



## COVID 19 VIRUS

Following on from the update distributed on the 3<sup>rd</sup> April via e-mail we have prepared a further document which attempts to pull together information relating to various bodies and groups offering assistance during these very troubling times. It's not exhaustive but hopefully people will find it useful.

"The Local Community" section only covers some of the options, there are many more and we are of course aware of the invaluable support being offered by members to assist neighbours. We realise that much of this information is already out there so what we are attempting to do is pull together key data into one source.

### **Harrogate Borough Council**

You can sign up for HBC Resident's news by signing into : [www.tinyurl.com/HBCResidentsNews](http://www.tinyurl.com/HBCResidentsNews)  
As we are within Harrogate our local community support organisation is via Harrogate and Ripon CVS through the Harrogate Easier Living Project. The third of the links we have provided covers a Harrogate and Ripon CVS leaflet which includes very useful information with regard to Covid 19.

### **North Yorkshire County Council**

If you know someone who needs help with shopping, picking up prescriptions or other essentials, they can call 01609 780780 between 8am and 5.30pm and the council will make sure they get the help they need.

The Customer Service centre is now making around 400 calls a day to people who are being shielded and have requested support. These people are particularly vulnerable because of existing health conditions and have been advised to stay at home for 12 weeks.

District councils will also be making outbound calls to people who are being shielded to make sure they are getting the help they need; in North Yorkshire, this is just under 15,000 people. If someone on the shielded list cannot be contacted by telephone, a volunteer is deployed to check that they are safe

### **Support for young people feeling isolated**

A telephone befriending service has been launched for vulnerable young people who are struggling to live with the social distancing requirements.

The Restorative Academy recruit's relief workers aged between 16 and 25, many of whom have experienced care. This befriending service is taking enquiries from leaving care services, looked after children services, fostering services and the early help service.

It will ensure young people have access to practical and emotional support throughout the lockdown period and have somebody to confide in of a similar age.

### **Online library service**

The online library service has been embraced by residents since the temporary closure of library branches in March. They have added 1,400 new copies of e-books **and** introduced a new e-audio book platform, **BorrowBox**, with 1,200 titles. Remote access has been arranged for library members to family history resources Ancestry.com and Find My Past.

Library staff have hosted video story times, rhyme times, craft sessions, quizzes and Lego challenges on libraries' Facebook pages, which have welcomed more than 3,500 new followers.

Digital library services can be found at [www.northyorks.gov.uk/digital-library](http://www.northyorks.gov.uk/digital-library). To access these, you need your library card number and PIN number. If you do not know your PIN, call 01609 533878 and one will be issued. If you wish to join the library, call the same number.

### **North Yorkshire Community Messaging – Community First Yorkshire**

[www.nycm.co.uk](http://www.nycm.co.uk)

You can register with North Yorkshire Community Messaging to receive crime notifications and community news in your neighbourhood. Please be on your guard in respect of Covid related scams which are doing the rounds.

If family, friends or neighbours can't help you should contact HBC Customer Services Centre on 01423 500600 or North Yorkshire County Council on 01609 780780

### **Age UK**

They firstly recommend that you contact your local Age UK to see how you can help others in your area. Local Age UK's offer face-to-face services within the community. To find your local Age UK, please click on the following link and type in your postcode: <https://www.ageuk.org.uk/services/in-your-area/>

They recommend 5 ways that older people can be helped:

1. Keep in touch: phone your older relatives and friends to ask what they need and set up a rota with family and friends to make sure someone is regularly checking on them.
2. Lend a hand: if you're feeling well, offer to pick up shopping for an older neighbour. Remember that when you offer to go to the shops and when you drop off any shopping you need to knock on the door and step 2 metres back first. Leave any bags on the doorstep making sure they safely receive them.
3. Share these numbers: for practical information and advice, Age UK Advice: 0800 169 65 65. For a cheerful chat, day or night, The Silver Line: 0800 470 80 90
4. Show you care: make homemade cards (a great project for kids), send postcards, write letters or even post small gifts to keep people's spirits up.
5. Donate now: Demand for Age UK vital services has increased rapidly, help them keep their Information & Advice and Friendship services running by donating at <https://www.ageuk.org.uk/get-involved/donate/> You can find out more at [www.ageuk.org.uk/helping](http://www.ageuk.org.uk/helping)

Additionally, they have also set up a Neighbourly Volunteering page where you can help support older people who are staying at home due to the coronavirus epidemic. Please find a link to this here: <https://www.ageuk.org.uk/get-involved/volunteer/neighbourly-volunteering/>

### **Royal Voluntary Service**

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

This website highlights how NHS Volunteer Responders can help. Due to the unprecedented level of responders' applications were paused but this initiative is now about to go fully live.

### **Red Cross**

There are other organisations coordinating volunteers at this time, for example through the **Red Cross** you can sign up to be a community reserve volunteer to help people in your area during the coronavirus outbreak. The link to which can be found below:

<https://www.redcross.org.uk/about-us/what-we-do/uk-emergency-response/coronavirus>

### **Local Community**

There are many community aid groups some of which have been created in response to the Coronavirus Emergency offering support to people in need within a locality most of which can be accessed via social media platforms such as Facebook or Twitter.

Government advises that only those who do not have symptoms of coronavirus, are under 70, are not pregnant or do not have any long-term conditions that make them more vulnerable should be volunteering outside of their own home.

If you are volunteering outside of the house it's important that you follow the government's advice on good hygiene by staying 2m or six feet away from anyone you do not live with and regularly wash your hands with soapy water for at least 20 seconds. To find out more about government advice on how to help safely, follow the link below

<https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2>

### **Oatlands Community Group**

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

According to the website the group is helping facilitate matching volunteers who are willing to help people in our community who are self-isolating and may need assistance in certain areas. Under the heading "Covid 19 – Help & Volunteering" you will find references to "I need help from my neighbours" and "I can help my neighbours".

### **Pannal and Burnbridge Covid Support**

[www.pannalandburnbridgecovidsupport.co.uk/](http://www.pannalandburnbridgecovidsupport.co.uk/)

According to the website a volunteer base of over 130 people has been built up ready to help anyone in need within Pannal and Burnbridge over the coming weeks and months.

### **Harrogate Delivers**

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

Helps people in the Harrogate District source food and goods from businesses serving the local community.

### **The StrayFerret**

<https://thestrayerret.co.uk>

For news on how Harrogate District is coping with Coronavirus.

### **Nextdoor Rosset**

<https://nextdoor.co.uk/join>

This appears to be a neighbourhood hub that covers matters such as safety updates, lost pet notifications and quite a bit more. It can be accessed via a free app.

You can contact HAPARA via [info@hapara.org](mailto:info@hapara.org)