CORONAVIRUS (COVID-19) UPDATE

ALLERDALE & COPELAND

Newsletter for the Allerdale and Copeland Area

Issue 8 11 May 2020

This is the eighth 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/



Government information

GOV.UK

NEW New Bounce Back Loans launched

Small businesses will be able to apply for quick and easy-to-access loans from the 4 May. Businesses will be able to borrow between £2,000 and £50,000, with the Government making a commitment to make funds available rapidly. Loans will be 100% government backed for lenders, and businesses can apply online through a short and simple form. See below: https://www.gov.uk/government/news/new-bounce-back-loans-to-launch-today

NEW Prime Minister's address to the nation – Sunday 10 May 2020

If you missed Boris Johnson's address that was televised on Sunday 10 May 2020, the full transcript can be found below:

https://www.gov.uk/government/speeches/pm-address-to-the-nation-on-coronavirus-10may-2020

Find new government & national guidance and announcements about COVID-19 below: https://www.gov.uk/coronavirus

Cumbria County Council

Testing for Essential Workers

Testing for coronavirus (COVID-19) is now available to people in Cumbria at a range of locations.

Testing is available to:

- all essential workers including NHS and social care workers with symptoms (see the full list of essential workers https://www.gov.uk/guidance/coronavirus-covid-19-gettingtested#essential-workers
- anyone over 65 with symptoms
- anyone with symptoms whose work cannot be done from home (for example, construction workers, shop workers, emergency plumbers and delivery drivers)
- anyone who has symptoms of coronavirus and lives with any of those identified above

The Government are also testing

- social care workers and residents in care homes (with or without symptoms) both to investigate outbreaks and, following successful pilots, as part of a rolling programme to test all care homes
- NHS workers and patients without symptoms, in line with NHS England guidance

Testing is available for all eligible essential workers at sites in Penrith, Kendal, Preston and Gateshead. Eligible health and social care staff can also access testing in Barrow, Carlisle, Lancaster and Whitehaven.

To be eligible for testing people must be:

- Currently self-isolating for five days or less due to suspected COVID-19 infection, or;
- A member of an essential worker's household who has suspected COVID-19 infection and has been self-isolating for five days or less (which has resulted in the member of staff self-isolating as well).

Testing is most effective in the first three days of COVID-19 symptoms appearing. Testing is considered effective up until day five. No testing should be undertaken after day five, unless for a specific reason.

Importantly, while people can make their own bookings for Penrith, Kendal, Preston and Gateshead via https://self-referral.test-for-coronavirus.service.gov.uk/, to access the Barrow, Carlisle, Lancaster and Whitehaven sites health and social care staff must be referred for testing by their employer.

Full details of how to access all testing available to people across the whole of Cumbria can be found at https://www.northcumbriaccg.nhs.uk/covidtesting

NEW Welfare Support

The new welfare booklet will be distributed to every household in Cumbria week commencing 11th May via Royal Mail. The booklet covers a wide range of welfare support that is available to people who may be struggling because of coronavirus, including signposting to Citizens Advice, GOV.UK, CCC, Welfare Support and district council support services. There are also NHS messages covering mental health and the 'Open for business' campaign. The information is now also available online at

https://cumbria.gov.uk/coronavirus/additionalsupport.asp and is also being promoted on social media, in newsletters and leaflets.

NEW Cumbria Recycling Centres

All 14 household waste recycling centres (HWRC) in Cumbria are now to reopen on Tuesday 12 May. This follows updated guidance from the government which states that a visit to a HWRC is acceptable under the current travel and social distancing measures, but only where you cannot continue to safely store your additional waste and recycling at home. Please be advised that if you do have to visit a HWRC that there will be a number of site restrictions in place which aim to keep both staff and visitors safe. Ideally only one person should attend, but if one additional passenger has to come, they must be from the same household.



NEW Making donations during COVID-19

We have seen some fantastic campaigns to support charity and donation-giving during the COVID-19 outbreak. Some people are naturally anxious about the risk of passing on COVID-19 via items donated between different households and settings (where it is not known what infection prevention measures have been taken). The Public Health team has been receiving queries as a result, have given the following advice:

'Making donations of items that can be used and enjoyed by others during the COVID-19 outbreak is a great way for people and communities to support each other. At the same time, it is important that we do all we can to protect ourselves and others from catching and spreading the virus. We know the virus can live on surfaces outside the human body for a short period of time, therefore we recommend where possible that any donated items, such as toys, are left in a tied bag or covered for a period of three days before sharing between different households or settings. Good hand hygiene remains the best approach to reducing the spread of the virus, so anyone handling donations is advised to wash their hands (before and after touching items) for at least 20 seconds using soap and warm water'.

