



Westbourne

Parish Council

Westbourne Help Policy

1. Background

In the early phases of the Covid-19 pandemic, a group of people in the village set up Westbourne Help on 16 March 2020 at short notice and during a period of much uncertainty. In total, they established a volunteer base of 118 residents and responded to 112 requests for assistance from 53 households in Westbourne, Woodmancote, Aldsworth, Hambrook, West Ashling, Stoughton, Funtington, West Marden, Forestside and Emsworth.

The service provided collection and delivery of prescriptions, small shopping deliveries, assistance with online shopping, guidance on accessing healthcare and offers of food packages to those in need. Demand for the service diminished in the month of June and it was decided to suspend its operation on 1 July.

Since this time, national and local government services have been put in place to support the most vulnerable. Supermarkets are providing a greater number of deliveries and pharmacies are required to deliver medication. Government restrictions continue to be ever changing, with a national lockdown from 5 November 2020 for a minimum of four weeks.

It would seem that affordability rather than access is now the challenge, as well as associated problems such as loneliness, mental health, low-income families and domestic abuse/violence. Whilst those who are known to West Sussex County Council and Chichester District Council may already be receiving support, it is likely that there will be other members of the community who require support and who Westbourne Help may be able to support.

The Parish Council agreed at its meeting on 10 September 2020 to put a revised Westbourne Help service in place if another national lockdown was announced by the government.

2. Name of the service

As people in Westbourne are familiar with the support service name, and to ensure continuity, Westbourne Help will be retained. The founders of the service (Murray MacDonald, Ed Bond and Paul Hawkins) are happy with this arrangement.

3. Volunteers

For the purposes of GDPR, the founders of Westbourne Help have sent a communication from the Parish Council to the original list of volunteers to ask two questions: i) What kind of support do you feel is most needed? ii) Would you be prepared to be part of a scaled-down Westbourne Help, organised by Westbourne Parish Council?



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The Parish Council received responses from 12 volunteers and suggestions for a revised service included support to lonely residents such as phone calls, going on a walk together, a knock service or a chat at the front door/through a window. Also helping to place online orders if no access to the internet, shopping from local shops and possibly access to donated food in the village.

The Parish Council will communicate with the 12 volunteers that have come forward and will advertise and promote the service in the village to recruit others who would like to help.

Volunteers' personal details will be kept in line with GDPR requirements and will only be used for the purposes of Westbourne Help.

Policies and procedures have been written for volunteers, available at http://www.westbourne-pc.gov.uk/Volunteer_policies_34453.aspx

Volunteers will receive a letter from the Parish Council to act as a means of identification which must be carried with them when responding to service requests.

4. Scope of Westbourne Help

A telephone number 07960 405499 and an email address westbournehelp@westbourne-pc.gov.uk will be advertised to the local community.

Westbourne Help will respond to enquiries on a case by case basis. The service will mainly signpost residents to WSCC Community Hub – see Appendix 2 for contact details along with a list of other local support. A list of useful links for the purposes of signposting to other organisations is available at http://www.westbourne-pc.gov.uk/Useful_links_30794.aspx

Westbourne Help will support residents in need of help who do not have access to friends, family or neighbours. Local volunteers will help with tasks including collecting food and prescriptions, and offering neighbourly support to those who feel isolated, such as a friendly phone call or chat at the doorstep.

Westbourne Help will register with WSCC's Community Hub so that people who fall outside of the support that is offered can be referred to the Parish Council.

Westbourne Help will work with volunteers to offer support with loneliness as a result of isolation and the lockdown restrictions (telephone calls, knock on the door for a chat on the doorstep or window) and help with placing online orders, collecting shopping, doing small errands or buying food from local shops.

5. How to contact Westbourne Help

There are two ways to contact Westbourne Help:

- Telephone number: 07960 405499
- Email address: westbournehelp@westbourne-pc.gov.uk



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- Information is on the Parish Council's website at http://www.westbourne-pc.gov.uk/Coronavirus_30525.aspx

A redirect from the previous email address (westbournehelp@gmail.com) will be set up so that emails are directed to the new account. A voicemail message will be recorded on the previous phone number to direct enquiries to the new number.

An automatic reply will be set up on the email address (with details for WSCC's Community Hub) so that residents receive an immediate response and know when to expect a reply.

6. Promotion of Westbourne Help

Westbourne Help will be promoted to the community to inform residents of the service and to recruit volunteers.

