

CORONAVIRUS (COVID-19) UPDATE

ALLERDALE &
COPELAND

Newsletter for the Allerdale and Copeland Area

Issue 13
16 June 2020

This is the thirteen edition of a weekly 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* Non-essential shops and services are re-opening**

Shops in England selling non-essential goods will be able to reopen from Monday 15 June. High street retailers and department stores, including clothes shops, charity shops, betting shops, auction houses, antique stores, retail art galleries, photography studios, gift shops and retail spaces in theatres, museums, libraries, heritage sites and tourism sites, mobile phone stores, indoor markets, craft fairs, book shops and electronics retailers will be allowed to open their doors again provided they follow the COVID-19 secure guidelines set out by the government in May.

Retailers will need to take certain steps to protect customers and staff, including limiting the number of customers allowed inside at one time, placing protective coverings on large items such as sofas which may be touched by passing shoppers, and frequently checking and cleaning objects and surfaces. Employers should also display a notice -

<https://assets.publishing.service.gov.uk/media/5eb959f5e90e0708370f97f9/staying-covid-19-secure-accessible.pdf> visibly in their shop windows or outside their store to show their employees, customers and other visitors that they have followed this guidance. More info here: <https://www.gov.uk/government/news/thousands-of-high-street-shops-department-stores-and-shopping-centres-to-reopen-safely-in-england>

Other businesses - including pubs, restaurants and hairdressers - will remain shut until at least July.

***NEW* Zoos and safari parks can re-open**

Zoos and safari parks can reopen, but attractions will not be allowed to reopen indoor exhibitions such as reptile houses. They must also ensure amenities including cafes are takeaway only to comply with social distancing guidelines.

***NEW* Secondary schools can welcome back some students**

Secondary schools, sixth form, and further education colleges have been asked to begin offering some face-to-face support to year 10 and 12 pupils to supplement their remote education, which should remain their predominant mode of education during this term.

Alternative provision settings have also been asked to begin some face-to-face support with year 10 and 11 pupils (as they have no year 12). More guidance on the re-opening of schools can be found here: <https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers/reopening-schools-and-other-educational-settings-from-1-june>

***NEW* Places of worship**

From today, churches and other places of worship will be open for private, individual prayer, while following social distancing guidance. However, worship groups, weddings and other services will still not be permitted. For further information see here:

<https://www.gov.uk/government/news/places-of-worship-to-re-open-for-individual-prayer>

***NEW* Face coverings**

From today, it is mandatory to wear a face covering on public transport. Some groups are exempt (children under the age of three, some people with disabilities and those with breathing difficulties).

You will also be required to wear a face covering if you are visiting a hospital (e.g. to visit an in-patient, or if you have an outpatient appointment).

More information about face coverings can be found here

<https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home> (under section 10 of the 'staying safe outside your home' guidance) and here: <https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering> (how to wear and make a cloth face covering).

***NEW* Support Bubbles**

From Saturday 13th June in England, if you live by yourself or are a single parent with dependent children – you can expand your support network so that it includes one other household of any size. This is called making a 'support bubble' and means you are able to meet indoors or out, be less than 2 metres apart and stay overnight as you could if they were members of your own household. More information can be found as part of the 'meeting people from outside your household' guidance here: <https://www.gov.uk/guidance/meeting-people-from-outside-your-household>

***NEW* Further guidance issued in relation to face coverings**

The Government has released further guidance on face coverings on public transport, including a more detailed list of who is exempt. This includes all children under the age of 11. The guidance can be found as part of the 'safer travel guidance for passengers' here:

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

School transport services are also excluded from the face covering requirement.

Cumbria County Council***NEW* Options for transport of hospital patients / appointments (12th June 2020)**

There are a number of options available for patients who are unable to drive people to a hospital either as a patient or for an appointment, here is some brief information below with a flow chart:

Friends and Family

Many patients will be able to arrange transport with friends or family (or a commercial taxi firm). This is acceptable under the 'lockdown' rules (as "providing care to a vulnerable person"), and people should just use sensible measures to minimise the risk of infection (particularly self-isolating if any coronavirus symptoms and frequent handwashing / sanitising).

The government guidance on travel contains information on car sharing that might be useful:

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

North West Ambulance Service (NWAS) Patient Transport Service (PTS) Service

The ambulance service can provide free patient transport under a limited set of circumstances, when the patient has a medical need, or limited mobility.

