uk/2020/03/17/coronavirus-and-our-community/>

Prudhoe Town Council

Electorate: 8,656
Precept: £346,253
Expenditure: £387,665

Prudhoe Town Council promoted the #viralkindness leaflet and encouraged residents to put their details onto these slips offering help to neighbours, whether that be shopping, collecting items or a phone call. The clerk created a spreadsheet of the town's streets, and the council aims to ensure that every house will get a help slip. The council is working through this project in the first instance with continued calls for help to the community. The next stage of the project will depend on the numbers affected by a coronavirus and the complexity of help required. The council is working collaboratively with county councillors and a variety of groups, to respond as and when. The town council will act as a remote triage if and when the time is right.

<https://www.prudhoetowncouncil.gov.uk/>

Wylam Parish Council

Electorate: 1600
Precept: £44,000
Expenditure: £50,000

Wylam Parish Council has created a Facebook page to ensure that all residents have access to up-to-date information. The council delivered a newsletter to every household with details on the support service that they are establishing. It set up a dedicated phone line and email address to provide a single point of contact and coordinated response to any requests for help. The council is currently compiling a database of volunteers willing to help and has also spoken with local VCS groups and businesses to find out what services they can offer so that residents can be signposted as appropriate. Safeguarding is a key concern, and the council is doing all it can to minimise risk to residents. The councillors and clerk have been allocated specific roles to ensure maximum efficiency and avoid duplication.

<https://wylamparishcouncil.org.uk/>

NOTTINGHAMSHIRE

Collingham Parish Council

Electorate: 2,369
Precept: £41,209
Expenditure: £39,850

Collingham Parish Council is working alongside the local food Co-op store; medical and support services and, principal councils to support the community as best it can. Through collaborative working, the council has organised groups of volunteers to serve the community.

<https://www.nottinghamshire.gov.uk/council-and-democracy/local/parish-councils/collingham-parish-council>

Cotgrave Town Council

Electorate:

Precept: £22,694

Expenditure: £230,200

Cotgrave Town Council has issued a leaflet to all residents to assist them to prevent scammers. The council is also helping to organise volunteers in completing day-to-day tasks such as shopping; collecting prescriptions and other medication and, keeping in touch with the community.

<https://www.cotgrave-tc.gov.uk/>

Eakring Parish Council

Electorate: 300

Precept: £3,697

Expenditure: £10,243

Eakring Parish Council is providing residents information via the parish council website and via a newly established parish council Facebook page. Also, the parish council is liaising with the village newsletter to provide people with information from the parish council. In conjunction with their parish church, they have established a community support group to provide help to people who might require it. This includes shopping; collecting prescriptions or, a quick call over the telephone.

<http://www.eakring.org/>

Keyworth Parish Council

Electorate: 6,900

Precept: £173,390

Expenditure: £220,151

Keyworth has a large elderly population and lots of active community groups that are well-connected to different sub-sections of the village. The council was aware many of these were offering to help, and are coordinating these efforts in conjunction. Firstly, the council wanted to ensure that no-one is left to struggle through the virus outbreak alone. By coordinating a joint response, it can ensure every section of the village is covered. Secondly, the council is aware of the risk of scams and potential criminals who may seek to exploit the vulnerable and isolated at this time. By coordinating support, the council can ensure that all volunteers are identifiable, vouched for and known, thus minimising the opportunity for exploitation and criminal activity.

<https://www.keyworthparishcouncil.org/>

Mattersey Parish Council

Electorate: 600

Precept: £10,378

Expenditure: £9,000

Mattersey Parish Council has distributed a leaflet to all houses which signpost help and volunteer opportunities. The council is supporting the red and green card scheme and highlights the contact details of volunteers.

<http://www.matterseypc.co.uk/>

North Muskham Parish Council

Electorate: 750

Precept: £17,000

Expenditure: £15,000

North Muskham Parish Council has facilitated a community shopping scheme with 55 volunteers providing shopping and social contact to some 170 residents at high risk due to age and or conditions. The council use a local yahoo email scheme plus a dedicated WhatsApp for volunteers, 59% of which have been DBS checked. The council has arranged for a subscription supply service and informing all residents regarding local traders doing deliveries. It is intended that the volunteering scheme will continue in a similar form after this crisis both for shopping for those with health conditions and importantly social support. The Parish Council will support and nurture this network.

<https://www.nottinghamshire.gov.uk/council-and-democracy/local/parish-councils/north-muskham-parish-council>

Ollerton and Boughton Town Council

Electorate: 15,000
Precept: £400,000
Expenditure: £400,000

Ollerton and Boughton Town Council has formed a community group in partnership with local churches and other stakeholders. This support group delivers food parcels and offers phone calls to those in need.

<https://www.nottinghamshire.gov.uk/council-and-democracy/local/parish-councils/ollerton-and-boughton-town-council>

Selston Parish Council

Electorate: 10,200
Precept: £233,861
Expenditure: £357,295

Selston Parish Council is coordinating a group of volunteers to help the vulnerable residents. The volunteers are carrying out day-to-day tasks such as picking up medical prescriptions, collecting shopping and other tasks. These council volunteers are using a new electric car, which was bought by the council to help lower carbon emissions.

<https://selston.org.uk/>

OXFORDSHIRE

Bicester Town Council

Electorate: 25,703
Precept: £ 1,468,070
Expenditure: £1,572,093

Bicester Town Council has set up a COVID-19 emergency grant fund. £20,000 has been allocated by the council to help local organisations support the local community in the battle against the coronavirus and help the residents of Bicester. Grant recipients so far have included Citizens Advice North Oxfordshire and South Northamptonshire, Bicester Good Neighbour Scheme, Bicester Foodbank, Age UK Oxfordshire and 3rd Bicester (Glory Farm) Beaver Scouts.
<https://www.bicester.gov.uk/>

Cassington Parish Council

Electorate: 1,000
Precept: £14,142

Expenditure: £14,000

Cassington Parish Council has a group of people who are getting cash and carry deliveries. The deliveries are then put into bags in the village hall and delivered to villagers.

<http://www.wospweb.com/site/Cassington-online/Index.htm>

Chinnor Parish Council

Electorate: 5,560

Precept: £305,866

Expenditure: £333,322

Chinnor Parish Council's emergency action plan has been active for a while now. To provide support to those in need during the Covid 19 pandemic, the council has been coordinating the Chinnor Street Friend Scheme from this plan. Each street in Chinnor has been assigned at least one volunteer, known as a street friend, who can help with tasks including shopping for essential items and collecting prescriptions. All street friends are told to follow government advice, including social distancing and encouraged to only go shopping once a week.

The council has also shared contact details for the Chinnor Good Neighbour Scheme, local essential services and shops offering takeaway and delivery on their website.

<https://www.chinnorparishcouncil.org.uk/>

Deddington Parish Council

Electorate: 1,859

Precept: £47,256

Expenditure: £335,849

As early as mid-March, Deddington and Parish Covid-19 Response Team swung into action. The initiative came from residents and had the active support of both Deddington Parish Council and the parish church. The parish was divided into 12 zones, each with a captain and a team of volunteers. An instant service was set up to help anyone self-isolating by having supplies and medications delivered, dogs walked – or hearing a friendly voice on the end of a phone. The response team rapidly identified the most vulnerable in the parish and took special care that no one was left without support.

The main means of communication is a weekly newsletter, printed and delivered to the 2000 or so residents, and also posted online on the various community

group social media sites. Extra care is taken to reach those people without access to smartphone, tablet or computer.

By the fifth week of the lockdown volunteers had made 375 shopping trips for 82 parishioners, collected 71 prescriptions for 33 people, telephoned 20 residents for a chat on 102 occasions and delivered 5000 newsletters plus various other errands. What became apparent was that they were successfully meeting the demand for practical support but there was a need for more mental health and wellbeing action.

To meet this need, Deddington Parish Council created a second version of the newsletter which focused more on professional support services. The council also asked the community an open question about the support that was needed. They are aiming to contact all age groups and ensure that those who are not online can get in touch.

The council plans to encourage providers of group activities in the parish to move to virtual platforms that also support those who want to telephone in to listen or participate.

<http://www.deddingtonparishcouncil.org/>

Grove Parish Council

Electorate: 7,000

Precept: £145,000

Expenditure: £145,000

Grove Parish Council office staff are all working from their respective homes and have full access to emails. All council meetings have now been suspended until further notice. The councils' maintenance staff are continuing to work in the community, keeping the grass cut, emptying litters bins etc. The council has just agreed (via email) a grant of £5,000 to a local group in the community who support the elderly and vulnerable in the local area.

<https://www.grove-oxon.org.uk/>

Horton-cum-Studley Parish Council

Electorate: 406

Precept: £8,072

Expenditure: £13,650

Horton-cum-Studley Parish Council, through its emergency plan, has initiated a 'contact card'. The contact card allows residents to define their needs in self-isolation or support. The council has established a team of volunteers and are

working alongside local stakeholders such as local shops, the doctor's surgery and a golf club. The bank of volunteers aims to provide aid such as home deliveries of supplies and medicines, transport or simply phone calls to stay in touch. The response from all has been heart-warming and underlines how fortunate Horton-cum-Studley are.

http://www.horton-cum-studley.org.uk/community/parish_council

Stratton Audley Parish Council

Electorate: 328

Precept: £10,562

Expenditure: £23,619

Stratton Audley Parish Council has produced a leaflet and delivered it to every household in the parish. The leaflet details the council's efforts to organise volunteers to assist the vulnerable in the community. This information has also been advertised on the council website and the village noticeboard. The council has created a chart which shows coordinators by street and their contact details. The chart also details which task each volunteer is willing to partake, such as shopping or talking to people on the phone. Additionally, the council has set up a Facebook page to support exchanges with members of the community.

