

COVID-19 Response – Brief for Partners

Social Isolation and Community Support Work-stream

Programme Lead: Gary Fielding, Corporate Director of Strategic Resources
gary.fielding@northyorks.gov.uk

Project Manager: Gemma Dickinson, Senior Project Manager
gemma.dickinson@northyorks.gov.uk

Communications Lead: Helen Knisis, Marketing Officer
Helen.knisis@northyorks.gov.uk

In partnership with the 7 District & Borough Councils, NHS and the Voluntary and Community Sector, North Yorkshire County Council has established a dedicated programme of initiatives designed to ensure that anyone who is self-isolating has the help they need.

People who are self-isolating may find that they need help with things like shopping, collecting prescriptions or looking after pets. They may need someone to talk to if feeling lonely or isolated or ideas about how to stay active and exercise by accessing online activities and support.

Our key messages are simple: people should try and **contact family, friends or neighbours first and let them know how they can help**. If they still need help they should try and contact local clubs or groups they are a member of as many have volunteers who are assisting with shopping and befriending. The aim is to try and ensure that help is provided as close to the person as possible and from people they know and trust.

The Customer Service Centre at North Yorkshire County Council is the single point of contact for anyone seeking help: tel: 01609 780780 (open 7 days 8am – 5.30pm)

A team of advisors have been trained to effectively triage any requests for help to the appropriate support for them whether that is community support, social care or mental health.

Full list of Initiatives for support to communities and isolated.

Community Support Organisations (CSOs)

Project Lead: Marie-Ann Jackson, Head of Stronger Communities
marie-ann.jackson@northyorks.gov.uk

Nobody should feel alone and for those people who don't have anyone to help them the Council has partnered with 23 Community Support Organisations across the county to provide a range of help including:

- shopping – purchase and delivery of food or other essentials
- information about what services are available in the local area such as local shopping delivery options
- collecting and delivering prescriptions
- caring for pets

- help for people to get on-line such as how to use things like zoom or skype to talk to friends and relatives
- people to talk to via telephone, FaceTime, skype calls or other methods that will avoid physical contact
- delivering books and magazines or materials to support hobbies such as wool for knitting or art materials
- free food vouchers to cover 14 day's food essentials for those people who cannot access their finances - the Covid-19 Support Grant

The Community Support Organisations are being supported by NYCCs Stronger Communities Team and the Council's library managers.

Craven District

NYCC Contacts: Marion Tweed-Rycroft, Stronger Communities Delivery Manager
marion.tweed-rycroft@northyorks.gov.uk

Catherine Barlow, Outreach Librarian (Deputising for Marion)
catherine.barlow@northyorks.gov.uk

Hazel Smith, Library Manager (supporting Skipton CSO)
hazel.smith@northyorks.gov.uk

Craven DC Contact: Sharon Hudson
s.hudson@cravendc.gov.uk

Community Support Organisations:

Skipton: Selfa (working in partnership with Age UK North Yorkshire & Darlington and Skipton Mutual Aid group 'Skipton Step into Action')

North Craven: Age UK North Craven

South Craven: Glusburn Institute

Grassington: Grassington Hub

Hambleton District

NYCC Contact: Adele Wilson-Hope, Stronger Communities Delivery Manager
adele.wilson-hope@northyorks.gov.uk

Mel Fowler, Area Librarian ((Deputising for Adele)
Mel.fowler@northyorks.gov.uk

Hambleton DC Contact: Lisa Wilson
Lisa.wilson@hambleton.gov.uk

Community Support Organisations:

Stokesely:	Stokesley and District Community Care Association
Northallerton:	Hambleton Community Action
Thirsk:	Community Works (formerly The Clock and Thirsk CCA)
Easingwold:	Easingwold and District Community Care Association

Harrogate Borough

NYCC Contacts:	Liz Meade, Stronger Communities Delivery Manager liz.meade@northyorks.gov.uk
	Claire Thompson, Outreach Librarian (Deputising for Liz) claire.thompson@northyorks.gov.uk
Harrogate BC Contact:	Ann Byrne Ann.byrne@harrogate.gov.uk

Community Support Organisations:

Harrogate:	Harrogate & Ripon Community & Voluntary Services
Ripon:	Ripon Community House
Knaresborough:	Knaresborough Connectors
Boroughbridge:	Boroughbridge and District Community Care Association
Nidderdale:	Nidderdale Plus Community Office
Masham:	Masham Community Office

Richmondshire District

NYCC Contacts:	Lucy Moss-Blundell, Stronger Communities Delivery Manager lucy.moss-blundell@northyorks.gov.uk
	Laura Dinning, Outreach Librarian (Deputising for Lucy) laura.dinning@northyorks.gov.uk
Richmondshire DC Contact:	Sue White Sue.white@richmondshire.gov.uk

Community Support Organisations:

Hawes and Wensleydale:	Upper Wensleydale Community Partnership - Hawes
Swaledale:	Hudson House (working in partnership with Reeth Community Transport)
Leyburn:	Leyburn Arts and Community Centre
Richmond, Catterick, Colburn:	The Bridge (in partnership with Colburn Hub)

