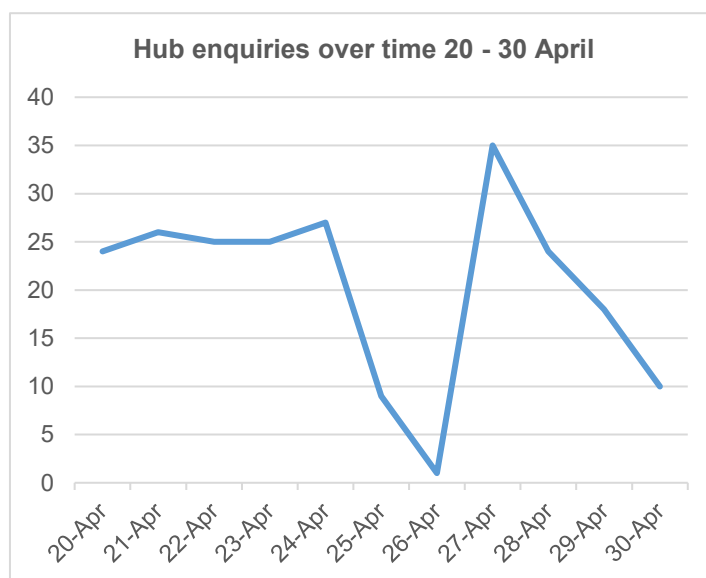




Weekly News Bulletin for Community and Voluntary Groups, Town and Parish Councils, Partners and Hub Update Subscribers

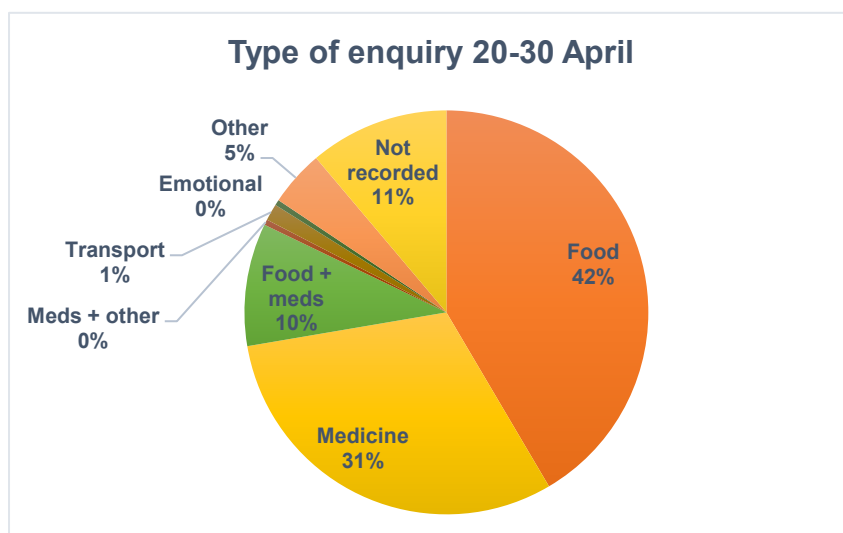
Facts and figures

- **2,405** shielded* residents of West Berkshire registered on the government's website, out of 3,233 identified by the NHS
- Of these, over **1,140** contacted by council officers to check they have what they need
- **10 welfare visits** carried out by the police where calls or emails were not answered
- **600** public health advice leaflets posted to shielded individuals who said they need help
- **1,700** leaflets distributed by voluntary groups to vulnerable residents they are supporting locally
- **130** Spotlight UK food parcels distributed this week by groups via Newbury Rugby Club



***shielded** people are those who have received a letter from the NHS telling them they must stay at home for 12 weeks because their health condition makes them extremely vulnerable to Covid-19

- Over half the calls and emails to the Hub are seeking information rather than help - our contact centre can signpost people to the right places
- Of those that need help from the Hub, two thirds of enquiries are from people who are **shielded** (see above)
- The remainder are from people who are isolating because they are **clinically vulnerable** (over 70, with underlying health issues or pregnant women) or **vulnerable for other reasons** eg in food poverty
- As the pie chart shows, 83% of Hub enquiries relate to people's need to access food and medicine



Albert the Mouse and Social Distancing

This beautifully illustrated e-book has been written by the Reverend Richard Littledale of Newbury Baptist Church, who is a friend of the Hub team and one of our fantastic community anchors. He writes children's stories and, with the help of illustrator Heather Heyworth, has created this little gem about social distancing, which is [free to download](#).

Frequently Asked Questions

What help is available for those that can't afford to buy food for themselves and their families?

We are extremely fortunate in West Berkshire to have the resources of three foodbanks, all of which are working closely together to ensure that food parcels are delivered to those in need during the Covid-19 emergency.

West Berkshire Foodbank (Trussell Trust) delivers seven-day food parcels to people in financial difficulty, including those awaiting payments from furlough and Universal Credit. If people call in and advise that their financial situation has changed due to Covid-19, the Foodbank will support them.