<https://strattonaudley.org/>

Watlington Parish Council

Electorate: 2,036

Precept: £132,626

Expenditure: £163,356

Watlington Parish Council has set up a database of volunteers. So far 105 volunteers have signed up to help with shopping, collecting prescriptions, dog walking and offering a friendly phone call. The council also has 'Street Co-ordinators' who have collected details of residents and organise the volunteers if needed. The council sends a weekly email and if volunteers have any issues they help to direct people to other services where appropriate. The council has also set up a telephone helpline number for people to ask for help, volunteer or speak to someone from the Business Association about ordering from the local shops, many of whom are taking food orders by telephone and delivering to residents. They have also provided volunteers to deliver oximeter machines for the local surgery – thankfully this has not been needed.

<https://www.watlington.org/>

SHROPSHIRE

Ashford Carbonell Parish Council

Electorate: 400

Precept: £7,888

Expenditure: £7,000

Ashford Carbonell Parish Council has a network of people that are helping vulnerable residents who may require assistance. The village has local shops that are taking online orders. These will be delivered by one volunteer with a van every Wednesday and Friday. The council has also organised an online community hub to share contacts, as well as local information.

<http://www.ashfordcarbonellpc.org.uk/community/ashford-carbonell-parish-council-10971/home>

Boraston Parish Meeting

Electorate: 151

Precept: £300

Expenditure: £264

Boraston Parish Meeting has emailed and hand delivered a flyer asking residents to come forward if they need help or want to volunteer. They have a list of seven volunteers who will collect shopping etc for those self-isolating. The parish meeting is regularly sending Shropshire Council's updates by email and requesting that residents telephone neighbours without email to give them the information. They are also telephoning residents who live alone, to chat and provide general reassurance.

Caynham Parish Council

Electorate: 1,500

Precept: £19,448

Expenditure: £24,000

Caynham Parish Council is acting as a local hub to publish up-to-date contact information on the parish council website.

<http://www.caynhampc.org.uk/community/caynham-parish-council-12542/home>

Church Stretton Town Council

Electorate: 4,700

Precept: £44,000

Expenditure: £410,000

Nearly 30% of residents in Church Stretton are over 70 years of age, so most of the existing volunteers are in that age bracket. However, the Mayfair Community Centre has 100 volunteers under 70 years of age and is developing support regimes for the 150 known vulnerable adults in the community. Good Neighbours has 16 of its 58 drivers who are under the age of 70, but the meals service is expanding. Mayfair is working with a local shopping service, aided by the council grant to grow a supported shopping service for those in need and without support. It involves bulk purchasing from the local supermarket and shopping being packed and delivered by volunteers.

Longer-term, developing a digital system to link offers of help and demands through emails which are connected to the council website, to ease the pressure on the current phone-call system. The council has closed its buildings except for its public toilets, cleaned daily. For this week at least, the Thursday market remains open, with the strict injunction to queue two metres apart. This decision will be subject to review. The council regularly updates its website with links through to a separate website to publicise the ever-increasing number of free delivery/takeaway offers from local shops, eateries and pubs.

The challenge remains of how to support the vulnerable elderly and children in villages across a vast rural area, especially after the school closures. Shropshire Council is developing a system of community hubs in market towns to begin addressing this need. Shropshire Council plans to delay council tax payments and provide grants for charities to build support services, plus possible bus subsidies.

<https://www.churchstretton-tc.gov.uk>

Craven Arms Town Council

Electorate: 4,000

Precept: £55,864

Expenditure: £60,000

Craven Arms Town Council is acting as the initial point of contact for residents by publishing local information on the council website.

<https://www.hugofox.com/community/craven-arms-town-council-12589/town-council/>

Ellesmere Town Council

Electorate: 3,383

Precept: £213,000

Expenditure: £252,220

Ellesmere Town Council took the lead on a COVID-19 Community Support Group, formed to help the local community during the time of the coronavirus pandemic. The council community and faith groups and local volunteers have come together to provide help where it's needed. The town hall and its hard-working staff are coordinating this by registering volunteers and matching them to people who need help. To date, the council have signed up over 70 volunteers and numerous residents who require help with shopping, collecting prescriptions, dog walking and phoning people who ask for it.

<https://ellesmere-tc.gov.uk>

Great Dawley Town Council

Electorate: 8,240

Precept: £495,606

Expenditure: £737,976

Great Dawley Town Council is helping its' community as follows:

- Making telephone welfare calls to members of the community, and making a full list of those who require a weekly welfare calls. During the welfare calls a high proportion of the actions during the call is sign posting to other services, charities and organisations.

The call list has been obtained from:

- Over 70's gardening service
- Over 60's Christmas party attendance list
- Tea Dance attendance list
- Great Dawley Dinner attendance list
- Any individuals identified by the local policing Team
- Any individuals identified by the local community
- Telford and Wrekin carers centre
- Great Dawley Town Council councillors
- Providing regular updates on all social media platforms on information from the Government and Telford and Wrekin Council
- Weekly updates with the Dawley Food Bank with regard to food donations and service user enquiries
- Weekly updates with the religious organisation within our parish area

<http://www.greatdawley.org/>

Market Drayton Town Council

Electorate: 8,500
Precept: £462,000
Expenditure: £577,000

Market Drayton Parish Council has set up a partnership with the local food bank and will refer people to them. Also, they are helping to deliver food and medicines and act as support on the telephone to those who require it.

<https://marketdrayton.gov.uk/>

Montford Parish Council

Electorate: 500
Precept: £6,000
Expenditure: £9,000

Montford Parish Council is expanding their parish watch, with its large email group direct to parishioners. The council is offering friends and helpers to vulnerable and self-isolating residents. Montford is holding virtual council meetings and is distributing cyber agendas via email. The council is also offering council grants to defray the costs of any local groups or bodies who are offering special help.

<https://www.montfordparish.co.uk/>

Stanton Lacy Parish Council

Electorate: 302
Precept: £3,622
Expenditure: £4,348

Stanton Lacy Parish Council has distributed leaflets to each household, offering support to collect shopping or buddy phone call and asking for volunteers. The council has created a central number through the help of the clerk and are updating their website with local businesses who can deliver products locally.

<https://www.stantonlacyparish.co.uk/>

Stirchley and Brookside Parish Council

Electorate: 7,142
Precept: £263,744
Expenditure: £280,380

Working with their partners at Brookside Big Local, Brookside CIO and Telford and Wrekin Council, Stirchley and Brookside Parish Council are supporting residents by shopping and collecting prescriptions, making welfare phone calls,

signposting and giving updated information. The council also plans to introduce a 'meals on wheels' service for residents.

<https://www.stirchleyandbrooksidedeparishcouncil.gov.uk/default.aspx>

Tewkesbury Town Council

Electorate: 8,578

Precept: £301,288

Expenditure: £426,289

Tewkesbury Town Council is supporting local community groups by way of making grants available. So far the council has supported Heart of Prior's Park and Tewkesbury Foodbank. The council has also provided a new fridge to a community group to enable them to store chilled food items and will be supporting Play Gloucestershire by continuing to pay for the cancelled play sessions planned over the Easter holidays.

Tewkesbury Town Council is supporting the Tewkesbury Community Response group with a nominated member representing the council. The council has worked hard to keep the public toilets open for key workers during lockdown and has taken the opportunity to tidy up the streets and alleys in the town so that the town looks its best for the summer months when hopefully residents and visitors can once again go out and about.

<https://tewkesburytowncouncil.gov.uk/>

Stottesdon and Sidbury Parish Council

Electorate: 800

Precept: £28,647

Expenditure: £32,378

Stottesdon and Sidbury Parish Council is working with village hall volunteers offering to pick up prescriptions, shopping or providing telephone support. The council has published on their website a list of businesses around the village who are open and those who will deliver groceries and takeaway foods. Stottesdon and Sidbury has established a WhatsApp group and regularly publishes up-to-date information on the council website.

<https://www.stottesdonpc.co.uk/>

Winstanstow Parish Council

Electorate: 600
Precept: £12,255
Expenditure: £12,000

Winstanstow Parish Council is acting as a local hub for its community and is regularly publishing up-to-date information on its website.

<http://www.wistanstowpc.org.uk/community/wistanstow-parish-council-10668/home>

Chirbury with Brompton Parish Council

Electorate: 711
Precept: £11,800
Expenditure: £11,326,

Westbury Parish Council

Electorate: 1,000
Precept: £13,500
Expenditure: £10,554

Worthen with Shelve Parish Council

Electorate: 1,650
Precept: £35,700
Expenditure: £30,480

Worthen with Shelve has formed a collective Community Care Group, which is hosted by the local Doctors surgery, with a member of the doctors surgery staff as a point of contact. This group has been formed with the invaluable assistance of the two local members for their area.

This emergency project is being supported by three parish councils, Worthen with Shelve; Chirbury with Brompton and Westbury Parish Council.

This will effectively cover upwards of 4,000 residents in this very rural area. Self-help groups have commenced in all of the villages and hamlets and will be coordinated by the Community Care Group. Councillors from all three parishes have come forward as community champions and are rallying the volunteers in each area.

<https://www.worthenwithshelvecpc.org.uk/>

SOMERSET

Backwell Parish Council

Electorate: 4,500

Precept: £133, 643

Expenditure: £146,960

Backwell Parish Council launched a new scheme to help those affected by the coronavirus. The Community Resilience Programme was set up to help elderly or high-risk people in the village, who may feel alone due to self-isolation. The parish councils' dedicated team of volunteers can organise to have someone check in regularly, either by phone, Skype, FaceTime, or arrange shopping to be delivered. It has more than 30 volunteers, including councillors, local organisations and caring neighbours who can offer support and organise necessities. It is a story of the community pulling together to help all those that may be suffering, lonely, or offering some calm practical assistance where needed.