Ryedale District

NYCC Contacts:	Paddy Chandler, Stronger Communities Delivery Manager paddy.chandler@northyorks.gov.uk
	Lyndsay Glover, Outreach Librarian (Deputising for Paddy) lyndsay.glover@northyorks.gov.uk
Ryedale DC Contact:	Margaret Wallace Margaret.wallace@ryedale.gov.uk

Community Support Organisation:

Ryedale:	Ryedale Carers Support (working in partnership with Scarborough & Ryedale Carers Resource & Ryedale Community Transport)
-----------------	--

Scarborough Borough

NYCC Contacts:	Karen Atkinson, Stronger Communities Delivery Manager karen.atkinson@northyorks.gov.uk
	Sharon Houghton, Outreach Librarian (Deputising for Karen) sharon.houghton@northyorks.gov.uk
Scarborough BC Contact:	Jo Ireland Jo.ireland@scarborough.gov.uk

Community Support Organisations:

Scarborough and Filey:	Age UK Scarborough (working in partnership with YMCA & Scarborough, Whitby & Ryedale Mind)
Whitby:	Coast & Vale Community Action

Selby District

NYCC Contacts: Tom Jenkinson, Stronger Communities Delivery Manager
tom.jenkinson@northyorks.gov.uk

Claire Lowery, Senior Strategy & Performance Officer (Deputising for Tom)
claire.lowery@northyorks.gov.uk

Voirrey Whittaker, Outreach Librarian (Deputising for Tom)
voirrey.whittaker@northyorks.gov.uk

Selby DC Contact: Angela Crossland
acrossland@selby.gov.uk

Drew Fussey (Deputising for Angela)
dfussey@selby.gov.uk

Community Support Organisations:

Selby Town and Rural: Selby District AVS

Tadcaster: Tadcaster Volunteer Car & Services Association

Sherburn: Sherburn Coronavirus Aid Group (SCAG), Eversley Park Centre

Other Initiatives

Telephone call contact with shielded and vulnerable people

The Council is also working with NHS and District & Borough Council teams to pro-actively call people who are considered to be the most vulnerable to ensure they have the help and support they need. This includes people who the government have written to – the medically shielded – as well as people over 70 years old or who have other underlying health conditions.

Contact: Sarah Foley, Customer Services Centre Manager
sarah.foley@northyorks.gov.uk

Assisting the government with distribution of PPE

The Council has out in place a comprehensive logistics team of vehicles and drivers to ensure Personal Protective Equipment and other essential equipment is delivered.

Contact: Nigel Smith, Head of Highway Operations
Nigel.smith@northyorks.gov.uk

Food Supplies, Supermarkets and local businesses

We are working with national and local supermarkets and other food retailers to ensure information is available on the Council's website regarding latest arrangements for both access to food and essential items for vulnerable groups, priority arrangements and to enable volunteers to be able to shop on behalf of others.

Contacts: Vicki Connelly, Project Manager
Vicki.connelly@northyorks.gov.uk

Universal Plus

In order to ensure that our community partners can both request additional support and escalate any more complex requests that they receive, we have established a North Yorkshire County Council team which we are referring to as Universal Plus. This team will handle any requests that any of the CSOs cannot resolve. Calls will be referred to our Customer Services, where they will be triaged to the most appropriate team for support.

This team will also provide support on weekends and bank holidays.

The contact for referrals is our Customer Services: Tel: 01609 780780

Contacts: Steve Evans, Head of Strategy & Performance – Universal Plus Lead
Steve.evans@northyorks.gov.uk

Steph Christon, U+ Team Leader
stephanie.christon@northyorks.gov.uk

Assisting the NHS with delivery of Prescriptions and Patient Transport to Medical Appointments

The Council has out in place a comprehensive logistics team of vehicles and drivers to assist NHS partners with the collection and delivery of prescriptions (community pharmacies) and to provide transport for patients to medical appointments.

Contact: Andrew Sharpin, Fleet and Operations Manager
andrew.sharpin@northyorks.gov.uk

Data and Intelligence

Our data team is co-ordinating all data and information including data-sets of vulnerable people and the medically shielded.

Contact: John Kelly, Head of Data and Intelligence
John.kelly@northyorks.gov.uk

Covid Support Grants

Small grants of up to £500 are available to any community group or charity working to support the Covid-19 situation: <https://www.northyorks.gov.uk/stronger-communities>

Contact: Adele Wilson-Hope, Stronger Communities Delivery Manager
adele.wilson-hope@northyorks.gov.uk

An additional sum of £1m has been made available through the North Yorkshire Local Assistance Fund to help people who cannot access their finances and who qualify as a vulnerable person self-isolating with an emergency food or energy top up voucher.

Customers can access the fund from their local Community Support Organisations by ringing the Customer Services Centre: Tel: 01609 780780

Contact: Mark Taylor, NYLAF
Mark.taylor@northyorks.gov.uk