

NORTH BERWICK COMMUNITY EMERGENCY RESILIENCE TEAM

COVID-19 RESPONSE



Digital
Donations Project
StreetLinks Connected
Care Puffins Prescriptions
Whatsapp Support Tablet
Community
Slack Weelocals
Send-a-smile Face-coverings
Jigsaws Volunteers
Shopping Kindness
Family North-Berwick

MARCH

APRIL

MAY

JUNE

JULY

SCOPING, SCALE, TEAM REQUIREMENTS, RISK AND ASSESSING NUMBER OF VULNERABLE PEOPLE
FUNDING THE PROJECTS

RECRUITMENT & COMMUNICATION

ASSET REGISTER UNDERWAY

STREET LINKS

SHOPPING & PRESCRIPTIONS

WEBSITE & COMMUNICATION CHANNELS

JIGSAW AND GAMES LIBRARY

DIGITAL INCLUSION PROJECT

KINDNESS PROJECTS

FACE COVERINGS

TRANSITIONING, WORKSHOPS, REPORT WRITING

5 months; 11 strands; 8 projects; 150 volunteers

Scoping & Strategy

Assess Need

What is the critical gap that the CER team needs to fill?

- Who is vulnerable?
- What do they need?
- Who else could fill the gap?

Prepare

- Consultation with community groups & services
- Establish CER Team
- Develop projects to address need
- Mobilise resources

Deliver

- Information
- Projects
- Communication
- Administration
- Closure

Learn & Thanks

- Community workshops & survey
- Discussions with key stakeholders
- Team project report
- SPOC review

Getting the Word Out

How you can help, how you can get help - you are not alone



www.nbresilience.com



Website

A dedicated site built

Leaflets

Posted through every door and added in with prescription bags



Asset Register
Recognition that we need a stronger understanding of our community assets



Staying Connected

Keeping in touch



The Courier

4 volunteers

280 homes reached

19 columns

19 weeks of personal delivery



Newsletters

**Emailed monthly to the
volunteer database**



[**/northberwickcommunitycouncil**](#)

North Berwick Resilience Group

Public group · 1K members

North Berwick Street Links

Private group · 97 members

NB Covid Shopping

Private group · 26 members



**Emergency Phone
line - for Vulnerable
People & assistance**

Building a Digital Infrastructure

PROBLEM

Communicating & working safely in Covid-19

What

- Website built
- 5 databases created
- online platform
- Slack
- ZOOM meetings

Function

- Communication with community
- Monitor vulnerability & needs for support
- Manage requests for & offers of help;
- Team working; accountability.

What next?

Discuss retention of digital developments for future emergencies

RESULT:



"Felt like a startup business, fun and stressful in equal measure."
Derek - CERT IT



31 channels
20 weeks
40+ team meetings
10,000+ messages

StreetLinks

PROBLEM

Lockdown - people vulnerable, isolated, family unable to help

ACTION

- WhatsApp connecting neighbours
- Street Reps managed street comms
- Protocols for safe support

NEXT?

Neighbourly support in place
Database and Facebook Groups

THANKS

All those who stepped up to support their neighbours

POSITIVE IMPACT...



**96% OF STREETS
CONNECTED**



**40 plus WhatsApp
GROUPS**



82 STREET LINK VOLUNTEERS

WeeLocals - Local Shopping Directory

PROBLEM

People unsure of what shops were delivering & how to contact them

ACTION

www.weelocals.com - one stop shop, delivery availability & hours. Flexible.

NEXT?

Will continue and be built on: /get-outdoors & /yoga-pilates

THANKS

Thanks Dan at www.weelocals.com

POSITIVE IMPACT..



TRADERS

Allowed platform to inform customers & continue trading through COVID19

Provides opportunity for marketing and engagement



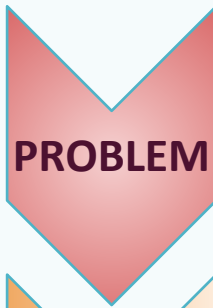
COMMUNITY

Encourages community to support local & promotes self sufficiency

Supported StreetLink shoppers & volunteers



Prescriptions & Food Deliveries



People unable to access home delivery for a wide range of reasons



Created a core bank of volunteers to deliver prescriptions & food



Consider setting up a core team of CER volunteers for future emergencies



NB Resilience Fund; Katie & team at the Community Centre

POSITIVE IMPACT...



135 VULNERABLE PEOPLE



19 WEEKS



**7 VOLUNTEERS
OVER 300 TRIPS
AVE 2 EVERY DAY**

Jigsaw & Games Library

PROBLEM

People at home in lockdown needing entertainment & stimulation

ACTION

Created community library of donated games and jigsaws

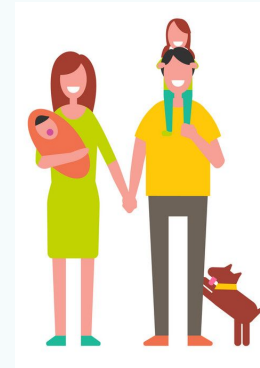
NEXT?

