

CORONAVIRUS (COVID-19) UPDATE

ALLERDALE &
COPELAND

Newsletter for the Allerdale and Copeland Area

Issue 14
29 June 2020

This is the fourteenth edition of a fortnightly newsletter aiming to give information, advice, guidance and details of useful contacts during these challenging times. Daily updated information is available on the Cumbria County Council website:

<https://cumbria.gov.uk/coronavirus/>

**Coronavirus is
affecting all
of our lives.**



Go to cumbria.gov.uk/coronavirus
to see what help is at hand.



COVID-19 EMERGENCY SUPPORT HELPLINE

Only for people at high risk of becoming seriously ill as a result of COVID-19, who do not have support available from friends, family or neighbours and are struggling for food, medicines or other essential supplies.

0800 783 1966

**COVID19support@
cumbria.gov.uk**

Full details can be found
online at cumbria.gov.uk

Provided by Cumbria County Council and partners including District Councils, CVS, Cumbria Community Foundation, community and voluntary sector, and private sector.



**SUPPORT EACH OTHER
#TogetherWeCan**

STAY ALERT ► CONTROL THE VIRUS ► SAVE LIVES

Government information

GOV.UK

NEW Timeline of changes that are due to come into place over the next few months in England

We continue to see relaxation of the lockdown arrangement; you can check the current guidance on the government website:

<https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>

Claire King, Consultant in Public Health (Cumbria County Council), has summarised some of the main changes and when they take effect below – with links to further information where appropriate.

Date	Change	Link to more info
1 st July 2020	Furlough: Businesses using the Government's furlough scheme will be able to bring furloughed employees back part-time. Even if they don't, the Government will continue to pay 80% of staff salaries during July.	More information of furlough arrangements here: https://www.gov.uk/guidance/calculate-how-much-you-can-claim-using-the-coronavirus-job-retention-scheme
4 th July 2020	Social (physical) Distancing: From 4 th July, people should either stay 2m apart or '1m plus' – which is one metre plus mitigations. These mitigations will depend on the workplace or setting. For example, on public transport, people must wear a face covering, as it is not always possible to stay 2m apart. In other spaces, mitigations could include installing screens, making sure people face away from each other, putting up handwashing facilities, minimising the amount of time you spend with people outside your household or bubble, and being outdoors.	The Government has set out COVID-19 Secure guidance to help businesses take the measures that are right for them: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19
4 th July 2020	Tourism: English hotels, holiday apartments, campsites and caravan parks can reopen, providing they adhere to COVID-19 guidelines. Businesses and Community Services: Pubs, restaurants and hairdressers will be able to reopen,	See here: https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do-after-4-july

	<p>providing they adhere to COVID-19 guidelines.</p> <p>Some leisure facilities and tourist attractions may also reopen, if they can do so safely, this includes outdoor gyms and playgrounds, cinemas, museums, galleries, theme parks and arcades, as well as libraries, social clubs, places of worship and community centres.</p>	
4 th July 2020	<p>Social (physical) Distancing: You can meet in groups of up to two households (your support bubble counts as one household) in any location - public or private, indoors or outdoors. You do not always have to meet with the same household - you can meet with different households at different times. However, it remains the case - even inside someone's home - that you should socially distance from anyone not in your household or bubble. This change also does not affect the support you receive from your carers.</p> <p>You can also stay overnight away from your home with your own household or support bubble, or with members of one other household.</p>	<p>See here: https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do-after-4-july</p>
4 th July 2020	<p>Weddings: Weddings and civil partnerships will be allowed to take place. You should only invite close friends and family, up to a maximum of 30 people.</p>	<p>See here: https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do-after-4-july</p>
6 th July 2020	<p>Shielding: From 6 July, the government will be advising that the clinically extremely vulnerable:</p> <ul style="list-style-type: none"> • may, if they wish, meet in a group of up to 6 people outdoors, including people from different households, while maintaining strict social distancing • no longer need to observe social distancing with other members of your household • in line with the wider guidance for single adult households (either an adult living alone or with dependent children under 18) in the general population, may from this date, if you wish, also form a 'support bubble' with one other household. All those in a support bubble will be able to spend time together inside each other's 	<p>Updated guidance will be published on the 6th July. In the meantime, see here: https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do-after-4-july</p>

	homes, including overnight, without needing to socially distance	
13 th July 2020	Deadline for self-employed: The self-employment Income Support Scheme currently allows you to claim a taxable grant worth 80% of your average monthly trading profits, paid out in a single instalment covering 3 months' worth of profits, and capped at £7,500 in total. If you're eligible and your business has been adversely affected you must make your claim for the first grant on or before 13 July 2020.	See here: https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme
1 st August 2020	Shielding: Clinically extremely vulnerable people will no longer be advised to shield, but support will remain available from NHS volunteers and local councils. People will retain their priority for supermarket delivery slots, and still be able to access help with shopping, medication, phone calls and transport to medical appointments. They will be able to participate in more activities such as visiting shops and places of worship. Those who need to work and cannot do so from home will be able to return to work as long as their workplace is COVID secure, adhering to the guidance available.	Updated guidance will be published on the 1 st August.
1 st August 2020	Furlough: From August to October, while employees on furlough will continue to get 80% of their salary, who pays for that will change slightly. The amount the Government pays will be reduced each month, with employers expected to contribute towards furloughed employees' employment costs. The scheme will come to an end on 31 October 2020, as previously announced.	More information of furlough arrangements here: https://www.gov.uk/guidance/calculate-how-much-you-can-claim-using-the-coronavirus-job-retention-scheme

Cumbria County Council

***NEW* New traffic and pedestrian measures for Copeland take effect from Friday**

Cumbria County Council's highways department is supporting Copeland Borough Council and Whitehaven Town Council to implement a number of new traffic and pedestrian measures across Copeland, which will take effect from Friday, 19 June in time for the first weekend of shopping following the relaxation of government restrictions.

The new measures are required to maintain the ongoing social distancing guidance from the government, to manage road space and limit the risk to the general public by significantly reducing the amount of traffic in and around town centres.

