

North Lincolnshire Engagement Officer

Update May 2020

Covid-19

These are certainly challenging times for all communities. With this fast moving situation please keep your eyes on official government channels and trusted local ones such as North Lincolnshire Council and Humberside Police.

Please adhere to the advice of stay alert. With this in mind the Office of Police and Crime Commissioner staff are all working from home at this time and for the foreseeable future. If you need me at all I can be contacted at claire.welford@humberside.pnn.police.uk or on mobile 07464 985199 I am working ad hoc hours but will get back to you.

Humberside Police—Op Galaxy- Month of Action

- Tackling what matters to you
- Providing support to those who need it
- Sign up for more info at MyCommunityAlert.co.uk



#ScamAware Reports of Fraud are up, what can I do?

National Trading Standards have a range of initiatives on its website (friendsagainstscams.org.uk) to support people looking to protect themselves and keep their community safe from fraud. They offer online courses which are free and are between 20 and 45 minutes long.

They run the Scam Marshall scheme which Safer Neighbourhoods have been promoting to gather intelligence on mail Frauds. Safer Neighbourhoods are continuing to support Trade Watch which asks people to agree never to buy from door step trades people or sellers. This is a great initiative.

You can find out more information about frauds here: www.takefive-stopfraud.org.uk

What is the Engagement Officer role?

My role is to engage with local communities to help identify local priorities, understand issues and support agencies to identify good practice and improvements. I am not a representative of the police to the public but rather the voice of the public to the police and other agencies involved in Community Safety. I am able to support people to direct their enquiries at the right agency and find out more information on various processes to help manage expectations of the public and increase understanding. By doing this my role contributes to building confidence in local agencies involved in Community Safety.



Active Humber: Sport Survey



Active Humber have launched a local survey to find out what impact the Coronavirus is having on our physical activity levels and attitudes during this time, and we would really appreciate your support in sharing this with your networks and residents from across the Humber to help us understand the current picture.

Current research suggests that the majority of adults believe it is now more important than ever to stay active. Our aim is to hear directly from adults living in the Humber area to find out more about their attitudes and behaviours to physical activity and understand the local picture. The link for the survey can be found by clicking here: [Humber Physical Activity Survey](#)

We would really appreciate it, if you could include the survey in your communications to your networks and customers. We are really interested in capturing the views of a cross sector of our society, so please do share it far and wide and feel free to respond yourself and share with family and friends. The survey will be circulated on all of our social media channels throughout May and June, please do share these on your channels. As a little incentive for responses we have provided the opportunity to win one of five cash prizes for all those who complete the survey.

For more information about Sport England's **national level** research please visit our website, we hope to be able to publish the local findings once we have them: <https://activehumber.co.uk/insight-and-resources/active-lives>

Tips to protect Zoom meetings from malicious participation

More of us are using virtual meeting rooms and ZOOM is well used here are tips to keep you safe when using.

- Choose to “schedule” meetings that are open to the public. This gives you the option to use a one-time meeting ID instead of your personal meeting ID, so there is less chance of a meeting being targeted repeatedly.
- Consider having Waiting Room enabled for your meeting. (Zoom has now enabled this by default. It holds participants in a virtual waiting room until you let them in, so keep an eye on ‘Manage Participants’ to do this)
- Set a password for the meeting. Zoom has now enabled this by default.
- From the Screen Sharing control, choose ‘host only’ if you want to stop anyone else sharing their screen with the meeting.
- In settings, you can choose to disable ‘Join before host’ for your meetings. Useful if you are not using a waiting room
- In settings, choose to disable ‘File transfer’ for your meetings.
- As a host, you can remove participants. To prevent them rejoining, disable ‘Allow removed participants to rejoin’ in settings.
- If your meeting is not open to the public, don’t share the meeting ID or “join link” in public places (eg twitter, facebook)

OP Galaxy—Humberside Police

The expanded Operation Galaxy Team has only been running since Tuesday 26 May and already 133 people have had the experience of our custody suites, with 38 arrested over the first intensive weekend of Galaxy activity.

Chief Superintendent Darren Downs said: "The Op Galaxy activity this weekend has seen 38 people taken into custody, along with a further four arrested today in a drugs warrants in Scunthorpe and two arrested in Beverley and Withernsea for harassment and domestic abuse cases, taking the total arrested in just six days to 133!

"Throughout the week we have carried out 62 stop and searches of people, seized an estimated £15K of Class A drugs, and £550K worth of cannabis as well as recovering lots of property and stolen goods which we hope to reunite with their rightful owners. We're very pleased with what we have achieved so far and continue to be buoyed by the backing of our communities who have been very supportive of our action. We have been delighted with the intelligence that people are coming forward with, all of this helps us gather evidence to be able to tackle those people impacting on our communities."