Enquiries and bookings can be made by phoning **0800 032 3240** or visiting:

- <https://www.nwas.nhs.uk/services/professionals/pts/>
 - <https://www.nwas.nhs.uk/services/patient-transport-service-pts/make-a-booking/>
- Transport might be provided in an ambulance service vehicle or through the Nwas Volunteer Driver scheme.

Whilst PTS capacity was reduced during the early response to Coronavirus, the system is currently able to cope with all eligible requests.

Cumbria County Council Community Transport - Voluntary Car Scheme

The Cumbria County Council Voluntary Car Scheme can help with patient transport, but this will come at a cost to the user.

At least 24 hours' notice is required, and patients must be able to get in and out of the vehicle (and walk from the vehicle to clinic) unaided.

This should be booked via **0333 240 6965** (option 5) or integrated.transport@cumbria.gov.uk

<https://www.cumbria.gov.uk/roads-transport/public-transport-road-safety/transport/commtrans/voluntarycars.asp>

The Voluntary Car Scheme has not been operating during Coronavirus, but a small number of volunteer drivers are now returning, using appropriate PPE.

During "lockdown", CCC arranged for their school transport minibuses (and professional drivers) to provide patient transport for essential out patients appointments in larger vehicles (to allow social distancing). This was free to the patient, but is now becoming less available as vehicles return to school transport work, but can only operate within Cumbria.

The CCC school transport staff and minibuses are currently able to cope with all requests they are receiving within Cumbria, by asking people to request/re-arrange transport between 9:30 and 14:30. The local NHS have been very supportive in rescheduling appointments to allow this.

There may be some scope to use Community Minibuses, usually used for Community Minibus Sharing Scheme, with volunteer drivers or redeployed staff in the medium term.

National NHS Volunteer Scheme

The national NHS volunteer scheme has now been expanded to include transport for outpatient's appointments.

This can be booked by health professionals through the GoodSam portal, and then details are arranged between the patient and the volunteer. There is limited information available to local services, and in particular, it is unclear if or how volunteer expenses will be reimbursed (meaning it is likely to work better for short journeys than long out-of-county trips)

<https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders>

<https://www.goodsamapp.org/NHSreferral>

Local Community Emergency Response Groups

A number of the local community groups helping with shopping and prescription deliveries have received requests to help with patient transport.