Crisis Foodline 01635 760560 is open Monday to Friday 8.30am to 5.30pm and Saturday 9.00am to 1.00pm. Trained volunteers can help guide and support people to get back on their feet.

The **Community Furniture Project (Newbury)** supports individuals and families in need and will deliver a food parcel on the same day in most instances, then contact the recipient weekly to establish if they require a further parcel. The CFP passes on any surplus food to organisations offering meals, such as Loose Ends and Newbury Soup Kitchen. The CFP can be contacted on **07796 843334** or by email at joe@cfpnewbury.org

Is there any guidance on how to distribute leaflets safely?

Our public health colleagues have issued this advice on the [council website](#).

"We recognise that in some instances, people might not have access to the internet and therefore leaflets are an important way to communicate key information and advice to the public. Whilst this method of communication is not risk free, it is likely that the risk of infection from receiving a letter or leaflet through the post is minimal and the need to get important messages out to the most vulnerable far outweighs this risk. To further minimise the risk of infection, we recommend that volunteers who help to deliver vital information using leaflets, should be in good health (eg not showing symptoms of COVID-19), practice good hand hygiene and maintain social distancing at all times."

2,300 of our public health advice leaflets and activity sheets have already been distributed to vulnerable people with your help. Do let us know if you would like some for those you are supporting within your local community. Orders can be collected by prior arrangement from the Hub via Newbury Rugby Club.

How can community groups access funding from the Greenham Trust?



The Greenham Trust Coronavirus Emergency Fund has allocated over £167,500 to organisations including the three foodbanks listed above. For projects under £1000, volunteer groups and charities should email grantenquiries@greenhamtrust.com, providing details of the project and costs involved. Groups requiring £1000 or more should apply through the Good Exchange via the [Trust's website](#).

SPOTLIGHT UK FOODBANK
DELIVERING FOOD PARCELS TO: Elderly, those experiencing financial difficulties due to COVID 19, isolated residents & KEY WORKERS
Email admin@spotlightuk.org or call **07804880072** if you know someone who needs help...



Advice leaflet for West Berkshire residents seeking extra support

We hope it helps you to feel reassured and know who you can contact for advice and support

WestBerkshire
COUNCIL

West Berkshire Cruse Bereavement Care



One of the Bereavement Support volunteers with [West Berks Cruse Bereavement Care](#) has contacted us to let us know that Cruse remains fully operational at this time of national/international crisis. Although they are not having face-to-face contact with clients at present, they are available for telephone and email support. Anyone requiring support can contact the helpline on **01635 523573** and speak to the Allocations Team.

Fair Close Centre Meals on Wheels from Newbury Racecourse

The [Fair Close Centre \(Age Concern\)](#) is on a mission to deliver hot lunches seven days a week to the homes of older and vulnerable people across West Berkshire during the Coronavirus crisis. The Centre has joined forces with Newbury Racecourse, Greenham Trust, Stream Networks and Swift Logistics Group, enabling it to prepare, pack and deliver nutritious hot lunches to the highest hygiene and safety standards.

The Meals on Wheels volunteers are currently delivering hot lunches to established rounds clients in Newbury, Thatcham, Hungerford and Kintbury and the Centre has been developing new rounds as far afield as Compton. All the volunteer drivers have been DBS-checked and trained in the non-contact delivery procedure.

If anyone you know who is older or vulnerable would like a hot lunch delivered, please call the Centre on **01635 40488**. A two course lunch costs £5.50 (£5 for Fair Close members) and a main course costs £5 (£4 for Fair Close members).



During the Coronavirus Pandemic our Service has been amended to ensure your safety and that of our volunteers.



Our Meals on Wheels Team are trained and ready to support you. If you are a meals on wheels customer, your welfare will be checked by a regular welfare phone call. For your safety and the volunteer's your meals will be delivered to your door or safe designated place, but not inside your house.

2 COURSES DELIVERED HOT FOR £5.50

ALL DAY SANDWICH PACKS COMING SOON INCLUDING TO MANY LOCATIONS OUTSIDE HOT FOOD DELIVERY AREAS



All of our volunteer drivers are trained and DBS checked. Safety is our highest priority. Contact 01635 40488. hello@fairclosecentre.org www.fairclosecentre.org Charity No 231480



Celebrating all your good work!

We were tickled pink to receive this great image from the volunteers in East Ilsley! What a fantastic and creative way to celebrate how they are all working together to support their village community!

This week, we have sent photographer Phil Cannings out on location around the district to capture more images that we can use to help celebrate all the great work that is going on to support local residents. We'll be publishing these good news stories on our website soon!

Why not visit our [Local Heroes](#) webpage or www.facebook.com/CommunitySupportHubGroup for more examples of great community work and positive feedback received by community groups, volunteers and the Hub. You can share your own social media posts using **#WestBerksCommunity** and **#WBCommunityLove**

Individual cases

Please ensure that all queries about individual cases are directed to the Hub via the general email westberksbct@westberks.gov.uk or by calling **01635 503579**. This is to ensure they are dealt with promptly, effectively and in line with guidelines on dealing with vulnerable adults.

With very best wishes,

The Hub Team