Allerdale Borough Council

The latest updates regarding coronavirus and our services:

 Tenants and landlords are being reminded that despite the lockdown brought about by the coronavirus outbreak, homes should not be left in a state where they are unsafe and needing urgent repairs. The Government has released a number of advisory guidance documents to support and encourage landlords and tenants in adopting a pragmatic, common sense approach to issues that may arise in the current circumstances - such as boiler repairs. These can be found on the government website: https://www.gov.uk/government/publications/covid-19-and-renting-guidance-forlandlords-tenants-and-local-authorities.

Tenants have a right to a decent, warm and safe place to live and it is the role of Allerdale Borough Council to keep housing conditions under review and take appropriate action in the event that hazards exist within the home.

Therefore we are reminding tenants that if they are privately renting and they feel their home is dangerous and there is an imminent risk to their health, then they should contact their landlord in the first instance to get any repairs completed as soon as possible. If they are not happy with their landlord's response, then they can contact the council's Private Sector Housing Team on 0303 123 1702.

- Victims of domestic abuse in Allerdale are being urged not to suffer in silence and reassured that the borough council is on hand to support people who have left, or need to leave, their homes because of it. The council has a specialist domestic violence officer to provide advice and support for those who need it. Just call 0303 123 1702. However, if someone is in immediate danger they are asked to call police on 101 or 999
- Our housing and homelessness teams are still available to help those facing difficulties. If you are facing being made homeless, please do call the council on 0303 123 1702 and we'll offer whatever support we can. More information is also on our website.
- Our car parks are free to help NHS workers and others who are leading efforts to tackle the virus, as well as local people on essential trips.

• We're encouraging all businesses who think they are eligible for the coronavirus support grant and have not provided their details to do so as soon as possible.

The council needs some information to confirm eligibility as well as bank details to pay the grant. There is a simple form on the council's website at: https://www.allerdale.gov.uk/en/coronavirus/coronavirus-business-grants-claims/.

- We 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 and 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 closed to the public. Please use the website, online forms, webchat, 'myAllerdale' app and phone to access our services and contact us.
- Check our website to find out the latest on our waste collections. Garden waste collections resume from the week beginning 11 May. Please check your collection day on our website: www.allerdale.gov.uk/bincollections.

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 they remain closed.
- 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/

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.

Copeland Borough Council has started its garden waste collections on Monday.

Residents' online calendars are now up-to-date to reflect their new collection dates. Residents are asked to note that the day of the week their garden waste is collected remains the same, but the council is collecting every four weeks instead of every two weeks in the current circumstances.

For those who are scheduled a collection on Bank Holiday Friday this week, it will take place as planned.

To view your collection calendar, type in your postcode at http://collectionscopeland.azurewebsites.net/calendar.html

For all the information on the service, visit https://www.copeland.gov.uk/node/44321

For a list of items that you can and cannot include in your garden bin, visit https://www.copeland.gov.uk/garden-bin-collections

And for advice on what to do to minimise your garden waste in between collections, visit https://www.copeland.gov.uk/sites/default/files/attachments/garden_wst_min27_4_20_0.pdf

Copeland Borough Council collection service for bulky items resumed on Monday.

It costs £27.60 for up to three items to be collected from residents' kerbsides, with an additional cost per item for more than three. Items that you can have collected include:

- household furniture
- beds, wardrobes and drawers
- bathroom furniture
- electrical items, including cookers, washing machines and dishwashers
- garden furniture and equipment

For a full list of items that can be collected, visit https://www.copeland.gov.uk/attachments/bulky-items-collection-list

For our terms and conditions, visit https://www.copeland.gov.uk/attachments/bulkycollections-terms-and-conditions

For more information, or to arrange a collection, please call **01946 598300** or email **info@copeland.gov.uk**.

For general enquires go to **www.copeland.gov.uk**, email **info@copeland.gov.uk** or call **01946 598300**. You can also follow the council on Facebook, Twitter and LinkedIn.