<https://www.backwell-pc.gov.uk/>

Banwell Parish Council

Electorate: 2,389

Precept: £ 88,896

Expenditure: £121,182

Banwell Parish Council has separated the village into 24 sections of generally between 40-60 properties. There are currently approximately 1,200 properties in total. Each of these sections has a coordinator chosen from the more vulnerable who are self-isolating. Under them, 50 volunteers are on hand to help residents with shopping; delivering; walking dogs; posting mail, amongst other tasks. Every household in the village has received a hand-delivered card with the coordinator's telephone number, it was also advertised on the council website and Facebook page.

The council is talking daily with the local school, who in turn, are coordinating with Weston foodbank and have created a Banwell outreach. The parish council is financially supporting the Banwell foodbank.

Banwell Council is also liaising with the local pharmacy to organise a daily delivery service with the Langford and Churchill Minibus Society. This minibus society has additionally been in contact with local wholesalers who are assisting with

completing weekly shopping for essential food supplies. The Parish Council will then use to supplement the School's foodbank. Banwell Parish Council is also working with local businesses who are delivering food and services locally.

<https://www.banwellparishcouncil.org.uk/>

Burnham-on-Sea and Highbridge Town Council

Electorate: 15,892

Precept: £718,211

Expenditure: £874,291

The council has dedicated an officer to work with and support local initiatives directly. They have helped set up a local coronavirus support phone line. The council has set aside £5,000 to support the food bank and offered staff and a van if required. The council has set up an online COVID-19 rapid response grant fund making £30,000 accessible to support community organisations. They have commissioned a special edition of a local magazine to promote useful information to 14,500 homes in and around the parish area who might not have internet access. The council was able to swiftly put in place appropriate delegation and processes to ensure it could continue to operate and work with staff, who are now based remotely. Officers continue to work towards the council's priorities while keeping open communication with district and county and assisting callers in need of help. All public meetings moved online during April.

www.burnham-highbridge-tc.gov.uk

Chiselborough Parish Council

Electorate: 257

Precept: £6,000

Expenditure: £5,152

Chiselborough Parish Council is coordinating a volunteer scheme for social help. It soon proposes a takeaway food delivery service with guidance and support from the local parish and church parochial council members to link with local shops and pharmacies (especially the local community trust run Norton sub Hamdon shop). Also, the neighbourhood watch scheme coordinators of Chiselborough are providing street-by-street support for security and safety issues of villagers. In all a fantastic community response to help our parishioners in challenging times.

[https://www.chiselboroughvillage.co.uk/parish-council](http://www.chiselboroughvillage.co.uk/parish-council)

Goathurst Parish Council

Electorate: 240
Precept: £3,169
Expenditure: £3,593

Goathurst Parish Council has collected and circulated telephone numbers, mobile phone numbers and email addresses of volunteers to all households in the village. It suggests that anyone needing shopping, prescription collection, dog exercising and similar help should email or text anyone on the list. This scheme has been excellently received among residents and provides support for the residents of the parish.

<https://www.goathurstparish.org.uk/>

Holcombe Parish Council

Electorate: 823
Precept: £11,300
Expenditure: £11,402

Holcombe Parish Council is coordinating approximately 50 volunteers and matching them to vulnerable people and those who are self-isolating. Volunteers are providing services such as collecting shopping, collecting prescriptions and making telephone calls to those who are isolated.

<https://www.holcombepc.org.uk/>

Hutton Parish Council

Electorate: 2,300
Precept: £79,615
Expenditure: £84,700

Hutton Parish Council has established a volunteer support group with over 50 volunteers to date. The support group is offering medication and shopping pick-up, dog walking, telephone calls and soon a delivery service for take-away food from the village pub. Additionally, the local church, St Mary's - Hutton, has a support group running alongside the council's to ensure that the whole community is made to feel safe and supported through the crisis. The council website is up-to-date with national and local initiatives. A mail drop to all households was carried out by volunteers, and the leaflet is available on the website. The council has also made available calling cards similar to the #viralkindness ones established in Cornwall, and these are being distributed to volunteers offering support.

www.huttonsomerset.org.uk

Leigh on Mendip Parish Council

Electorate: 520
Precept: £8,075
Expenditure: £26,000

Leigh on Mendip Parish Council is working alongside other organisations, such as Active Living Centre, the Women's Institute and the Neighbourhood Watch to coordinate a response to the coronavirus. The council is prioritising keeping contact with the elderly as well as isolated parishioners. The council is providing information by posting leaflets to all residents, keeping its website as up-to-date as much as possible, and responding to village Facebook posts. This information includes a Friendship Help Card for those wishing to offer their services to anyone who is self-isolating.

<http://www.leigh-on-mendip.org.uk/pc/pc.htm>

Shepton Beauchamp Parish Council

Electorate: 700
Precept: £17,603
Expenditure: £12,289

Shepton Beauchamp Parish Council, together with other groups in the village, has set up a support scheme with a list of volunteers who can assist with collection and delivery of medicines, shopping, walking a dog or simply being a voice at the end of the phone.

<https://sheptonbeauchamppc.org.uk/>

Shepton Mallet Town Council

Electorate: 7,500
Precept: £ 438,301
Expenditure: £383,517

Shepton Mallet Town Council staff are all working remotely via email and a dedicated Messenger group and working harder than ever to keep the public and councillors up-to-date with information on our Facebook page and on our website. The Town Clerk has just finished a Pandemic Action Plan which will go on the council website and out to councillors. The council has helped the local Volunteer Community Group by paying for them to have 10,000 leaflets printed which have been distributed throughout the town.

The council updates its Facebook at least three or four times a day with public information from the Government and the Volunteer groups. The council is assisting Mendip Citizen's Advice by making and distributing leaflets to the public

highlighting the telephone number for residents to phone if they need assistance. Council staff and councillors are manning the telephone number to ensure that someone is available between 8am to 10pm.

<https://www.sheptonmallet-tc.gov.uk/>

Shipham Parish Council

Electorate: 894

Precept: £11,726

Expenditure: £11,563

Shipham Parish Council has delivered cards to all parishioners, which detailed phone numbers of various councillors if help would be needed for shopping, a phone chat or collecting medicines. The council is liaising with various voluntary groups in the village to ensure that parishioners are well supported.

<http://www.shipham.org.uk/parish-council>

Somerton Town Council

Electorate: 3,752

Precept: £352,962

Expenditure: £372,962

Somerton Town Council has set up 'Somerton Community Lifeline Help in Self Isolation', in reaction to COVID-19. The Council is working alongside Churches Together; Somerton Good Neighbours; Love Somerton and, The Etsome Arms. Somerton is using The Etsome Arms as the hub for the food bank and the volunteer HQ.

The scheme specifics are detailed within the flyer which was distributed to households in Somerton and for inclusion in Viaduct their community magazine and on the Town Council website and Facebook page: Somerton Community Lifeline Help in Self Isolation. Somerton Town Council has a COVID-19 provision in place to be reactive as possible as we all pull together as one community. Assistance to date has been provided to aid the formation of the working party, volunteer insurance; funding volunteer PPE kits and ID Badges; and leaflet printing and, distribution.

<https://somertontowncouncil.gov.uk/>

Tickenham Parish Council

Electorate: 900

Precept: £7,358

Expenditure: £14,107

Tickenham is a small village in North Somerset with some 900 residents on the electoral roll. The council has responded to the current coronavirus outbreak and has set up a group of 26 volunteers. They offer help with collecting prescriptions, doing shopping or providing a listening ear if people are feeling low. The council has three people, including a priest, who can offer emotional support. The council have set up a system for recording requests and allocating the volunteers to respond – requests are already coming in, and it is expected numbers will increase as time goes on.

http://www.tickenham.org/parish_council/

Walton Parish Council

Electorate: 1,000

Precept: £31,000

Expenditure: £35,215

The council's newsletter was circulated to approximately 500 homes within the parish. It outlines what the council is doing and the support it can offer. The feat is impressive as usually the newsletter is only circulated four times a year.

<http://www.waltonpc.org/>

West Camel Parish Council

Electorate: 400

Precept: £8,281

Expenditure: £10,581.60

West Camel Parish Council has hand-delivered a mailshot to every household in the parish which advises residents who their point of contact is. The volunteers are offering to assist the service users to collect shopping and prescriptions, while also offering the details of local institutions that are offering takeaways for isolated residents.

<https://westcamel.org.uk/>

Westbury-sub-Mendip Parish Council

Electorate: 680

Precept: £8,850

Expenditure: £11,820

Westbury-sub-Mendip's Emergency Planning Team (EPT) is up and running due to the extraordinary efforts of Mick Fletcher and Cllr Sue Reece. The EPT hit the

ground running at the start of this crisis and has managed to recruit over 50 volunteers to help with all sorts of support for the needy, vulnerable and self-protecting in the village.

<http://westbury-submendip-pc.gov.uk/parish-council/>

Williton Parish Council

Electorate: 2,800

Precept: £92,000

Expenditure: £118,361

Williton Parish Council is supporting Williton Coronavirus Community Help Group. The group is made up of local residents who are offering support to the local community by means of shopping, collecting medicines, dog walking, phone buddies - indeed anything else to help. This has a core group of 10 people with over 50 volunteers that can be called upon. A dedicated phone line is available and has been widely advertised through the parish magazine (which was distributed before lockdown) and social media, which people can call for help. This then calls up to 10 numbers at once to ensure that someone is available to take the call. A website has also been set up which gives information on what shops are open in the village and neighbouring towns and villages; important contact numbers and further information.

<https://www.willitonparishcouncil.org/>

STAFFORDSHIRE

Betley Balterley and Wrinehill Parish Council

Electorate: 1,250

Precept: £16,300

Expenditure:

Betley Balterley and Wrinehill Parish Council has set up a community support helpline (CSH). The CSH number is intended primarily for those in the community who are self-isolating but is available for others, where their needs cannot be met by family and friends.

