

# BILDESTON PARISH COUNCIL

## COMMUNITY RESILIENCE BRIEFING FOR THE VILLAGE

ISSUED BY THE PARISH CLERK ON  
WEDNESDAY, 25TH MARCH, 2020

### Overview of Voluntary Support Schemes

Grassroots Support  
**Informal Help for Others**  
  
Person to Person  
Through families, close friends and  
near neighbours

Village Community Support  
**Bildeston Coronavirus  
Support Group**  
  
Person to Person  
Through Village Scheme  
Coordinators

NHS  
**NHS Volunteer Responders**  
  
Volunteer Support to Person  
  
App to match  
Demand with Support

Suffolk County Council + Partners  
**Home but Not Alone Scheme**  
  
Third Party Support to Person  
  
App and Helpline to match  
Demand with Support

#### Contact Details:

**Bildeston Coronavirus Support Group** via:  
033 33 355254 or [BildestonCovid19@gmail.com](mailto:BildestonCovid19@gmail.com);

**NHS Volunteer Responders** sign up via:  
<https://www.goodsamapp.org/NHSvolunteerresponders>

“Home but not Alone” accessed via:  
Free app, called Tribe Volunteer which can be downloaded from the Apple App Store and  
Google Play Store. Freephone for those in genuine need of help 0800 876  
6926 from 09:00 to 17:00, seven days a week.

# SUFFOLK COUNTY COUNCIL VOLUNTEERING SCHEME

## HOME, BUT NOT ALONE

### **Suffolk urged to rally together as new local COVID-19 app and phone line launched to connect volunteers and people who need help**

A new Suffolk-focused community service has been set up to support people who need help during the COVID-19 pandemic.

Called 'Home But Not Alone', the service has been launched to help connect people who want to volunteer in their communities with neighbours who are most in need.

The service will mean willing volunteers, charities, town and parish councils, community and religious groups can all log their details and offers of support on an app, while people who need help can phone to request support. As the number of offers and requests grows, they will be matched so that the right help can be given where it's most needed. This support could include delivering groceries, medication or essential household goods, in line with Government social distancing guidelines.

The free app, called Tribe Volunteer, can be downloaded from the Apple App Store and Google Play Store. The telephone number for those in genuine need of help is freephone 0800 876 6926 and will be staffed from 09:00 to 17:00, seven days a week.

The Home, But Not Alone service was created by partners from Suffolk's councils, police, health bodies and charitable organisations which come together as the Collaborative Communities Board. Chrissie Geeson, the board chair, said:

"In these challenging times, it has been incredibly heartening to have so many people volunteer to help others. In villages and towns across Suffolk, people have taken it upon themselves to mobilise a small army of volunteers to do what they can for people in need.

"The support service will encompass this work but will bring structure and routine to these offers of help. This is just the start of this new service, so we expect the number of offers and requests to grow. People who want to help, or need help, should let us know and we will do the rest.

"It is testament to the hard work of all Suffolk organisations and sectors that we are able to offer this invaluable help."

The telephone line is not a general information line for COVID-19 queries, but those in need can seek information on support with care needs, loneliness and to connect with community support. This is a new service and will adapted to demand over the coming weeks. People are still being urged to check gov.uk for the latest guidance on a wide range of issues and changes caused by the COVID-19 outbreak."

# NHS VOLUNTEERING SCHEME

You will be aware of the steps taken to recruit 250,000 volunteers to support NHS activities. The process is outlined below and the news reports seem to indicate that there has been a tremendous response from the public so far, exceeding this figure.

## How do I sign up?

Those who want to help can register by visiting the following NHS website: <https://www.goodsamapp.org/NHS>

Potential volunteers are asked to fill in a form with their details.

Checks are then carried out before successful applicants are given login details for the "GoodSAM" Responder app.

Volunteers can then switch the app to "on duty" to find tasks to pick from nearby.

## What kind of tasks will the responders carry out?

Four types of volunteers are listed on the NHS page which allows people to register.

They are:

- **Community response volunteers:** This role involves collecting shopping, medication or other essential supplies for someone who is self-isolating. The volunteer would also deliver these supplies to their home.
- **Patient transport volunteer:** This position supports the NHS by providing transport to patients who are medically fit for discharge, and ensuring they are settled safely back in to their home.
- **NHS transport volunteer:** This role involves transporting equipment, supplies and/or medication between NHS services and sites. It may also involve assisting pharmacies with medication delivery.
- **Check-in and chat volunteer:** These volunteers will provide short-term telephone support to individuals who are at risk of loneliness as [a consequence of self-isolation](#).

## BILDESTON CORONAVIRUS SUPPORT GROUP

We are not medical professionals, nor are we government representatives. We are fellow Bildestonians looking out for each other. The limited scope of the work of the group is to take calls and emails from vulnerable people within Bildeston and to collect and deliver groceries and medical supplies or maybe take the occasional dog for a walk. We have volunteers all around our village that are waiting to help you.