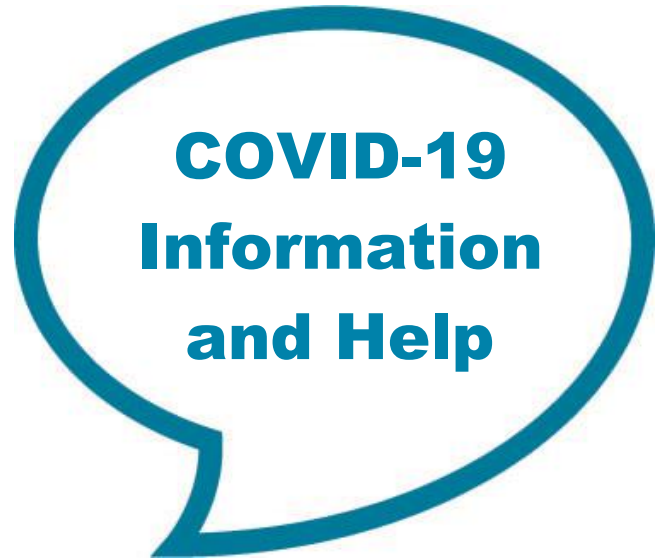


Issue 2
30 March 2020



Newsletter for the Allerdale Area

This is the first 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/>

Local Government information

Cumbria County Council

New emergency support line launched for vulnerable people needing urgent help

Today (Monday 30 March) Cumbria County Council and partners have launched a new emergency support service for people at high risk of becoming seriously ill, as a result of COVID-19, and who do not have support available from friends, family or neighbours.

Those at high risk include people over 70 years old, pregnant women and those with underlying health conditions who should be protecting themselves by staying at home. The majority of these people will already be receiving support from family, friends or local voluntary groups with tasks like shopping or collection of medicines if they require it. But we know that a small number of people will not have this support. If they have no alternative, these people will now be able to call the Freephone number to request help with getting food, medicines, essential supplies and home deliveries.

Cumbria County Council has been working closely with District Council, CVS, Cumbria Community Foundation, community and voluntary sector, private sector and military to establish these new arrangements. To support the new helpline every district is coordinating a supply of essential food, medicines and supplies which can only be accessed via the emergency helpline or email. The requests received asking for help will then be matched with local support and supplies being offered by community groups, volunteers, councils and businesses.

- **The Emergency telephone support line is 0800 783 1966**
- **Or you can email your request for help to COVID19support@cumbria.gov.uk**
- **Further details about this support service can be found online at cumbria.gov.uk**
- **The telephone 'call' centre will operate Monday to Friday 9.00am to 5pm and 10am to 2pm at weekends. The service will also accept referrals from members of the public who may be concerned about people in their community.**

Cumbria is already seeing widespread community and voluntary sector support for the response to COVID-19 and informal support, including neighbourhood WhatsApp groups and community Facebook groups, alongside a commitment from existing community emergency planning groups, local churches and faith groups and formal voluntary sector organisations who are working with councils and NHS.

The helpline will also accept referrals from members of the public who may be concerned about people in their community.

Key workers without childcare urged to complete online form

In response to the closure of schools to most pupils across Cumbria last week, a total of 50 hubs across the county are offering childcare support to key workers from today. Most parents and carers should have already been contacted by their child's school or early years setting to notify them which hub their child can attend.

Key workers who still require childcare must make a request for this support on Cumbria County Council's website by completing the following form online:

<https://www.surveymonkey.co.uk/r/LRVDHXS>

The council is asking all parents and carers to check government guidelines on who is an essential key worker before submitting an application:

<https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision>

We would also like to remind parents and carers who are key workers that, if it is at all possible for children to be at home, then they should be and not to ask people who are in the strict social distancing category to care for your children (this includes people over 70 and those with underlying health conditions).

