

Dear Volunteers and Service Users

**RE: WPC COVID Help Service - Winkleigh and Hollocombe.**

I am writing to express my thanks and share with you plans about how Winkleigh Parish Council intend to step down voluntary support and how the Council will reopen the service if we see another wave or local spike in cases as has been seen in Leicester.

A detailed action plan has been approved by the Council, which is available on request from the clerk, and will be published on the parish council website.

First, may I take this opportunity to thank all of the volunteers, some of whom have been doing tasks to help others on at least a weekly basis. This has been five months of hard work and putting yourselves out for others. Thank you so much. I would also like to thank those who have used the service, for being patient and appreciative. Requests have been made in a timely fashion and have largely been appropriate and have taken into consideration the needs and safety of the volunteers. I would also like to thank the many volunteers and service users who have supported the council to offer this service, with particular thanks to Mel, Clerk to the Council.

At the time of writing the 'lock down' is easing and those who have had to self-isolate are being told they can begin to go out and about in community from the end of July.

The Government advises that from 1<sup>st</sup> August (Department of Health and Social Care)

- You can go to work if you cannot work from home if the workplace is Covid safe
- Extremely vulnerable children can return to school
- You can go outside to buy food, to places of worship and for exercise but you should maintain social distancing; and
- You should remain cautious if you are still at risk of severe illness if you catch Coronavirus, so the advice is to stay at home where possible and, if you do go out follow strict social distancing

More detailed guidance is available online on GOV.UK, further updates are expected on 1<sup>st</sup> August

**WHAT THIS MEANS FOR WINKLEIGH SUPPORT SERVICE**

The service is already easing off as people return to work and lock down restrictions reduce. However it may take people who have been self-shielding and who have not left their homes since March some time to rebuild confidence and start being out and about in the community therefore the service will continue until the 31<sup>st</sup> August for those who need it. This will give people a month after the easing of restrictions to build up confidence and/or make their own arrangements for shopping, prescription collection, medical appointments etc.

Over the last five months the council has collected details of people's personal names, telephone numbers home and email addresses. Currently this is accessible only by the Clerk and Cllr Findlay on secure devices. At the end of August this information will be transferred to an encrypted USB stick and stored by the Parish Council in our safe and it will remain there until September 1<sup>st</sup>, 2021. If a vaccine is developed and we are in no danger of second wave it will be wiped clean of people's information as soon as it is appropriate.

Only the current Clerk and Chair of the Council will have access to the safe. The passcode to unlock the USB will be stored in an identified envelope within the safe in accordance with our risk management policy. Information held by the Hollocombe support group is contained within a notebook. This will also be stored in the safe, in a sealed envelope.

The reason for storing people's details in a safe place rather than destroying the information now is so that should a second wave or local spike occur, the Council Covid19 Response Team can access information about who is vulnerable and who needs help and who is able to help quickly and resume the support service at a moment's notice.

**If you do not wish for your details to be stored safely until September 2021 please inform myself the Parish Clerk 01837 89095 and your details will be removed from the USB device/redacted in the notebook and confirmed to you in writing.**

If you need further support, a list useful numbers and agencies is included at the bottom of this letter.

Our thanks once again to the many volunteers and helpers, our local businesses and of course to all key workers and carers. I hope once in the safe the USB device and notebook only emerges to be wiped clean or shredded and that we are all saved from further threat of disease.

Keep safe, be careful, and keep cheerful

Kind Regards and best Wishes

Angela Findlay  
Vice Chair Winkleigh Parish Council  
Coordinator Winkleigh Support Service

1. Citizen's Advice Bureau (CAB): [www.cabdevon.org.uk](http://www.cabdevon.org.uk)
2. [WWW.ageuk.org.uk/Devon](http://WWW.ageuk.org.uk/Devon)
3. Children's Social Care: [www.devon.gov.uk/helpcontactus/localoffices/children's-socila-care](http://www.devon.gov.uk/helpcontactus/localoffices/children's-socila-care); 0345 155 1078
4. Adult Services: [www.devonservices.org.uk/service/care-direct-devon](http://www.devonservices.org.uk/service/care-direct-devon); 0345 155 1007
5. Devon Voluntary Action (DeVa) Directory