<u>NHS</u>

The NHS remains open for business for non-COVID-19 related illnesses and accidents

If you need help or advice not related to coronavirus:

- for health information and advice, use the NHS website https://www.nhs.uk/ or your GP surgery website
- for urgent medical help, use the NHS 111 online service https://111.nhs.uk/ only call 111 if you're unable to get help online
- for life-threatening emergencies, call 999 for an ambulance

Read more advice about getting medical help at home: https://www.nhs.uk/conditions/coronavirus-covid-19/getting-medical-help-at-home/

Public Information

***NEW* 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-domesticabuse/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

NEW The Farmer Network

The Cumbria Farmer Network has received funding to help support farmers in Cumbria during the COVID-19 outbreak. The support includes; providing information about support schemes, sourcing supplies, preparing contingency plans and finding emergency labour. All farmers are being urged to create emergency contingency plans in case they or key workers are unavailable and this network can help complete this plan if required. A Farm Labour Emergency Support scheme to help farm businesses secure the services of emergency workers to undertake essential farm tasks, or support with deliveries/collections.

NEW COVID-19 Scams

Unfortunately, scammers are taking advantage of the spread of Coronavirus to exploit and play on the fears of consumers and in some cases vulnerable adults. There have been an increasing number of reports of potential scams which could affect you, your loved ones or people you are caring for. We want to make sure that whilst people are self-isolating or spending more time at home, they do not fall victim to scams. Some scammers are exploiting vulnerable people who may be feeling anxious about their health with fraudulent websites offering goods such as hand sanitizer or protective face masks which when ordered and never delivered.

Examples of current scams in circulation include; Fake Charity Donations, Fake News/Press Reporting, Fake Good Samaritans, Fake Officials, Fake Suppliers, Fake Investments, Fake Medical Treatment/Testing, Illegal Lending and Loan Sharks

How to protect yourself?

Here are some simple tips you can take to protect yourself from scammers:

- Never click on the links or attachments in suspicious emails, and do not respond to unsolicited messages and calls which ask for your personal or financial details.
- 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.
- If you decide to go ahead with the purchase, use a credit card if you have one, as most major credit card providers insure online purchases.

If you are unsure or suspect something may be a scam you can check using the Citizen's Advice Online scam checker - https://www.citizensadvice.org.uk/consumer/scams/check-ifsomething-might-be-a-scam/ or you can contact the citizens advice consumer helpline on 0808 223 1133

Find out more about common scams related to COVID-19 by visiting Cumbria Trading Standards website - https://www.cumbria.gov.uk/tradingstandards/consumers/scams.asp

Public Health Information

NEW Together We

Together We are hosting a free virtual mental health and wellbeing festival live on Facebook, this is to mark mental health awareness week 2020. Workshops and classes include; what is mental health & what can we do to keep well, how to sleep better, fitness – Clubbercise live, fitness – Pilates live and keeping well & moving forward. The festival will be held on Wednesday 20 May and will be from 10:00am to 4:00pm.

For further information you contact Together We either via email or telephone: referral@togetherwe.co.uk or 0808 196 1773

Together We Facebook page: https://en-gb.facebook.com/togetherwetalk/

***NEW* Equally Well UK**

A new publication from Equally Well has been released around looking after your health during COVID-19, it is a resource for people living with severe mental illness

'Looking after your health during COVID 19. A guide for people living with severe mental illness' has been developed by Equally Well UK. Please see below:

https://equallywell.co.uk/wp-content/uploads/2020/05/Equally-Well-Covid19-Resource-Final-1.pdf

NEW CADAS

CADAS have launched a new countywide Addiction Helpline, Mon-Sat, 11am-8pm, with help from the COVID-19 Response Fund (via the Cumbria Community Foundation). It's for anyone struggling with their, or anyone else's, addictive habits. And we're also taking referrals into our service again now, too. It's just that all the work will be done over the phone and groups are being held over video call. We thought this might be a useful service to include in the Resilience Directory.