Closed 31 July; all remaining jigsaws to care homes

THANKS

Katie at the Community Centre & Lynda our librarian

POSITIVE IMPACT...



50 FAMILIES

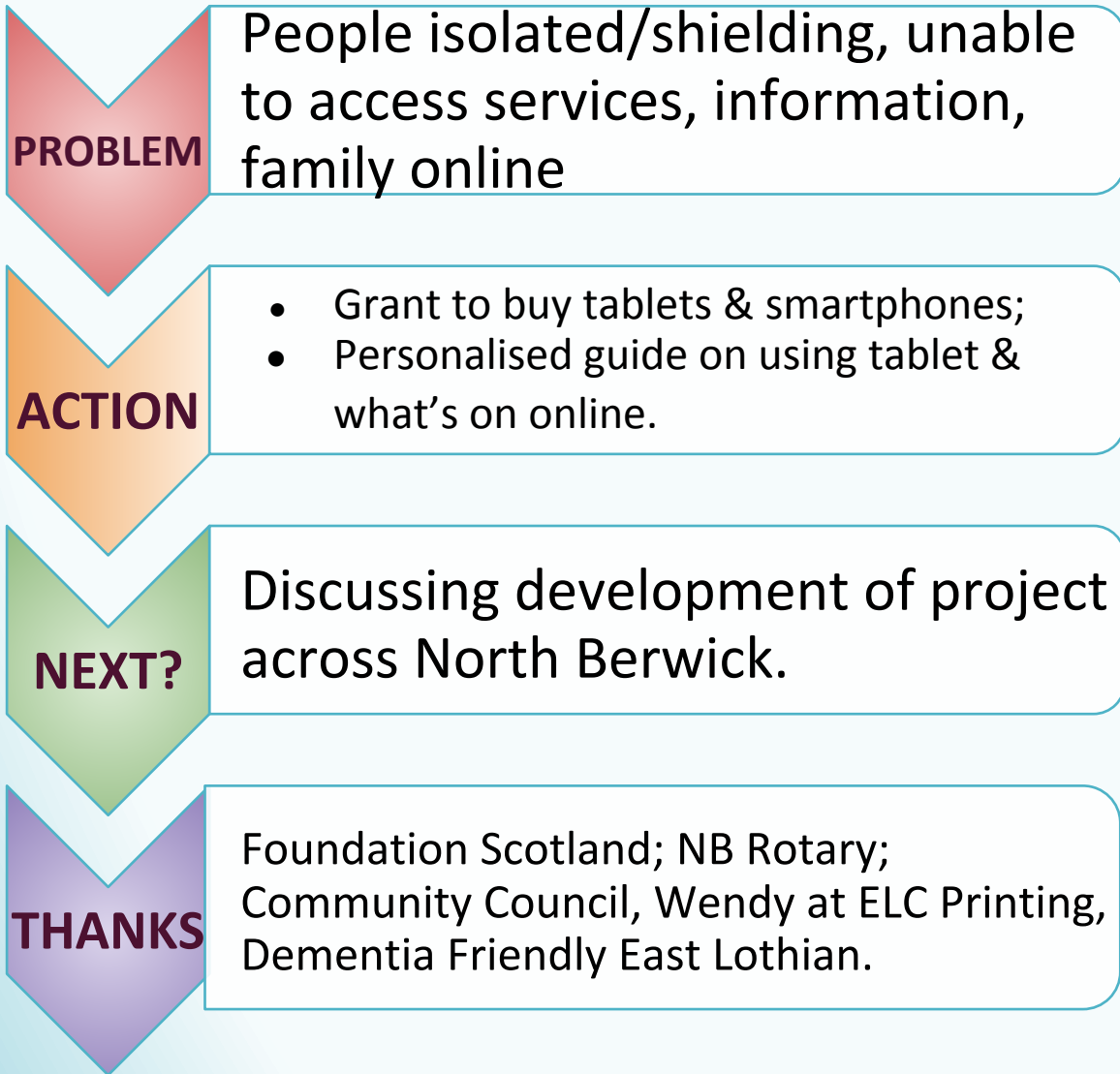


12 WEEKS



200 DONATIONS

Digital Inclusion



POSITIVE IMPACT...

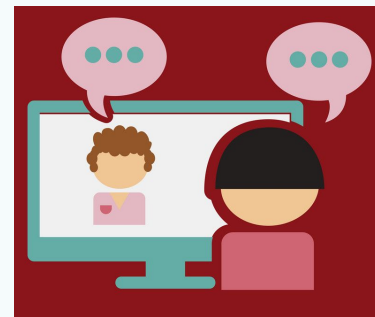


Foundation
Scotland

**£3K GRANT
AWARDED**



**20 TABLETS &
iPHONES
DONATED**



PEOPLE CONNECTED

Face Coverings

PROBLEM

Face coverings - helping people feel safe to go out again after shielding

ACTION

Created 'bank' of stitchers to make FREE face coverings

NEXT?