Vehicle access will be maintained on all routes, however there will be restricted parking for all vehicles on the South side of the carriageway on Lowther Street (Whitehaven) and a section on the North side outside HSBC and Natwest - effectively extending the width of the footway in line with government guidance.

Dedicated loading areas will still be available on Lowther Street at suitable points.

The bus stop on Lowther Street will also be suspended on a temporary basis with users of this service advised in the short term to use the bus stop located on Strand Street.

King Street and Market Place in Whitehaven will also see enhanced signage advising pedestrians to maintain a safe distance, including direction of travel.

We ask that drivers respect the restrictions in place as they are essential to maintaining the latest public health guidance regarding COVID-19.

Copeland Borough Council's long stay car parks (Sports Centre and North Shore in Whitehaven, and Chapel Street in Egremont) and Whitehaven Harbour Commissioners car parks (Queen Street North, Queen Street South, Tangier Street and Queens Dock) remain free for NHS staff and volunteers, and care workers, seven days a week.

All of Copeland Borough Council's town centre car parks, and those operated by Whitehaven Harbour Commissioners, are still free for everyone to use at weekends until the end of July. When using the car parks, customers are advised to follow social distancing guidance, for example by choosing a parking bay that is not adjacent to another car, when possible, and queueing at a 2m distance to pay. The council is recommending that people pay using cards and preferably contactless card technology, rather than cash.

Copeland Borough Council has also published a webpage on the reopening of its town centres, containing a wealth of information and advice for businesses and shoppers -

<https://www.copeland.gov.uk/non-essential-businesses-reopening>

Cllr Keith Little, Cumbria County Council's Cabinet Member for Highways and Transport, said:

"These temporary measures are important to maintain social distancing guidance and while they may cause some initial disruption as we all get used to the new restrictions, I'd ask for everyone's cooperation and understanding as we adapt to new ways of living and working during this difficult time. The new measures will be monitored and reviewed on a regular basis, and I'd like to thank colleagues from Copeland Borough Council and Whitehaven Town Council for working together to implement them."



0 – 19 Child and Family Support Service – Allerdale & Copeland

Services for Families in Allerdale and Copeland

The services delivered will include the following:

- Working closely with Health colleagues to support families in the early years (perinatal period up to three years)
- Working with children with special educational needs and disabilities (SEND) and their families; to include Portage (home visiting service for pre-school children with additional needs) and support for young children with delayed communication and language
- Parenting support across the age range, based on the Solihull model to help build positive attachments
- Support for families experiencing difficulties using a strength based approach, including working within the family home if appropriate
- One to one and group support for children and young people to promote their development, resilience and well-being, and to empower them through key transitions
- Providing advice and information to families around their health and wellbeing, both face to face and on-line, including supporting those facing economic hardship
- Promoting volunteering opportunities by recruiting, training and working with local volunteers
- Joint work with partner organisations to deliver services and ensure Children's Centres are used to meet the needs of local communities

For more information regarding our services, please get in touch via:

Allerdale – email Allerdale@family-action.org.uk or call 07815687287.

Copeland – Copeland@family-action.org.uk or call 07815688397.

Cumbria County Council



RULES E RISK P E T COMMUNITIES

RESPECT THE RULES

- LIMIT CONTACT WITH OTHER PEOPLE ✓
- STAY 2 METRES APART ✓
- WASH YOUR HANDS REGULARLY ✓
- NO OVERNIGHT STAYS ✓
- AVOID CROWDS ✓

RESPECT OUR COMMUNITIES

ACT RESPONSIBLY
STAY SAFE

PLAN AHEAD



PARK
CONSIDERATELY



AVOID FARM
YARDS



TAKE YOUR
RUBBISH HOME



RESPECT THE RISKS

DON'T TAKE RISKS
ON THE FELLS, ON
THE WATER OR ON
THE ROADS



STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES

Serving the people of Cumbria

cumbria.gov.uk

Allerdale Borough Council

Public Toilets

Allerdale Borough Council is starting to reopen its public toilets as the lockdown eases and more businesses reopen. There are toilets open for the public in Workington town centre and Maryport (Irish Street). To keep users and staff safe, the number of facilities available are more limited than usual.

Guidance for the reopening of shops

The council has also devised guidance for business owners on how to reopen safely as the coronavirus lockdown eases. The guidance also includes advice for shoppers and visitors on staying safe and helping to reduce the risk of spreading the disease. The guide can be found at: <https://www.allerdale.gov.uk/en/coronavirus/reopening-guidance/>

Find out the latest about the impact of the coronavirus on our services at www.allerdale.gov.uk/coronavirus. This includes information on bin collections, housing and our leisure centres and toilets. You can also call the council on **0303 123 1702**.

There is information for individuals facing financial hardship and at risk of losing their home and being made homeless. We can provide support for paying your council tax, and also rehouse you if required. If people do not have access to the internet, then call the council on the number shown. This number can also be used in an emergency. If you are experiencing domestic abuse and need to leave home, please do contact us.

The website also includes information for businesses and charities including details on the financial grants and other schemes available. The council is offering a number of grants for businesses. Details can be found at:

<https://www.allerdale.gov.uk/en/coronavirus/coronavirus-business-grants-claims/> There is also advice for businesses who are preparing to reopen at: <https://www.allerdale.gov.uk/en/coronavirus/reopening-guidance/>

Our customer contact centres in Workington, Cockermouth, Keswick, Maryport and Wigton are closed to the public. Please use the website, online forms, webchat, 'myAllerdale' app and phone to access our services and contact us

All bin collections are operating as normal. Garden waste collections have now resumed. Please have your bins out by 7am on your bin day.

We have reintroduced charges in our car parks, however, they remain free for key workers. More information at: <https://www.allerdale.gov.uk/en/news-and-blog/parking-charges-reintroduced-but-keyworkers-can-park-for-free/>. When using our car parks we recommend using the MiPermit app. More information at: <https://www.allerdale.gov.uk/en/parking/parking-charges-and-ways-pay/>

Follow us on Twitter and Facebook to keep up to date with the latest information.

