

Parish and Partners Foreword

It is hard to believe that it has only been two months since the Government introduced restrictions in the way in which we lead our lives due to the COVID-19 Pandemic.

Whilst these are very worrying and unprecedented times, there have been some positive elements that have come out from this crisis. I am massively impressed by all of the efforts from voluntary/community groups and our town and parish councils in ensuring that the vulnerable within our communities are looked after. Thank you for all you have done there is no way that we could have coped with the level of demand across our very large district area. In the future when we have moved passed the worst of the emergency we will consider how we can jointly celebrate in our achievements.

You will see in this special edition of Parish and Partners the type of activities that we have been concentrating on, at the very beginning of the outbreak as a Council we established 5 priorities which have guided us over the last couple of weeks, these being:

- Protecting our residents, staff, and Councillors from coronavirus
- Maintaining the Council's business critical services
- Maintaining the decision making capability of the Council
- Supporting our businesses
- Supporting our vulnerable

For all the latest information, updates and advice from the District Council on Covid-19 please visit our [dedicated webpages](#).

As you will be aware following the Prime Minister's announcement, Elizabeth House has been closed to the public since 24 March. With the Government now starting to lift restrictions, we are making arrangements to reopen as soon as is safe to do so. I am sure that you will also be aware that we have put in place arrangements for the vast majority of our staff to work from home; I can see that these will stay in place for some time.

We are planning to hold our first fully virtual meeting of Council on Wednesday 27 May, following this we are also seeking to reinstate our other meetings including, Overview and Scrutiny and Planning Committees in the very near future.

The financial impact upon our district has been enormous, in a recent study published by the Centre for Progressive Policy the Stratford-on-Avon District Council area is considered to be the fourth worst hit area of the country. We are working with all of our partners to determine what help we can provide and what pressure we can put on the Government to support our local businesses. During the last month we have paid out nearly £30m of grants to our local business as part of the Government's support to small business and the retail and hospitality sectors.

As well as the significant impact on our business community, the Council itself is facing severe financial issues. The estimated cost of the crisis so far to the Council is in the region of £8.1m, although Government has provided some funding, this only amounts to £1.3m in total, therefore leaving a gap of around £6.8m. It was therefore impossible for the Council to share any of the second tranche of funding that we have received and we

are lobbying hard for further financial support, without which the Council will need to severely restrict its spending. We will also be making the case for dedicated resources to support the efforts of our Town and Parish Councils.

We are starting our planning with our partners in relation to the recovery following this crisis. We are concentrating these on three areas:

- Our Communities
- Our Economy
- Our Council

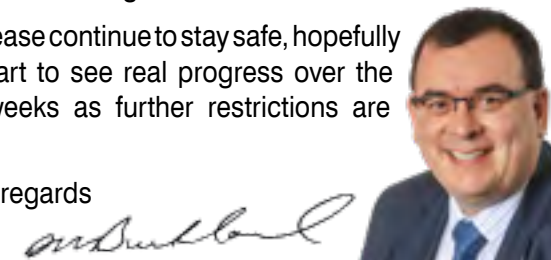
It is envisaged that all of these areas of recovery will also consider what climate change benefits can be achieved in the new normal. As soon as we have more information to share in these areas we will be in touch.

Head of Community and Operational Services

Julie Lewis started with Council on Monday 18 May, following the meeting of the Employment & Appointment Committee which was held on 13 February. Julie will be picking up the majority of the services previously managed by Tony Perks, these will include Refuse / Recycling, Leisure and Car Parking, and she is joining us from Daventry District Council where she held the role of Deputy Executive Director. I'm sure that you will all join with me in welcoming her to SDC.

Finally, please continue to stay safe, hopefully we will start to see real progress over the coming weeks as further restrictions are lifted.

Very best regards
David



Parish and Partners Briefing



Stratford-on-Avon District Council Management Arrangements - May 2020



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and Head of Paid Service

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Communications
Human Resources
PA Team
Performance, Consultation & Insight Unit
Safeguarding



Tony Perks
Deputy Chief Executive

Telephone: 01789 260620
Email: tony.perks@stratford-dc.gov.uk

Building Control
Policy Team
Project Management

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Email: info@stratford-dc.gov.uk

Website: www.stratford.gov.uk

Twitter: @StratfordDC

Facebook: StratfordDC

LinkedIn: Stratford-on-Avon District Council

District Council's Press Office

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and S151 Officer

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Construction
and Property

Finance
and Accountancy

Internal Audit

Risk Management



Phil Grafton
Head of Law &
Governance
and Monitoring Officer

Telephone: 01789 260400
Email: phil.grafton@stratford-dc.gov.uk

Democratic Services

Information Governance

Land Charges

Legal Services



Robert Weeks
Head of Regulatory
Services

Telephone: 01789 260810
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Central Administration
(including s106 / CIL monitoring)

Emergency Planning

Environmental Health

Housing Services
(including Social Inclusion)

Licensing

Planning Applications
and Enforcement



Julie Lewis
Head of Community
& Operational Services

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Community Enhancement
(Shopmobility)

Community Leisure Services

Community Safety

Environmental Sustainability

Streetscene
(Refuse & Recycling, Parking Services,
Grounds Maintenance)



David Platts
Head of Customer
Services

Telephone: 01789 260434
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Business Continuity

