

Community Action Response: Covid-19

Loanhead & District



Contact us by email at loanheadcommunity@gmail.com

Or by phone **07541 048869**

Staffed between 10 a.m. and 4 p.m.

Supporting Neighbours - a local focus

We want to encourage everyone to provide support to their immediate neighbours rather than try to do this through some central organisation.

If you have already told those in your street or area, by providing written contact details, that you are available to provide support with shopping, picking up prescriptions, putting bins out or walking dogs please let us know by email giving us your name, a contact number and full address and the area that you have covered. This will allow us to focus on streets or areas where support is not already in place. [Guidance for volunteers](#).

If you offer help but are then unable to provide it please ask another neighbour to cover this – or contact us if you can't find anyone.

Support for those self-isolating

- *Shopping*
- *Picking up prescriptions*
 - *Walking dogs*
- *Picking up parcels*
- *Phone calls to keep in touch*

Volunteers

If you have already offered support in your local area by providing written contact details, but would be willing to help out in other areas where there is no one available, please let us know. We will require you to follow the [guidance for volunteers](#). Please contact us by email giving us your name, a contact number and full address (so we can match needs as close to you as possible.)

Financial support for families in need

Loanhead Parish Church provide support for families through their community outreach work and will continue to do so over this period. If you would like to contribute to this, the bank details are:

Loanhead Parish Church Community Action Fund

Sort Code 80-22-60

Account No. 10027465

Needing support

If you are self-isolating and need support with what we have listed above then please contact someone in your area if they have offered help. However please stay safe – and follow the guidelines set out below.

If there is no one in your area who has offered help, please get in touch with us and we will link you up with someone.

Support from local businesses

A number of local businesses are providing home deliveries of food or other items. Please support our local businesses – they are helping to keep people in employment as well as providing a service to the community over this period.

Please be aware that they may require payment by card when you order. You will be expected to give them your long card number, expiry date (on the front) and 3 digit code (on the back of your card) – see guidelines below.

Midlothian Foodbank

Where there is a need for a referral to the local foodbank you can contact us about this and if necessary we can arrange to collect and deliver items from the foodbank.

The demands on the foodbank are greater than ever. Donations of non-perishable items would be much appreciated and these can be made at collection points at the local supermarkets.

Data Protection and Privacy Policy

Any personal information provided by members of the community either seeking assistance or offering to provide assistance under this scheme shall only be used for the purposes of this scheme. To protect the privacy of all concerned, the personal information of any individual shall only be released by those administering the scheme to those directly involved in providing or being provided with assistance for any particular individual or family. Personal details will not be listed publicly in any way. Anyone who provides their details may ask at any time to have them removed from the records kept for this scheme and can do so by contacting loanheadcommunity@gmail.com

By participating in the scheme, each person is deemed to have agreed to these terms and to their personal details being held and used in the manner outlined.

Disclaimer

Those organisations, their office bearers, employees and members and also any individuals administering or in any way assisting with the operation of this scheme will have no liability in connection with any injury or loss arising through or as a direct or indirect result of participation in this scheme. All parties involved in any way do so entirely at their own risk. The distribution of information relating to products and services provided by local businesses does not in any way represent an endorsement by the organisers and administrators of this scheme of any particular business or its products and services. The organisers and administrators of this scheme cannot accept responsibility for the accuracy of any statements or claims made by any business whose details are provided or for any error contained in their information

This is a joint project co-ordinated by Loanhead Parish Church, Loanhead & District Community Council with support from Loanhead Gala Day, Loanhead Masonic Lodge and The Link

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Guidelines

This is being organised by a group of people and organisations in the area to provide a way to connect local volunteers with anyone who has a need for help during the Covid-19 pandemic. **This is to provide short term assistance e.g. collecting prescriptions and/or shopping locally, walking your dog etc.** It is not to provide in-home visits, medical advice or replace any of the services you currently receive from other agencies like social work, professional carers, online shopping etc.

We will look to connect people on a one to one basis that respects privacy and should enable people to help each other in a safe manner. If you need assistance your contact details will have to be shared, but only with a few people at most. The names of volunteers will not be circulated. If you need assistance please contact us by email or phone – the details are above. You will need to say what you need and when you would like it by. You will need to provide a contact name and number, but that information will only be shared with the person you contact and the person who volunteers to help you. We will then contact you and see what we can organise to help you out.

Please note this is done on a volunteer basis by people who will need to keep themselves safe. For example, if they pick up a prescription they will leave it outside your house and ring your doorbell or door knocker or call your contact phone number to let you know it is there. If they pick up shopping for you, you will need to give a list over the phone to the volunteer (so write it down before you make the call so you don't miss out something vital) and when they deliver your shopping they will provide you with a receipt from the shop. You will then pay them for your shopping. If you can arrange to do this using online banking that is ideal. Cash should only be used as a last resort.

***DO NOT hand over any cash or make a payment before receiving your shopping with a receipt.

***NEVER hand over your bank card.

Some hints

1. Don't wait until you are almost out of prescriptions or food, re-order several days in advance.
 - Already there are queues and delays at pharmacies and this might be exacerbated further if they have to reduce their opening times or are short staffed due to illness.
 - If you normally shop on-line or have cooked meals delivered be aware that delivery times will inevitably stretch the longer the pandemic continues. Even local suppliers will probably require 48 hours' notice, apart from those offering a hot fast food delivery.
2. Do not give anyone your bank or post office card and PIN to withdraw cash for you at any time.
3. If you don't normally use on-line or telephone ordering, please be aware that your order will require to be paid when you place it. The seller will ask for the long number on the front of your card, the expiry date, the name on the card and the 3 digit security number on the back. They will not require your sort code and account number so do not divulge this.
4. If you are uncomfortable making such orders, or do not have a suitable bank or credit card to enable you to do this, ask a trusted friend or family member if they can do this for you using their own card and you can reimburse them. This can be done from anywhere, so even if you have family in other parts of the country or abroad they could still help you place an order in this way.