When accessing childcare hubs parents and carers should be mindful of the following guidelines:

- Please do not to enter if you or family members living with you are displaying any symptoms of coronavirus (COVID-19)
- Please do not form any gatherings within the grounds or at the gates
- Please observe social distancing children arrive at the education or childcare setting and reduce any unnecessary travel on coaches, buses or public transport
- Please use the hand sanitizer before entering or on exit
- Please wash your child's clothing

Key workers can find further information about childcare on our website at:

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

Allerdale Borough Council

The latest updates regarding coronavirus and our services:

- Our car parks are now free to help NHS workers and others who are leading efforts to tackle the virus, as well as local people on essential trips.
- Eligible businesses can now apply for financial help from the council. More information, and an application, form is available via the Allerdale Borough Council website.
- The council can offer help and assistance to any individual who is facing financial hardship. The council can help to reduce council tax payments through the Council Tax Reduction Scheme or spread the cost over 10 months, instead of 12. We can also provide help and advice on any benefits which may be available. More information is on the council's website, or ring 0303 123 1702.
- Our customer contact centres in Workington, Cockermouth, Keswick, Maryport and Wigton are now closed to the public. Please use the website, online forms, webchat, 'myAllerdale' app and phone to access our services and contact us.
- We have had to suspend garden waste collections to free up resources to allow the other collections to continue as normal. Our bin crews are working hard to carry out the waste collections in these challenging times. Please help to protect them from infection by cleaning bin handles. And wash your hands after putting your bins out and collecting them back in too.
- Our leisure partners, GLL, announced the closure of our leisure centres in accordance with government advice
- To reduce social contact, the government has ordered certain businesses and venues to close. Should you see a business operating that you think should be closed then we would appreciate your help. Please forward its details to environmental.health@allerdale.gov.uk or telephone 0303 123 1702 so that we can investigate. Your details will not be passed to the business.
- If you have potentially infected waste, there is advice on how to safely dispose of it on our website.
- All of our play parks and public toilets are now closed to the public
- We have issued advice and guidance on the conduct of funerals in light of the government advice.
- We have suspended all our markets
- Our official meetings have been postponed in line with government advice on social distancing
- We have deferred payments via the festivals and events fund given that all festivals and events are no longer taking place

More information can be found at: <https://www.allerdale.gov.uk/en/coronavirus/>

Cumbria Library Service

Although library remain closed, Cumbria Library Service offers a wide range of online resources:

- **Cumbria Image Bank** - is a collection of digital images created using original material from Cumbria County Council Libraries and Archives. You can view 25,000 images dating back to the mid eighteenth century covering the whole of Cumbria.
- **Borrowbox** - Cumbria Library Service members can borrow up to 6 eBooks and 6 eAudiobooks at any one time, from a range of fiction, non-fiction, children's and young adult titles for up to 3 weeks - all for free, by using the secure Borrowbox service.
<http://library.bolindadigital.com/cumbria>
- **Pressreader** - offers unlimited access to local and international publications - 2,000 newspapers and magazines. 100 Countries. 60 Languages. Download your favourite newspapers and magazines to your personal tablet or smartphone. Unlimited access to local and international publications - 2,000 newspapers and magazines. 100 Countries. 60 Languages. Download your favourite newspapers and magazines to your personal tablet or smartphone.
- **Find My Past** - Full access to England, Wales and Scotland census records, easy-to-search birth, marriage and death records, the UK's largest collection of parish records, historical British newspapers and much more. During this period Find My Past will be accessible from your home. Please email workington.library@cumbria.gov.uk with your name and library card number and you will be contacted by a member of library staff.

Information can be found at www.Cumbria.gov.uk/libraries Borrowbox and Pressreader will require members to have their library card and pin number. **If members do not have their PIN number to access these resources, they can email workington.library@cumbria.gov.uk with their Library membership number.**

Trading Standards – Scams

Unfortunately, scammers are taking advantage of the spread of Coronavirus to exploit and play on the fears of consumers across the country.

There have been an increasing number of reports of potential scams which could affect you. We want to make sure that whilst you may be self-isolating and spending more time at home, you do not become a victim.

To report a scam please contact **Action Fraud** on 0300 123 2040.

For all consumer advice please contact the **Citizens Advice Consumer Helpline** on 0808 223 1133

SCAM WARNING

ActionFraud
National Fraud & Cyber Crime Reporting Centre
actionfraud.police.uk

Coronavirus-related frauds increase by 400% in March

Between 1st February 2020 and 18th March 2020, Action Fraud has received **105 reports** from victims of coronavirus-related frauds, with losses totalling close to **£970,000**. The majority of the reports are related to online shopping scams where people have ordered protective face masks, hand sanitiser, and other products, which have never arrived. We have also received over **200 reports** about coronavirus-themed phishing emails attempting to trick people into opening malicious attachments or revealing sensitive personal and financial information.