Business Rates

Customer Services

Health and Well Being

ICT

Print and Design

Revenues and Benefits



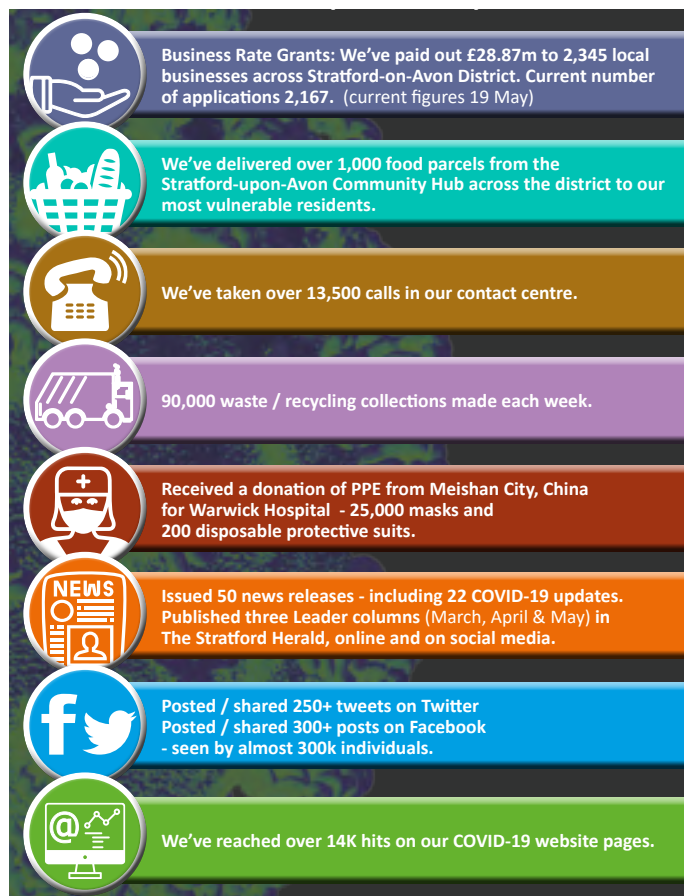
Stratford-on-Avon District Council's response to COVID-19

Since the beginning of March the District Council, staff and Councillors have been working hard alongside local voluntary sector and community groups, parish, town, and county council to ensure that the important services we all rely upon continue to be delivered at this time.

This has involved establishing a food delivery network; responding to hundreds of calls and emails from residents every day; putting in place new financial support mechanisms and housing some of the most vulnerable.

The District Council also established the following priorities:

- Protecting our staff, councillors and residents from coronavirus.
- Maintain the business critical services for the Council, including our Council Tax Reduction Scheme.
- Maintaining the decision making capability of the Council.
- Support to businesses through the rapid processing of the reliefs and grants to business.
- Support to the vulnerable through a coordinated approach across the County.



Stratford-on-Avon District Council is here to support the local community and we want to continue to encourage those in need to contact us:

- Call the dedicated helpline number on 01789 260980
- Email: CommunityRequests@stratford-dc.gov.uk
- Visit: www.stratford.gov.uk/coronavirus

Here are some of the key things we have done in response to the **COVID-19 emergency**:

- Ensured that other than those services impacted by social distancing rules all District Council services have continued to be delivered.
- Set up over 200 members of staff to work from home.
- Maintained refuse, recycling and green waste collection service as normal.
- Being a first point of contact for residents, businesses and the local community. Overall call numbers are up 25% although some days saw calls up by over 100%.
- Set up a fully functioning and operational Community Hub for food deliveries.
- Provided emergency accommodation for the homeless to protect them from the additional risks of COVID-19 caused by living on the streets.
- Set up an online business grants application form to speed up processing in a secure manner.
- Provided individual support to residents struggling to pay Council Tax.
- The Environmental Health Team have had a very important role in relation to keeping residents safe through enforcement and working with local businesses on the new Government guidelines and legislation.
- Set up a dedicated COVID-19 information section on the SDC website where detailed updates are available.
- Made parking free in SDC car parks for NHS staff and Registered Volunteers.
- Made constitutional changes to the running of the Council to ensure decision making can continue.
- Made an immediate grant of £40,000 to ensure VASA can continue to operate over the next 3 months.

Operation Shield supporting the vulnerable

The Government produced guidance for people, including children, who are at very high risk of severe illness from COVID-19 because of an underlying health condition. This guidance includes the use of 'Shielding' as a measure to protect.

People identified are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day they received a letter from the NHS. By registering, they can then request support, including a weekly food parcel, medicines and social contact.

The Warwickshire scheme was set up locally to supplement Government support and is a joint initiative from Warwickshire County Council, the five district and borough councils and the voluntary sector with planning support from military services.

Warwickshire is here to help you

If you have been identified as extremely vulnerable Warwickshire is here for you

Warwickshire's public, voluntary and community services are working together to ensure those most clinically vulnerable to Coronavirus (COVID-19) are supported during an extended period of isolation. This is known as 'shielding'.

You are strongly advised to shield yourself by self-isolating to reduce the chance of getting COVID-19.



What is shielding?

Shielding is a measure to protect vulnerable people by minimising interaction with others. If you have been identified as vulnerable you should not leave your home, or have visitors except those essential for your medical needs or care. If you are living with others you should minimise all non-essential contact with other members of your household.

There are still lots of things you can do if you are isolating.

Do:

- 👍 Arrange for food and supplies to be delivered to your home – if you cannot do this help is available, call **0800 4081447**
- 👍 Keep in touch using remote technology such as phone, internet, and social media
- 👍 Use phone or online services to stay in touch with friends and loved ones or to contact your GP or other essential services
- 👍 Keep washing your hands
- 👍 Clean and disinfect frequently touched objects and surfaces
- 👍 Keep windows and doors open for fresh air
- 👍 Look after your body – try to take regular exercise in the home, eat well, and sleep well
- 👍 Take steps to stay well mentally and keep your mind active

Helping you to do this

Information to keep you healthy and safe

- ✔ **Beware of fraud and scams – at home and online**
Lots of people are helping friends and neighbours locally but others are taking advantage of the vulnerable at this time. To stay safe, don't let anyone into your home or hand over money to strangers, don't respond to information requests by text or email from sources you don't know and trust. More information at warwickshire.gov.uk/scams
- ✔ **Visit a virtual library**
Warwickshire library service is still available to you through BorrowBox a free service which enables you to borrow eBooks, eAudiobooks and music. It works with most digital devices. Go to: www.warwickshire.gov.uk/ebooks
- ✔ **Information for families**
Finding things to do with the family during isolation can be hard so the Family Information Service is coordinating news and resources to help. Visit www.warwickshire.gov.uk/childrenandfamilies to find out more and sign-up for the regular newsletter.
- ✔ **Mental health**
It is important you continue normal life as far as possible so connect with others and carry on doing things you enjoy and take time to relax. www.warwickshire.gov.uk/information-coronavirus/mental-health-advice-coronavirus-pandemic