Op Galaxy is also tackling rural and wildlife crime and patrolling areas suffering from anti social off road bikes and quad bikes. #OpGalaxy #KeepingYouSafe #TogetherAgainstCrime

Domestic Abuse #YouAreNotAlone

To support the government's national campaign we are pushing out key messages with partners to highlight support available. Our Engagement Officer Twitter feeds and the Office's main accounts have been pushing out key messages and we have also paid for messages to go out in those areas where there are high levels of DA to highlight to those who don't follow our accounts. This campaign has been designed with the four local authority leads for DA, Humberside Police and Support Services, Blue Door in North Lincs. This has now ended after 4 weeks and has reached 384,000 individuals in Humberside.

It's not cool to cool off in lakes and rivers

Some sports and activities are starting on the long road back to 'normality'. Golfers are once again taking to the fairways under strict social distancing guidelines and the public have greater opportunity to exercise out in the open. Swimming pools, however, remain closed which may lead to some finding open water as a suitable alternative.

Combined with the current spell of warm weather, this could have fatal consequences as there are those who will put themselves in danger by cooling off in rivers, lakes, reservoirs or marinas.

Across our region, those who need to cool off or simply exercise are entering dangerous waterways with no knowledge of what lurks below the surface. Furthermore, the ice cold nature of the water in relation to the air temperatures can lead to cold water shock - a potential killer.

Although coastal resorts are urging visitors to stay away, those that choose to visit the beach should be mindful of not stretching the resources of our Coastguard colleagues or risk injury which will further burden our health service.



HUMBERSIDE
Fire & Rescue Service

Healthwatch North Lincolnshire response to COVID-19

Throughout the COVID-19 pandemic, Healthwatch North Lincolnshire who are the independent champion for anyone who uses health and social care services in the area, have continued to provide support to local people in a number of different ways.

Alongside our usual work of disseminating information on changes to local services so that the public are aware of what services are available and how to access them, we have also taken the initiative at the beginning of the COVID-19 crisis to set up a new 'Telephone Buddy Service'. This service is available to anybody in the area who considers themselves to be vulnerable or socially isolated, and pairs them up with one of our volunteers who will give them regular telephone calls to provide any information the service user may need, or simply to have a friendly chat and provide them with a bit of a distraction at this difficult time.

To date, we have provided 42 service users and 44 registered volunteers, and the service has seen over 270 calls being made; resulting in over 80 hours worth of conversation. The service users come from a range of backgrounds and the ages currently supported range between 38-93, with an average service user age of 68.

Whilst a number of our service users have signed up to the service themselves or been referred from Ongo and their GP practices, the majority have come through the COVID-19 Response Team at North Lincolnshire Council, whom we have been working closely with to ensure a quick and seamless referral system. Most service users have been allocated a volunteer the same day which they were referred to us, meaning they receive the support they require quickly. The number of both service users and members of the public wishing to volunteer with the service is increasing on an almost daily basis and it has been incredible to see how the project has evolved rapidly yet efficiently within the current crisis, and the positive feedback it has received.

As of the week commencing 18.05.2020, we have also been able to secure some funding from Inclusion North, which has allowed us to extend the service to support individuals in the area with autism and/or learning difficulties.

These individuals will be supported primarily through our core staff rather than volunteers, and the aim is to focus on reaching people who are routinely not known to services or accessing support.

We will assess how safe a person is, what additional help they may need, and then support them to access this help. They will receive calls from specialist staff that will support them with understanding information relating to Covid 19, talk through their worries and offer reassurance.

We will also signpost them to local services to be able to access support with any practical issues, gain information, advice and resources. If a person is in crisis we are able to refer to the appropriate service with consent, and if a person is feeling isolated and would benefit from regular contact, we will also be able to offer more ongoing support to them.

In addition to the Telephone Buddy Service, we have also been sending out a new 'Good Morning Report' on weekdays to our over 400 e-news subscribers. The aim of this is to provide a summary of any COVID-19 related news, followed by some more light-hearted national and local news articles, brain teasers, puzzles, and links to any surveys Healthwatch are currently conducting.

If you would like to find out more about what we're doing, or if you'd like to sign up to our e-newsletter, Telephone Buddy Service, or register to volunteer with us, please either visit www.healthwatchnorthlincolnshire.co.uk. Email us at enquiries@healthwatchnorthlincolnshire.co.uk or give us a call on 01724 844986

You can also follow us on social media for regular updates on local services:

Facebook: @HealthwatchNorthLincolnshire Twitter: @HealthwatchNL

Instagram: healthwatchnorthlincolnshire