Poster	In the noticeboards in The Square and windows of local businesses
Articles	In the Westbourne Magazine and Border Times
Website	A page with information at www.westbourne-pc.gov.uk
Facebook	Regular posts about the service
Newsletter	Front cover article, sent to every household in the Parish
e-newsletter	Sent to 242 email subscribers
Meetings	Information shared to the public and councillors at Full Parish Council meetings
Leaflets	Distributed to households as required and for volunteers to share with those who need the service

7. GDPR

In order to comply with GDPR, a licence will be purchased from Microshade VSM (at a cost of £41.75 per month) which allows documents to be securely stored on the cloud. Councillors will be able to access these documents using shared login details.

A tablet computer and a mobile phone will be passed between councillors on the rota to allow access to the cloud and to access documents securely.

The list of volunteers will be saved to the cloud as well as a record spreadsheet so that every enquiry can be recorded.

- When a resident calls or emails Westbourne Help, they will be asked their consent for their request and personal details to be passed to a volunteer.
- Volunteers in each identified zone will be called and the volunteer will be asked to write down the nature of the request and any personal details. The volunteer will be asked to destroy the record after the support has been provided. No personal details should be shared by email or on social media, such as WhatsApp.



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8. Responding to enquiries

A rota system will be in place for members of the Parish Council to respond to enquiries.

Scripts will be available for parish councillors to use when responding to enquiries. All requests for help will be saved to a secure spreadsheet, held in line with GDPR.

9. Risk assessment

A risk assessment outlines the risks. Volunteers are covered under the Parish Council's public liability insurance. Volunteers will receive a copy of the Parish Council's Health and Safety policy. Policies and procedures have been issued to volunteers.

10. Evaluation and review

The Parish Council will evaluate and review Westbourne Help at its monthly Parish Council meetings. It will be adapted according to the identified need within the local community and will follow guidance issued from the government and WSCC and CDC.



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Appendix 1: Responses from volunteers with

proposals for future service

Response	Volunteer?
I am happy to assist if needed. I will be working from home so able to do pick up and deliveries and /or team co-ordination locally, as before.	Yes
I would potentially be prepared to be part of a Westbourne Help. I don't really know what kind of support is most needed this time round	Possibly
I am definitely prepared to be part of a scaled-down Westbourne Help, organised by Westbourne Parish Council.	Yes
In response to your email I think the mental health of folk in these difficult times is paramount. So maybe if possible finding out who is on their own and organise walks or something to get people out and meeting others obviously within the guidelines currently set. I am one of those on my own and would be happy to help in any capacity however as a front line worker I am still working so my time would be restricted to Friday or weekends.	Yes
Having volunteered for the WHELP group earlier this year, I will be happy to again assist as required for the upcoming shutdown. (For info, I have been police checked). During the last nine months, I've had close (but not too close J) contact with three over 80 year olds all of whom have been self-isolating to varying degrees, and two of whom live alone. It has been clear that they appreciate some face to face contact just to prick the isolation bubble, so even standing in the doorway for a five minute chat has been appreciated. This face to face conversation has frequently raised an issue of some help that would be useful but doesn't warrant a specific call for such as food or medication delivery. The leaflet drop from WHELP was useful in April, but, as the weeks went on, the leaflet was lost, and those isolating aren't going out to see the village posters. Therefore Facebook and website addresses aren't picked up and changing info on such as meal deliverers, how to get hold of scarce supplies, updates of special events, etc. are missed. Possibly, a regular newsletter drop (weekly?) would solve this. (An email to 'area' volunteers who print and distribute would keep the cost and management of this feasible).	Yes