Information from the NHS may also help:
www.nhs.uk/oneyou/every-mind-matters/

www.nhs.uk/conditions/stress-anxiety-depression/mindfulness/

- ✔ **Someone to talk to**
Support is available at this time from counselling services and the voluntary sector for people who need to connect with others and discuss their circumstances. Warwickshire Community and Voluntary Action can provide information. www.wcava.org.uk

Your councils

Information about council services and support from Warwickshire County Council can be found at www.warwickshire.gov.uk or via district and borough councils.

North Warwickshire Borough Council
01827 715341 www.northwarks.gov.uk

Nuneaton and Bedworth Borough Council
02476 376376 www.nuneatonandbedworth.gov.uk

Rugby Borough Council
01788 533533 www.rugby.gov.uk

Stratford-on-Avon District Council
01789 267575 www.stratford.gov.uk

Warwick District Council
01926 450000 www.warwickdc.gov.uk

If you need additional help to get food, medicines or emotional support call our dedicated information hotline on **0800 4081447**.

The government also has wider guidance on staying at home and additional advice for those who are shielding.
www.gov.uk/government/publications/covid-19-stay-at-home-guidance
www.gov.uk/coronavirus-extremely-vulnerable

We're in this together!

Operation Shield supporting the vulnerable

Since Monday 30 March, the District Council has been managing the Stratford-on-Avon District community shielding hub to deliver food and medicine to the most vulnerable residents in our District.

Here's a look of what goes on behind the scenes – <https://youtu.be/HyPZCrVleOg>

Last week, the team made their 1,000th delivery.

People isolated without support are encouraged to call the **county hotline on 0800 408 1447** and help will be arranged either in the form of a provisions package, referral to other services or information related to emotional, financial or other forms of support.



WARWICKSHIRE IS HERE TO HELP YOU
If you've been identified as extremely vulnerable
Warwickshire is here for you

IF YOU NEED HELP
to get food, supplies or emotional support
RING THE HOTLINE
0800 408 1447



Supporting local businesses

More than 2,200 businesses have now received their government grant payments totalling £28.13m to support them through the COVID-19 pandemic.

The grant funding comes from two Government schemes, Small Business Grant Fund and Retail, Hospitality and Leisure Grant Fund, which are designed to help small and medium sized businesses that have been affected by COVID-19. The District Council is responsible for administering the schemes, and Council officers are working hard, trying to get local businesses access to the support they need.

On current estimates we have paid around 88% of the grants. So we have now enlisted the help of our District Councillors, who are play detectives in their own wards, as they try to make contact with the very hard to reach businesses. We are still receiving around 20 applications a day so the message is getting out.

If you do know of a business that hasn't applied please direct them to the online form to complete – <https://www.stratford.gov.uk/online-forms/business-rates-grant-form.cfm>

We have now received guidance on developing a local discretionary scheme to make further payments including those to guest houses registered for Council Tax purposes. We're working on this to make further payments to businesses as quickly as possible.



Also one of our team has been featured in the WM Employers campaign #WMHeroes shining a spotlight on council workforces, showcasing the incredible dedication, commitment and hard work of keyworkers.



Fantastic work by David and his teams!

**Introducing David Platts
Head of ICT, Revenues &
Customer Services
Stratford District Council**

Meet David. Three years with Stratford District Council managing a team of 120 with a diverse remit – business rates, customer services, benefits and information technology. He's worked in councils of all shapes and sizes but nothing in his twenty plus year career could have prepared for the pandemic. He says his world has been turned upside down. Yet a month on David feels on top of things and immensely proud of his team, thriving even. This is his story.

When lockdown started I felt totally out of control

"We do business continuity plans but these are for flooding and local events, nothing like this. When lockdown started I felt totally out of control. I'd be watching the Coronavirus briefing at 5pm, Government would be making announcements that we hadn't been privy too. The next morning the phones would be ringing from businesses and residents, yet we didn't know any more than they did!"

One of his first challenges was working out which of his team should be classed as key workers, not least his IT team who had to quickly get the vast majority of the council – 200 more people than usual – working from home. As David says, *"Getting laptops was like sourcing gold. But we did it. The problem is that the whole world wants to homework now!"*

Calls went up by 50%

His customer services team have certainly been key workers too, calls went up by 50%. As David says, *"We were getting calls from people about benefits that had never called us before. They knew nothing about the benefits world other than maybe Child Benefit. Now they had no income and wanted to find out how to claim, they assume that because they've paid tax and National Insurance they will be eligible. We have to break the news that it doesn't work like that and explain how to apply online too. People are really worried about their health with the virus - and on top of that how they will feed their family without an income. Our team need huge amounts of empathy to take these calls."*

continued overleaf



Supporting local businesses - continued from previous page

Getting out Government grants to businesses

Perhaps the biggest change for David's team is the work to get the Government grants out to businesses. Normally David has staff chasing people for non-payment of council tax and getting money owed back into the council, this all stopped. Now his team are getting the Government grants of £10k and £25K to eligible businesses.