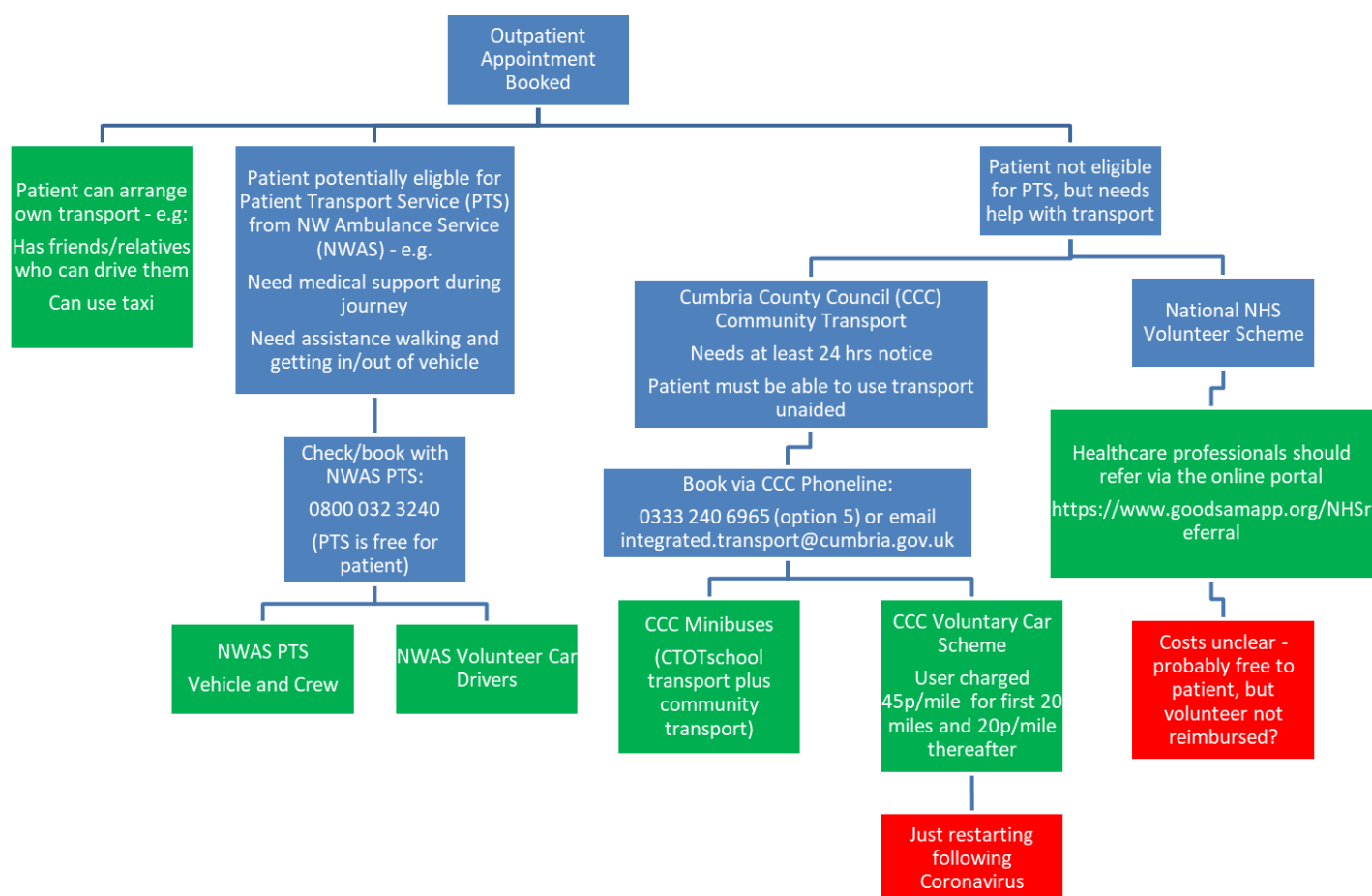
As far as we are aware, none of these groups are directly involved in patient transport work, and their preference would be to connect their volunteers into the CCC Community Transport schemes as volunteer drivers rather than organise formal patient transport themselves.

Community Transport Schemes

There are a number of local community transport schemes in Cumbria; you can find more information and links to these on the Cumbria County Council website:

<https://www.cumbria.gov.uk/roads-transport/public-transport-road-safety/transport/commtrans/ruralwheels.asp>

Flow chart



NEW Letter sent to local shops and supermarkets

A letter has been sent out on behalf of the county council to all local shops and supermarkets in the county. It is kindly asking the store manager and its staff to exercise discretion of the needs of some customers, these being older customers or customers with a range of disabilities, and that they may need to be accompanied by their carer.

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

***NEW* 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.

***NEW* 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* Zero Business Rates for 2020/21**

In addition to the £14.9m issued in business grants so far, Copeland Council has also provided all business premises in the retail, leisure and hospitality industry with 100 per cent business rates relief, irrespective of rateable value.

That totals £5.5m for 480 businesses - they do not have to pay any business rates for 2020/21 - and may also be entitled to a cash grant.

It is appealing to businesses in the above sectors to check they have received their amended business rates bill, showing no payment requirements for 2020/21.

Charity shops also qualify for this relief. If you run a charitable organisation that hasn't received an amended bill, get in touch with the team on **01946 598300** or at

business.rates@copeland.gov.uk. There may also be some grant entitlements you aren't aware of that the Council will be happy to talk you through.

***NEW* Garden waste reminder**

Remember, Copeland Council is collecting garden waste on a four-weekly rota due to the Coronavirus pandemic.

This might mean residents have a new collection date - they can check their calendar at www.copeland.gov.uk. It also details recycling and residual waste collections. It is also reminding people that we can only collect one garden waste bin per household. Anyone who paid for a second bin to be collected will now have had a refund.

***NEW* Work scheme goes digital**

A project to get Copeland residents back to work is to go digital. Sector Based Work Academies, run by the Copeland Work and Skills Partnership, are to be delivered digitally to keep participants safe in the light of the Covid-19 pandemic.

The new digital version of the course, which readies people for employment in particular industries, is to be trialed initially in the care sector. You can read the full press release here: <https://www.copeland.gov.uk/node/44429>

***NEW* Out-of-hours support**

Copeland Council is reminding residents that its out-of-hours emergency numbers should be used for emergencies only.