For self-isolating people, the village shop can arrange home deliveries of food and household supplies within the parish. These agreed arrangements have been developed in conjunction with *Alpha & Omega*.

For self-isolating people, in conjunction with the local GP surgery, the parish council has put in place a protocol for the supply of medicines direct to homes.

<https://www.hugofox.com/community/betley-balsterley-and-wrinehill-parish-council-15769/home>

Biddulph Town Council

Electorate: 16,124

Precept: £348,265

Expenditure: £414,165

Officers from Biddulph Town Council are organising a group of volunteers to collect and deliver items such as shopping to vulnerable households. A group of councillors, working with four local pharmacies, have so far delivered 1,200 prescriptions to people living in the town. The council is problem-solving, and disseminating information through printed press and social media. This includes a list of local organisations that can complete food deliveries.

<https://biddulph.co.uk/town-council/>

Checkley Parish Council

Electorate: 3,815

Precept: £65,586

Expenditure: £84,848

The council has coordinated a group of volunteers who are offering an extensive support network. It compromises an online list of names available if anyone needs a prescription collection, newspaper delivery, essential shopping or requires another specialism.

<https://www.checkleyparishcouncil.co.uk/covid-19-community-support/>

Draycott in the Moors Parish Council

Electorate: 872

Precept: £9,500

Expenditure: £15,262

Draycott in the Moors Parish Council produced a newsletter containing contact information for the clerk and councillors so that isolated and vulnerable residents could contact the council for help or if they wanted to volunteer. The council started a facebook group to gather volunteers and now has someone on almost every road in the parish who is prepared to help. Volunteers have been collecting prescriptions and shopping and also keeping up community spirit with teddy bears in windows. The council is now getting the planters around the village filled with bright flowers and these are to be planted by students from a local school where key workers children are being cared for over the Easter holiday by staff.

The council has since printed a second leaflet which has been distributed to all homes to make sure anyone feeling isolated could contact a phone buddy through the local community library who have all the safeguarding policies in place.

<https://draycottinmoorspc.wordpress.com/>

Eccleshall Parish Council

Electorate: 3,682

Precept: £81,250

Expenditure: £80,329.00

The council is working with a community group, Eccleshall Cares, that was formed to support vulnerable members of the parish. The group now has over 150 volunteers and over 100 registered members and is growing daily. The volunteers offer help with many activities, including shopping, prescription collections, and a friendly voice on the phone for those who want a chat. A website, a dedicated phone line and a cash-free payment system have been set up. The council has supported the group with a start-up grant of £5,000, which as well as supporting the day-to-day running of the scheme, has allowed a food bank to be set up for those in desperate need. Those struggling financially will be given a food parcel of essential items.

The council can continue its day-to-day work as much as possible through a scheme of delegation to the clerk, and virtual meetings for any urgent issues that cannot be dealt with under the delegation.

The council have also been liaising with the principal authority and local housing groups to raise awareness of the Eccleshall Cares support group, and promotion via social media and its website. The council has also created a list of local businesses on its website that are still able to offer services in line with social distancing guidance.

The council chair has been in touch with users of the local Voluntary Car Scheme (a separate community venture) to check if any users need support and to signpost them to the Eccleshall Cares group.

<https://www.eccleshallcares.co.uk/>

Essington Parish Council

Electorate: 5,000

Precept: £83,000

Expenditure: £280,000

Essington Parish Council is starting a Street Buddy Scheme which will take calls and requests from their residents. Whether they are self-isolating or have the virus they can send a Local Street Buddy to do some shopping, fetch prescription and, walk the dog. The parish council is back by their insurance company and have started leafleted 2,000 households.

<http://www.essingtonparishcouncil.gov.uk/Core/Essington-Pc/Pages/Default.aspx>

Fulford Parish Council

Electorate: 5,600

Precept: £46,639

Expenditure: £64,182

Fulford Parish Council has set up a Parish wide Community Action Group with over 100 volunteers. Every household has received an emergency newsletter with public health advice as well as emergency contact details on how to reach a Coordinator. All volunteers have been vetted and given an ID from the Parish Council. Each Volunteer has been given PPE and a Volunteer Pack with health and safety guidance. To date, 68 residents have been assisted with shopping, friendly phone calls and prescription collections. The Borough Council, neighbouring Stoke-on-Trent City Council and NHS are referring users to Fulford Parish Council in time of need.

<http://www.fulford-parish-council.org/>

Gnosall Parish Council

Electorate: 4,000

Precept: £74,265

Expenditure: £149,702

Gnosall Parish Council has leafleted 2,000 homes and created hotline which is manned 24/7. Volunteers are offering to collect shopping, collect medicines, walk dogs, deliver food, and deliver to food banks. The council is monitoring a Facebook page and updates it with up-to-date relevant information.

<http://www.gnosallparishcouncil.org.uk/>

Lower Penn Parish Council

Electorate: 400

Precept: £12,000

Expenditure: £12,741

Lower Penn Parish Council has set up a network of volunteers, organised by street location, to support those in need through shopping, medication delivery and telephone contact. The volunteers list is held by three councillors whose telephone numbers have been communicated via a leaflet drop. These three councillors are acting as despatchers of the volunteers. The council has chosen this modus operandi to be GDPR compliant, have local volunteers and because the majority of those in need will not be conversant with many internet technologies. As such they have chosen conventional communication techniques.

<https://lowerpennpc.co.uk/>

Madeley Parish Council

Electorate: 3,356

Precept: £64,339

Expenditure: £86,068

Madeley Parish Council held an extraordinary general meeting on 20 March and decided to create a task force to deal with the fallout that is being caused by the coronavirus. The task force initially involved four councillors as well as a representative of a local charity, The Madeley and District Community Association, and representatives from the Madeley Centre (a local hub).

The council have within a week expanded its local partners and is working closely with the local retailers. They provide essential services as well as the doctor's surgery, schools, various food banks, the Church and other vital local providers such as farmers. It is an immense task which has swallowed up an enormous amount of time but is, already, starting to yield significant benefits to the community.

The first service that the council provided its residents was collating all services under one roof and ensuring that residents are aware of this by promoting on social media and other avenues. Additionally, changes and issues that are occurring locally such as modifications to shop timetables, post office opening hours and foodbank availability.

The council has identified both through itself and local institutions a number of the most vulnerable in society and, in only five days since the plan came together, have provided them with essential shopping and medication. The principal authority is now signposting people to the council when they receive enquiries in Madeley, as well as the doctor's surgery.

The next step is to tie this plan down into something more manageable. The council will be putting together essentials boxes to provide to vulnerable people. By collating key items, it will save time from dealing with several shopping lists. The council is directing those who can do it themselves to provide fresh food

(fruit and veg) that can be delivered. The council helps those in need who don't feel able to sort their fruit and veg through the process of ordering it — small butcher items to the boxes as necessary.

The council is in conversation with the Shaw Education Trust who have two schools in the parish, intending to co-ordinate food bank provisions through the central hub that is the Madeley Centre. Hopefully, that will develop as it will provide all children who are eligible for free school meals with additional food.

The councils plan to provide an extension to its telephone hotline to help people have a voice on the end of the phone when they are isolated and to provide them with emotional support. The council are also working on providing financial guidance on what support may be available to people so that they can signpost them on to the relevant channels and help them with any difficulties they may encounter with those services.

<http://www.madeleyvillage.co.uk/community-public-services/local-parish-council/parish-council-meetings-and-minutes/>

Marchington Parish Council

Electorate: 2,000

Precept: £28,000

Expenditure: £26,000

Marchington Parish Council has organised a buddy system so that each part of the parish has a nominated volunteer who can assist with deliveries of food, medicine or just to be there for a chat. The council has circulated leaflets to all households to spread information around who their local volunteer is. The council is putting together a list of key contacts, such as local businesses, who will provide meals on wheels and grocery deliveries for the vulnerable households. The council has already obtained lots of volunteers and have them on standby should anyone in self-isolation require any assistance.

<https://marchingtonparishcouncil.org/>

Shenstone Parish Council

Electorate: 6,142

Precept: £182,000

Expenditure: £150,000

Shenstone Parish Council has set up a team of volunteers across the three wards of the parish, with 75 currently registered. The project aims to match a volunteer with any at-risk resident or anyone in self-isolation. To reduce unnecessary travel and to build a rapport, the council allocate the volunteer closest to the resident. Each resident knows who to expect and so are ensuring safeguarding. The volunteers are issued with the rules of safeguarding, the 'dos and don'ts' issued by the Government and best practice to keep themselves healthy. The council has hand-delivered letters to residents detailing the scheme and giving contacts, with several now registered with us. The council volunteering scheme is collecting shopping and prescriptions; fetching newspapers; dog walking and, making phone calls to just have a chat and reassure there is help outside. As their community library cafe is closed, they will be making cakes for anyone in isolation who has a birthday. These will be decorated with bumblebees and the words: "Bee Kind".

<http://www.shenstone-staffs.gov.uk/>

Werrington Parish Council

Electorate: 4,600
Precept: £75,000
Expenditure: £60,000

Werrington Parish Council is coordinating a Street Volunteers Scheme and is helping local shops and businesses with their deliveries to vulnerable residents. The street volunteers are supporting the vulnerable residents in their area, through tasks such as the collection of supplies and prescriptions or by talking on the telephone or through the window. This scheme aims to assist those in need of social contact or essential supplies.

<https://werringtonparishcouncil.com/>

Ellastone Parish Council

Electorate: 300
Precept: £4,940
Expenditure: £2,244

Wootton Parish Council

Electorate: 100
Precept: £1,500
Expenditure: £2,814

Wootton Parish Council has joined with neighbouring council Ellastone Parish Council to offer support to local people. The councils are delivering day-to-day services such as collecting and dropping off shopping; collecting prescriptions

and, offering regular telephone conversations. This volunteering scheme is being advertised in the local news bulletin and through a leaflet that is being delivered to every household.

