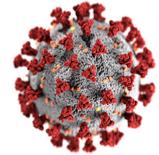




Largo Area Coronavirus Response Team

Issue 3
12 April 2020

Thanks to all of you throughout the Largo area, we have come a very long way in a very short time. Together we have risen to the challenge that Coronavirus presents.



With your extraordinary contributions and selfless volunteering, together we have grown great support networks across our communities. With these local networks we now have the capacity and organisation to carry us through this crisis at least as well as any other community.

People from the Largo area have always been very flexible and resilient. Everyone has had to adapt to the completely new circumstances in which we find ourselves – social isolation, social distancing, thorough hand hygiene and travel restrictions. Please stick with these routines.

Thank you again for your many acts of friendliness, neighbourliness and social networking which have helped us build support for each other and for the most vulnerable people in our communities. These networks will be crucial to us all through the coming weeks. LACRT is here to support you where we can and to help everyone through this Coronavirus crisis. Sadly, and for obvious reasons, this is probably our last paper Newsletter for the foreseeable future.

To stay in the know through our Bulletins, make sure we have your email address. For anyone else who wants to be included, contact us on:

lact@largocommunitiestogether.org.uk

Information is posted on the Largo Communities Together, the Largo Area Community Council and Church websites and on our local Facebook page.

LACRT HELPLINE NUMBER

0800 999 346

We launched the *Deliver2U* service at the end of last month, to support our community and our local shops. We knew that we needed to STAY LOCAL, to help reduce the potential for the accidental spread of infection.

We are very pleased and relieved at the way our local shop owners have met the challenge of working in these new difficult times. They have been as swift and determined as you have been, in adapting to our new circumstances.

Our local suppliers include:

<u>SHOP</u>	<u>CONTACT</u>	<u>DELIVERY</u>
Andy's Store Lower Largo	(text) 07754 329042 (shop) 329237	By <i>Deliver2U</i> By <i>Deliver2U</i>
Zaphar's Premier Shop Lundin Links	320851	Delivering
Stuarts Lundin Links	320213	Delivering
Blacketyside Farm Shop+Meals	423034	Delivering
Blacketyside Online	blacketysideorders@gmail.com	Delivering
John Archer Fish Lower Largo	329850	Check
Lundin Links Pharmacy	320274	Delivering

We are grateful that many of our local shops have set up or expanded their delivery capability in a very short time. They had to negotiate a steep learning curve. They deserve a great deal of credit for this.

Deliver2u supports them where necessary. They have helped us, and we can help them when they need it.

LACRT HELPLINE NUMBER

0800 999 346

Deliver2U PROCESS

We have tried to make this as straightforward as possible:

1. Call our HELPLINE NUMBER to explain your need
2. Give us your name, address, and phone number
3. Our local Coordinator will call you back to explain what to do
4. Contact your chosen shop directly to place an order
5. Make payment by bank card if possible
6. If the shop can deliver your order, they will
7. If the shop cannot deliver your order, *Deliver2U* will help

If you have difficulty with any of these steps, our Coordinators will try to help you as best they can.

All our volunteers will be identified by wearing an LACRT name badge.

They will be wearing a yellow or orange waistcoat and protective gloves.

They will not enter your home, and you should not open your door to us until you are sure our volunteer is properly authorised.

They will follow 'social distancing' guidelines properly, for their protection and yours.

Now that *Deliver2U* is operational, we have turned our attention to developing a parallel telephone support service, to try and help people whose concerns fall outside the scope of *Deliver2U*.

We will call this service *Support2Connect*

LACRT HELPLINE NUMBER

0800 999 346

Support2Connect

Since we opened our HELPLINE, we have listened to many questions and problems, where *Deliver2U* was clearly not the answer.

We really hope that *Support2Connect* might be.

The Volunteer Call Handlers who answer the HELPLINE will try to help you to contact the appropriate person to support you. If you already have support from family and friends, or a contact for health, social or welfare services, these should be your first port of call. If not, we can try to help.

We have recruited more HELPLINE Volunteer Call Handlers. We have compiled a list of useful numbers to answer most questions. We hope to be able to give callers the most appropriate support service to contact.

Support2Connect Process:

1. Call our HELPLINE and explain your need or concern
2. Call Handlers have a list of phone numbers for support
3. You will be given details of the most suitable contact
4. If this contact cannot help you, please call us back
5. We will do our very best to give you support to connect

With *Support2Connect* our aim is to ensure that if you have a worry or concern there is a local person to help. We can do this by suggesting who the best person is to contact or to seek advice from the most appropriate organisation. Our priority is to support you as best we can as a group of local volunteers in these uncertain times.

Support2Connect is available from Monday 13th April.

LACRT HELPLINE NUMBER

0800 999 346