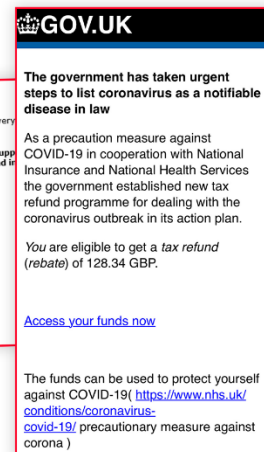
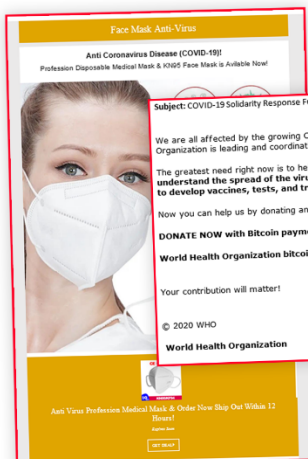
Watch out for scam messages:
Don't click on the links or attachments in suspicious emails, and never respond to unsolicited messages and calls that ask for your personal or financial details

Shopping online: If you're making a purchase from a company or person you don't know and trust, carry out some research first, and ask a friend or family member for advice before completing the purchase. Where possible, use a credit card to make the payment, as most major credit card providers insure online purchases.

Protect your devices from the latest threats:
Always install the latest software and app updates to protect your devices from the latest threats.

SCAM WARNING

ActionFraud
National Fraud & Cyber Crime Reporting Centre
actionfraud.police.uk



These phishing emails were reported to Action Fraud

Local Support Groups

Social Media Groups

A number of social media groups are offering help and support at a local level; you may wish to search for and follow on Facebook:

Allonby News
Cockermouth Covid-19 Mutual Aid Group
Cockermouth Emergency Response Group
Keswick Community Emergency Recovery Partnership
Maryport Community Emergency Response
Moorclose Community Centre
PlumblandHelp
Workington Community Emergency Response Group

Volunteering in your community

Vulnerable people and elderly people in your community who are social distancing or self-isolating may need the support of volunteers - could you help?

Support Cumbria are looking for volunteers of all levels to support local charities and organisations in local communities.

You might have specific skills to offer or may want to help with tasks like shopping, dog walking, collecting prescriptions or other help.

Go to [SupportCumbria.org.uk](https://supportcumbria.org.uk) to register as a volunteer or to register a volunteer group.

Information for Local Support Groups

Cumbria Action

Please visit our website for updated 'Coronavirus (COVID-19), Communities and Community Buildings' guidance.

Visit: www.cumbriaaction.org.uk/News-Events/News

Volunteer Support- Cumbria CVS

Please see below links to the current volunteer guidance and resources produced by Cumbria CVS:

- CVS Resource Webpage: <https://cumbriacvs.org.uk/coronavirus/covid-19-volunteering/>
- Apply to volunteer with Support Cumbria: <https://supportcumbria.org.uk/>

- Covid-19 Volunteer Handbook: <https://cumbriacvs.org.uk/wp-content/uploads/2020/03/COVID-19-Volunteer-Handbook-Guidelines-230320.doc>
- CVS Volunteer Guidelines: <https://cumbriacvs.org.uk/wp-content/uploads/2020/03/Covid-19-Basic-Volunteer-Guidelines-Cumbria-CVS-23032020.pdf>

Safeguarding and DBS Checks

Government has published a factsheet on safeguarding and DBS checks for community volunteers that provides reassurance that DBS checks are unlikely to be required for many community volunteer roles. The link to the full factsheet is below, with a key section below. <https://www.gov.uk/government/publications/safeguarding-factsheet-community-volunteers-during-covid-19-outbreak/safeguarding-and-dbs-factsheet-faqs>

Transport

Key Worker Northern Timetables

We have been advised by Northern that they will be running an amended “Key Worker” timetable starting from Sunday 29th March. Where trains are unavailable, replacement road transport will be provided. Northern has reiterated the Governments advice that you should avoid non-essential public transport use and try to avoid rush hour, varying your usual travel times to prevent crowding and if possible, work from home.

