

## **FAQs from community response organisations**

**Q. Our volunteers are trying to buy multiple items in supermarkets to fulfil requests for food shopping but are being refused, how can we help them overcome the restrictions in place?**

**A.** We have produced a standard letter with the district council logo asking shops to disregard the restrictions when the letter is presented by a volunteer. This has been issued to all groups currently active but can be provided to others by their patch manager. In some areas, response coordinators have been able to work with the local store manager directly – for example in Orwell the parish council has supported its village store with a loan from its s137 fund to ensure that it can obtain enough stock to support the local community.

**Q. How can our volunteers accept payment for shopping etc in a way that avoids handling cash?**

**A.** This could be a case of re-purposing an existing community bank account and payment process. For example, in Cottenham the website serving the Cottenham Fun Run (an event organised by the Fen Edge Community Association) has now been modified to provide a pre-payment system for shopping. The Fen Edge Community Association would be willing to work with other Fen Edge Community Association member parishes/community response groups to allow them to use this platform. They are also willing to offer guidance to other parishes/groups in using the and have prepared some very useful notes. If interested in this approach please direct enquiries in the first instance to your patch manager via [Duty.Communities@scambs.gov.uk](mailto:Duty.Communities@scambs.gov.uk) and they will put you in touch and send you the notes.

Other options might be for the parish council to use its s137 fund to forward fund individuals who are in need (we have been informed that some have no access to cash or no funds full stop). For example, Longstanton PC is applying for the Cambridgeshire Community Fund's [Cambridgeshire Coronavirus Community Fund](#) to top up the s137 funds they have available. They will make available their pre-payment card to trusted and vetted volunteers to use for shopping orders and then

invoice the beneficiary based on the receipts – if they cannot pay this becomes a direct hardship grant, if they can pay the money back by bank transfer it re-enters the fund.

Other villages have simply asked residents or family members who can, to simply bank transfer the funds to an existing community bank account. The volunteer takes a photo of the receipt and sends it to the co-ordinator for their records giving the original to the recipient along with the bank details

Where cash is the only viable option the recipient is asked to place the cash in the freezer bag and leave it out for the volunteer (there is normal a phone call to confirm arrangements so the cost of the shopping is shared prior to drop off– if change is required that is also left in a freezer bag). The bags are left unopen for 72 hours before they are opened

**Q. How can people access their state pension when they would ordinarily collect it in person from a post office?**

**A.** For applications for state pensions, the government guidance states that individuals are able to apply online or on the phone: <https://www.gov.uk/get-state-pension>.

To change the way a pension is received i.e. from in person collection to payments into a bank account, the individual (or their assistant if the individual can give consent and be present) can contact the Pensions Service to report a change:

Contact the Pension Service to:

- get information about your State Pension
- report a change in your circumstances, such as a change of address or bank details
- report a death

Telephone: 0800 731 0469

Textphone: 0800 731 0464

[NGT text relay](#) (if you cannot hear or speak on the phone):

18001 then 0800 731 0469

Monday to Friday, 8am to 7:30pm

Private pension schemes might have something similar, but individuals will need to check with their individual pension scheme.

For those communities with an Age UK Mobile Warden Scheme, Age UK can apply for a second card if the pension is paid into a post office account; this then means the warden would have their own card and pin for that account and it is all clearly documented. However, this can take 3 to 4 weeks to set up and therefore this option might not be possible within the timeframe needed.

For those that collect their pension in cash whether or not they can set up online banking, a short term solution may be provided by a similar mechanism to that Longstanton PC is pursuing (see previous FAQ), with the parish council simply retaining all receipts until the individual is in a position to repay, issuing an invoice once the current crisis abates.

**Q. How can help be given to those unable to access money from their bank accounts?**

**A.** This will need to be sorted out on a case by case basis. Individuals will need to contact their banks to see if they can set up a route for them to access money remotely (online banking etc.). Various banks have been supporting customers [to do](#) this during social isolation. Many of the bigger branches are remaining open with reduced hours to support their customers.

**Pre-paid cards for people unable to access funds for essential shopping**

Due to COVID-19 some shops are no longer accepting cash payments and this will impact on people who have no access to a credit/debit card. Likewise carers may need to shop for people who are unable to go with them and the carer will not be able to use the bank account card.