Twitter:

https://twitter.com/allerdale?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor

Facebook: <https://www.facebook.com/Allerdale/>

Copeland Borough Council

Copeland Borough Council's website is kept updated with up-to-the-minute information and guidance on services and support for residents and businesses during the COVID-19 crisis. Please visit <https://www.copeland.gov.uk/coronavirus-pandemic-information-copeland> for further information.

The council has also produced a Frequently Asked Questions section online, including advice on business grants, council tax support, and recycling and waste collections. It is available at <https://www.copeland.gov.uk/coronavirus-faqs>

Copeland residents are also encouraged to sign up to receive the council's free digital newsletter, Copeland Matters, via email at <https://www.copeland.gov.uk/subscribe-cem>

Copeland Borough Council is urging all business who have not yet applied for business grants to do so via <https://www.copeland.gov.uk/coronavirus-resources-business>

Copeland Borough Council also has access to a range of help for those experiencing hardship at this time.

- For support paying your Council Tax email ctax@copeland.gov.uk
- To check if you're eligible for support to assist with housing costs email benefits@copeland.gov.uk
- If you are homeless, or may become homeless, email housing.options@copeland.gov.uk or call **01946 427070** (24 hours a day)
- Help is available for those experiencing domestic abuse by email at housing.options@copeland.gov.uk or by calling **01946 427070** (24 hours a day)
- For help with debts, everyday spending, ways to save and access to local food and hardship schemes, email advice.copeland@gmail.com or call **07388 996202** or **01946 693321**.

NEW

Copeland Council has produced a webpage dedicated to town centre advice for businesses and shoppers as the lockdown restrictions begin to ease. It can be found at <https://www.copeland.gov.uk/non-essential-businesses-reopening>

Copeland Borough Council's long stay car parks (Sports Centre and North Shore in Whitehaven, and Chapel Street in Egremont) and Whitehaven Harbour Commissioners' car parks (Queen Street North, Queen Street South, Tangier Street and Queens Dock in Whitehaven) remain free for NHS staff and volunteers, and care workers, seven days a week.

All of Copeland Borough Council's town centre car parks in Whitehaven and Egremont, and those operated by Whitehaven Harbour Commissioners as above, are still free for everyone to use at weekends until the end of July.

When using the car parks, customers are advised to follow social distancing guidance, for example by choosing a parking bay that is not adjacent to another car, when possible, and

queueing at a 2m distance to pay. The council is recommending that people pay using cards and preferably contactless card technology, rather than cash.

Public Information

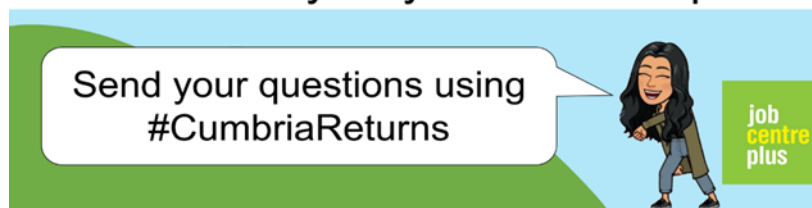
***NEW* Job Centre Plus**

The Jobcentreplus (JCP) Social media team are planning a Twitter event on Wednesday 8th July 2020 @JCPinCumbria and hope you can get involved. We will be using the hashtag #CumbriaReturns

This will be a day of job search support; posting advice relevant to the current circumstances - video interviews, home working etc. The Employer & Adviser team will be on hand to answer any job search questions, deliver advice & guidance to allay any fears around the emerging labour market. The day's theme is get ready, be prepared, we are coming back.

#CumbriaReturns

A day of job search support on @JCPinCumbria
Ask us about your job search
Wednesday July 8 - 9am to 5pm



***NEW* Alcohol-Based Hand Sanitiser – Vehicle Fires**

This share is to alert all colleagues to the potential fire risk in vehicles, caused by alcohol-based hand sanitiser. We have received a number of reports of hand sanitiser being the cause of fires when left in vehicles in the hot weather the UK is currently experiencing.

The alcohol hand sanitiser is becoming heated resulting in flammable vapours being released. These vapours are reaching their 'flashpoint' and then ignite in normal air conditions, setting fire to flammable components within the car.

What you need to do

Remove all alcohol-based hand sanitiser products from vehicles when they are not occupied, do not leave hand sanitiser in un-attended vehicles.

You should continue to use hand sanitiser as part of your hygiene routine where you cannot use soap & water. Hand hygiene is one of the most effective methods to stop the spread of COVID-19 following indirect contact (picking up the virus up by touching contaminated surfaces and objects).

***NEW* Digital Borderlands**

More funding is now available to help homes and businesses in rural areas of Cumbria and Northumberland who currently do not have access to broadband services of at least 30Mbps download. The funding will pay towards the cost of installing gigabit-capable broadband to premises when part of a group project.

The Borderlands Inclusive Growth Deal has added additional funding to the Government's Rural Gigabit Broadband Voucher Scheme to make it even easier to upgrade your connectivity.

What funding is available?

- Residential properties are eligible for between £500 and £3,000 per property.
- Small and medium-sized businesses are eligible for between £500 and £7,000 per property.

Three easy steps set up your scheme:

1. Visit www.BorderlandsGrowth.com to find out more about the scheme.
2. Contact your neighbours to find out if they would like to be part of the scheme.
3. Find a registered supplier active in your area at www.gigabitvoucher.culture.gov.uk

There is no application process to complete. If a registered supplier can provide a gigabit capable connection to your business premises they will offer the voucher as a discount towards the installation costs. Set up a project and contact a supplier soon as the scheme ends on 31 March 2021.

Why gigabit?

Gigabit-capable networks are future proof. They can deliver the connection speeds we need - not only today but far into the future. Each voucher recipient must commit to take a service of at least 30Mbps for at least 12 months.