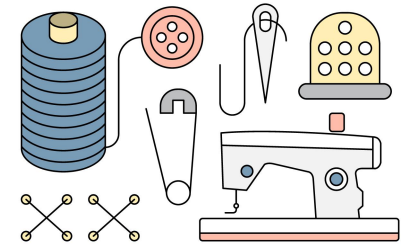
Closed end August

THANKS

The stitchers, fabric donors, Katie at the Community Centre

POSITIVE IMPACT

16 FACILITIES SUPPORTED



16 STITCHERS



**1753
MADE**

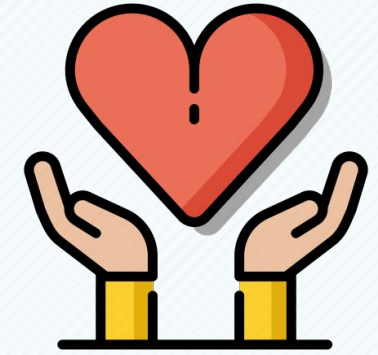
13 WEEKS

CALENDAR



Kindness Hampers

SPREADING THE LOVE IN TIMES OF ISOLATION AND UNCERTAINTY



KINDNESS HAMPERS



14 hampers to care homes with jigsaws, crafts, chocolates, hand sanitiser, creams & face coverings

150 individual mailings to vulnerable people with an information flyer & face coverings



BRING A SMILE

(Drawings / paintings / cards)

100 smiles donated and passed on to someone in need of kindness!

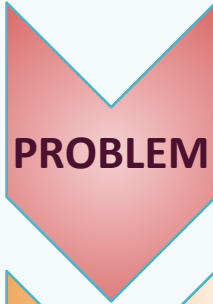
PUFFIN HUNT

200 plus painted puffins

10 entries displayed at the Scottish Seabird Centre



Asset Register



Accessing resources - people, places, tools & equipment & networks we need.



Developed usable online register of wide ranging community assets



Asset Register will be retained by the CERT for future emergencies



Thank you to NB Rotary for assistance

58 ORGANISATIONS



ASSET REGISTER POSITIVE IMPACT

A resource for
future
emergencies

Overview of
services &
initiatives

Processes to
link
organisations

Team and Volunteers, our Journey



March 2020
Single point of contact
Brilliant initial
community response



Over 300 raised their
hand to be a volunteer;
thank you...

At standown:

12 CER team members
150 active volunteers
8 projects delivered
2960 hours delivered



That's equivalent to:
423 days or
85 weeks or
1.6 years...

**96% of people in North Berwick
supported by the NB CERT Team**

The Amazing Volunteers - thank you!



Our team coordinators were: Alasdair, Ally, Derek, Emily, Fiona, Judy, Khlayre, Linda, Mairi, Maya, Nikki & Sue. The team grew organically; the majority did not know each other prior to this; and some have still never met face-to-face!



StreetLinks; an incredible 82 volunteers - you know who you are!
Thank you!

Our lovely delivery volunteers: Alison, Catriona, Emma, Fiona, Nikki, Mark & Susan.



Our face coverings stitchers were: Chris, Ella, Gillian, Gladys, Heather, Holly, Isla, Janette, Kathy, Leslie, Lynda, Mary, Rose, Sally, Simone & Yamameh.

The Community Working Together

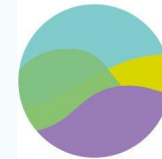
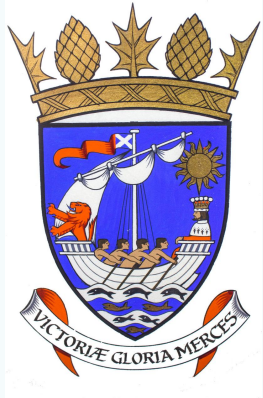
We are grateful to all our donors and supporters, who made this community effort possible. Our very grateful thanks go to you all with a very special thank you to our Community Centre who supported various projects in so many ways.

We are very grateful to all those individuals within the community who supported us via direct gifts or via our 'gofundme' page. Your generosity was brilliant and we wish we could thank each of you personally for your support, but please know we really appreciated all you did.

We would also like to thank those volunteers who registered but were never 'called up' by us or the NHS. Knowing you were there was a great support and we are talking with East Lothian Council and Volunteer Centre East Lothian to talk about what happens in future emergencies. Also Rotary Club were developing new volunteering initiatives for the whole of North Berwick.

Thank you to everyone for supporting our community at a time of need.

Thank you...



Volunteer Centre
East Lothian



North Berwick Coastal Area Partnership

North Berwick Coastal Community Connections



more than just print