

# Framlingham Covid-19 Response Plan

Updated 16/08/20

## Purpose of plan:

We have prepared a plan to provide a town-wide response to Covid-19 in Framlingham and the surrounding area. Our main objectives are to put in place processes and structures that help to minimise the risk of infection in the town and provide support the community during the pandemic.

## Aims of the plan:

1. To coordinate the town's response to Covid 19;
2. To promote the key safety messaging;
3. To ensure effective linkage and co-ordination between the town and District, County and National plans;
4. Provide support to the vulnerable, wider town community and surrounding parishes;
5. To keep the community informed of local developments;
6. To manage recovery and prepare for a return to normal activity in the town.

## Covid 19 plan – main elements:

### Co-ordination

The following processes and structures have been put in place to co-ordinate the response to Covid 19.

**The co-ordinating cell** – responsible for the ongoing co-ordination of activity. This is composed of Councillors, FTC staff and volunteers. Its role is to maintain:

- A picture of the operating environment to underpin planning, maintaining both information on national and local Covid 19 infection spread and an infection spread risk register for the town. Locally we are promoting the use of the 'Covid 19 Study App' ([https://](https://covid.joinzoe.com/)
- [covid.joinzoe.com/](https://covid.joinzoe.com/)) to help us build a picture of infection risk;
- Effective linkage and co-ordination between the town and District, County and National plans;
- Communications through the dedicated Covid 19 email address 'support@framlingham.com';
- Links between volunteer bodies and individuals in the town and the surrounding parish councils;
- Support for the town's administrative areas and neighbourhood cocoons;
- Covid 19 advice documentation (see [www.Framlingham.com](http://www.Framlingham.com) for documents);
- Town wide messaging through the Framlingham Town Council (FTC) website ([www.Framlingham.com](http://www.Framlingham.com)), newsletter, posters and virtual briefings.

The cell works on a distributed basis maintaining contact through phone, email and web based conferencing (Zoom).

**Co-ordinating Group** – this is a partnership group composed of councillors, council staff, Hour Community and local volunteers.

This is a critical group focused on service delivery and resolving issues around co-ordination and delivery of services.

The group meets weekly using the internet 'Zoom' facility to review the delivery of the plan, agree Covid 19 policy and address emerging issues in relation to operations and finance. It is the link to FTC decision making.

### **Delivery**

There are three main elements to this part of the plan:

## **1. Administrative Areas and Neighbourhood Cocoons – social support**

### ***Administrative Areas and Co-ordinators***

To minimise the work of the co-ordinating cell and facilitate co-ordination across the town, Framlingham has been divided up into 10 administrative areas each with its own co-ordinator (see Framlingham.com for map of administrative areas). This allows for messages to be cascaded to the community via Area Co-ordinators. This also ensures that the co-ordinating cell is not overwhelmed by queries from the neighbourhood cocoon leads as these are fielded in the first instance by the area co-ordinators.

The area co-ordinators (most of whom have deputies) are the link between the co-ordinating cell and the neighbourhood cocoons. They take responsibility for ensuring that the cocoons are in place, are properly supported and working effectively.

The administrative areas may also provide a framework for wider logistical support to communities in the future by allowing a structured process for shopping rotas etc.

### ***Neighbourhood Cocoons***

These are the building blocks for supporting vulnerable people and the wider community. Essentially, this is about neighbours looking after each other. The cocoons vary in size but represent a manageable group of residences where neighbours can support each other whilst maintaining social distancing. This support can be practical assistance such as shopping through to social contact by phone, internet or simply shouting over the fence.

***Critically, the cocoons provide a point for identifying vulnerable people in need of assistance.***

Each cocoon has a lead and should have some-one who can take over if necessary. The cocoon leads link in with the area co-ordinators who can pass on emerging issues to the co-ordinating cell. In the event of a medical query they are advised to phone 111 and in an emergency 999.

## **2. Supporting the vulnerable shopping, provision of food and social support**

**The Hour Community (HC)**, which is an established charity in Framlingham, provides support to the vulnerable by providing:

- Shopping – people can place shopping orders and this is purchased and delivered. HC have established a credit fund and a tab with the local Coop to facilitate this process. People requiring shopping pay for it through direct debit/cheque payment to the HC bank account. This avoids HC staff having to take cash from vulnerable people;
- Meals on wheels – HC provide a delivery service for cooked meals to vulnerable people prepared by local providers;
- Foodbank provision – HC is managing a foodbank facility in the town;
- Collection and delivery of medication – HC have an agreed procedure with the local surgery dispensary and chemist for the collection and delivery of prescriptions;
- Social support – HC provide support for the socially isolated suffering from anxiety through the 'Worry Tree' helpline.

## **3. Wider Social Support**

The development of wider social support is ongoing but activity to date includes:

Development of the [www.Framlingham.com](http://www.Framlingham.com) website to include areas dedicated to providing information on:

- Which shops are open, together with businesses providing take-aways and deliveries;
- Church contact points and virtual services provision;
- Government and NHS advice.

Promoting key messaging in relation to social distancing and hygiene through posters and other media.

Providing a regular newsletter 'Fram at Home' available on [www.Framlingham.com](http://www.Framlingham.com) and in hardcopy for distribution to isolated people without the internet. This supplemented by messaging in a locally produced independent newsletter, 'Framfare'.

## **Planning Considerations**

### ***Resilience***

The nature of the threat posed by Covid 19 makes distributed working, where possible, a necessity. In addition, it is critical that all key posts have deputies who can take over if the postholder falls ill. The pool of general volunteers also needs to be substantial to allow for sickness. The plan is designed to avoid single points of failure.

### ***Information***

Critical to developing the response to Covid 19 is the development and maintenance of a picture of the operating environment. This is based on information from Government, County and open source material.

The picture of the operating environment is regularly updated and used to underpin the planning process.

### ***Personal Protective Equipment (PPE)***

Purchases of equipment for volunteers to prevent infection spread have been made locally.

### ***Logistical Support***

The Hour Community has laid in supplies and have a vehicle fleet to support their work.

FTC has acquired posters and hand sanitisers to promote social distancing and hygiene in the town. This work has been underpinned by FTC funding and the provision of material by East Suffolk Council.

### ***Communication***

Use all available means to keep people up to date with local developments. The co-ordinating cell uses:

- A. Weekly briefings to key stakeholders, detailing at high level –
  - National/County/Framlingham information;
  - Planning assumptions;
  - Local activity.
- B. FTC website notices with links to useful sites;
- C. 'Fram at Home' newsletter supplemented by locally produced independent newsletter 'Framfare';
- D. Posters;
- E. Co-ordination cell virtual briefings to co-ordinators;
- F. Social media postings.

### ***Volunteers skills profile***

The volunteers represent a powerful resource for generalist support and specialist work. During the initial lockdown the team drew on volunteers for specific skills – administrative, logistical, media, networking etc.

### ***Finance***

Money is required to support the administration and delivery of the response plan.

During the initial lockdown funds were obtained to support the work of the response team. A bid will be made to FTC for further funding to support the work of the team during the coming Autumn/Winter.

### ***Risk log - Planning for the future***

A risk log has been developed identifying both town's vulnerabilities and their mitigation.

### ***Planning for recovery/return to normality***

A group has been established led by FTC to consider the issues that have to be addressed as by the town as the lockdown is eased. This group works in partnership with local businesses