General Enquiries:

- 0300 111 4002 (Mon-Thu 10am-5pm)
- info@cadas.co.uk

Addiction Helpline:

- 0800 2 54 56 58 (Mon-Sat 11am-8pm)
- contact@cadas.co.uk (for immediate call back requests, advice and guidance Mon–Fri 10am–5pm)

For full information visit the website: https://cadas.co.uk/call-us-were-back-to-business-as-usual/

NEW (British Wireless for the Blind Fund) BWBF Connect

BWBF have put in place a new and temporary Connect service to support recipients during COVID-19. They are able to provide radios via doorstep delivery and then follow up with a phone call to offer over the phone support if needed.

Criteria to access these still needs to be met (living with sight loss and in receipt of a means tested benefit)

For any potential referral please contact **sophie@blind.org.uk** For further information visit their webpage - https://blind.org.uk/

NEW Financial Support to Community Organisations & Charities

CAF Coronavirus Emergency Fund

At this time of need, CAF has launched an emergency fund to help support charities that are affected by the impact of COVID-19. The funding can be used to support with core costs such as staffing, volunteer costs, supplies and equipment and other critical charitable areas.

Who can apply? UK registered charities Deadline: Ongoing Value: Up to £10,000 Find out more: https://www.cafonline.org/charities/grantmaking/caf-coronavirusemergencyfund?utm_source=Online+Centres+Network+main+list&utm_campaign=6e80eeb68e-Funding+news+Friday+1+May&utm_medium=email&utm_term=0_fc825d0e1c-6e80eeb68e-110029909

COVID-19 Clothworkers Emergency Programme

The programme aims to award small grants to organisations to help them with the increased demand for services due to the outbreak of the pandemic or to fund essential items that will support individuals. Priority is given to vulnerable individuals and those who are identified to be in at risk groups.

Who can apply? Charities registered with the Charity Commission, including community interest organisations, community interest companies and specialist schools. Deadline: Ongoing Value: Up to £5,000 Find out more: https://www.clothworkersfoundation.org.uk/clothworkers-emergencycapitalprogramme/?utm_source=Online+Centres+Network+main+list&utm_campaign=6e80eeb6 8e-Funding+news+Friday+1+May&utm_medium=email&utm_term=0_fc825d0e1c-6e80eeb68e-110029909

Crisis - In This Together: Emergency Grants Fund

The aim of the fund is to help organisations who are supporting the homeless or working to reduce homelessness and have been directly impacted by the outbreak of coronavirus. Funding could be used to meet additional demand, a reduction of staffing levels or to help with other resources.

Who can apply? Local organisations who provide direct services in specific locations, registered charities who provide services to help with homelessness.

Deadline: Ongoing

Value: Various amounts of up to £5,000, £10,000 and £50,000 (see website for more details) Find out more: https://www.crisis.org.uk/about-us/the-crisis-blog/in-this-togetherlaunching-our-emergency-grants-

fund/?utm_source=Online+Centres+Network+main+list&utm_campaign=6e80eeb68e-Funding+news+Friday+1+May&utm_medium=email&utm_term=0_fc825d0e1c-6e80eeb68e-110029909

The Yapp Charitable Trust

The organisation makes grants to small registered charities in England to cover running costs and salaries to help sustain their existing work. One of their priorities is education and learning, particularly helping adults and children who are educationally disadvantaged.

Who can apply? Small registered charities established for a minimum of 3 years and with a total annual expenditure of less than £40,000.

Deadline: Ongoing, trustees meet 3 times a year

Value: Grants are normally for a maximum of £3,000 a year and the organisation will fund up to 3 years.

Find out more:

https://yappcharitabletrust.org.uk/?utm_source=Online%20Centres%20Network%20main %20list&utm_campaign=6e80eeb68e-

Funding%20news%20Friday%201%20May&utm_medium=email&utm_term=0_fc825d0e1c -6e80eeb68e-110029909

National Emergencies Trust - Coronavirus Appeal

The National Emergencies Trust has launched an appeal to help organisations who are impacted by the outbreak of coronavirus. The trust aims to donate money to organisations in need raised through charitable organisations by UK Community Foundations across the UK.

Who can apply? UK wide organisations who are impacted from the outbreak of coronavirus. Deadline: Ongoing Value: Various Find out more: https://nationalemergenciestrust.org.uk/coronavirus/?utm_source=Online+Centres+Netw ork+main+list&utm_campaign=6e80eeb68e-Funding+news+Friday+1+May&utm_medium=email&utm_term=0_fc825d0e1c-6e80eeb68e-110029909

National Lottery Community Fund - Awards for All

Grants are available to help organisations make a difference in their community. Funding is awarded to organisations supporting individuals who are at high risk from COVID-19, those who are likely to face an increased demand and challenges as a result of the outbreak and to support communities to come together in response to COVID-19.