Getting ready for a gigabit speed with full fibre connections will support increasing demand for:

- online business applications
- internet connected devices
- cloud data storage
- cyber security systems
- streamed services such as video conferencing
- remote and flexible working for employees

Demand for greater digital connectivity around the home is only set to accelerate for:

- video and music streaming
- cloud storage
- video calling
- use of internet connected devices
- flexible working opportunities

For further information visit and contact:

W: www.BorderlandsGrowth.com

T: 01670 626001

E: digitalvouchers@borderlandsgrowth.com

***NEW* PLDR Excess All-Cause Mortality – April and May 2020**

Interactive maps showing excess all-cause mortality rates for April and May 2020 (by district) have been published by the Place Based Longitudinal Data Resource. You can click on each district and an additional line graph will show you the actual excess deaths (as provided by the Office for National Statistics) compared to the projected (expected) number of deaths for the same period.

Note that the figures provide information on all excess deaths from all causes per 100,000 people. See the below link to access:

<https://pldr.org/2020/06/16/covid-19/>

***NEW* Debt problems and Loan Sharks**

We've heard concerns that people are struggling with debt, and may be tempted by offers from Loan Sharks.

Trading Standards have suggested the Stop Loan Shark website and Helpline as a good source of information and advice:

<https://www.stoploansharks.co.uk/>

How to spot a loan shark



No paperwork such as a credit agreement or record of payments



Extortionate interest rates and refuse to give you information about the loan



They might get nasty and threaten you if you fall behind on payments

Report - 0300 555 2222

STOPLOANSHARKS
Intervention . Support . Education

Cumbria Police

Police together with partner agencies including Victim Support, Health, NSPCC and Cumbria County Council's Adult and Children's social care, have been hosting live Q&A sessions on Facebook over the last two weeks. The sessions on domestic abuse and safeguarding were so popular, that they will continue to be held. Visit Cumbria Police Facebook page for more information.

<https://www.cumbria.police.uk/News/News-Articles/2020/April/Facebook-live-QA-sessions-help-seven-victims-of-abuse.aspx>

<https://www.facebook.com/pg/cumbriapolice/events/>

Everyone is entitled to live safely without fear of violence or abuse.

If you, or someone you know is suffering from domestic abuse, help is available. Call 101, or report online at:

https://www.cumbria.police.uk/Report-It/Report-a-Crime/Non-Emergency-Crime-Online.aspx?utm_source=Facebook&utm_medium=social&utm_campaign=SocialSignIn&utm_content=Coronavirus

how to report a hate crime, use the below link which highlights all possible ways to report hate crimes:

<https://www.cumbria.police.uk/Report-It/Hate-Crime-Reporting/How-can-I-report-a-Hate-Crime.aspx>

For more general information about hate crime see here:

<https://www.cumbria.police.uk/Services/ReportAdvice/Hate-Crime.aspx>

Always call 999 in an emergency.

See below the link for support for victims of domestic abuse from the Government during coronavirus: <https://www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse/coronavirus-covid-19-support-for-victims-of-domestic-abuse>

Further information can be found in the below links regarding the safeguarding of adults and children:

Adults: <http://www.cumbriasab.org.uk/AdultSafeguarding/covid-19.asp>

Children: <https://www.cumbriasafeguardingchildren.co.uk/LSCB/covid19.asp>

Public Health Information

***NEW* Barnardos See Hear Respond Initiative**

The See, Hear, Respond programme has been developed to respond to children who are experiencing harm and increased adversity at this time. The See, Hear, Respond programme will not work with those currently receiving support from statutory agencies, for example through Child Protection Plans. Instead, they will target resources and support to fill the growing gap for those children who require support but are not being seen by schools or other key agencies. The offer includes online counselling and a helpline. Visit the website here for further information: <https://www.barnardos.org.uk/see-hear-respond>

***NEW* FutureLearn - COVID-19: Psychological First Aid**

Public Health England launches psychological first aid digital training module

Public Health England has today launched an updated Psychological First Aid (PFA) digital training module, aimed at all frontline and essential workers and volunteers.

The course aims to increase awareness and confidence to provide psychosocial support to people affected by COVID-19. PFA is globally recognised training in emergency situations and PHE has developed this new course as part of its national incident response, and in partnership with NHS England, Health Education England, FutureLearn and E-Learning for Health. The course is free, and no previous qualifications are required. It takes around 90 minutes to complete and is also available in three sessions for the learner to complete at their own pace. By the end of the course, outcomes will include:

- understanding how emergencies like the COVID-19 pandemic can affect us,
- recognising people who may be at increased risk of distress, and
- understanding how to offer practical and emotional support.

Access the course by visiting: <https://www.futurelearn.com/courses/psychological-first-aid-covid-19/1>

Information for Local Support Groups

Cumbria CVS

Community Fund Launches £200m Coronavirus Community Support Fund

The Community Fund has launched a £200m fund aimed primarily at small to medium organisations in England. The fund is part of the Government's £750m financial support package for charities and social enterprises announced by Government on April 8. This will

distribute the Government funding alongside National Lottery funding, to support organisations to continue to deliver services to people and communities affected by COVID-19.

What can be funded?

Activities supporting people and communities affected by COVID-19. The fund can also help organisations overcome any acute financial difficulties they're facing because of the pandemic. The types of projects and organisations being prioritised. A high demand for funding is expected. Priorities will be:

- Organisations supporting people and communities who experience disproportionate challenge and difficulty as a result of the COVID-19 crisis.
- Organisations providing services and support for vulnerable people, for which there will be increased demand as a result of the COVID-19 crisis.
- Organisations which connect communities and support communities to work together to respond to COVID-19.

How much you can apply for and for how long

The fund will award funding between £300 to £10,000 or funding over £10,000 to cover your spending for up to six months after award. This will give you time to consider what the longer-term implications of the pandemic might be.

How to apply for emergency funding in England:

- If you need between £300 and £10,000 – apply for under £10,000
- If you need over £10,000 – apply for over £10,000
- If you're working in partnership with other organisations and need over £10,000 – apply for over £10,000 as a partnership

More information on the fund is available via this link:

<https://www.tnlcommunityfund.org.uk/funding/covid-19/learn-about-applying-for-emergency-funding-in-england>

Cumbria Community Foundation – COVID-19 Response Fund

Following the launch of the Cumbria COVID-19 Response, Cumbria Community Foundation (CCF) they have awarded local community and voluntary organisations a total of over £900,000 to date. There is still time to apply and more grants will be provided in the coming weeks.

