

Guide for Norwich Councillors around COVID-19

Last updated: 18 March 2020

The guidance below is intended as a guide for councillors to support those affected by the coronavirus and give advice on how residents can help others.

It should be read alongside the regularly updated guidance from the government which can be found here: <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>, and NHS advice for keeping yourself and others safe which can be found here: <https://www.nhs.uk/conditions/coronavirus-covid-19/>.

First - keep yourselves safe

- This is a highly infectious virus and if you become infected, you are likely to infect others. By keeping yourselves safe, you help stop the spread of the virus and keep people around you safe.
- Always remain two metres apart from others. Avoid any physical contact with vulnerable groups or those who are self-isolating.
- If you are unwell, follow NHS guidance and do not seek to help others.

Key principles

- Always make sure residents wanting to help put their own health first and do not inadvertently spread the virus further.
- For grassroots activity, hyperlocal works best – advice people to support their own neighbours on their street or a couple of roads nearby as large scale won't be effective.
- For those wanting to undertake higher risk activities with safeguarding risks, they should volunteer for an existing charity to do so.
- Advice people to be scam aware – don't give their card details to people they don't know, don't share personal details or contact information online, try to build trust with neighbours.
- If in doubt, ask us – community@norwich.gov.uk

How to guide concerned residents wanting to help

- **Give money** – Norfolk Community Foundation are setting up a fund for donations. This fund will support existing voluntary and community groups with core funding to sustain and grow services which support those affected by the outbreak. <https://www.norfolkfoundation.com/giving-philanthropy/> This fund is coming soon but will be available on this link.
- **Give time** – If residents are fit and well and have time to offer an existing service to benefit others, Voluntary Norfolk will be using their volunteering portal to gather the various roles that are needed in the sector. This can be found here: <https://www.voluntarynorfolk.org.uk/volunteering/> More options will be added as more gaps arise. This is a great option for those wanting a more structured way to help or to do roles which require safeguarding and training.

- **Be a great neighbour** – Guidance and advice for those wanting to help their local neighbours directly will be available through the resource section on LUMi - <https://www.lumi.org.uk/resources/resources-and-toolkits/covid-19/> It includes links for updated guidance and downloadable letters to post to the people on your street plus how to stay safe when giving or receiving help.
- **Community groups** - If you speak with people running an existing community group in Norwich who are looking for guidance and advice, please ask them to contact community@norwich.gov.uk for further information. Community Action Norfolk are also supporting in this way. Please make sure they know that if they continue to operate, they need to do so in line with government advice.
- **Local businesses** - If you have local businesses asking for support or information about government support packages, this is being coordinated by New Anglia LEP via their Growth Hubs - <https://newanglia.co.uk/> Email: growthhub@newanglia.co.uk or telephone 0300 333 6536 (Mon- Fri 9am-5pm)

Please keep yourselves safe during this time.