As David says, *"it's a completely different role for the team. They are working weekends to get the money out to businesses. One long standing member of staff recently emailed saying how much he was enjoying the change in role. If we phone and ask businesses for their bank details to pay the money into their account they think it's a scam so we've been working all hours to get them to give us their details online so we can get the money to them."*

So far £22 million has been paid out to thousands of businesses and they've been really appreciative too. As David says, *"it's been heartening to get such lovely feedback. One from AND Home Care Services says, 'thanks for getting this grant to us, it's been a difficult time for all and I commend the staff at SDC it's brought out the best of British.'"*

The lockdown will change how we work forever

David sums up, *"There's a sense there will be a 'new' normal. The lockdown will change how we work forever. Home working, online meetings, including council meetings, people pulling together to do what's needed will be the norm. We've had our leisure centre staff getting food parcels together and out to residents. That flexibility of getting on with whatever job is needed is here to stay."*

Would he recommend the council as a place work? *"If you want a challenge and to make a difference this crisis has proved beyond doubt the critical role of councils. So yes. If you asked me a month ago when lockdown first hit I might have had a different view, but today we are on top of things and all pulling together and getting on with what's needed to help our residents and businesses."*

One of his colleagues Beverley had this to say about David, *"David's been a great support to his staff and remained in the office most days to support his services, including buying chocolate."*

To relax David is making sure he uses his daily outdoor exercise to enjoy the amazing scenery around Stratford by walking and cycling and by watching Money Heist on Netflix.



Virtual meetings

The first virtual meeting will be taking place on Wednesday 27 May. It will be a meeting of Council, and the agenda can be viewed on our website <https://democracy.stratford.gov.uk/ieListDocuments.aspx?CId=140&MId=5768>.

You can view the meeting by pasting <https://bit.ly/2USnjOR> into your browser & selecting 'watch on the web instead

The intention is to have a bare quorum of 9 politically balanced members for the meeting. Officers have been running a series of mock meetings to try to iron out any problems, and special procedure rules for virtual meetings have been issued by the Monitoring Officer.

The next planned meeting after that will be Overview and Scrutiny on 10 June.

The Annual Council meeting has been postponed.



Parish and Partners Briefing



Our bin crews have been doing a fantastic job making sure collections continue.

There has been a significant increase in the amount of additional waste and recycling being put out by residents:

- Residual waste has increased by 12%
- Dry recycling has increased by 20%
- Garden waste has increased by 20%

Bins collected by smiley refuse collectors this morning. Went out to thank them too. Dont forgetto clean the handles of your bin before you bring it back in. They are doing a great job but also having to touch 100's of bins a day.



Most sincere thank you to all your crews they are brilliant and doing such a fantastic job in such difficult times.

The bin guys do an amazing job so big shout out to them.

Thank you to all our waste collectors, and all the unseen at Biffa too.

You guys do so well, in all weathers too, well done.

My 2 1/2 year old wanted to thank our amazing waste heros today. Every week they wave back at him with a cheery "hello" and they're carrying on amazingly with collections through this scary time.

The crews have been getting a great response from residents - from handmade drawings, to thumbs up, a friendly wave and a simple smile and cakes from the Portfolio Holder - your support means a lot to them!

To make life easier for our crews, please follow these tips:

- Bins should be put out for collection by 6am.
- Bin lids should be firmly closed to help prevent crews unnecessarily touching them.
- Residents must wash their hands before and after touching their bin.
- Please pack any recycling into bins as much as possible to maximise space.
- No side waste (the extra waste not in your bin) will be collected with any of the bins (grey, recycling or garden) during this time to ensure completion of rounds. Extra waste puts extra pressure on crews - with the vehicles filling up quicker, resulting in more trips to the tip to empty the vehicles, leading to the collections rounds taking longer to complete which in turn impacts on other collection rounds.
- Please make sure that any waste that may transmit the virus, such as tissues are securely bagged and placed in your grey bin.



Stratford District Council's Chinese friends donate personal protective equipment to NHS staff at Warwick Hospital

Stratford-on-Avon District Council is very grateful that the Chinese city of Meishan in Sichuan Province, has donated personal protective equipment (PPE) to the Council for use by NHS staff at Warwick Hospital treating coronavirus patients and across the NHS community services.

Councillor Christopher Kettle, Chairman of Stratford-on-Avon District Council was very grateful to receive an offer of help through the provision of PPE, from the civic leaders of Meishan, a city which shares many of Stratford's historic cultural attributes.

Meishan City has donated 25,000 masks and 200 disposable protective suits.

All the equipment has passed the necessary requirements and regulations that all PPE must do before staff are able to use it.

CLLr Christopher Kettle, Chairman of Stratford-on-Avon District Council said: *"We are very grateful to our friends in Meishan, China for this very supportive offer during our current health crisis."*

Glen Burley, South Warwickshire NHS Foundation Trust Chief Executive said: *"I want to say a huge thank you to Meishan for their generous donation of personal protective equipment in such a crucial time for the NHS. With their support, we are able to continue providing essential care to our patients in hospital and in the community, while keeping them and our staff safe during these unprecedented times. We are extremely grateful and would like to also thank Stratford District Council for their support."*



Warwickshire County Council – COVID-19 update

**Warwickshire is
here to help you**

ring our hotline

0800 408 1447

Since the instruction to remain in lockdown due to the pandemic, the Localities & Partnerships Teams have been ever resourceful in reacting to this using the skills that we have to help and support those in our communities during these unprecedented times.

Here's a few of the things that have happened:

- A new community-led directory has been set up to provide useful information about local organisations, groups and agencies that are providing activities, advice, and services which may support communities during the current COVID-19 crisis. This directory is updated regularly and can be accessed via the following link <https://apps.warwickshire.gov.uk/covid19directory/>
- As part of the Government's setting up of shielding hubs for those most vulnerable, an 0800 number has been set up for people to ring should they need help and support with food, medicine etc.

In Warwickshire this number is 0800 408 1447. Our call centre staff have been fielding these calls to our Community Development Workers who have been temporarily redeployed to the shielding hub. We are now moving into Tier 2 of this crisis with the number of calls becoming less but ever more complex.

• The County Councillors Grant Fund 2020/21 – COVID-19 Support Fund.

A co-ordinated effort across the voluntary and community sector in Warwickshire is making a tremendous difference to isolated and vulnerable people, and those in most need of help. Local people are also stepping up to put new projects together to make a difference in their communities.