The County Council Finance Team have set up the facility to issue prepaid cards where required. The card is loaded with “emergency funds”, which the person is invoiced for in due course. Alternatively the person could be supported to set up a standing order payment from their own account to the prepaid card.

If PCC/CCC is the Deputy/Appointee for the person, the Finance Team could arrange to make payments to the prepaid card from the person’s account.

**Emergency prepaid cards for CCC**

Where a card is required due to the change in the way the county council is working as a result of COVID-19 there will be an emergency stock of prepaid cards held at the following offices from next week (w/c 30 March):

- Amundsen House (01480 373529)
- CPDC (01223 703237)
- Cambourne (01954 284669)
- Hereward Hall (01223 699858)
- Princess of Wales (01353 613010)
- Hinchingbrooke (for TOC teams use only)
- Addenbrookes (for TOC teams use only)

### **Process for requesting an emergency prepaid card**

- Contact the office on the number outlined above to arrange a time to collect the card.
- Contact Adult Finance Team to activate the card, allocate this to a named client and credit with funds.
- Complete the relevant paperwork when signing out the card, the instructions for this will be held with the cards and you can discuss this with Adult Finance Team if needed.
- Ensure the person is provided with the relevant information (this will also be held with the cards).

### **Q. How can pharmacies and community response organisations work together?**

**A.** Double check with your local practice what they would like the process to be, each practice will want the same process to be followed in all the villages within their reach so it is important to follow their directive.

As a general guide the resident will order the prescription from the dispensary directly and be told when it will be ready for pick up. They will normally inform the dispensary that they will be utilising the community service for pick-up and delivery. The resident will then contact the community response group to request a pick-up on a particular day. The co-ordinator will normally email in the list of prescriptions that they expect to pick up by a certain time each day along with the name of the

volunteer picking it up. This limits the number of visits at the pharmacy – neighbouring villages might even wish to collaborate to reduce visits further. If there are any controlled medications in the pick-up the volunteer will need to show photo ID.

**Q. Now that green bin collections have been suspended, how can residents deal with their green waste?**

**A.** This could be a good time for people to start home composting, if they have the space, see [advice from the RHS on home composting](#) ; the RHS have a [short composting video](#) you could share on social media.

In Shudy Camps, a corner of the churchyard used to compost green waste from the churchyard is being offered to the village as a location to leave excess compostable green waste until such time as the Green Bin collection is resumed.

**Q. We are still confused about data protection? Where can we get help?**

**A.** The Information Commissioner has produced some guidance for community groups and a set of FAQs, shared via Ian Hulme's (Director for Regulatory Assurance at the Information Commissioner's Office) blog, that can be accessed [here](#). This should provide reassurance but if you still have doubts share them with your patch officer.

**Q. We would like some information about Safeguarding. Where can we get this?**

**A.** Please visit the Council's website, where you will find this on the coronavirus pages (link just below).

## **Additional Information**

We could also add a link to support for the community groups that are setting up

South Cambridgeshire District Council: <https://www.scambs.gov.uk/coronavirus/>

Cambridge CVS: [www.cambridgecvs.org.uk](http://www.cambridgecvs.org.uk)

Cambridgeshire Acre: [www.cambsacre.org.uk](http://www.cambsacre.org.uk)

Support Cambridgeshire: [www.supportcambridgeshire.org.uk](http://www.supportcambridgeshire.org.uk)

## **Resources for support during Covid 19**

### **1. Age UK**

- <https://www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/coronavirus/>
- <https://www.ageuk.org.uk/discover/2020/03/ways-to-help-older-people-coronavirus/>
- <https://www.ageuk.org.uk/cambridgeshireandpeterborough/about-us/news/articles/20182/covid-19---community-support-resource/>

### **2. Alzheimer's Society**

- <https://www.alzheimers.org.uk/coronavirus-covid-19>

### **3. Carer Specific**

- <https://care-network.org.uk/>
- <http://centre33.org.uk/>
- <https://www.caringtogether.org/coronavirus-covid-19>
- <https://www.familyvoice.org/>
- <https://www.pinpoint-cambs.org.uk/>
- <https://makingspace.co.uk/services/centres/cambridgeshire-carer-support>

### **4. Cambridgeshire County Council Updates**

- <https://www.cambridgeshire.gov.uk/residents/coronavirus>
- <https://www.cambridgeshire.gov.uk/residents/coronavirus/covid-19-coordination-hub-your-community-needs-you>