Who can apply? UK wide community organisations that aim to make a difference throughout the community. Deadline: Ongoing Value: Between £300 and £10,000 Find out more: https://www.tnlcommunityfund.org.uk/funding/under10k?utm_source=Online+Centres+N etwork+main+list&utm_campaign=6e80eeb68e-Funding+news+Friday+1+May&utm_medium=email&utm_term=0_fc825d0e1c-6e80eeb68e-110029909

Ernest Hecht Charitable Foundation

The foundation offers grants to help UK registered charities in England and Wales that are working to support or improve the lives of recipients through art, healthcare, literature, music and theatre.

Who can apply? Registered charities only who work to provide to support or improve the lives of individuals through art, healthcare, literature, music and theatre. Deadline: Ongoing Value: Various Find out more: https://ernesthechtcharitablefoundation.org/?utm_source=Online+Centres+Network+mai n+list&utm_campaign=6e80eeb68e-Funding+news+Friday+1+May&utm_medium=email&utm_term=0_fc825d0e1c-6e80eeb68e-110029909

Persimmon Building Futures

Persimmon Homes have collaborated with Team GB - The British Olympic Association to give away over £1 million through the Building Futures competition to help projects for young people under 18 across England, Wales and Scotland.

Who can apply? Registered charities, schools, clubs and other organisations working in health, sport or education and arts that provide opportunities and services within England, Wales or Scotland to individuals under the age of 18. Deadline: Sunday 31 May 2020 Value: Up to £100,000 Find out more: https://www.persimmonhomes.com/charity?utm_source=Online+Centres+Network+main +list&utm_campaign=6e80eeb68e-Funding+news+Friday+1+May&utm_medium=email&utm_term=0_fc825d0e1c-6e80eeb68e-110029909

Thomas Wall Trust Centenary - Digital Skills 2020 Grants Programme

To mark the trust's 100th birthday, a new grants programme has launched for organisations who are working towards helping people improve their digital skills. The programme they're providing helps equip adults over the age of 18 with basic digital skills for work and life.

Who can apply? Not for profit organisations and charities based in the UK that have been established for at least 3 years and do not have an annual turnover of more than £500,000. **Deadline:** Friday 12 June (1st stage applications), Friday 24 July (2nd stage applications) **Value:** Up to £5,000

Find out more: https://www.thomaswalltrust.org.uk/digital-skills-2020/?utm_source=Online+Centres+Network+main+list&utm_campaign=6e80eeb68e-Funding+news+Friday+1+May&utm_medium=email&utm_term=0_fc825d0e1c-6e80eeb68e-110029909

Information for Local Support Groups

Cumbria CVS

Cumbria CVS is regularly updating our website for any information in relation to COVID-19 and have developed a range of resources that may be useful including a COVID- Volunteer Handbook and Volunteer Guidance, all of which are available on our Volunteering page (specific dedicated to COVID-19): www.cumbriacvs.org.uk/coronavirus/covid-19-volunteering. The Covid-19 Volunteer Handbook has recently been updated this week.

Cumbria CVS is also helping local organisations apply for funding in response to COVID-19. This support includes funding advice, setting up a new group and recruiting volunteers to deliver services. If you would like support with funding applications or with setting up a new group, email cvsfunding@cumbriacvs.org.uk or call 01768 800350. For volunteer enquiries please email info@cumbriacvs.org.uk or call 01768 800350.

NEW Please complete survey - Community Response to Coronavirus Feedback

Have you been involved in the community response to the COVID-19 outbreak? If so, Cumbria Resilience Group would like to hear from you. This survey aims to collect some quick, early feedback on people's experiences and will help to inform the ongoing work of the group. To access the survey and find out more, see below:

https://www.surveymonkey.co.uk/r/CoronavirusCommunityResponseSM

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 $\pounds1,000$'s a year and there may be lower payments for many years to come when compared to 'UC managed migration' a loss of $\pounds10,000$'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 Itr 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		
Cumbria County Council		
Coronavirus (COVID-19) latest information	https://cumbria.gov.uk/coronavirus/	
GOV.UK	https://www.gov.uk/government/publications/covid 10	
Guidance for managing a	https://www.gov.uk/government/publications/covid-19- guidance-for-managing-a-funeral-during-the-coronavirus-	
funeral	pandemic/covid-19-guidance-for-managing-a-funeral-during-	
	the-coronavirus-pandemic	
GOV.UK	https://www.gov.uk/find-coronavirus-support	
Find coronavirus support		
GOV.UK	https://www.gov.uk/government/news/government-launches-	
Tackle loneliness during	plan-to-tackle-loneliness-during-coronavirus-lockdown	
coronavirus	plan-to-tackie-ioneliness-during-coronavirus-iockdown	
GOV.UK	https://www.gov.uk/funeral-payments	
Get help with funeral costs	https://www.gov.uk/functar payments	
GOV.UK	https://www.gov.uk/guidance/coronavirus-covid-19-help-and-	
Help and support if	support-if-someone-dies	
someone dies	support-in-someone-dies	
GOV.UK	https://www.gov.uk/government/news/coronavirus-covid-19-	
Support for Businesses	guidance-for-employees-employers-and-businesses	
NHS & GoodSAM		
Register to become a NHS	https://www.goodsamapp.org/NHS	
Volunteer		
Public Information		
Action Fraud	https://www.actionfraud.police.uk/	
Report a scam		
AgeUK	https://www.ageuk.org.uk/information-advice/health-	
Bereavement Support	wellbeing/relationships-family/bereavement/	
Autism Support Allerdale and Copeland	www.asaac.uk	
AWAZ Cumbria		
Free community online	https://awazcumbria.org/	
sessions		
CADAS	0000 2 E4 E6 E9 from 11 on to 0 m from Manday to Caturday	
Helpline launched to provide	0800 2 54 56 58 – from 11am to 8pm from Monday to Saturday,	
callers with information,	and arranging longer call-backs for callers if necessary.	
advice and guidance		
Child Bereavement	http://www.childboodboroayomontpotwork.org.uk/oovid	
Network	http://www.childhoodbereavementnetwork.org.uk/covid- 19.aspx	
Bereavement Support		
Copeland Age and Advice	https://caastoam.com/covid 10.support information/	
Service	https://caasteam.com/covid-19-support-information/	

Cruse	https://www.cruse.org.uk/get-help/coronavirus-dealing-	
	bereavement-and-grief	
Bereavement support	bereavement-and-grief	
Cumbria, Northumberland, Tyne and Wear NHS		
Foundation Trust	https://www.cntw.nhs.uk/services/patient-and-carer-	
	involvement/involvement-communications-to-service-users-	
Involvement	and-carers/	
Communications to Service		
Users and Carers		
Family Action	www.family-action.org.uk/familyline	
Family Line		
GOV.UK	https://www.gov.uk/government/publications/coronavirus-	
FAQs on what you can and	outbreak-faqs-what-you-can-and-cant-do/coronavirus-	
can't do at home	outbreak-faqs-what-you-can-and-cant-do	
NHS	https://www.nhs.uk/conditions/stress-anxiety-	
Bereavement Support	depression/coping-with-bereavement/	
North Cumbria Integrated		
Care NUS Foundation		
Trust- E-School Nurse		
Weekly video clinics	https://www.cumbria.gov.uk/ph5to19/priorities.asp	
providing health & wellbeing		
advice for parents / carers of		
children aged 5-19		
North Cumbria Integrated		
Care NHS Foundation	Free phone: 0800 633 5547 or 01228 814008 or email	
Trust	PALS@ncic.nhs.uk	
Send a message to a	TALS@ICIC.IIIIS.uk	
relative in hospital		
North Cumbria Integrated		
Care NHS Foundation	https://www.ncic.nhs.uk/patients-visitors/information-	
Trust	hosptial-visitors	
Visitor Information		
People First	www.wooropoonlofirst.co.uk	
Chat + Check Service	www.wearepeoplefirst.co.uk	
Ramadan and COVID-19	https://www.cohm.pot/covid_10/is_it_cofe_for_potiente_with	
Guidance on managing	https://www.cebm.net/covid-19/is-it-safe-for-patients-with- covid-19-to-fast-in-ramadan/	
fasting during lockdown	COVIU-13-10-1451-111-141114UA11/	
RNIB	https://www.weih.exe.uk/telking.heeke.comics	
Digital download service	https://www.rnib.org.uk/talking-books-service	
Together We	http://www.togetherwe.co.uk/	
Public Health Information		
Alzheimer's Society		
	www.alzheimers.org.uk	
-	www.aizneimers.org.uk	
Regularly updated information	www.aizneimers.org.uk	
Regularly updated information	www.aizneimers.org.uk	
Regularly updated	https://apps.apple.com/gb/app/bright-sky/id1105880511	