<http://www.woottonunderweaver.co.uk/>

<https://ellastone.org/parish-council/>

Yarnfield and Cold Meece Parish Council

Electorate: 1,700

Precept: £9,576

Expenditure: £12,000

Yarnfield and Cold Meece Council have sent a leaflet to every home in the parish asking for volunteers and offering support to those at risk. The volunteer support group was established for vulnerable residents living in the parish. The parish council has set aside a small budget to support the cost of the volunteer scheme. The parish Facebook page used to share advice and information.

<https://www.ycm-pc.org.uk/>

SUFFOLK

Bungay Town Council

Electorate: 4,800

Precept: £87,312

Expenditure: £103,882

Bungay Town Council's emergency actions in response to the current national crisis. The council is communicating through WhatsApp; telephone and Zoom meetings. The council is also introducing a freephone number in support of its residents.

Bungay Town Council is organising two banks of volunteers who are manning a free phone system and a collection and delivery shopping service. The telephone service operates between 8-8 o'clock, seven days a week. Again this is a considerable task as they have organised 12 volunteers per day. The 0300 free phone number, will provide advice and guidance on a range of issues, such as directing individuals to the appropriate bodies (such as Waveney Foodbank, CAB, emergency helplines, medical services, shops, meal deliveries); arranging a collection service (for prescriptions and pre-paid goods.) and, to carry out emergency shopping for individuals who can pay, but have no access to cash and don't pay for goods online.

To help this specific group, funds have been raised to enable the town council to shop for the residents and invoice them for the goods, with payment to be made to the town council once restrictions have been lifted. As an aside, for those currently in dire need of food supplies, the Waveney Foodbank is now offering a service where residents can turn up at the foodbank without needing referral and, also, there is a freephone number that residents can ring if they need to have an emergency package of food delivered directly to them.

<https://www.becclesandbungayjournal.co.uk/news/coronavirus-bungay-town-council-unveils-emergency-community-services-1-6582519>

Coddenham Parish Council

Electorate: 500

Precept: £30,872

Expenditure: £99,564

Coddenham Parish Council has set up 'Coddenham COVID-19 Response Group' (CCRG) to coordinate help and support for the parish, particularly to those most vulnerable and isolated. The CCRG is made up of representatives from the parish council, the Coddenham Centre, the community shop, Haysel House and The Day Foundation and St Marys Church. There are many more volunteers who are helping to provide services to support our local community. Information will be shared through a new website which was launched on 23 March 2020, as well as email, posters, and flyers that have already been delivered through every door and left in the village information box. An email address and phone number are available if anyone needs support.

www.coddenham-parish.uk

Felixstowe Parish Council

Electorate: 19,225

Precept: £560,967

Expenditure: £657,105

The community response in Felixstowe and across Suffolk has been remarkable and demonstrates the breadth of support available to those that need it at this time. However, they understand that there will be many in their community who are self-isolating and do not have access to information online. Some may have had no contact and be unsure of who to turn to.

To reach out to everybody in Felixstowe, to let them know they are not forgotten and signpost the support that is out there, the town council has printed an information bulletin which will be delivered to all households. The bulletin has been

printed locally and will be delivered in phases following local delivery patterns, at the same time as other publications wherever possible.

To support the volunteer effort, the town council has introduced a quick-decision grants scheme totalling £25,000 for local organisations and charities who are carrying out beneficial work in the community. Also, the town council has donated £10,000 to the Felixstowe Relief Charity, which will help those that need it most.

<https://www.felixstowe.gov.uk/>

Framlingham Town Council

Framlingham Town Council has prepared a plan to provide a town-wide response to COVID-19 in Framlingham. Their objective is to put in place structures to support the community over the coming months.

The plan has four main elements:

1. The council has set up a coordination centre in the council offices, in the library and will coordinate information and action across the town. It will also link with the emergency services and agencies at the county level.
2. The council is establishing neighbourhood 'cocoon' groups across the town, which will be composed of ten to 20 households. The idea is that neighbours can support each other to make sure that nobody is left isolated without support, food or medical care. Communication within the cocoons can be done by telephone or through the internet.

The town will be divided into ten administrative areas, each will have an area co-ordinator. They will link to the co-ordination centre and will allow the council to pass information to support is directed where it is needed.

3. The council is establishing a capability to supply food and medical supplies to isolated and vulnerable people. They are looking to be able to supply 'meals on wheels'; food shopping and, prescriptions.
4. The council is working with Framlingham's Churches and other community groups to ensure that there is social and spiritual support for residents. Using telephones and social media we will provide support to the community.

<https://framlingham.com/publicly-available-documents/>

Lawshall Parish Council

Electorate: 803
Precept: £8,331
Expenditure: £12,458

Lawshall Parish Council produces a parish magazine which is distributed to every household in the parish. The most recent magazine details the information and contact details of the help group for residents. The help group is offering assistance to service users by carrying out day-to-day tasks such as shopping. The council has set up a Facebook page, Lawshall Neighbour, which acts as a social hub for the community to stay in touch.

<http://lawshall.onesuffolk.net/parish-council/>

Sudbury Town Council

Electorate: 10,295
Precept: £332,061
Expenditure: £320,191

The outbreak of COVID-19 across the globe has had an unprecedented impact on everyday lives, communities and businesses. All businesses are having to rapidly adapt to continue to provide their services while prioritising the welfare of their staff and customers. This crisis has had a particularly severe impact on our independent high street businesses. Sudbury's Virtual High Street has been compiled by Sudbury Town Council in partnership with the best of Sudbury as a way to encourage supporting local businesses now to ensure they are here in the future.

<https://www.sudburytowncouncil.co.uk/virtual-highstreet>

Worlingham Parish Council

Electorate: 2,500
Precept: £36,000
Expenditure: £34,000

Worlingham Parish Council is working alongside its neighbouring town council and East Suffolk and Suffolk county councillors to organise a group of volunteers. The organisation has provided several community volunteers who have been allocated areas of the parish to assist with day-to-day tasks such as shopping and the delivery of medication (with their consent), among other tasks.

<https://worlingham.com/>

SURREY

Capel Parish Council

Electorate: 2,100

Precept: £95,000

Expenditure: £92,000

Capel Parish Council and the local church group have set up a scheme called 'Parish Angels'. Flyers have been sent to all residents. The 'Angels' support residents with collecting shopping; collecting medicines and medical prescriptions and, distributing food parcels to vulnerable people. The 'Angels' have dedicated mobiles and can be contacted 24/7 by service users.

<https://www.capel-pc.gov.uk/>

Chiddington Parish Council

Electorate: 2,800

Precept: £134,000

Expenditure: £147,000

Chiddington Parish Council has maintained the council website with links to local resources, support and official advice and shared relevant information on social media and around the community. The council has also responded to resident requests for information on how to access support/volunteer and supported the local volunteer group with advice, social media assistance and researching services such as foodbanks.

<http://www.chiddington-pc.gov.uk/>

Churt Parish Council

Electorate: 1,100

Precept: £ 36,000

Expenditure: £30,000

Grayshott Parish Council

Electorate: 2,500

Precept: £95,500

Expenditure: £97,355

In liaison with Grayshott Parish Council and several local volunteers, Churt Parish Council has set up an emergency response team of volunteers to help the vulnerable with dog walks; prescription collection; a friendly voice over the phone; shopping; amongst other day-to-day tasks. Churt Parish Council has put legal

disclaimers in place to protect the volunteers and the person requiring assistance. The council has published a flyer that was sent to all of the residents in the village. They are operating a buddy system and have already created many supportive relationships aided by a call centre of seven people.

<https://www.grayshott-pc.gov.uk/>

<https://www.churt.org/>

Cranleigh Parish Council

Electorate: 8,262

Precept: £362,189

Expenditure: £426,794

Cranleigh Parish Council has created a Street Champion scheme of volunteers to collect shopping and prescriptions or, to have a friendly chat on the phone. The Parish Council has provided a full-time member of staff to register the Street Champions and more than 60 are now activated. The Parish Council website provides a hub of information including government and local information such as takeaways and home deliveries. The Parish Council has displayed large banners to advertise the community helpline telephone number in the village and purchased and donated toilet rolls and soap for the local food bank. The Village Hall is also being used by the blood donation service.

www.cranleigh-pc.gov.uk

Nutfield Parish Council

Electorate: 2,113

Precept: £52,363

Expenditure: £98,440

Nutfield Parish Council is concerned about vulnerable residents in light of the current coronavirus outbreak and has considered a plan to coordinate both volunteers and those having to self-isolate. Many local groups are already offering their services to those having to self-isolate, and the council asks all resident to check on their neighbours.

The council is seeking residents to volunteer their services to be a road coordinator. A road coordinator is someone who coordinates a road (e.g. WhatsApp group, email group, Facebook group or leaflet drop) and acts as the point of contact to assist others in the road. The council publish a list of road coordinators' on its website.

<https://www.nutfieldpc.com/>

Outwood Parish Council

Electorate: 250

Precept: £19,000

Expenditure: £18,500

Outwood Parish Council has issued a leaflet amongst the monthly parish newsletter, which provides advice and sources of support including phone numbers and email addresses of key contacts. The parish council is assisting vulnerable residents with shopping and being supportive over the phone.

<https://www.outwood.org/council>

Salfords and Sidlow Parish Council

Electorate: 2,400

Precept: £31,265

Expenditure: £80,000

Salfords and Sidlow Parish Council has introduced a road ambassador scheme with volunteers looking after every resident in all roads. The council has prepared a flyer which has been given to every household with contact number and information to assist in collecting prescriptions, food, dog walking or just a chat.