For information about the fund: <https://www.cumbriafoundation.org/fund/covid19-response-fund/>

If you need assistance applying for funding: cvsfunding@cumbriacvs.org.uk

Personal Financial Support

Cumbria Victims Charitable Trust

Cumbria Victims Charitable Trust exists to help victims cope and recover from their experience and to prevent them being targeted or becoming repeat victims of crime.

We provide financial help for victims of crime. Applications need to be supported by an independent person with knowledge of the individual and their circumstances. Grants will be targeted at cases where no other funds are available to the victim. Further details <http://www.cumbriavictimstrust.org.uk> or email grants@cumbriafoundation.org

Phoenix Enterprise Centre

Phoenix Enterprise Centre provides a free and independent advice and guidance service. This service is available to Copeland residents who claim Universal Credit, other working age benefits or who are at risk of redundancy.

We can help with:

Universal Credit Claims, Maintenance of Universal Credit Accounts, CV Preparation, Job Search Application Forms / Covering Letters, Interview Techniques

For more information call the advice and Guidance team on **07388 996202** or email joanne@phoenixenterprise.co.uk

Citizens Advice

Universal Credit and COVID-19 – CHECK BEFORE YOU CLAIM

If you need to seek financial help with living or housing costs during the 'lockdown' Universal Credit is the main source of support for new claims.

Take advice before claiming Universal Credit

Universal Credit (UC) was introduced to replace 6 'legacy benefits' including Working Tax Credits and Housing Benefits.

If you claim UC this brings to an end your previous claims for all legacy benefits and even if you are worse off you cannot go back to your old claim.

You may also be slightly better off on UC but the current levels of payment are temporary and may be reduced when the crisis is over.

The people most affected are those with savings and those paying rent. The difference between UC and Working Tax Credits can be a loss of £1,000's a year and there may be lower payments for many years to come when compared to 'UC managed migration' a loss of £10,000's of income is possible.

Help to Claim is a dedicated service from Citizens Advice. It's free, independent, confidential and impartial. Our trained advisers can help with things like how to gather evidence for your application or how to prepare for your first Jobcentre appointment.

You can read our online advice on Universal Credit at any time <https://www.citizensadvice.org.uk/benefits/universal-credit/>

You can contact an adviser through free national Help to Claim phone service:

England: **0800 144 8 444**

England textphone: **18001 0800 144 8 444**

Talk to us online:

Chat lets you talk to a trained adviser online about your Universal Credit application process. Chat is usually available 8am to 6pm, Monday to Friday. It's not available on public holidays.

Citizens Advice Allerdale

Citizens Advice Allerdale is helping clients with coronavirus and non coronavirus related issues including Benefits, Debt, Housing, Employment and Relationship.

For telephone advice, clients should phone **01900 604735**. They will be called back by an adviser as soon as possible.

For email enquiries, clients should email advice@citizensadviceallerdale.org.uk

Our telephone and email services are open Monday to Friday 9.00am to 5.00pm.

Citizens Advice Copeland

Our telephone advice is available Monday, Tuesday and Thursday 10:00 and 13:00 (the same as our previous face to face drop in times) and in addition to this we have set up a new email address advice.copeland@gmail.com for people to contact us on. Our phone lines are open 09:00 and 17:00 and we will answer outside advice times dealing with emergencies, signposting or referring to our next advice session: **01946 693321**

For more information please contact <https://citizensadvicecopeland.org.uk/>

Affinity Credit Union

A credit union is a financial co-operative owned and run by its members offering an accessible saving facility and affordable interest loans. We can offer loans and immediate repayment holidays for those awaiting wage or benefit payments in the current situation. You do not have to be an existing member to apply for a loan. For information please contact: **01946 817508**, email: info@affinitycu.co.uk or visit the website: www.affinitycu.co.uk

Whitehaven Egremont & District Credit Union

A credit union is a financial co-operative owned and run by its members offering an accessible saving facility and affordable interest loans. For more information please contact: **01946 66755**, Email: info@wedcu.co.uk or visit the website <https://wedcu.co.uk>

DWP - Coronavirus support for employees, benefit claimants and businesses

Information about coronavirus and claiming benefits can be found at:
<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

Food and Shopping

North Lakes Foodbank

Thank you so much for all the kind donations, helping to restock our shelves. We are still short of the items below. It would be great if everyone dropped one item off, our warehouse would fill up in no time. Can you help please with this Appeal? If you can't get to the shops please donate at: www.give.net/20267456

This week's appeal is for:

- 1ltr UHT Fruit Juice
- Jam (Not Homemade)
- 1 ltr UHT Milk
- Sponge Pudding
- Tinned Rice Pudding

Collection points can be found at participating supermarkets including: Asda, Booths, Co-op, Morrison's, Sainsbury's, SPAR and Tesco. (Please note - you can deposit food from any supermarket at these collection points, the food does not have to be purchased from that particular store)

More information can be found at: <https://www.thefoodbank.org.uk/>

Useful Links

Government	
Allerdale Borough Council Coronavirus (COVID-19) latest information	https://www.allerdale.gov.uk/en/coronavirus/ or 0303 123 1702
Copeland Borough Council Coronavirus (COVID-19) latest information	https://www.copeland.gov.uk/coronavirus-pandemic-information-copeland or 01946 598300
Cumbria County Council Coronavirus (COVID-19) latest information	https://cumbria.gov.uk/coronavirus/
GOV.UK Guidance for managing a funeral	https://www.gov.uk/government/publications/covid-19-guidance-for-managing-a-funeral-during-the-coronavirus-pandemic/covid-19-guidance-for-managing-a-funeral-during-the-coronavirus-pandemic