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<p>I think the work undertaken by you guys was fantastic last year and really heartwarming. I think we are in a very different situation this time, there are services available now which were not in place. However this lockdown will be very different, from. Memory the sun shone every day for the last one, winter will be different. I feel there will be a greater impact due to social isolation and this could impact on emotional wellbeing. So although I don't think we need the same set up (yet) I think a community network might be helpful for those who feel it the most.</p>	Yes
<p>I'm just letting you know that I would still be happy to help out where possible. I guess people may need help with the odd things from the Co-op and maybe emotional support. Somebody to talk to or make contact with them by phone maybe once a week for a chat. Maybe somebody to take a short walk with. I'm not entirely sure but happy to help if something is needed.</p>	Yes
<p>I am very happy to continue to help if needed. I think many people are anxious about a new lockdown and spending more time alone so I think some people would benefit from a "phone buddy " ... supporting mental health needs. Availability of a village food bank (like Emsworth Baptist church)where on set days villagers could access donated goods . Maybe this could be outside the Coop or at Westbourne Stores .</p>	Yes
<p>Not sure on Q1 (what support is needed). Q2 - happy to help when I can and for you to hold/use my details.</p>	Yes
<p>Im not sure about what help is needed. I collected a prescription for an elderly gentleman who didn't know the chemist would deliver and I set that in motion for him, but by now i expect everyone is aware. I would be happy to continue as a volunteer for someone who is shielding.</p>	Yes
<p>Thank you for your email. I do not need any help but I am happy to help others if needed.</p>	Yes



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Thank you for your email requesting ideas on what further support could be offered to the local community. As identified, shops and pharmacies are delivering which is great. My experience has been that for my neighbours, they do not have internet access so have not been able to use this facility, i have shopped for them. I wonder if theres any ways of the community to be able to support with placing on line orders/shopping?? I also think tackling loneliness should be a top consideration. Socially distanced over-the-wall cup of tea? A knock service to those who just need a chat? Perhaps letting the local drs surgery and pharmacy know of how you are helping moving forward with a contact that they can give to residents who will benefit from your support if this isnt already in place? We will soon be moving out of the village, so more than happy to help over the next month but wont be able to support this from dec onwards. Wishing you all the best with your onwards plans

Only until Dec



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Appendix 2: Signposting to local support agencies

Protecting the vulnerable

The government's shielding programme will not be active during the forthcoming national lockdown (5 November 2020 onwards). Instead, those who are considered clinically extremely vulnerable to coronavirus will be contacted by the government with detailed advice to follow while the new restrictions are in place. You can find out more details here <https://www.gov.uk/guidance/new-national-restrictions-from-5-november#protecting-people-more-at-risk-from-coronavirus>

West Sussex County Council's Community hub

Contact the County Council at www.westsussex.gov.uk

Supporting the most vulnerable in the County <https://www.westsussex.gov.uk/fire-emergencies-and-crime/coronavirus-covid-19-advice-and-information/community-hub-covid-19/>. Anyone who needs support should contact the Community Hub. The best way is online but there is also a telephone helpline **033 022 27980**.

The County Council is trying to keep the resources available for those who are most vulnerable, so if you do have support in place already, such as from family or friends, then please continue to use their support.

Chichester District Council

Contact the District Council at www.chichester.gov.uk or by calling 01243 785166.

Chichester District Council is working with partners to put in place a range of support for vulnerable people, including working with the County Council to deliver emergency food and other supplies during lockdown to people who had no other means of accessing assistance



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and supporting rough sleepers off the streets. A range of grants are available to business and residents

<https://www.chichester.gov.uk/covidrecoverygrants>

If you are living alone and feeling isolated, Chichester Wellbeing and Social Prescribing services are also available to help

<https://chichester.westsussexwellbeing.org.uk/> or by calling **01243 521041**.

Chichester District Council's hardship fund

Giving £150 to people in receipt of Council Tax benefit to help towards their Council Tax bills. This can be increased as part of a discretionary scheme and the District Council able to help with rent payments through the Discretionary Housing Payments scheme.

They are supporting local community groups who have seen an increase in demand through the grants process, which has been enhanced by £250k to help local voluntary groups. Details of all these schemes, which we hope will assist families who are experiencing financial pressures during this time, can be accessed through our website www.chichester.gov.uk

Self-isolation payments

If you are on a low income and have been instructed to self-isolate by NHS Test and Trace since 28 September, you may be eligible for a self-isolation payment of £500. To help stop the spread of coronavirus, people across England are now required by law to self-isolate if they test positive for the virus, or if they are instructed to self-isolate by NHS Test and Trace. The self-isolation support payments are there to help people on low incomes and to encourage people to self-isolate if instructed. The District Council is processing applications and issuing these payments on behalf of the Government. To find out if you are eligible please see <https://www.chichester.gov.uk/testandtracepayments>

Chichester District Foodbank



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The Family Centre, 21 Orchard Street, Chichester PO19 1UR
01243 773687, info@chichester.foodbank.org.uk
<http://chichesterdistrict.foodbank.org.uk>

May offer deliveries if people can't get to Chichester.