<http://www.salfordsandsidlowpc.org.uk/>

SUSSEX (EAST AND WEST)

Brightling Parish Council

Electorate: 305

Precept: £7,375

Expenditure: £7,454

The council has published a listing on its website asking for information on anyone in the parish who is vulnerable or self-isolating who needs any assistance that the council is there to help.

<https://democracy.eastsussex.gov.uk/mgParishCouncilDetails.aspx?ID=212&LS=5>

Burwash Parish Council

Electorate: 3,500

Precept: £65,000

Expenditure: £45,000

Burwash Parish Council has delivered a leaflet to every household asking if people need help or if they can help. The council is liaising with the doctor's surgery to deliver medicines, offering to support the local shop to deliver groceries and providing a friendly phone call to those who feel isolated. So far, the offers of help exceed those in need by 2 to 1, which is a good sign of the local community spirit.

The council has started its medicine collection and delivery service and has made two trips that cover the whole surgery area, which extends into several neighbouring parishes.

The list of volunteers is still growing as is the list of those needing help. The council hopes to start phoning the vulnerable next week after verifying those who would like a call and do a check that the volunteers live in the parish by checking their names against the electoral register.

<https://burwashparish.org.uk/>

Buxted Parish Council

Electorate: 3,012

Precept: £101,011

Expenditure: £119,869

Buxted Parish Council is coordinating an effort, with over 50 volunteers, to shop, and deliver food, essentials and medicines to the vulnerable and elderly within the Buxted Parish area (Buxted, Five Ash Down and High Hurstwood, East Sussex). They found that they were struggling for the volunteers to be able to get supplies from the local supermarkets. One councillor, Nick Bolton, has used his trade suppliers to help with the food. Councillor Bolton also used his restaurant space to set up a temporary supermarket, utilising his suppliers who have huge amounts of fresh produce easily available. In the mornings this supply is being used to deliver to those self-isolating. From 14:00 onwards, any NHS and essential worker can attend and purchase their supplies. After 17:00, it will be open for the public who could not get their goods from the local supermarket.

<http://buxtedvillage.org.uk/>

East Grinstead Town Council

Electorate: 25,000

Precept: £1,000,000

Expenditure: £1,300,000

East Grinstead Town Council is coordinating a helpline for the elderly and vulnerable through their switchboard, on the first day, the council answered 80 telephone calls. It allows people to ask for shopping, errands and medication collection and delivery. Payment is taken via a card reader, and the shopping is left on the doorstep. Basic food and essentials are provided by the council for the food bank, with the help of the Lion Club fund. The council has a loneliness service via Age UK where people can call up for a chat. Age UK is primarily working through their membership but is encouraging other people to get in contact.

<https://www.eastgrinstead.gov.uk/>

East Preston Parish Council

Electorate: 5,096

Precept: £265,942

Expenditure: £281,727

East Preston Parish Council set up the East Preston Voluntary Service several days before the main lockdown announcement on 23 March. Since then, councillors and officers have been working to match volunteers with East Preston residents who need help with tasks including shopping, collecting medications and dog walking or who just want a telephone chat. To request help, residents of East Preston can contact the council via email or telephone, as can prospective volunteers.

<https://eastpreston-pc.gov.uk/>

Etchingham Parish Council

Electorate: 700

Precept: £52,000

Expenditure: £50,587

Etchingham Parish Council is paying for printing and distribution for costs of a flyer for 'Etchingham COVID-19 Mutual Support Group'. The group has updated information on an E-bulletin; on the council website; on the council Facebook page and the council Twitter page.

<https://democracy.eastsussex.gov.uk/mgParishCouncilDetails.aspx?ID=219&LS=5>

Fletching Parish Council

Electorate: 567

Precept: £30,000

Expenditure: £30,000

Fletching Parish Council has set up a dedicated mobile phone number and email address to help with volunteer offers and help requests. The council is working with the residents association to co-ordinate volunteers. They are offering support through collecting shopping; delivering prescriptions; dog walking; cooking; helping to set up WiFi and, newspaper delivery. A printed leaflet has been distributed across the parish Website information including details of local food shops offering delivery and takeaways.

<http://www.fletching-pc.org/community/fletching-parish-council-13408/home>

Harting Parish Council

Electorate: 1,036

Precept: £43,100

Expenditure: £60,000

Harting Parish Council has set up the parish council emergency group. The group contacted households to gather volunteers, with around 170 coming forward, and those that are vulnerable and may need help in an emergency. Each house was given an emergency pack with 'traffic light' signs for the window to show if any help is required. All households have been given a buddy to contact to help in any way, for example, shopping, prescription collection and dog walking. The group has also been able to assist the local village shop by providing a rota of volunteers to help with deliveries, phone orders and queue management.

<https://www.parish-council.com/HartingParishcouncil/members.asp>

Herstmonceux Parish Council

Electorate: 2,140

Precept: £86.034

Expenditure: £131.034

The council set-up the parish council emergency plan working group. One of the first actions taken was the purchase of a dedicated phone for this support project. A flyer was delivered to each household in the parish by volunteers in the early days of this lockdown. The flyer was sent out by the local surgery to its 1,000 most vulnerable and extremely vulnerable registered patients. It was also forwarded to other health colleagues in other local village surgeries to absorb any overlap of vulnerable individuals.

A second key element of the plan was the establishment of a project coordinator, and this pivotal role was taken on by a local lady, a volunteer who was key to the emergence of the scheme. The volunteers and requests for support started rolling in once the flyers were circulated. It became clear early on that a dedicated email

account would also be needed to manage the scheme properly. The working group is working in conjunction with its award-winning local surgery and pharmacy, as well as our local businesses. All volunteers go through a vetting process. A formal process is in place with the pharmacy for the support the group offers. The working group is in contact with vulnerable members of the community through the community group leaders.

<http://www.herstmonceuxparish.org.uk/>

<https://www.facebook.com/HerstmonceuxParishCouncil/>

Maresfield Parish Council

Electorate: 2,974

Precept: £135,000

Expenditure: £75,000

In alliance with Maresfield Parish Council, the Nutley Coronavirus Support Group has been set up to support the vulnerable people around Nutley, Maresfield and Fairwarp. The support group assists residents who find themselves with limited contact due to Covid-19. The group aims to provide a free service for its community by listening, supporting and helping the vulnerable where they can. This service includes helping with tasks such as shopping, collecting medication and spending time with and talking to isolated people.

The NutleyCoronavirus Support Group will help residents who feel isolated by organising telephone calls between volunteers and vulnerable residents.

Alternatively, if residents need assistance, the council will signpost to relevant help. This assistance includes: driving people to the hospital or doctor's appointments, collecting medication prescriptions, picking up shopping and essentials, or collecting information on local resources. The council is also highlighting the green spaces nearby, such as the South Downs National Park. Exercising and socialising with people in green spaces will help to overcome isolation and loneliness.

<http://www.maresfieldparish.org.uk>

Midhurst Town Council

Electorate: 9,000

Precept: £142,862

Expenditure: £272,000

Midhurst Town Council has helped set up a volunteer group, 'Midhurst Angels'. Midhurst Angels are helping to coordinate all enquiries from residents and are putting businesses; charities societies; community groups and, residents in touch

with each other. The group has created a spreadsheet of vulnerable or isolated residents and all of the volunteers and businesses who have offered their time and help. A number of the volunteers have already been CRB check and are First Aid trained. The council is coordinating local businesses such as the local café; the vegetable shop and, the butchers which have all offered to deliver food. The council has delivered a leaflet to all households, outlining this information and their contact details. This information can also be found on the council's website and Facebook page.

<https://www.midhurst-tc.gov.uk/>

Plaistow and Ifold Parish Council

Electorate: 1,651

Precept: £62,000

Expenditure: £40,000

Plaistow and Ifold Parish Council clerk Catherine Nutting, alongside her council, set up a Local Community Action Volunteering (LCAV) Scheme. This scheme has put a policy in place for residents to follow if they require assistance with day-to-day tasks.

The LCAV policy outlines the need for GDPR consent for things such as collecting drug prescriptions and advocates online payments to stop the residents from getting targeted. A letter was given out at the local church and at community hotspots to encourage residents to use the scheme. The letters urged residents to do what they can and foster a relationship between the service user and the volunteer. At the moment, the scheme is assisting six vulnerable people and supporting 24 volunteers.

The LCAV Scheme and policy has been shared with the Surrey and Sussex Association of Local Councils so it can be passed on to its members. This scheme ultimately encourages community partnerships and cultivates relationships among those who are vulnerable in the parish and those who are more able. It is essential to support the vulnerable to restrain the effects of social isolation and loneliness.

<https://plaistowandifold.org.uk/>

Poynings Parish Council

Electorate: 208

Precept: £5,020

Expenditure: £7,030

Poynings Parish Council has set up a community Facebook page and WhatsApp group for the vulnerable and volunteers. They have published and distributed a

newsletter for all residents. The council has used the village email system to keep all villagers informed.

<https://poynings.net/category/parish-council>

Pulborough Parish Council

Electorate: 5,000

Precept: £214,079

Expenditure: £241,031

Alongside Horsham District Council, Pulborough Parish Council is coordinating volunteer schemes within the parish. Each resident will receive a postcard that gives them ways to access support or to register as a volunteer. The clerk has offered the council's sports pavilion and meeting room as a base for volunteers to use as desk space to match vulnerable residents and volunteers. This covers most day-to-day tasks such as driving to medical appointments, collecting or delivering shopping and medicines and being a voice to talk to. The hub will also be a storage space for non-perishable goods awaiting distribution. Volunteers will be delivering each postcard to residents. The council is working closely with other community groups, such as Pulborough Community Minibus volunteer drivers, and principal authorities to establish a well-functioning and successful scheme.