GOV.UK Find coronavirus support	https://www.gov.uk/find-coronavirus-support
GOV.UK Tackle loneliness during coronavirus	https://www.gov.uk/government/news/government-launches-plan-to-tackle-loneliness-during-coronavirus-lockdown
GOV.UK Get help with funeral costs	https://www.gov.uk/funeral-payments
GOV.UK Help and support if someone dies	https://www.gov.uk/guidance/coronavirus-covid-19-help-and-support-if-someone-dies
GOV.UK Support for Businesses	https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses
NHS & GoodSAM Register to become a NHS Volunteer	https://www.goodsamapp.org/NHS
Public Information	
Action Fraud Report a scam	https://www.actionfraud.police.uk/
AgeUK Bereavement Support	https://www.ageuk.org.uk/information-advice/health-wellbeing/relationships-family/bereavement/
Autism Support Allerdale and Copeland	www.asaac.uk
AWAZ Cumbria Free community online sessions	https://awazcumbria.org/
CADAS Helpline launched to provide callers with information, advice and guidance	0800 2 54 56 58 – from 11am to 8pm from Monday to Saturday, and arranging longer call-backs for callers if necessary.
Child Bereavement Network Bereavement Support	http://www.childhoodbereavementnetwork.org.uk/covid-19.aspx
Copeland Age and Advice Service	https://caasteam.com/covid-19-support-information/
Cruse Bereavement support	https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief
COVID-19 Scams Report possible scams via Citizens Advice	https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/ or 0808 223 1133
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust Involvement Communications to Service Users and Carers	https://www.cntw.nhs.uk/services/patient-and-carer-involvement/involvement-communications-to-service-users-and-carers/
Family Action Family Line	www.family-action.org.uk/familyline

GOV.UK FAQs on what you can and can't do at home	https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do
NHS Bereavement Support	https://www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/
North Cumbria Integrated Care NUS Foundation Trust- E-School Nurse Weekly video clinics providing health & wellbeing advice for parents / carers of children aged 5-19	https://www.cumbria.gov.uk/ph5to19/priorities.asp
North Cumbria Integrated Care NHS Foundation Trust Send a message to a relative in hospital	Free phone: 0800 633 5547 or 01228 814008 or email PALS@ncic.nhs.uk
North Cumbria Integrated Care NHS Foundation Trust Visitor Information	https://www.ncic.nhs.uk/patients-visitors/information-hospital-visitors
People First Chat + Check Service	www.wearepeoplefirst.co.uk keepconnected@wearepeoplefirst.co.uk 0300 303 2789
Ramadan and COVID-19 Guidance on managing fasting during lockdown	https://www.cebm.net/covid-19/is-it-safe-for-patients-with-covid-19-to-fast-in-ramadan/
RNIB Digital download service	https://www.rnib.org.uk/talking-books-service
Together We	http://www.togetherwe.co.uk/
Public Health Information	
Active Cumbria Activities to maintain positive wellbeing	www.activecumbria.org/stayinworkout
Alzheimer's Society Regularly updated information	www.alzheimers.org.uk
Bereavement Helpline The NHS Bereavement Helpline is here to offer support and advice	Call 0800 2600 400 or visit: https://www.nhs.uk/conditions/coronavirus-covid-19/bereavement-advice-and-support/
Bright Sky App Domestic abuse online journal	https://apps.apple.com/gb/app/bright-sky/id1105880511
CADAS Countywide Addiction Helpline	General Enquiries: 0300 111 4002 info@cadas.co.uk Addiction Helpline: 0800 2 54 56 58 contact@cadas.co.uk

Cancer Research Coronavirus and Cancer	https://about-cancer.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus-and-cancer
Cockermouth Linking Lives - Two's Company Telephone befriender programme	Contact Sue Gorman at cockermouth@linkinglives.uk or 07957 515140
Cumbria County Council Public Health 5-19	https://cumbria.gov.uk/ph5to19/default.asp
Cumbria County Council Infection prevention advice for volunteers	https://drive.google.com/open?id=17CJxmTgCNdyXOdrCioqDwMOXS6xCbe5E
Every Life Matters Download their Mental Health and Wellbeing Guide	https://www.every-life-matters.org.uk/wp-content/uploads/2020/04/ELM006-COVID-19-public-info-a5-booklet-AW-online-1.pdf
Equally Well UK Publication around looking after your health during COVID-19	https://equallywell.co.uk/wp-content/uploads/2020/05/Equally-Well-Covid19-Resource-Final-1.pdf
GOV.UK Get coronavirus support as a clinically extremely vulnerable person	www.gov.uk/coronavirus-extremely-vulnerable
GOV.UK Support for domestic abuse victims	https://www.gov.uk/government/news/home-secretary-announces-support-for-domestic-abuse-victims
Kooth A online service to support the wellbeing and resilience of young people	www.kooth.com
Lancashire and South Cumbria NHS Foundation Trust Mental Health Helpline	www.lscft.nhs.uk/news/814
Mental Health Foundation Looking after your mental health during the coronavirus outbreak	https://mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak
Mind Coronavirus and your wellbeing	https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/
NHS Every Mind Matters- 10 tips to help if you are worried about coronavirus	https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/

North Cumbria Integrated Care NHS Foundation Trust Maternity guidance surrounding COVID-19 FAQ	https://www.ncic.nhs.uk/application/files/8815/8590/7136/Maternity_FAQs.pdf
North East & North Cumbria Suicide Prevention Network Website containing help and advice about suicide and mental wellbeing	http://www.stopsuicidenenc.org/
Northern Cancer Alliance Information and advice	https://www.northerncanceralliance.nhs.uk/coronavirus-covid-19-latest-information-and-advice/
Royal College of Paediatrics and Child Health Easy-to-use guide for parents and carers on the symptoms to look out for in children	https://www.rcpch.ac.uk/sites/default/files/2020-04/covid19_advice_for_parents_when_child_unwell_or_injured_poster.pdf
Samaritans If you're worried about your mental health during the coronavirus outbreak	https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/if-youre-worried-about-your-mental-health-during-coronavirus-outbreak/
United for Global Mental Health Weekly Webinar	https://www.unitedgmh.org/news/webinarseriescovid19
Victim Support Cumbria Emotional and practical help	https://www.victimsupport.org.uk
World Health Organisation Mental health and psychosocial considerations during COVID-19 outbreak	https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf
Young Cumbria Support to 11-19 years old who are experiencing increased stress and anxiety, are affected by depression, isolation and boredom.	www.facebook.com/youngcumbria or email foundations@youngcumbria.org.uk
YouTube-Mindset by Dave Mental Health Family Hour Episodes	https://www.youtube.com/channel/UCwLY9ZP61Um0nQVmvCZ06yg
Zero Suicide Alliance Weekly Webinar	http://www.zerosuicidealliance.com/training/
Information for Local Support Groups	

