

Community Response Bulletin

Issue 3

Sharing Knowledge

The world is a busy place at the moment and there is a vast amount of information circulating some more reliable than others. We are trying to give you relevant articles on issues which you might come across, or information which you might find useful in the volunteering you're doing. Thanks for getting back to us with what you are up to - see further on in the Bulletin for the great work happening locally. This time the focus is on Dunblane.

We hope you find the Bulletin useful and if there is anything you would like covered, please get in touch through your Local Co-ordination Team or by emailing communitysupport@stirling.gov.uk

Data Protection

Personal information may not be people's first thought when it comes to coronavirus, but it is important to protect people's details. The Information Commissioners Office have put together the following information to help people with this issue.

Community Groups and Data Protection

Many groups will for the first time be dealing with and sharing personal and often sensitive information about people in their communities. Data protection is simply a set of standards about how we can use and share this type of information and shouldn't stop groups from helping people.

The Information Commissioners Office (ICO) recommends groups -

- get people's consent—Be clear and honest with people about why you need to keep their details, what you are keeping and what you might need to share. (Note: If you are passed details from your Local Co-ordination Team, permission to share has been given).
- only keep what you really need to and only for as long as you need to.
- share information only with those who need to use it.
- keep information [secure](#) making sure it can't be taken by others and used for unlawful purposes. None of us would want vulnerable people put at risk.
- keep a record of what you are doing and decisions you make about people's details.
- **always share information where it is necessary in an emergency** - data protection should not stop you doing this to protect people.



The Information Commissioners Office have created a [blog](#) and set of [Questions and Answers](#) to help groups with this but if you are still unclear they have a helpline 0303 123 1113 for Community Groups and organisations.

Local Co-ordination Teams

Ward 1 - Trossachs & Teith

Lead Officer: Michelle Flynn

LCTward1@stirling.gov.uk

Ward 2 - Forth & Endrick

Lead Officer: Pam Campbell

LCTward2@stirling.gov.uk

Ward 3 - Dunblane & Bridge of Allan

Lead Officer: Jean Cowie

LCTward3@stirling.gov.uk

Ward 4 - Stirling North

Lead Officer: Andy Davis

LCTward4@stirling.gov.uk

Ward 5 - Stirling West

Lead Officer: Chris Burns

LCTward5@stirling.gov.uk

Ward 6 - Stirling East

Lead Officer: Wilma Comrie/Lynda Perkins

LCTward6@stirling.gov.uk

Ward 7 - Bannockburn

Lead Officer: Sharon McGrouther

LCTward7@stirling.gov.uk

Support Helpline



Scams - Don't get caught out

There's growing evidence of a spike in email and phone scammers as criminals look to seize on people's vulnerabilities during the current coronavirus pandemic. These could include -

- the Government asking for your bank details so money for free school meals can be transferred;
- HMRC stating you have a tax refund;
- banks asking you to confirm your details;
- emails from criminals [disguising themselves as an organisation](#);
- callers offering coronavirus testing kits and protective equipment; or
- calls telling you your internet is going to be cut off in 24 hours because you've been hacked.

The common factor with emails is that anyone can only find out more if you click on a link or open an attachment. In a call you will be asked to press buttons on your phone and skilled criminals will deftly convince you of their legitimacy. And that's when the damage starts.

The good news is there are some simple steps people can take to ensure they stay safe. Before taking any action, pause and consider:

- Is the email addressed to you personally or is it addressed to "Dear customer" or "Valued customer"?
- Is the spelling, punctuation and grammar correct?
- Does the email ask you to urgently verify details within a specific time limit?
- Does the sender's email address look legitimate?
- Does the email look like previous emails you have legitimately had

from the same organisation?

- Does the email ask for your bank account details, online banking passwords or your PIN number and CVC code for your debit card?
- Does the caller's offer sound too good to be true? Then it probably is.
- Do you actually have an existing relationship with the caller?

So if any of these points makes you think [Stop, Challenge and Protect](#).

Agencies across the UK, and beyond, are working together providing advice on how to stay safe online. The [National Cyber Security Centre](#) has an abundance of guidance including [how to spot and deal with suspicious emails](#); [top tips for staying safe online](#) and [securing your devices](#).

[Action Fraud](#), which has reported a 400% rise in Coronavirus fraud reports, offers advice on [protecting yourself from scams](#).

The [Financial Conduct Authority](#) has published information about [potential coronavirus scams](#), how they could affect you, and how to protect yourself.

[Citizens Advice](#) has a handy [online toolkit](#) which helps you check if something might be a scam

Updates

Support Line

Postcards are now being delivered providing the contact details for the Council's support line. Residents are being asked to keep it safe for future reference.

Access to Cash

As mentioned in the last Bulletin, the Post Office have now opened up their Payout Now Scheme to banks, building societies and credit unions to allow people to access cash while at home.

Although online banking and mobile apps are available from most banks, this scheme allows people to request money be collected by relatives or close friends following security arrangements.

People should call their own bank to find out if they are part of the scheme and request information on how it works.

and [National Trading Standards](#) has launched a campaign to "[wash your hands of coronavirus scams](#)".

You can also read the ICO advice on these types of scams on their [Your data matters](#) web pages and if you receive any suspicious emails or phone calls you can [report these to the ICO](#).



Use of Face Coverings

Physical distancing, hand washing and respiratory hygiene, are the most important and effective measures we can all adopt to prevent the spread of coronavirus.