<https://www.pulboroughparishcouncil.gov.uk/>

Withyham Parish Council

Electorate: 3,000

Precept: £139,306

Expenditure: £134,168

Withyham Parish Council is coordinating existing volunteer groups across the four settlements to provide neighbour support, such as shopping. The council is helping local shop with logistics, for example, accepting payments by phone to accept home deliveries.

<http://www.withyhamparishcouncil.org.uk/default.aspx>

Woodmancote Parish Council

Electorate: 550

Precept: £8,675

Expenditure: £8,000

Woodmancote Parish Council has enacted its Emergency Plan, which details a hierarchy of information based on people to contact and when. This information

has been published online and may be useful to residents. The Emergency Plan encourages vulnerable residents to make their emergency coordinators aware.

<http://www.woodmancoteparishcouncil.gov.uk/>

WARWICKSHIRE AND WEST MIDLANDS

Alcester Town Council

Electorate: 6,000

Precept: £259,832

Expenditure: £311,922

Alcester Town Council has extended its Alcester Resilience Group with over 400 members. It is organising over 100 volunteers to assist the isolated and the elderly on a non-contact basis for groceries, medications and dog walking. The council is sharing information through numerous ways, such as social media, in the local press and through leafleting 4,000 homes, which will be delivered by Royal Mail. The volunteers are coordinated by the council's councillors on a ward-to-ward basis.

<https://www.alcester-tc.gov.uk/>

WARWICKSHIRE AND WEST MIDLANDS

Bidford-on-Avon Parish Council

Electorate: 5,043

Precept: £284,844

Expenditure: £263,720

On March 20 2020, Bidford on Avon Parish Council agreed measures to ensure its residents, especially the vulnerable and housebound, could be kept supplied with medicine, food and other staple supplies. The council put out a call for volunteers, and reached an agreement with the local supermarket so that residents could phone or email their orders three mornings a week. Orders would then be delivered by council registered volunteers. To safeguard volunteers there is no face to face contact, no money changes hands and all deliveries are left at the door. Residents who are on benefits and unable to place orders as they are "cash only" are being asked to contact the council office, as the council has set up a scheme with Warner's Budgens to assist them and ensure they are able to be supplied with food and other essentials. To date, over a 1,000 deliveries have been made. Bidford Health Centre and Bidford Pharmacy have also been advised to contact the Parish Council for assistance in the delivery of prescriptions.

The situation is very fluid and Bidford Parish Council will endeavour to keep up with the changes and do all it can to ensure the safety and well-being of its community.

<https://www.bidfordonavon-pc.gov.uk/>

Church Lawford Parish Council

Electorate: 295

Precept: £12,545

Expenditure: £9,992

Kings Newnham Parish Meeting

Electorate: 39

Precept: £0

Expenditure: £0

Church Lawford Parish Council and Kings Newnham Parish Meeting have formed a volunteering group to help vulnerable residents. The council has put a 'Volunteer coordinator' and 'Support Needs coordinator' in place. The village has already put a Facebook group in place and are using it to communicate with the wider public.

The council has used its electoral roll as the foundation to understand the needs of their residents. The electoral roll can identify those who are over 70; those with underlying medical conditions; and those who are living alone. The council has distributed leaflets with contact details, for those who do not have access to the internet or technology.

<https://www.warwickshire.gov.uk/directory-record/5841/church-lawford---kings-newnham-coronavirus-support>

Dickens Heath Parish Council

Electorate: 3,646

Precept: £84,122

Expenditure: £86,023

In conjunction with Dickens Heath Library, Dickens Heath Parish Council has set up a Facebook group on which we publish advice and information - which includes, for example, local shops that can deliver to vulnerable residents, advice lines, and latest Covid information from the authorities. The council has also set up a group of volunteers who are supporting residents and the local independent pharmacy by collecting prescriptions and delivering to vulnerable residents. This is administered through a whatsapp group and there has been a fantastic response from volunteers.

<https://dickensheathpc.org.uk/>

Harbury Parish Council

Electorate: 2,218

Precept: £113,378

Expenditure: £148,776

Harbury Parish Council immediately responded to the coronavirus pandemic, surveying all houses within the parish via leaflets. This established whether a household was self-isolating through symptoms, illness or age, or was willing to volunteer to help those who were. Harbury has been divided into eight zones, each with its own volunteer coordinator who matches volunteers with those needing help. Volunteers check in with their houses each day to see how they are, what they need or to provide a friendly ear. They then help to collect medication, shopping, top up phones, swap library books or pay bills. This effort is coordinated by the council chairman, with the chairman and volunteer coordinators meeting every week to review progress and share experiences.

The group also organised a volunteer rota to staff the supermarket when the owners became ill, enabling this valuable village resource to remain open.

The council is sharing information through social media, the council website and the Harbury and Ladbroke News.

<https://www.harbury-pc.gov.uk/>

Lighthorne Parish Council

Electorate: 471

Precept: £14,150

Expenditure: £21,275

Lighthorne Parish Council is acting as a facilitator for local volunteers through word of mouth, leaflet drops, through a Facebook page and a website page. The council's webpage displays the details of local businesses and volunteers. Each volunteer is in charge of their particular section and details the tasks that they are happy to complete for the service user.

<http://www.lighthornepc.uk/coronavirus/coronavirus.shtml>

Meriden Parish Council

Electorate: 2,731

Precept: £49,000

Expenditure: £48,000

An Emergency Action team consisting of representatives from the parish council, church and community have a daily rota of two, six-hour shifts to take calls from members of the public in Meriden. They have advertised for volunteers. So far, 70 volunteers are offered to come forward to assist in collecting shopping and medications and will phone people who are lonely or isolated. Since the government enforced lockdown, the volunteers have received over 100 phone calls from people requiring assistance. The two local shops and pharmacy have a list of all the volunteers and close links are with the school and police.

Monks Kirby Parish Council

Electorate: 355

Precept: £8,450

Expenditure: £9,080

Monks Kirby Parish Council has set up a Covid-19 co-ordinator group and a volunteer support group. Volunteers are split into different areas of Monks Kirby and a support co-ordinator identified for each area. Support co-ordinators take requests from residents who need help with tasks including shopping, posting mail and collecting prescriptions and match them with an available volunteer. All contact details are available on the council's website and noticeboard. Cards with contact details have also been posted to all houses in the village. Virtual support is available via a Whatsapp group and Facebook page.

Although initially setup by the council, this scheme has successfully been run by volunteers.

<https://www.monkskirby.org.uk/>

Radford Semele Parish Council

Electorate: 1,831

Precept: £29,035

Expenditure: £48,230

Radford Semele Parish Council is coordinating and supporting the Covid Mutual Support Group for Radford Semele. The support group aims to the vulnerable and self-isolating in the parish.

<https://www.radfordsemelepc.org.uk/the-parish-council/>

WILTSHIRE

Bishopstone Parish Council

Electorate: 684

Precept: £9,746

Expenditure: £13,891

Bishopstone Parish Council has coordinated an emergency committee, which looks after over 50 volunteers to provide support to those in self-isolation, are social distancing or otherwise in need. The volunteers are carrying out day-to-day tasks such as the collection of medication and shopping. Leaflets have been sent to all 250 households in the parish, while up-to-date information is being communicated to residents through the council website and WhatsApp groups.

<https://www.bishopstone-salisbury.co.uk/parish-council.html>

Chitterne Parish Council

Electorate: 293

Precept: £8,095

Expenditure: £9,786

Chitterne Parish Council has divided their village into seven zones. Each zone has a "street rep" and one-three deputies. They identified all single-occupancy households and those we regard as vulnerable. The council has leafleted every house and spoken to as many as were present. They are liaising with the local GP practice and formulating a prescription distribution network. Chitterne Parish Council has a list of volunteers who will shop, run errands, bake and prepare meals. They are in the process of splitting our village internet information service into one for social and non-Covid information and a Covid service that distributes information only from NHS, PHE, Wiltshire Council and the local surgery.

http://www.chitterne.com/chitterne_website_009.htm

Mere Town Council

Electorate: 2,500

Precept: £146,000

Expenditure: £186,000

Mere Town Council has distributed posters to encourage residents to volunteer. The council has now established a register of volunteers and those who want to help people that are currently in self-isolation by carrying out small tasks such as, collecting prescriptions, collecting shopping or just calling for a friendly

conversation. The council has established a register of volunteer telephone coordinators.

Postcards will be distributed to a household that outlines the names and numbers of the telephone coordinators. The telephone coordinators will then be able to identify the nearest person on the volunteer register and contact them to see if they can offer assistance. The postcards will be distributed alongside the parish magazine to every household. Volunteers have also come forward to deliver the magazines. The support plan is gaining momentum and volunteers have already carried out one or two tasks for those in need.

<http://www.merewilts.org/>

Minal Parish Council

Electorate: 400

Precept: £22,000

Expenditure: £16,920

Minal Parish Council has published and distributed leaflets to all villagers, offering help and support. The council are acting as a central point of contact for parishioners and is organising volunteers to assist the vulnerable and self-isolating.

<https://www.mildenhallwiltshire.org.uk/parish-council>

Ramsbury and Axford Parish Council

Electorate: 2,000

Precept: £50,000

Expenditure: £45,000

Following overwhelming response to a leaflet delivered by existing emergency wardens, Ramsbury and Axford Parish Council set up a volunteer Whatsapp list to help with tasks including shopping, prescriptions, dog walking. Volunteers delivered a leaflet to all residents in the parish, with advice, contact numbers and details of help available. A buddy scheme has been set up for the most vulnerable residents and telephone contact has been made with those who are self-isolating and living alone. The council also provides advice, information on local delivery facilities, phone numbers for help and Covid19 information their council website

<https://ramsbury.org.uk/parish-council>

Salisbury City Council

Electorate: 44,000
Precept: £3,100,000
Expenditure: £3,000,000

Salisbury City Council is working alongside other local groups to support and manage groups of volunteers. This includes managing a dedicated webpage on the council's website. Salisbury is continuing to monitor its other services to keep in line with government advice. This advice has resulted in the closure of the Guildhall, the information centre and the postponement of local events. The council is currently still aiding the Charter Market to ensure that residents have access to fruit and vegetables.