Calls must relate to one of the following:

- **01946 427070** – for those who are homeless or at risk of becoming homeless
- **01946 427121** – dangerous structures
- **01946 427171** – flooding, residential sandbag requests and serious food safety concerns

If your enquiry does not relate to one of the above situations, please call **01946 598300** during office hours (listed here: <https://www.copeland.gov.uk/contact-us> or email info@copeland.gov.uk). Its Customer Services team will assist you. You can also find lots of information on its website: <https://www.copeland.gov.uk/>

NHS

***NEW* Check if you have coronavirus symptoms**

The main symptoms of coronavirus are:

- **High temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **New, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **Loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least one of these symptoms.

If you have any of these symptoms you must not leave your home and self-isolate for 7 days from when the symptoms started.

For more information visit the NHS website here:

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

***NEW* Self-isolation and treatment if you have coronavirus symptoms**

Advice about staying at home (self-isolation) and treatment for you and anyone you live with.

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/what-to-do-if-symptoms-get-worse/>

***NEW* Testing and tracing for coronavirus**

Information about testing for coronavirus and what to do if you're contacted by the NHS Test and Trace service. Information included; asking for a test, what test results mean, if you're contacted after testing positive, if you've been in contact with a person who has coronavirus. For full information visit here: <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/>



HM Government



CATCH IT.



BIN IT.



KILL IT.

Public Information

***NEW* Cumbria Office of the Police and Crime Commissioner**

Commissioner's £250,000 Boost for Local Charities and Community Groups

Cumbria's Police and Crime Commissioner, Peter McCall has launched the COVID-19 Community Recovery Fund aimed at supporting local charities and communities groups to enable them to cope with the financial impact of COVID-19 on their organisations.

The Covid-19 Community Recovery Fund will be able to provide short term funding of up to £5,000 to charities, clubs and groups where it is needed most. The funding can also be used for those who are looking at different ways of working due to the Covid-19 restrictions still being in place for many vulnerable groups.

Peter McCall comments: *"Local charities, voluntary and community groups have been carrying out a significant amount of valuable work in our communities during the Covid-19 pandemic, to ensure that those people who need help are being supported. I would like to take this opportunity to thank all those that have worked selflessly to support our communities."*

"As lockdown measures progressively start to ease and we enter the recovery phase of Covid-19, it is predicted that there will be a surge in demand for these types of services, but many groups are struggling financially as they are unable to carry out their normal fundraising activities. The new fund will provide a financial boost to charities and community groups that support objectives from the Police and Crime Plan, in order that they may continue helping communities at this difficult time."

"The total funding available will be £250,000 and I would urge applications to come forward as soon as possible. Initially applications are being considered on the last day of June, July, August and September at 5pm."

Full criteria, application guidance and forms can be found on the PCC's website on the What We Do page - <https://cumbria-pcc.gov.uk/what-we-do/funding/>

If you would like further guidance or advice to help with the completion of your application form then please contact the OPCC commissioner@cumbria-pcc.gov.uk or **01768 217734**

***NEW* Scam Alert – BE AWARE OF THIS SCAM**

The following information is a transcript of a telephone call that a member of the Cumbria Neighbourhood Alert team received and they have requested that it is shared for something to be aware of.

The telephone call received went as follows:

- **Good morning, I'm calling from the NHS Track and Trace Service. According to our system, you are likely to have been in close proximity to someone who has tested positive for COVID-19. This means that you now need to self-isolate for 7 days and take a COVID-19 test.'**
- 'OK. Can you tell me who that person was?'
- **'I'm not able to tell you that. That is confidential information.'**
- 'Right. Um... so'
- **'But you do need to be tested within the next 72 hours. So can I just get the best mailing address so that we can send a kit to you?'**
- 'Ok (gave address)'
- **'Thank you - and I just need to take a payment card so that we can finalise this and send the kit to you.'**
- 'Sorry - a payment card? I thought this was all free?'
- **'No - I'm afraid not. There is a one-off fee of ??? For the kit, and test results. Could you read off the long card number for me, please, when you're ready.'**
- 'No - that's not right. This is part of the NHS so there's no charge.'
- **'I'm afraid there is. Can you give me the card number please - this is very important, and there are penalties for not complying.'**
- Puts phone down.