ABI Volunteers and Car Insurance ABI	https://www.abi.org.uk/news/news-articles/2020/03/information-for-volunteers-using-their-car-to-help-fight-coronavirus/
Action with Communities in Cumbria Village Halls - Retail Hospitality and Leisure (RHL) Grant	https://acre.org.uk/cms/resources/guidance-on-eligibility-for-government-support-for-halls-2.4.20.pdf
Arts Council England COVID-19 Funding Support	https://www.artscouncil.org.uk/advice-and-guidance-library/covid-19-support
CFM Cash for Kids Appeal submit application	https://www.cashforkidsgive.co.uk/emergency-appeals/cumbria/
Charities Aid Foundation Funding	https://www.cafonline.org/charities/grantmaking/caf-coronavirus-emergency-fund
COVID-19 Mutual Support Resources for groups of volunteers	https://covidmutualaid.org/resources/
Cumbria Action If you are looking to set up a more formal, coordinated and permanent group to support your community	http://www.cumbriaaction.org.uk
Cumbria Community Foundation Funding	https://www.cumbriafoundation.org/fund/covid19-response-fund/
Cumbria Community Resilience Group Advice for volunteers	https://drive.google.com/file/d/11DWo5Pd_aoaJkDe-XOzvZCfxcZHgwtBE/view
Cumbria County Council Infection prevention advice for volunteers	https://drive.google.com/open?id=17CJxmTgCNdyXOdrclOqDwMOXS6xCbe5E
Cumbria County Council & Cumbria CVS Helping in the community guidance	https://drive.google.com/open?id=1f-Zmp7a0UJPLowwZVQni6MU0aDvpNv3Y
Cumbria CVS Information and support for volunteers	https://cumbriacvs.org.uk/coronavirus/
Digital Cumbria Free support for Cumbrian SMEs	https://digitalcumbria.c4dta.co.uk
Eden Project Communities Telephone Tree Template	https://www.edenprojectcommunities.com/sites/default/files/car_-_phone_tree_template.pdf

GOV.UK Safeguarding and DBS checks for volunteers	https://www.gov.uk/government/publications/safeguarding-factsheet-community-volunteers-during-covid-19-outbreak/safeguarding-and-dbs-factsheet-faqs
Grants Online Find grants online	https://www.grantsonline.org.uk/coronavirus.html
Information Commissioners Office Information for new groups	https://ico.org.uk/about-the-ico/news-and-events/blog-community-groups-and-covid-19/
Mind Coronavirus Mental Health Response Fund	https://www.mind.org.uk/news-campaigns/campaigns/coronavirus-mental-health-response-fund/
Neighbourhood Watch Free Public Liability Insurance for Groups	http://www.cumbriaaction.org.uk/What-We-Do/Community-Emergency-Planning
Persimmons Community Champions	www.persimmonhomes.com/community-champions
Prince's Countryside Fund Funding	https://www.princescountrysidefund.org.uk/grant-giving-programme/grant-programme
Sport England Funding	https://www.sportengland.org/news/195-million-package-help-sport-and-physical-activity-through-coronavirus
Personal Financial Support	
Citizens Advice Help to claim	https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/
Department for Work and Pensions (DWP) FAQs	https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/faqs/
Money Advice Service Free and impartial money advice	https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you
TURN2US Access to financial help including welfare benefits, charitable grants and other financial help	https://www.turn2us.org.uk/
UK Finance Making payments safely in lockdown	https://www.ukfinance.org.uk/covid-19-making-payments-safely-lockdown
Food and Shopping	
Aldi Food parcels	https://www.aldi.co.uk/food-parcels
Asda Volunteer Shopping Card	https://cards.asda.com/the-volunteer-shopping-card
Morrisons Doorstep Service	Call 0345 611 6111 and select option 5 to place your order
Sainsburys Latest information	https://www.sainsburys.co.uk/shop/gb/groceries/working-to-feed-the-nation-/latest-information--

Which? Advice on how to pay volunteers	https://www.which.co.uk/news/2020/04/how-to-pay-volunteers-helping-with-shopping-during-coronavirus-lockdown/
Education	
Cumbria County Council Free Online Courses for Families of Cumbria with access code: WORDSWORTH	www.inourplace.co.uk
Department for Education List of online educational resources	https://www.gov.uk/government/publications/coronavirus-covid-19-online-education-resources/coronavirus-covid-19-list-of-online-education-resources-for-home-education#special-educational-needs-and-disabilities-send
Inspira Careers service for young people	https://www.inspira.org.uk/finished-school-college
Recovery College Online Coping during the Pandemic Course	https://www.recoverycollegeonline.co.uk/
World Health Organisation Healthy Parenting Resources	https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/healthy-parenting
Cumbria Community Learning and Skills Community Learning & Skills have gone online with over 150 courses to choose from and can be accessed via Zoom	www.cumbria.gov.uk/learningandskills
Transport	
Cumbria County Council Bus Updates	http://www.cumbria.gov.uk/buses
Northern Key Worker Timetables	https://www.northernrailway.co.uk/key-worker-timetables