<https://www.salisburycitycouncil.gov.uk/latest-news/item/council-update-wednesday-18-march-2020>

Wilton Town Council

Electorate: 3,500
Precept: £217,000
Expenditure: £243,000

Wilton Town Council is helping its community in many ways, such as recruiting and supporting volunteers, providing up-to-date information on the coronavirus and is setting aside funding for local community groups.

http://www.wiltontowncouncil.gov.uk/COVID-19_30609.aspx

WORCESTERSHIRE

Ashton Under Hill Parish Council

Electorate: 698
Precept: £17,131
Expenditure: £

Ashton Under Hill Parish Council has set up a list of volunteers to help anyone in the Village that is self-isolating and unable to go out to collect shopping; prescriptions and day-to-day tasks. They have split the Village up into small areas and each small area has a dedicated volunteer allocated. The council has set up a central telephone number that is available for all villagers to use. The volunteer

will then be notified of the service user and their requirements.

<https://ashtonunderhill.org.uk/>

Bayton Parish Council

Electorate: 425

Precept: £8,350

Expenditure: £10,500

Bayton Parish Council has emailed up-to-date information to residents and is organising volunteers who are offering help to those in need. The council is encouraging the parish to make contact with their neighbours and direct contact with those who they think may need help.

<https://e-services.worcestershire.gov.uk/MyParish/Welcome.aspx?ParishID=92&PostCode=DY149NA&Prop=2865&partner=mhc&MarriedTo=0>

Bredon Parish Council

Electorate: 2,403

Precept: £44,862

Expenditure: £137,924

The five wards around Bredon Parish Council are liaising with and supporting an initiative by some residents. The parish has been divided into several distinct areas, each with a coordinator to communicate directly with the people living within these areas to keep them informed of all local issues relating to COVID-19. Communication from these Area Coordinators is principally by WhatsApp and telephone contact.

To date the parish council has arranged for the purchase and printing of 'Local Food Suppliers' leaflets which have now been distributed by coordinators. The parish council has closed 'owned assets' such as the Village Hall and Play Areas and has communicated this information to parishioners and the public using noticeboards, website and social media.

Weekly virtual liaison meetings are planned using Zoom conferencing to review and plan additional activity. There is also ongoing liaison with the Doctor's Surgery and local businesses.

<http://www.bredonpc.org.uk/>

Chaddesley Corbett Parish Council

Electorate: 1,500
Precept: £28,000
Expenditure: £48,000

Chaddesley Corbett Parish Council has created a volunteer list to deliver prescriptions for the local doctors' surgery. Volunteers are also helping to collect and deliver groceries; post mail; amongst other day-to-day tasks.

<http://www.chaddesleyparishcouncil.org.uk/>

Dodderhill Parish Council

Electorate: 2,009
Precept: £45,627
Expenditure: £112,075

Dodderhill Parish Council has set up a coronavirus information page on its website and is organising a group of local volunteers to help those who are vulnerable or self-isolating.

<https://dodderhillparishcouncil.co.uk/>

Hagley Parish Council

Electorate: 5,409
Precept: £165,500
Expenditure: £293,674

One of the first measures Hagley Parish Council used was social media to ask members of the community if they could help, which led to volunteers coming forward. The council decided to act as an information hub for the community whereby it will publish its telephone number for vulnerable residents. The council will then liaise with volunteers to help out with shopping, collecting medical prescriptions and picking up library books.

The council plan to publicise restaurants that are offering a delivery service and contact details for NHS helplines. While also exploring options with the chemist and local organisations (including Co-op and Spar) to see how they can help.

The council will also work with the Women's Institutes and the churches on how to identify vulnerable people. One of the local churches is offering a food delivery service. A comment from one councillor was "even if we can help one resident, then we have been successful".

<http://www.hagleyparishcouncil.gov.uk/>

Romsley Parish Council

Electorate: 1,302

Precept: £50,560

Expenditure: £76,640

Hunnington Parish Council

Electorate: 475

Precept: £10,500

Expenditure: £12,945

Romsley and Hunnington have many older residents who need support. The local councils are asking the community to take the time to check on any vulnerable neighbours and provide them with any assistance they may need. Romsley Parish Council has teamed up with Hunnington Parish Council to give a coronavirus Support Service. The service will include the delivery of essential food items, collection of medical prescriptions and provide help to residents who need support due to self-isolation or suffering from the coronavirus.

<https://romsleyparishcouncil.gov.uk/>

<https://hunningtonparishcouncil.gov.uk/>

Wythall Parish Council

Electorate: 9,500

Precept: £130,000

Expenditure: £230,000

Wythall Parish Council has organised a group of volunteers to support their vulnerable residents. They have leafleted every house in the parish with contact details of the volunteers. The council is supporting a call centre to connect helpers to service users. They are also working collaboratively with local businesses to deliver products on their behalf and with local food banks to assist in sourcing key items. All of the volunteers have signed an agreement to protect themselves and the service users. They are also wearing lanyards to quickly classify them.

<http://www.wythall-parish-council.org.uk/>

YORKSHIRE

Airton Parish Meeting

Electorate: 161
Precept: £0
Expenditure: £10,000

Airton Parish Meeting has established a support scheme for the vulnerable and self-isolating. They are offering to collect shopping; distribute medicines and assist those who may be lonely.

<https://www.cravendc.gov.uk/the-council/wards-and-parishes/gargrave-and-malhamdale/>

Kirk Smeaton Parish Council

Electorate: 328
Precept: £8,000
Expenditure: £11,000

Little Smeaton Parish Council

Electorate: £9,469
Precept: £1,500
Expenditure: £9,501

The two villages sit next to each other, either side of a small river, with a combined total of around 400 households. The council's quickly agreed that a joint approach was sensible and the villages divided between a group of volunteers. Every property received a leaflet with their volunteer's contact details if they need assistance. A WhatsApp group was set-up to track requests and for volunteers to support each other during the pandemic. To date, the volume of requests has been relatively low, and their plan is holding up well.

<https://www.littlesmeatonpc.com>

<https://www.kirksmeaton.org>

Newby and Scalby Parish Council

Electorate: 7,839
Precept: £30,300
Expenditure: £68,000

Newby and Scalby Parish Council has a population just under 10,000. Parish councillors and volunteers from local clubs have come together and distributed a postcard to all properties in the parish (approx. 4,600) as well as making the cards available in local shops, chemists, post offices etc. They have had a fantastic response from people offering to help (many of whom are enhanced DBS holders)

and also a steady trickle of people asking to be put on the "may need help in the future" list. The council is also using its Facebook page to publicise local businesses and catering establishments that are carrying out food deliveries.

<https://www.newbyandscalbypc.org.uk/>

Rawdon Parish Council

Electorate: 5,438

Precept: £42,000

Expenditure: £45,000

Rawdon Parish Council has mail dropped the entire parish asking for details of people able to volunteer and those in need of help. The data collected has been shared with Leeds City Council and the local tier 2 hub who are co-ordinating the work. The clerk and parish councillors continue to gather data and check back with those in need of support. The mail drop identified more than 100 new volunteers not previously known to Rawdon Parish Council.

<http://www.rawdonparishcouncil.gov.uk/Rawdon-PC/Default.aspx>

Romanby Parish Council

Electorate: 6,500

Precept: £26,200

Expenditure: £65,000

Romanby Parish Council has set up a Parish Council-led Street Warden scheme, getting our residents to keep an eye on people in their street and immediate area. The council is organising over 100 volunteers who have already carried out tasks such as shopping; collecting prescriptions; or, having a telephone conversation with people who are lonely or isolated.

<http://www.romanby-pc.gov.uk/>

Tickhill Town Council

Electorate: 7,500

Precept: £72,250

Expenditure: 82,443

Tickhill Town Council is providing updated information on the various groups and societies that are organising shopping collections and deliveries for those self-isolating. The council is coordinating volunteers and is collecting their private details. Volunteers will be linked to any service users that require assistance.

<http://www.tickhilltowncouncil.co.uk/>

Wilsden Parish Council

Electorate: 3,775

Precept: £53,500

Expenditure: £57,600

When the emergency started it was recognised that, because of the older average age of their local population, Wilsden Parish Council would have a significant number of residents who needed to socially isolate. Before the lockdown started a number of local volunteers came forward looking for ways to help. The parish council provided a framework to enable an effective network of volunteers to be established. Early in the crisis, a leaflet was delivered to every household in the parish. This offered help with shopping; collecting prescriptions and other needs as they arose. Wilsden Parish Council also recognised that loneliness was likely to be an issue which could worsen as time went on. The council already had contact with some of the most vulnerable residents, through their community car scheme whose co-ordinator made sure that those who needed help had access to it. Wilsden Parish Council are using both social media and word of mouth to identify others in need of support.

Once Bradford District Council had set up its own resources and volunteer network, those residents in the parish who applied through the District Council's central telephone line were channelled into our Wilsden Parish Council's scheme. Wilsden Village Hall was established as a Neighbourhood Service Centre linked to the Ward Hub through which resources and key services, including financial support and more specialised advice from Bradford Council, can be accessed. Wilsden Coronavirus Volunteers now has around 50 volunteers supporting nearly 100 households in the area. Volunteers are advised to limit their exposure to public places by doing shopping for the housebound at the same time as their own, and the number of visits to the pharmacy are greatly reduced by having two volunteers dedicated entirely to daily prescription delivery.

<http://www.wilsdenparishcouncil.gov.uk/>