The COVID-19 Support Fund was set up to help keep this happening and has replaced the first round of the County Councillors' Grant Fund this year. The Support Fund has been designed to provide rapid and flexible funding to support communities to do their bit and to make sure the voluntary and community sector continues to thrive now and after the crisis. The closing date for the grants was the 26 April with all 57 Councillors having £6,000 to support small-scale projects within their division. We have received 260 applications across the County with over £500,000 worth of funding being requested. Monies will be allocated to the successful projects within the next few weeks with a potential second round in the autumn.

Further information about any additional help and support can be found on our website which is www.warwickshire.gov.uk/coronavirus



Support for rough sleepers

During the COVID-19 emergency, all known rough sleepers have been offered accommodation. The District Council is grateful for the assistance of all partner agencies, including P3, and all of the accommodation providers.

The emergency protocol is still operational across the district in relation to COVID-19 and the emergency accommodation is being offered to those sleeping rough. If you are concerned about someone sleeping rough please call 01789 267575.



Household Waste Recycling Centres Reopen

The majority of Warwickshire County Council's Household Waste Recycling Centres (HWRCs) reopened to the public on Monday 18 May.

The decision follows guidance from the Government, giving local authorities the green light to reopen HWRCs when they were able to safely do so, with staff and visitors able to follow social distancing rules.

Three of the smaller HWRCs at Stockton, Wellesbourne and Shipston will not, however, be reopening - a date for their reopening will be announced in the coming weeks. Reuse shops will not reopen either at this time.

Although it has given permission for local authorities to reopen HWRCs, Government guidance advises that centres should only be used where essential.

In order to safely manage numbers at the centres and to minimise the effects of traffic in the areas, there is an online booking service which must be used to book a 15 minute slot at a centre before turning up - warwickshire.gov.uk/hwrc

Car registrations will be checked before arrival at the site entrance. Any vehicles that have not booked a time slot will be asked to drive on without being allowed into the site. It is therefore important that customers make sure to use the same car that was registered in the booking.



Warwickshire County Council reopen car parks at its country parks

Following Government guidance that people will be able to exercise more than the hour a day that was initially allocated when the lockdown was first announced, the council has worked to make sure that their country parks can be accessed while a safe social distance is maintained.

Reopening car parks will mean that more people can visit the country parks and from further afield. Until now, it was only possible for those living near to the parks who could walk or cycle there to visit.

Kingsbury Water Park, Ryton Pools, Hartshill and Pooley – will be operating an online booking system for car parking - warwickshire.gov.uk/countryparks. There will be two slots – 9am to 12noon and 1pm to 4pm - after which the car parks will be closed. The booking will need to be displayed through the closed window of the vehicle to parks staff before being allowed to enter the site. Car parks at other sites are admitting vehicles on the usual basis.

Normal charges will apply and off peak rates will be charged at Kingsbury and Ryton. Parking permit holders will not be required to make a booking at the parks where that system is operating. There will also be separate tickets for customers with disabilities, which have to be accompanied by a blue badge.

People are requested not to turn up to the site ad-hoc without pre-booking or a car park permit. They will not be able to gain entry.

Usual social distancing measures will apply with visitors being asked to only attend parks with members of their own households and to maintain a distance of 2m from others using the parks. Toilets and café facilities will not be open at this stage.

Further information on Warwickshire's country parks is available at warwickshire.gov.uk/countryparks

Parish and Partners Briefing

Community Effort – Ready – Willing - Able

Residents across the district are facing challenges they never have before. Our whole way of life has changed in a very short space of time. But those weeks have also seen the district pull together in an amazing way to help those in need.

Here's a round-up of some of what's been happening in the local community – thank you to everyone that contributed.

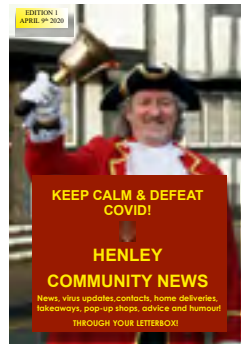
Alcester

Alcester Community Resilience is a support network that covers the parishes of Alcester, Kinwarton, Arrow and Weethley and Great Alne. The network has a fantastic supply of volunteers who are there to help from supplies and medication to dog walking or just having a chat.

Alcester's COVID-19 community response has now been in operation for 40 days and dealt with 349 requests for help. The 200+ volunteers have delivered shopping 137 times and fetched 61 prescriptions. Complimentary meals are being delivered twice weekly for the most vulnerable and companionship phone calls are there for anyone who wants a friendly chat.

Henley-in-Arden

The first edition of Henley 'Community News' was distributed around the local area as well as on the online and on social media. It's full of useful information and contacts and even cartoons to put a smile on your face! It's produced by the JPC and was inspired by the need for the community to be updated on all matters local and national and, in particular, provide advice on how to cope with the CORONAVIRUS bug!



The JPC also organised a very comprehensive service for the collection and delivery of vital medicines for those in their community, who were, and are, unable to leave their homes. These same volunteers continue to provide other valuable and vital services.

Luddington

Luddington set up a group of volunteers called LIFT (Luddington Isolation Friends Team) coordinated by the Parish Clerk, Jo Fleeman, as a volunteer before the lockdown was actually ordered.

LIFT has since provided 40+ coordinated acts of neighbourly help to vulnerable households in the parish, mostly shopping and prescriptions. From a tiny parish of just over 660 people, they have just over 20 volunteers.

The parish has also responded as a whole with a monthly leaflet jointly coordinated by the parish council, village hall committees and the church to provide everyone in the parish with useful information, details about LIFT and also activities to try and engage the community (at a distance) on a positive note too.