HM Government



Coronavirus

Isolate your household

Stay at home

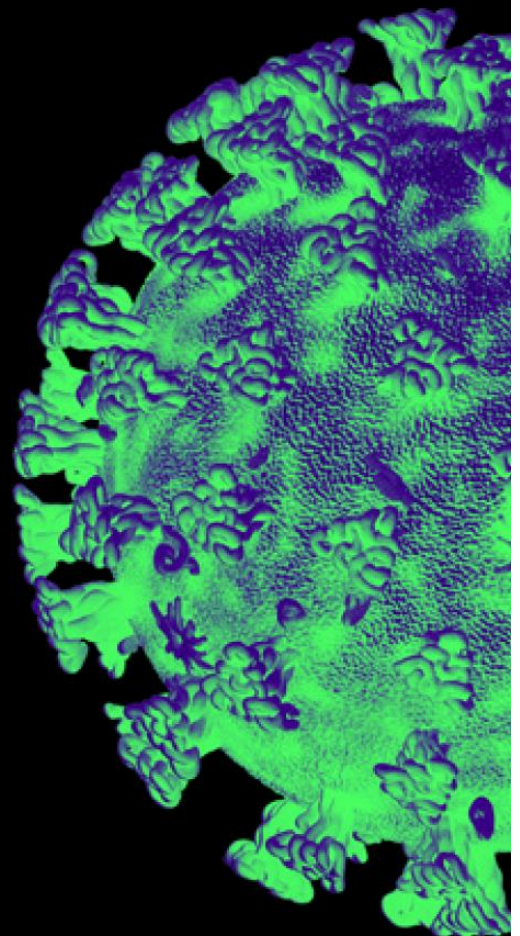
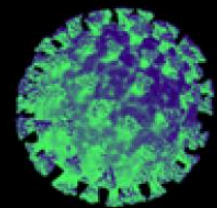
If you or anyone in your household has a high temperature or a new and continuous cough – even if it's mild

- ✔ **Everyone in your household must stay at home** for 14 days and keep away from others.
- ✗ **DO NOT** go to your GP or hospital.
- ✔ **Go to NHS.UK** to check your symptoms and follow the specialist medical advice. Only call NHS 111 if you can't get online or your symptoms worsen.
- ✔ **Protect** older people and those with existing health conditions by avoiding contact.

Find out how to isolate your household at nhs.uk/coronavirus

CORONAVIRUS

**PROTECT
YOURSELF
OTHERS &
THE NHS**



CORONAVIRUS

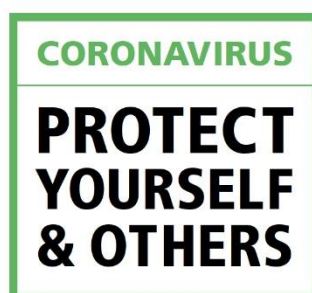
WASH YOUR HANDS MORE OFTEN FOR 20 SECONDS

**Use soap and water or a
hand sanitiser when you:**

Get home or into work

Blow your nose, sneeze or cough

Eat or handle food



For more information and the Government's
Action Plan go to **[nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)**

Staying Safe



We want to make sure that people are safe in their communities.

Here are some things to think about if you are offered, or need, support during this time.



Try to use existing and trusted community groups. If not, could a family member, friend or neighbour who you know and trust help?



Not sure? Don't answer the door.

If you're not sure about an offer of help, ask the person to leave details and talk to someone you trust about it.



Contact us

If you are concerned that an adult is at risk of abuse or neglect please call:

Copeland and Allerdale

0300 303 3589

Carlisle and Eden

0300 303 3249

Furness and South Lakes

0300 303 2704

Out of Hours

01228 526690

In an emergency, call 999

For concerns about a child, report to:
cumbriasafeguardingchildren.co.uk

Advice for parents during coronavirus

Whilst coronavirus is infectious to children it is rarely serious. If your child is unwell it is likely to be a non-coronavirus illness, rather than coronavirus itself.

Whilst it is extremely important to follow Government advice to stay at home during this period, it can be confusing to know what to do when your child is unwell or injured. Remember that NHS 111, GPs and hospitals are still providing the same safe care that they have always done. Here is some advice to help:



RED

If your child has any of the following:

- Becomes pale, mottled and feels abnormally cold to the touch
- Has pauses in their breathing (apnoeas), has an irregular breathing pattern or starts **grunting**
- Severe difficulty in breathing becoming agitated or unresponsive
- Is going blue round the lips
- Has a fit/seizure
- Becomes extremely distressed (crying inconsolably despite distraction), confused, very lethargic (difficult to wake) or unresponsive
- Develops a rash that does not disappear with pressure (the 'Glass test')
- Has testicular pain, especially in teenage boys

You need urgent help:

Go to the nearest A&E department or phone 999



AMBER

If your child has any of the following:

- Is finding it hard to breathe including drawing in of the muscles below their lower ribs, at their neck or between their ribs (**recession**) or **head bobbing**
- Seems dehydrated (dry mouth, sunken eyes, no tears, drowsy or passing less urine than usual)
- Is becoming drowsy (excessively sleepy) or irritable (unable to settle them with toys, TV, food or picking up) - especially if they remain drowsy or irritable despite their fever coming down
- Has extreme shivering or complains of muscle pain
- Babies under 3 months of age with a temperature above 38°C / 100.4°F
- Infants 3-6 months of age with a temperature above 39°C / 102.2°F
- For all infants and children with a fever above 38°C for more than 5 days.
- Is getting worse or if you are worried
- Has persistent vomiting and/or persistent severe abdominal pain
- Has blood in their poo or wee
- Any limb injury causing reduced movement, persistent pain or head injury causing persistent crying or drowsiness

You need to contact a doctor or nurse today.

Please ring your GP surgery or call NHS 111 - dial 111

The NHS is working for you. However, we recognise during the current coronavirus crisis at peak times, access to a health care professional may be delayed. If symptoms persist for 4 hours or more and you have not been able to speak to either a GP or 111, then take your child to the nearest A&E



GREEN

If none of the above features are present

- You can continue to provide your child care at home. Information is also available on NHS Choices
- Additional **advice** is available to families for coping with crying of well babies
- Additional **advice** is available for children with complex health needs and disabilities.



Self care

Continue providing your child's care at home. If you are still concerned about your child, call NHS 111 - dial 111

Cumbria Safeguarding
Children Partnership



C S C P

If you **SEE** something... **SAY** something!

Are you concerned about a child or family?

If you **see** or hear something that worries you...
say something!

Safeguarding is everyone's responsibility.

To report a child safeguarding concern call:

The Multi Agency Safeguarding Hub

on **0333 240 1727**

NSPCC on **0808 800 5000**

In an emergency call **999**

Help us keep our children safe in Cumbria