Checks have been made with a Government Tracer who said:

"THIS IS A SCAM. This is not how we work. There is no payment details of any kind taken by ANY of our teams. Please do not give out your bank or payment details to anyone saying they are from track and trace. Track and trace will only confirm details with you and offer advice, they will not ask for any bank or payment details EVER. We will tell you who we are looking to speak to, we will give you the phone number and website to confirm who we are"

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

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

Public Health England launches psychological first aid digital training module

Public Health England has 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. You can find the course here: <https://www.futurelearn.com/courses/psychological-first-aid-covid-19/1>

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.

Information for Local Support Groups

Cumbria CVS

***NEW* Fundraising in the time of COVID-19 – A free webinar**

Cumbria Community Foundation and Cumbria CVS, in collaboration with Tarnside Consulting are offering this free webinar for local voluntary and community organisations considering what their next steps may be in relation to fundraising in the wake of COVID-19. There are two opportunities to attend the webinar: Wednesday 10th June: 2-3pm or Wednesday 17th June: 2-3pm. To book email info@cumbriacvs.org.uk

Cumbria CVS continue to provide a range of services to help support the local voluntary and community sector to respond to the crisis, for information on how Cumbria CVS is supporting the community during these times visit their website <https://cumbriacvs.org.uk/> or contact via email or phone: info@cumbriacvs.org.uk or **01768 800350**

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

COVID-19 Emergency Fund - Keswick Lions and Rotary

A COVID-19 Emergency Fund that has been set up to support families and individuals in the Keswick (CA12) area who are facing financial difficulties.

People who want to apply to the emergency fund can either fill in a simple online form, send an email or a letter with a short explanation of their current circumstances. Each application will be reviewed in confidence by one member of Keswick Lions and one member of Keswick Rotary only.

Online Form:

<https://www.cognitoforms.com/KeswickLionsAndRotaryCovid19EmergencyFund/EmergencyFundApplicationForm>

Email: CA12emergencyfund@gmail.com

Grants of up to £100 will be made available initially. Anyone who applies will also be given information on other sources of 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=17CJxmTgCNdyXOdrcioqDwMOXS6xCbe5E
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

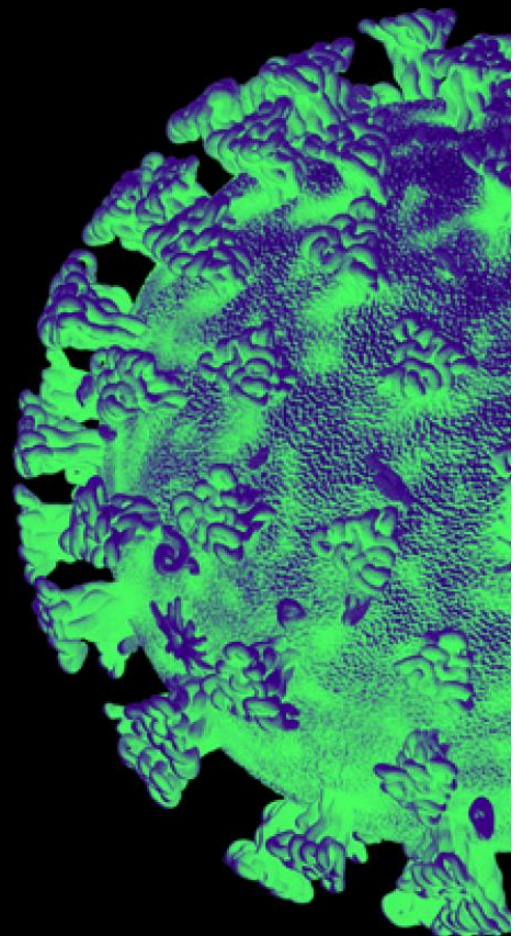
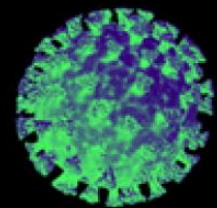
If you or anyone in your household has a high temperature or a new and continuous cough – even if it's mild

- ✔ **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**





HM Government



CORONAVIRUS

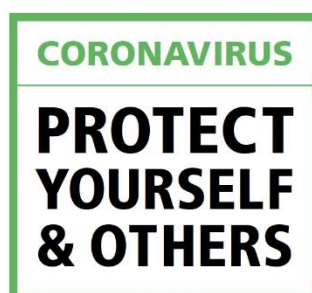
WASH YOUR HANDS MORE OFTEN FOR 20 SECONDS

**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**

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