



# **WEST BERGHOLT PARISH COUNCIL**

Health and Wellbeing  
COVID-19 Community  
Response Plan

May 2020    Version 3

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# **VOLUNTEER SUPPORT NETWORK**

- To support the excellent work many residents have been undertaking to help neighbours and friends in the village, West Bergholt Parish Council has worked with the existing local Care Network scheme in a coordinated approach to pull together 60 volunteers and to use their trusted and dedicated Helpline phone number.
- Every household has received a leaflet highlighting the Helpline number, other useful telephone numbers and a green and red tear off page to put in their window – green ‘we’re OK’ and red ‘need assistance’.



# LEAFLET DROP

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**CORONAVIRUS**

**IN NEED OF HELP?**

e.g. Shopping, Prescription & Mail Deliveries or a Friendly Chat

**YOU'RE NOT ALONE**

**CALL**

**0300 777 3100**

WEST BERGHOLT CARE NETWORK

WE ARE IN THIS TOGETHER!

Charity No. 299094

# HOW THE SUPPORT SCHEME WORKS

## WHAT HELP IS ON OFFER

- Shopping, collecting prescriptions, posting mail, dog walking, friendly phone call, emotional support, running general errands
- Anything else you need

## WHAT TO DO

- Phone the Care Network Help Line number 0300 777 3100

## WHAT HAPPENS NEXT

- A Volunteer will be allocated your request and keep in contact with you

# KEEPING YOU AND THE VOLUNTEERS SAFE

- Our priority is the wellbeing of you and the volunteers therefore
- All volunteers are resident in the village
- Direct contact will be avoided at all times so for example shopping will be left at your door and the volunteer will step back
- Washing of hands is paramount
- Avoid payment by cash. Try to use online payment services
- Online shopping may be a possibility
- Click and Collect is another option
- The local pharmacy can deliver prescriptions in the village

# HOW THE PARISH COUNCIL IS SHARING INFORMATION WITH RESIDENTS ABOUT COVID- 19

- The West Bergholt village website has regular and informative updates on the Lockdown on its front page <https://westbergholt.net/>
- Some of the many articles covered are how to access digital books via the library, amended bus timetables, guidance on mental health, the Colchester Borough Council Residents Contact Pack and Essex Resilience Forum.
- These are then shared on the village Facebook page <https://www.facebook.com/groups/westbergholthubandcommunity/>
- As COVID 19 restrictions are lifted and village organisations gear up to restart this plan will be regularly updated.

# Areas of Support Available

PHYSICAL ACTIVITY	SOCIAL ISOLATION	MENTAL HEALTH	LEARNING DISABILITIES	WEIGHT MANAGEMENT
<p>The Allotments remain open to plot holders adhering to Government guidelines</p> <p>The landscape around the village is attractive and undulating for those wishing to walk, cycle or run</p> <p>The Parish is blessed with many footpaths regularly checked by the PC Footpaths Officer and always usable because of our stewardship and enabling circular walks</p> <p>Hillhouse Wood remains open and well managed by volunteers from Friends of Hillhouse Wood enabling this to be used for walking being within easy reach of the village</p> <p>The Lorkin Daniell Field and Poor's Land remain open for informal recreation such as walking, physical fitness training on an individual basis</p> <p>The MUGA has resumed for tennis in line with Government advice</p> <p>Social media platforms for keeping fit</p>	<p>A large number of social media outlets are available free of charge to hold video chats with family and friends</p> <p>If you are unable to go outside for a walk where you can say hello to people you can phone the Care Network Helpline and arrange a friendly chat with a volunteer 0300 777 3100</p> <p>The village Facebook page shows activity in the village so you can stay in touch</p> <p>Some of the streets in the village have created social WhatsApp groups to help bring neighbours together by checking on each other, distribution of information such as when slots become available for Click and Collect shopping, VE Day celebration &amp; even a soft toy zoo in the street. Streets such as Mumford Rd, Albany Close and Valley Crescent have done this.</p> <p>Consider a scheduled street dance/exercise group adhering to Government guidelines</p>	<p>To cheer people up, especially children, residents have placed pictures of rainbows in their windows. Some have placed very large bears in their gardens along with props with a different theme each day</p> <p>A large number of social media platforms are available free of charge to hold video chats with family and friends</p> <p>You can call the Care Network Helpline if you would like to have a friendly chat with a volunteer 0300 777 3100</p> <p>When you are out chat to people from a safe distance to see how they are</p> <p>Join in the Thursday 8pm 'Thank You' clap for the NHS and key workers</p> <p>If you have been having a tidy up at home whilst in lockdown, consider putting free unwanted items at the front of your house for others to take and enjoy</p> <p>Refer to the NHS mental health App <a href="https://www.nhs.uk/apps-library/my-possible-self/">https://www.nhs.uk/apps-library/my-possible-self/</a></p>	<p>Online support</p> <p>P C seeking to provide :</p> <p>clear unambiguous instructions, limited amount of text, using graphics, consistency of message</p> <p>e.g. playground and MUGA notices</p>	<p>Eating healthily eg. Plenty of fresh fruit and veg and less sugary items</p> <p>Exercise outdoors or indoors</p>