To this end they are organising an exhibition of work that parishioners may be creating over the lockdown period - called Rainbows and Lockdown. It is open to anyone at any age whether they have been

Notice re COVID-19 (Coronavirus) From the Parish Council
If any parishioners need help with urgent or general tasks like shopping or picking up prescriptions during self-isolation there are a number of volunteers coordinated through the Parish Council who could help.
Please contact the Clerk, Jo Fleeman or Chairman, Jon Warrander for further information and support.
Email: j.fleeman@luddingtonvillagehall.org.uk
Phone: 01929 823716

Useful Sources of Information
A list of useful information and links to useful websites will be passed on the next Village website.
Luddington Parish Council website: www.luddington.org
Luddington Village website: www.luddingtonvillagehall.org
Follow us on the Luddington Village Facebook page: www.facebook.com/luddingtonvillagehall
Luddington Village, Stratford-upon-Avon

Useful Contact Numbers
Jo Fleeman
Parish Council Clerk 01929 823716
Jon Warrander
Parish Council Vice Chair 01929 828470
Sue Brayley
Chairman of Village Hall Committee 01929 870763
Stratford District Council 01799 342325
Foodbank 02045 418722
Non-emergency police 101
111 NHS Health England
Please visit www.111.nhs.uk
Call 111 (during the night too).
Only call 999 if it is a real emergency
U.S. call: 01189 344911 24hrs and 2.20pm weekdays
Surreyline: 116 123 free from any phone

Village (Isolation) Hub
The Village Hall will be opening to donors to parishioners over the coming weeks to provide a community space to borrow books, DVDs, board games and create even energy monitoring and create an exhibition of work inspired by isolation.
The aim is to generally encourage as much community spirit as we can whilst under any emerging Government advice or ban.
Further information on how the hub will work will follow by the end of next week in a similar newsletter.
If you have any thoughts or are lifted volunteer to open the hub contact the hall, please contact Mark Brayley.
Foodbank
If you or any parishioner is in genuine need of foodbank parcels or support in affording an essential food shop please do contact Jo Fleeman, Parish Clerk or Sue Brayley Village Hall Committee for confidential support and advice.
www.stratford.gov.uk/foodbank.org.uk

Diamond Buses Free Travel update
It is expected that many more passengers will appear ready for the ability and disabled to be able to access essential items.
In order to help support the ability and those with disabilities access essential services during the Coronavirus outbreak, Diamond Buses will carry National Concessionary Passes for travel between 9.30am from Thursday 15th March and further copies, in the Year-Markets and Worcestershire Concessionary Schemes.
Passengers are requested to wear their face on the ticket machine as normal in order to prevent loss of charge.
Family Information Service, Warwickshire
Information, advice and one to one support for families with children and young people aged 0-25 across Warwickshire on issues including:
• Family relationships
• Housing
• Parenting
• Support
• Special educational needs & disabilities
• Children
Call 01924 552474
Email: fuis@warwickshire.gov.uk
www.warwickshire.gov.uk/fuis



Community Effort – Ready – Willing - Able

Quinton

Update from Cllr Edward Fitter, Ward Member

Neighbours are looking out for each other, residents are volunteering with the NHS Volunteer Responder programme, Quinton Parish Council have set up a dedicated help hotline - 01789 54932 and the community are being creative and bringing much needed fun back to our villages by displaying excellent scarecrows. Everything you are doing is making a difference, thank you!



Southam

The community in Southam has really pulled together, straight away residents created the Southam Community Spirit 2020 Facebook group, co-ordinating volunteers to support residents in Southam for things like shopping and picking up prescriptions.

Southam Town Council would like to say a big thank you to all volunteers in the town, who have helped and continue to help during this crisis. There are also two special thank yous from Terry and Jackie Grey. This couple volunteer in the town all year round and have been working tirelessly either providing meals for the elderly and operating the Foodbank



Graham Adams Luncheon Club - Terry Grey

The lunch club had to finish due to the Coronavirus, but after some discussion, we decided to deliver the frozen meals to peoples' homes. This was some weeks ago, we started with five people; we now have 26 on the books around the surrounding villages. Thanks to Southam Town Council for their support, by supplying pots of custard, carrier bags and bars of chocolate. Also, Annie Lane for her help in issuing the food and to Southam

Food Bank for packing the bags ready for us to take. The community has been so generous to us, by giving us various items. On a personal note I have to say I have really enjoyed doing this, by helping the community.

Southam Foodbank – Jackie Grey

The food bank at Southam has now been open for five years, we have gradually become busier over a period of time. Due to the Coronavirus affecting us all, we have been even busier than usual. We are running a limited service during this time, from the Graham Adams Centre, but doing emergency deliveries to clients who cannot come to the Centre.

Due to the generosity of Southam United Charities, Marton Villagers Church Members, and the St Esprit Church we are able to issue food vouchers, as well as dried and tinned food and toiletries. Redbridge Produce and Flowers Ltd have delivered potatoes, carrots, milk, bread, apples etc on a regular basis. The people of Southam and surrounding villages have given lots of food items and I have a delivery to my house at least twice a day. The Baking Circle in Southam has been especially generous and have regularly supported us during our five years. We also help with the Luncheon Club by putting out the food ready for delivery. We are running on a very limited number of volunteers so a big thank you to them also.



Community Effort – Ready – Willing - Able

Stratford-upon-Avon

Stratford-upon-Avon Town Council has been actively working with Stratford Town Trust and other stakeholders to ensure the community receives practical support during the COVID-19 pandemic, particularly for those self-isolating or vulnerable.

Two leaflets providing information on the help available have been hand-delivered to every accessible household in the town.

For more information please visit: www.stratfordsupport.org.uk



Studley

Studley Isolation Support Group offers support to residents of Studley who are unable to leave their homes during the current Coronavirus Pandemic. They have also supported residents in the neighbouring parish of Sambourne.

The group formed in the early days of the pandemic combining forces with a Facebook group who were calling out for volunteers and members of Studley in Business who were devising a local information leaflet for every household in the village detailing local businesses who could deliver provisions and provide support. Studley Parish Council facilitated the setting up of the group providing guidance, assistance and a mobile phone to enable residents in need of assistance to contact the team of volunteers.