### **5. Children Resources**

- [www.nhft.nhs.uk/camhslive](http://www.nhft.nhs.uk/camhslive)
- [www.childline.org.uk](http://www.childline.org.uk)

- [www.stem4.org.uk](http://www.stem4.org.uk)
  - <https://www.nspcc.org.uk/>
  - <https://kooth.com/>
  - <http://chums.uk.com/>
6. Dementia UK
- <https://www.dementiauk.org/dementia-uk-coronavirus-advice/>
7. Disability
- <https://disability-cambridgeshire.org.uk/updates/>
  - <https://www.dish.org.uk/>
  - <https://www.disabilitypeterborough.org/disability-peterborough-coronavirus-service-status/>
8. Financial Advice/Assistance
- <https://www.moneyadvice.service.gov.uk/en/articles/coronavirus-and-your-money>
  - <https://www.moneyadvice.service.gov.uk/en/articles/coronavirus-what-it-means-for-you>
  - <https://www.cambridgecab.org.uk/#coronavirus>
  - <https://www.citapeterborough.org.uk/news/office-closure-10th-march-2020/#coronavirus>
  - <https://www.citizensadvice.ruralcambs.org.uk/#coronavirus>
  - <https://www.understandinguniversalcredit.gov.uk/coronavirus/>
  - <https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses>
  - <https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses>
9. Generic
- <https://cambridgeshireinsight.org.uk/housing/coronavirus-covid-19-newsreel/>
10. Gov.UK Updates
- <https://www.gov.uk/coronavirus-extremely-vulnerable>
  - <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
  - <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>
  - <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>
  - <https://www.gov.uk/guidance/travel-advice-novel-coronavirus>
  - <https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers/closure-of-educational-settings-information-for-parents-and-carers>
11. Mental Health
- <https://www.rethink.org/news-and-stories/blogs/2020/03/coronavirus-temporary-changes-to-the-mental-health-act/>
  - [www.nhft.nhs.uk/camhslive](http://www.nhft.nhs.uk/camhslive)

- [www.childline.org.uk](http://www.childline.org.uk)
  - [www.stem4.org.uk](http://www.stem4.org.uk)
  - <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/>
12. National Autistic Society
- <https://www.autism.org.uk/services/helplines/coronavirus.aspx>
13. NHS Resources
- <https://www.cambridgeshireandpeterboroughccg.nhs.uk/news-and-events/latest-news/novel-coronavirus-covid-19-information/>
  - <https://www.nhs.uk/conditions/coronavirus-covid-19/>
14. Occupational Therapy Updates
- [www.wheelchair.services/community](http://www.wheelchair.services/community)
  - <https://www.nrshealthcare.com/cambridgeshire-peterborough>
15. Public Health England Updated
- <https://campaignresources.phe.gov.uk/resources/campaigns/101-coronavirus->
16. Scams
- <https://www.facebook.com/CAPASP19/>
  - Twitter: @CambsPboroAgainstScams
  - @CambsPboroAgainstScams
  - [https://www.theguardian.com/society/2020/mar/21/coronavirus-scammers-targeting-vulnerable-older-people-say-police?CMP=Share\\_iOSApp\\_Other](https://www.theguardian.com/society/2020/mar/21/coronavirus-scammers-targeting-vulnerable-older-people-say-police?CMP=Share_iOSApp_Other)
17. Sensory Support Services
- <https://www.camsight.org.uk/news/cam-sight-coronavirus-update-newsletter>
  - <https://www.mypab.org.uk/>
  - <https://www.huntsblind.co.uk/index.php>
  - <https://cambdsdeaf.org/latest-news/>
  - <https://www.cambridgeshirehearinghelp.org.uk/>
18. Shopping Assistance
- [https://www.huntspost.co.uk/news/a-list-of-helplines-for-those-in-huntingdonshire-1-6565757?fbclid=IwAR2-qSXCmtj4PDEx8zTXyJRruBY2ld94boRby\\_yXqCRfjkDHiW7b7cE6MXU](https://www.huntspost.co.uk/news/a-list-of-helplines-for-those-in-huntingdonshire-1-6565757?fbclid=IwAR2-qSXCmtj4PDEx8zTXyJRruBY2ld94boRby_yXqCRfjkDHiW7b7cE6MXU)
19. Utilities
- <https://cadentgas.com/coronavirus>