The evidence on the use of face coverings is limited, but there may be some benefit in wearing a facial covering when you leave the house and enter enclosed spaces, especially where physical distancing is more difficult and where there is a risk of close contact with multiple people you do not usually meet. This might include, traveling on public transport or entering a food shop where it is not possible to maintain a 2 metre distance from another customer.

By face coverings the Government have stated **they do not mean the wearing of a surgical or other medical grade mask** but a facial covering of the mouth and nose, that is made of cloth or other textiles and through which you can breathe, for example a scarf. **Surgical and medical masks should be kept for the care workers and NHS staff for whom these are essential equipment.**

It is also recommended that when applying or removing the covering, that you wash your hands first and avoid touching your face. After each use, you must wash the face covering at 60 degrees centigrade or dispose of safely. Face coverings should not be used for children under the age of two years. This measure is not being made mandatory and will not be enforced at this stage.

[More information on the guidance](#)



Recipe for Success

Stirling Council's creative catering teams have cooked up a recipe for success for those residents receiving 'Shielding' food packages. They have created some exciting recipe options for those receiving support from the Scottish Government during the Coronavirus lockdown.



Based on the basic but vital essentials included in the weekly packs, like beans, bread, potatoes and fruit, the team have created a list of recipes which will hopefully add a bit of spice to the lives of those shielding at home during the toughest of times. The full list of recipes includes: Baked Bean Burgers, Cowboy Hash, Meat Curry, Rice Pudding & Fruit, Shepherd's Pie and more.

All recipes are available for download on Stirling Council's [Coronavirus Updates and Support](#) page under the **Support for People** section.

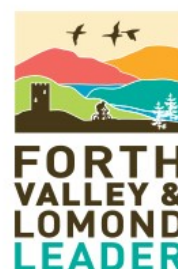
Crowdfunding

The Crowdfunding coaching project is a Forth Valley and Lomond LEADER project. They are offering free Crowdfunding to anyone starting a Crowdfunder in response to the current Covid 19 emergency.

For businesses a Crowdfunder can mean offering rewards to be fulfilled when things re-open or for community groups it can be for equipment or supplies to provide a community response and supporting their volunteers. [Fierce Beer](#) - raised over £155k in 1 day! All their pubs shut down so they focused on online beer sales to maintain cash flow.

There are lots of community projects raising funds to support volunteers and provide a community response - [Dunkeld & Birnam](#) & [Mull](#).

To find out more about Crowdfunding there is a free online session running on Wednesday 6th May at 2.30pm. Sign up on their [Eventbrite page](#)



Useful Contacts

[Ready Scotland](#)

Advice for community groups.

[NHS Inform](#) – Latest information and guidance about COVID-19 available in different formats and languages.

[Stirling Council](#)

Updates on disruptions and services

[Domestic Abuse Support](#)

[Stirling & District Women's Aid](#)

01786 469518

info@stirlingwomensaid.co.uk

[Shelter Scotland](#)

0808 800 4444 (Mon-Fri, 9am-5pm)

Information on [coronavirus and housing issues](#)

What's Happening With You

Dunblane Rises to the Challenge

Dementia Friendly Dunblane

The impact of Corona Virus on all our activities has led us all to be innovative on how we keep in touch with vulnerable members of our community. For the **Dementia Friendly Dunblane** group this is even more difficult.

Living with dementia is challenging enough but being socially isolated as well brings further challenges both for the person with dementia and their carer. To support people, the group have set up a telephone tree where volunteers

call allocated individuals twice weekly to chat and offer support with shopping.

Through these conversations, they also set up a soup and cake delivery service with the help of Nora Gilfillan, owner of "Another Tilly Tearoom Café". Local volunteers have made 150 deliveries so far.



Letters and Postcards of kindness

Local children have been creating handmade postcards and writing letters to elderly people and to residents of Randolph Hill nursing home. This simple act is greatly appreciated, with one lady commented that the card "made her feel very special". We have delivered 64 cards to date and some elderly people have written back to the children.

Dunblane Community Support was set up in response to corona virus by a local resident and 160 volunteers are offering practical help being mindful of NHS Advice on social distancing. They are encouraging everyone in the community to check in on older adults, delivering food shopping, picking up prescriptions, donating food to the food bank, offering to look after pets or take a neighbour's dog for a walk or putting the bins out. Taking time to getting to know who your neighbour and offering support will forge stronger and better communities.

Social Isolation Support group

Set up by Stirling University Students, the conversation and assistance phone line prevents social isolation through a timetabled programme of conversation chats. Telephone number is 03303360036 and the following code is entered when prompted - 344203. Dunblane Boys Brigade Band are also delivering copies of their CD to several elderly residents to help them enjoy some music and memories during these strange times.

Fantastic work Dunblane

Energy Needs



We recognise that home heating and energy use will be affected by people staying home to work or to avoid picking up the coronavirus.

Home Energy Scotland can help with any questions you might have around staying warm and saving energy – their advisors have the latest information from energy suppliers and from Scottish Government. They are a free and impartial advice service helping householders to save money and help the environment.

Customers can **contact them online** or by phone on 0808 808 2282. Advice is free and impartial.

Vulnerable Children

Stirling Council are asking people to watch out for vulnerable children. With schools closed it is feared some children will be at a greater risk of harm. If concerned contact -

Day contact 01786 471177

Out of Hours (after 5pm and weekends) 01786 470500

If you are concerned a child is at immediate risk of harm call Police Scotland on 999.



News From You

We're eager to find out what is happening in your community. Send us your good news stories; good practice examples to help others; online resources you have found which helped you; or anything you think others might be interested in or which might help them.

Email to us at

communitysupport@stirling.gov.uk

or through your Local Co-ordination Team.