# USEFUL PHONE NUMBERS

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## **ANIMAL WELFARE**

RSPCA	0300 1234 999
01206 860586 (North Essex Branch)	

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## **CITIZENS ADVICE**

0344 411 1444

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## **COLCHESTER BOROUGH COUNCIL**

GENERAL ENQUIRIES	01206 282222
COLCHESTER BOROUGH HOMES	01206 282514

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## **EMERGENCY SERVICES**

POLICE	101 (999 in an emergency only)
FIRE BRIGADE	999 in an emergency only
AMBULANCE	999 in an emergency only

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## **ECC ADULT SOCIAL CARE SERVICES**

0345 603 7630 (out of hours: 0345 606 1212)

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## **ECC DOMESTIC ABUSE**

0330 3337 444 [www.essexcompass.org.uk](http://www.essexcompass.org.uk)

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## **FINANCIAL**

HMRC	0300 200 3300
UNIVERSAL CREDIT	0800 328 5644
NATIONAL DEBTLINE	0808 808 4000
BUSINESS DEBTLINE	0800 197 6026

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## **MEDICAL**

NHS DIRECT	only call 111 if you cannot get help online @111.nhs.uk
WEST BERGHOLT DOCTORS SURGERY	01206 241137 (01206 570371)
WEST BERGHOLT PHARMACY	01206 240352

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## **SCHOOL CLOSURES**

0800 046 8687

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## **UTILITIES**

NATIONAL GRID (GAS)	If you smell gas 0800 111 999
UK POWER NETWORKS	Power cut call 105 (24 hrs 0800 316 3105)
ANGLIAN WATER	Report a leak 0800 771 881 (0345 791 9155 queries)

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## **WEST BERGHOLT PARISH COUNCIL**

01206 240772



# COUNCIL WORK DURING COVID-19

Work being done during COVID-19	Work being considered for the future
<ul style="list-style-type: none"><li>• Council business is continuing within Government restrictions and all staff are employed either working from home or on limited outside duties.</li><li>• All full council and committee meetings are operating through remote technology.</li><li>• All council-owned open spaces are being maintained, along with any trees on that land and litter picking is continuing.</li><li>• The Lorkin Daniell playpark, although closed is being maintained and upgraded where possible.</li><li>• All ponds (although of no known ownership) are being regularly monitored and maintained.</li><li>• Planning applications are still being reviewed and comments sent in.</li><li>• The allotments are open and being run according to Government guidelines.</li><li>• Highways issues are still being reported to Essex Highways.</li><li>• The MUGA is open for tennis only according to the latest Government guidelines.</li><li>• Some of the Orpen Memorial Hall projects will go ahead if restrictions allow and match-funded grants are still available.</li><li>• The Hall is currently only open for Bluebells Pre-school until July 6<sup>th</sup> in line with Government guidelines.</li><li>• A grant of £500 has already been awarded to WBFC for refurbishment and essential maintenance during lockdown.</li></ul>	<ul style="list-style-type: none"><li>• Installation of the new Lorkin Daniell playground equipment has been put on hold until the company is back working once more.</li><li>• Lexden Road Pond renovation will wait until restrictions lift.</li><li>• Historical Honour Board will wait until restrictions lift.</li><li>• Neighbourhood Plan/Infrastructure projects will wait until restrictions lift.</li><li>• VE Day celebrations were cancelled, however the council has registered to be part of the beacon lighting celebration planned for the Queen's Platinum Jubilee in 2022.</li></ul>