

# COMMUNITY RESPONSE UNIT

## NEWSLETTER

Support@nwleicestershire.gov.uk - our dedicated email  
address for volunteering and those needing assistance



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### Safeguarding Guidance

As a volunteer or community group, at this difficult time you may be involved in tasks that you ordinarily wouldn't be doing. You may come across some difficult situations and some particularly vulnerable people.

You do not need to know everything about the person or exactly what is happening. You may just be worried or feel that something is not quite right.

**If you are part of an organised group you should speak to your safeguarding lead without delay and follow your own safeguarding procedures.**

**If you're worried about a child**  
If you are concerned about a child's welfare or you believe that they are suffering abuse or neglect:

**Tel: 0116 305 0005 (24 hour phone line)**  
Or use Leicestershire County Council's [online reporting form](#):

**If you're worried about an adult**  
If you're concerned about an adult's wellbeing or think they may be a victim of neglect or abuse, contact Adult Social Care:

**Tel: 0116 305 0004**  
(Monday to Thursday, 8.30am - 5pm, Friday 8.30am - 4.30pm)  
Out of hours emergency team 0116 255 1606.  
Email: [adultsandcommunitiescsc@leics.gov.uk](mailto:adultsandcommunitiescsc@leics.gov.uk)

### NWL Community Support Hub

The 22 community response groups are doing an amazing job right across the district. With all your hard work this means that the majority of vulnerable and isolated residents across North West Leicestershire can get the help they need directly from within their own community.

The district council has now deployed 20 members of staff to create the NWL Community Support Hub. Their main role will be to support the government's Operation Shield to ensure that the district's most vulnerable residents are supported.

However, they will also be available to back-up the district-wide community response groups, particularly where there are gaps in coverage or if there is a marked increase in demand for support.

Further details can be found at:

[www.nwleics.gov.uk/communitysupport](http://www.nwleics.gov.uk/communitysupport)  
Tel: 01530 454377

### Beware of Scams

When you're talking to residents, particularly the more elderly and vulnerable, listen carefully to information they share with you.

Has anyone got in touch with them recently out of the blue and it doesn't sound quite right?

Be aware that criminals are continuing to target people with a variety of scams. [Action Fraud](#) reports on recent examples that include HMRC refund messages, fake covid-19 medical products and NHS scam messages.

- Trust your instincts
- [Stop, Challenge, Protect](#)



### Make time for Self Care

It is humbling to see how communities across North West Leicestershire have come together to collectively provide support and assistance to our most vulnerable residents.

We know you're passionate and dedicated about your communities. But please remember to make time for self care too. It's vitally important that you look after yourselves so you can continue to help look after others.

There's lots of advice available from [Every Mind Matters](#), [World Health Organisation](#), [NHS](#) and [Leicestershire & Rutland Sport](#).

## Sorted on Data Protection?



Have you thought about data protection for your group? Do you know what to do and how to do it?

The Information Commissioner's Office (ICO) has produced a useful [blog for community groups](#) and sets out sensible advice on how to make sure your group is operating legally.

**Keep it clear** – tell people why you need their personal information, what you will do with it and who you will share it with. Prepare your own privacy notice using the [ICC template](#).

**Keep sharing** – you might need to share information with NWLDC to help keep a vulnerable resident safe. Think ahead though – what sort of information are you likely to share? What do you need to do to make sure that happens securely?

**Keep it lawful** – If you're not sure whether you should be handling personal data, think about whether it falls into one of the following categories:

- Would the person expect me to use their information in this way?
- Have they given me their clear and unambiguous consent to use their personal information?
- Is the person's health or safety at risk if I don't use their personal data?

If the answer is yes to any of these questions, then you can handle and share personal data.

**Keep it secure** - you must keep any personal data you collect secure and accessible by only a few named individuals. Data needs to be stored either on an encrypted device or in a locked cabinet. The ICO have produced some useful [security tips](#) to help you with this.

## Covid-19 Funding

Congratulations to several local groups across the district who have successfully secured grants from:



- [Leicestershire County Council's Communities Fund](#)
- [Leicestershire & Rutland Community Foundation](#)

Has your group applied yet?



### LRCF has announced...

that a new donor has come on board, whose top priorities are:

1. responding quickly to emergency need
2. Supporting credible 'employment-led' charities

Further details will follow and you just need to fill in LRCF's normal application form. If you have already applied you don't need to do anything more.



### [Covid-19 Community Relief Fund](#)

East Midlands Airport has just announced a [£26,000 fund](#) open to voluntary, community and charitable organisations. Groups can also ask for airport staff volunteers if needed.

## Reporting Anti Social Behaviour

The district council is still operating many of its core and essential services, including its response to Anti-Social Behaviour (ASB).

Staff are still working in partnership with the local Police and other agencies to ensure that residents are still provided with the most appropriate service.

As most staff are now working from home, we apologise if there is a short delay in you receiving a response but be reassured that all enquiries will be responded to.

We recognise that, during this difficult time, people may experience more or regular disturbances from neighbours. As most people are confined to their homes at the moment we are asking communities, where possible, to be more tolerant to people's situations and lifestyles.

To ensure that all reports are picked up and investigated appropriately we would advise that residents continue to use the online [ASB Report It](#) link.

If however you wish to discuss an open, active case with an officer please email [asb@nwleicestershire.gov.uk](mailto:asb@nwleicestershire.gov.uk) or call on 01530 454545 quoting your sentinel reference number.

We respect that these are difficult and challenging times for everyone and we would like to thank you in advance for being more accepting, tolerant and patient where you can be.

## Community matters...

### [Domestic Abuse Help](#)

Help is available by phoning 0808 80 200 28 or visit [www.uava.org.uk](http://www.uava.org.uk).



### Contact Community Focus

Catherine Ridgway (01530 454740)  
Daphne Robinson (01530 454 704)  
Gillian Squires (01530 454771)

### Email

[community.focus@nwleicestershire.gov.uk](mailto:community.focus@nwleicestershire.gov.uk)