The group quickly evolved using different social media platforms for communication between volunteers and to keep residents updated about services being provided. Once the leaflet had been produced 2,750 copies were printed by a local printing company and delivered by volunteers. Six volunteers have the mobile phone one day each a week which is available for residents in need to call from 9am to 5pm Monday to Saturday.



All calls are logged on to a spreadsheet which can be accessed by the phone holders and enables them to see who the group is supporting regularly and who may need a regular phone call. Each volunteer has an ID pass and a car sticker and the group uses a password system. Social distancing is observed by volunteers at all times and the group keeps the local police in the loop.

To date the group has helped 165 households and whilst there are fluctuations there are a core group of 44 active volunteers with 85 volunteers registered. The volunteers have developed a strong network and between them are able to track down most items required.

Two ladies took on the role of coordinating the collection and delivery of prescriptions and have formed a good relationship with pharmacy staff ensuring an efficient and reliable service.

Leaflets were distributed to the village supermarkets and doctors who refer anyone they consider may benefit from the group's assistance. Referrals for residents who need support are increasing from both District and County Authorities.

Volunteers have been instrumental in making and delivering over 1,100 scrub bags and 100 headbands and are now making masks particularly for NHS workers to wear at home. Ear protectors and hearts have been crocheted for Worcester Midwifery Team. Another volunteer has printed/produced over 4,000 headbands and 8,500 visors for frontline workers.

Stories, songs and poems have been created and read on the Ideas and Resources for Parents page and Studley Isolation page.

Residents who have received help and wanted to give something back have made donations which total £393.17 to date to enable the group to purchase provisions for the Local Food Bank.

In summary the group has been instrumental in developing a team of volunteers who provide a valuable and important service to residents and the wider community.

The group can be found on Facebook at: <https://www.facebook.com/groups/2064400310371703> and anyone needing support can call them on 07933 093268.



Community Effort – Ready – Willing - Able

Wootton Wawen

Update from Cllr Ian Shenton, Operations Portfolio and Ward Member

Cllr Shenton has been helping coordinate the Wootton Wawen Community Outreach Group that helps anyone that needs prescriptions collecting, delivering food or just a phone call. He is one of a team of nearly 30 volunteers who have stepped forward to help their community.

Also, in the various Parishes within the Wootton Wawen ward (Bearley, Langley, Preston Bagot Wilmcote and Billesley as well as Wootton Wawen itself) each has set up a Community Group. The volunteers have been amazing by arranging for leaflets to be printed and distributed to all residents, delivering food, prescriptions or just talking to someone who needed to hear a friendly voice.

Businesses across the Ward have also found new ways to work and provide food for the community. It's been amazing to see just how innovative and caring everyone has been.

His wife has also been baking cakes which he gives out to the refuse and recycling crews early in the morning!

Thank you to all the communities that have pulled together at this time.

Government guidance on coronavirus is available at: www.gov.uk/coronavirus

There is also advice on how people can protect themselves and their families from coronavirus at: nhs.uk/coronavirus

COMMUNITY ACTION RESPONSE: COVID-19

5 things you can do to make a positive difference in your community

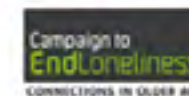
Think of others, consider your actions & be kind
People in every community will face the challenges of Covid-19 in some way – from needing basic provisions to help while they are unwell.

Connect and reach out to your neighbours
As self-isolation increases, we need to find new ways to stay connected and check in on one another for our physical and mental wellbeing. Share phone numbers and stay in touch.

Make the most of local online groups
Keep up to date, share information and be a positive part of your local community conversations.

Support vulnerable or isolated people
Different groups in our communities are at increased risk and social isolation and loneliness are key concerns for all ages. There are things you can do like volunteering for local support services or donating to food banks to help.

Share accurate information and advice
Support anyone who may be anxious about Covid-19. Sign post them to the correct advice from Public Health England and encourage people to follow the correct hygiene practices.



Wellesbourne Scrubs Up Well

The South Warwickshire Scrubbers which boasts over 1,300 members has now made and distributed over 9,292 items to the NHS since its formation in April.

The initiative was set up and managed by Rachel Booth (Hatton, Warwick & Leamington Spa) and Abigail Sheridan de Graaff (Shipston) who took responsibility to kick start 10 regional hubs with patterns, fabric and know-how.

The fruits of their work and all the volunteers have resulted in the production of 1,251 sets of scrubs, 4,721 laundry bags, 265 Scrub Caps and approaching 2,445 headbands representing a phenomenal achievement.

As one of the 10 hubs in the region, the Wellesbourne members, who number approximately 100 sewers, have produced 17% of the region's scrubs and countless laundry bags and headbands.

Commenting Sharon Underhill, the co-ordinator from the Wellesbourne Scrubbers explained: *"Our production volume has been greatly enhanced and accelerated through the quantity Pre-Cut facility at Paddle Sport Design at Compton Verney, which offered their services to the Wellesbourne Hub. Setting up this production facility introduced provision of pre-cut scrub sets to all other regional hubs which are now working together to supply a significant need for psychiatric nurses across region.*

"In addition, we are continuing to make at least 200 more scrubs for local settings including GP Surgeries, Pharmacies and Care Homes. This has been a fantastic team effort by everyone involved and demonstrates the power community led initiatives can have when we all work together," she added.

Fund raising has been equally important and a critical success factor to the production and donations to just the Wellesbourne Hub has exceeded £5,000 which has all gone into the material productions costs.

Locals from Avon Dassett, Edgehill, Rately, Radway, Shotteswell, Tysoe, Warmington and Upton parish have also been involved. Local resident Sheila Jones put out an appeal for fabric and stitchers and immediately, she had several volunteers from the parish Craft Club, and other groups with relevant talents soon emerged - Rately Scrub Club and Oxhill Stitches.



COVID-19 and domestic abuse – don't suffer in silence

Don't be afraid to talk to someone if you are suffering from domestic abuse.

That is the message from Warwickshire Police which is urging people not to suffer in silence during the CoVID-19 pandemic.