Northern Key Worker Timetables Link:

<https://www.northernrailway.co.uk/key-worker-timetables>

Bus Pass Changes

Since Friday 27 March, older and disabled people will be able to use their bus passes before 9.30am on weekdays for free travel in Cumbria. Cumbria County Council is changing the current rules on concessionary passes in the county to help older and vulnerable people access the early priority shopping hours provided by supermarkets. The change will initially apply until the end of July 2020.

Changes to Bus Services Across Cumbria- Update

Since the last newsletter there have been a number of further changes, with many operators reluctantly withdrawing services.

Stagecoach will introduce revised timetables on most routes from Monday 30th March. These are based on Sunday timetables, but with enhancements in the early morning and in some cases early evening, to cater for those who still need to travel to work.

The new timetables are now available on the County Council website www.cumbria.gov.uk/buses

You can also keep up to date with all changes to bus services by visiting: <https://www.cumbria.gov.uk/buses/news/>

Funding and Financial Support

Arts Council England COVID-19 Support:

Arts Council have created an emergency funding package to support organisations and individuals working in the cultural sector during the COVID-19 crisis. They have re-purposed all of their investment strands to be able to offer £160 million support for individuals, smaller organisations that are not regularly funded and NPOs. Their emergency funding streams will be open to applications very soon. Details here: <https://www.artscouncil.org.uk/advice-and-guidance-library/covid-19-support>

Cumbria Community Foundation – Covid-19 Response Fund

Cumbria Community Foundation has established a fund to support charitable groups to support vulnerable people affected by Coronavirus (Covid-19).

Funding will be available to:

- support existing voluntary and community groups to adapt and expand their activities to support people affected by the Coronavirus pandemic
- support new groups established to respond to Coronavirus

Full details are available on the Cumbria Community Foundation website:

<https://www.cumbriafoundation.org/2020/03/17/community-foundation-launches-cumbria-covid-19-response-fund/>

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. For more information please contact: 01900 65723, Email: info@wedcu.co.uk or visit the website www.affinitycu.co.uk/About-us

Citizens Advice Allerdale

Citizens Advice Allerdale are still offering a service to clients but will be using telephone and email appointments. Face to face appointments will not be delivered until further notice.

If you require support please telephone **01900 604735**

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/>

You can follow DWP on:

- Twitter – www.twitter.com/dwppressoffice

- Facebook – www.facebook.com/dwp
- LinkedIn – www.linkedin.com/company/dwp
- YouTube – www.youtube.com/dwp

Electricity North West

Self-isolating households may be unable to top up pre-pay electricity or gas meters, so the Department of Business, Energy & Industrial Strategy have made a press announcement outlining the commitment of suppliers to ensure people are not left off-supply.

<https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19>

Food and Shopping Advice

North Lakes Foodbank

North Lakes Foodbank centres are open as normal in Allerdale. Details can be found at: <https://www.thefoodbank.org.uk/>

This week's appeal is for:

- **UHT Fruit Juice**
- **UHT Milk**
- **Tinned Rice Pudding**
- **Sponge Pudding**
- **Jam**
- **Cleaning Products**

Collection points can be found 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)

Supermarket Opening Times for Vulnerable People

- **Sainsbury's:** Monday, Wednesday and Friday- 08:00am-9:00am
- **Tesco:** Monday, Wednesday and Friday 9am-10am (Except Express Stores)
- **M&S:** Monday and Thursday- the first hour of opening
- **Iceland:** Monday-Saturday 9am-10am elderly and vulnerable only
- **Co-op:** Monday to Saturday 8am-9am and 10am-11am Sunday

Useful Links

Victim Support Cumbria	https://www.victimsupport.org.uk
World Health Organisation Healthy Parenting Resources	https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/healthy-parenting
Cumbria County Council - Coronavirus (COVID-19) latest information	https://cumbria.gov.uk/coronavirus/
Support for Businesses	https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses

Support Directory

We are currently working on creating a contact directory to provide information and details of useful contacts during these times. We anticipate to distribute the directory along with the next newsletter.

If you would like to be added to this directory then please email:
allderale.areasupport@cumbria.gov.uk



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**