



Woughton Covid Response

September 2020

Stage One

Flooding in May 2018 led to extensive emergency planning, a review of Incident Plans and a review of resources internally, specifically around IT and telephony

This meant that on 16th March, against a backdrop of indecision, WCC took the difficult decision to close all public facing services, offices and community centres. ON the 17th March, all officers were instructed to prepare for 'lock down' and took as essential resources home – laptop, internet based phone, etc.

Signage was placed on all buildings, post redirected and incident plan put into action. Evaluation of suitable online meeting options undertaken and a Zoom licence procured.

Advice, wellbeing, Youth services and staff support all moved online, utilising both existing systems (Office 365, Teams, Sharepoint, etc.) and the new Zoom system, enabling whole organisation approaches (Teams was, at that point, even more limited than it is now).

Significant publicity, updating of the website to include resources, information, sources of support and daily updates, alongside delivery of a newsletter with info for every household

Community Fridge, Landscaping and Environment Teams all stood down. Caretakers placed on 'furlough'.



Stage Two



Once the early stage was over and there was fuller information and understanding, next stage was implemented.

Landscaping services restarted, work with SOFEA around food parcel support and considerable work with local Resident Associations, voluntary groups and volunteers to provide up to 165 food parcels each week, to those in most need.

Online support continued and expanded, including online dance classes, advice sessions, wellbeing groups and similar. Some individual events also took place.

Environment Team were able to work in a socially distanced way, addressing some of the issues around fly-tipping, litter, etc.

Online meetings were held, streamed to Facebook and saw significant engagement. We also started a weekly updated, again streamed to Facebook.

With the greater understanding of the virus, transmission and similar, we were also able to plan more effectively for the next stage, as restrictions lifted and services could restart.

Stage Three



Restart and engage

Once risk management and alterations to service provision were agreed, the summer provision started.

We re-opened the Community Fridge, with restrictions on access and additional measures in place.

Using our trailer, we provided weekly 'outreach' sessions across the parish, with officers and councillors available to residents. This included information and advice, access to dog waste bags, re-usable drinks bottles, face coverings and similar.

In addition, our Play Rangers worked alongside the trailer provision throughout August, offering safe, distanced, family play sessions on the green open spaces within the parish.

We saw hundreds of people over the course of the summer, had over 3,000 views of our weekly updates, hundreds of views of our meetings and over 5 tonnes of food through the Community Fridge

And now...

We continue to delivery all services, with the necessary safety measures in place.

The Community Fridge, pop up cafes, youth provision, advice service, wellbeing groups, environmental support and growing activities, landscaping services, meetings and events – whilst some of this remains online, we continue to provide opportunities for people to access us via the trailer, the Community Fridge, the pop up café events and simply by being visible across the parish.

We are also planning for the next stage, any reoccurrence and possible local lockdowns.





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