The ongoing restrictions mean some people may feel trapped at home in a violent or abusive relationship and isolated from support while others who have not previously been victims could find themselves subject to domestic abuse.

If you are experiencing domestic abuse, you don't need to stay at home. Police response and support services remain available at this time.

The force is committed to tackling domestic abuse and our officers continue to be proactive every day by arresting perpetrators and supporting victims.

Refuge - Warwickshire's Domestic Violence Service – can help provide advice and support to women, men and children experiencing domestic violence in Warwickshire.

They can be reached by calling 0800 408 1552 or emailing DVSW@refuge.org.uk but always call 999 in an emergency.

During the ongoing pandemic Warwickshire Police is also encouraging people to check in with their family, friends, and neighbours and speak out if they suspect they may be a victim of domestic abuse.

Now, more than ever, it is important for people to look out for one another to ensure no-one is feeling alone.

Detective Inspector Tony Hibbert, head of the force's Domestic Abuse Unit, said: *"Our message is simple: we are still here and we will do everything we can to support victims of domestic abuse.*

"Being in an abusive household during this lockdown must be terrifying with victims feeling isolated, alone and as if no-one can help them.

"Domestic abuse remains a force priority. It is never acceptable and self-isolation does not keep you safe if you live with abuse. You do not have to stay at home.

"Equally we would encourage people to look out for one another so victims don't have to suffer alone.

"If you know or suspect that a friend, neighbour, colleague or relative may be a victim of domestic abuse, we urge you to speak up, get in touch with police or encourage them to contact us or other support agencies.

"Often in cases of domestic abuse, people are aware there is abuse going on but they don't know what to do to help. Give them a call, send them a text or get in touch some other way just to check they are okay.

"Remember you are not alone and you do not have to suffer in silence - help is available."

What is domestic abuse?

Domestic abuse is categorised by any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse:

- physical
- emotional
- psychological
- sexual
- financial

Domestic abuse can affect anyone regardless of ethnicity, age, gender, sexuality or social background. If you are suffering from physical, sexual, psychological or financial abuse, or are being threatened, intimidated or stalked by a current or previous partner or close family member, it's likely you're a victim of domestic abuse.

The frequency and severity of domestic violence can vary dramatically, just one encounter counts as abuse, and it can be an ongoing pattern of behaviour. However, the one constant element of domestic abuse is the abuser's consistent efforts to maintain power and control over the victim.



Key contact: Refuge – Warwickshire's Domestic Violence Service

Phone - 0800 408 1552

Email - DVSW@refuge.org.uk

Always call 999 in an emergency.





**Domestic abuse.
Talking to someone
can help.**

If you or someone you know is affected by emotional, financial, physical or sexual abuse...
FREEPHONE* 0800 408 1552
Visit www.talk2someone.org.uk
In an emergency, dial 999

**WARWICKSHIRE AGAINST
DOMESTIC ABUSE**

* Calls from most landlines are free and not included in calls. If in doubt, or you are calling from a mobile, please check with your telephone provider.



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Phone - 0800 408 1552
Email - DVSW@refuge.org.uk
Always call 999 in an emergency.

Beware of telephone scams

We are aware that criminals are trying to exploit the national coronavirus crisis and take advantage of innocent people.

Fraudsters purporting to be from the police or your bank are targeting elderly and vulnerable people to try and steal money from their accounts. The callers will often seem genuine, offering you the opportunity to call them back to prove their identity.

They establish their trust with you by confirming some of your personal details and will then make up a story in which money in your bank account needs to be transferred or withdrawn.

The police or your bank will never:

- Contact you out of the blue and ask for your personal details, including your PIN number, password or account details.
- Ask you to transfer money into another account for fraud reasons.
- Ask you to withdraw cash and hand to someone for safe keeping.
- Send someone to your home to collect cash, bank cards, account details or PIN numbers.



COVID-19
Advice



Protect yourself

- If you are unsure whether someone on the phone is genuine, hang up and then use a different line to call the organisation they are purporting to be from using a number from the phonebook or internet to verify their identity.
- Don't give out your personal information to anyone over the phone, including your PIN number and bank account or card details.
- If you have given out your personal banking details to someone over the phone or have given someone your card details, contact your bank immediately to cancel your card.

Where to go for help

- If you receive a call from someone purporting to be a police officer and asking you to withdraw or transfer money, call **Warwickshire Police on 101** – the more intelligence we receive, the more likely we are to catch those responsible.
- If you have been a victim of a telephone scam, please report it to Action Fraud on **0300 123 2040** or via their website:

<https://www.actionfraud.police.uk/>

- For advice on scams, contact Citizens Advice Consumer Service on **0808 223 1133**.

Always call 999 in an emergency.

COVID-19
Advice



Hate

An act of hostility or prejudice directed at someone because of their actual or perceived disability, gender identity, race, religion, sexual orientation or individual characteristic.

If you experience this, please call Warwickshire Police on 101

Dial 999 in an emergency

Find out more at
reportthatenow.com

Council Tax Help

**Are you,
or someone in your household,
living with:**

- a degenerative brain disorder such as Alzheimer's
- other kinds of dementia
- a learning disability
- a severe stroke
- severe or chronic mental illness

**and are entitled to one
of the following benefits:**

- Employment Support Allowance
- Severe Disablement Allowance
- increased Disability Pension
- Personal Independence Payments (PIP)
- Income Support that includes a disability premium
- the care component of high or middle rate Disability Living Allowance
- Constant Attendance Allowance
- Incapacity Benefit

**then you may be entitled to
a Council Tax discount**



**and save money
off your Council Tax bill**

For more information please contact Revenues on

01789 260990

revenues@stratford-dc.gov.uk



SAVE TIME

2 NEW SERVICES FOR ALL RESIDENTS

Did you know you can now claim Housing Benefit online. Go to
www.stratford.gov.uk

If you want to make a payment for Council Tax or Business Rates use our dedicated payment line
0345 600 6956