Cancer Research		
	https://about-cancer.cancerresearchuk.org/about-	
Coronavirus and Cancer	cancer/cancer-in-general/coronavirus-and-cancer	
Cockermouth Linking		
Lives - Two's Company	Contact Sue Gorman at cockermouth@linkinglives.uk or 07957 515140	
Telephone befriender		
programme		
Cumbria County Council	https://cumbria.gov.uk/ph5to19/default.asp	
Public Health 5-19		
Cumbria County Council	https://drive.google.com/open?id=17CJxmTgCNdyXOdrcioq DwMOXS6xCbe5E	
Infection prevention advice		
for volunteers		
Every Life Matters	https://www.every-life-matters.org.uk/wp-	
Download their Mental	content/uploads/2020/04/ELM006-COVID-19-public-info-a5-	
Health and Wellbeing Guide	booklet-AW-online-1.pdf	
GOV.UK		
Get coronavirus support as	www.gov.uk/coronavirus-extremely-vulnerable	
a clinically extremely	www.gov.uk/coronavirus-extremely-vullierable	
vulnerable person		
GOV.UK	https://www.gov.uk/govorpmont/powo/homo.coorotory	
Support for domestic abuse	https://www.gov.uk/government/news/home-secretary-	
victims	announces-support-for-domestic-abuse-victims	
Kooth		
A online service to support	www.kooth.com	
the wellbeing and resilience	www.kootn.com	
of young people		
Lancashire and South		
Cumbria NHS Foundation	www.lscft.nhs.uk/news/814	
Trust	www.iscm.nns.uk/news/814	
Mental Health Helpline		
Mental Health Foundation		
Looking after your mental	https://mentalhealth.org.uk/publications/looking-after-your-	
health during the	mental-health-during-coronavirus-outbreak	
coronavirus outbreak	_	
Mind	https://www.mind.exp.uk/information	
Coronavirus and your	https://www.mind.org.uk/information-	
wellbeing	support/coronavirus/coronavirus-and-your-wellbeing/	
NHS		
Every Mind Matters- 10 tips	https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-	
to help if you are worried	covid-19-anxiety-tips/	
about coronavirus		
North Cumbria Integrated		
Care NHS Foundation		
Trust	https://www.ncic.nhs.uk/application/files/8815/8590/7136/Mat ernity_FAQs.pdf	
Maternity guidance		
surrounding COVID-19 FAQ		
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North East & North		
Cumbria Suicide		
Prevention Network	http://www.stopsuicidenenc.org/	
Website containing help and		
advice about suicide and		
mental wellbeing		
Northern Cancer Alliance	https://www.northerncanceralliance.nhs.uk/coronavirus-	
Information and advice	covid-19-latest-information-and-advice/	
Royal College of		
Paediatrics and Child		
Health	https://www.rcpch.ac.uk/sites/default/files/2020-	
Easy-to-use guide for	04/covid19_advice_for_parents_when_child_unwell_or_injur	
parents and carers on the	ed_poster.pdf	
symptoms to look out for in		
children		
Samaritans	https://www.compritons.org/how.wo.com.holp/ourport.org	
If you're worried about your	https://www.samaritans.org/how-we-can-help/support-and-	
mental health during the	information/if-youre-having-difficult-time/if-youre-worried-	
coronavirus outbreak	about-your-mental-health-during-coronavirus-outbreak/	
United for Global Mental		
Health	https://www.unitedgmh.org/news/webinarseriescovid19	
Weekly Webinar		
Victim Support Cumbria		
Emotional and practical help	https://www.victimsupport.org.uk	
World Health Organisation		
Mental health and	https://www.who.int/docs/default-	
psychosocial considerations	source/coronaviruse/mental-health-considerations.pdf	
during COVID-19 outbreak		
YouTube-Mindset by Dave		
Mental Health Family Hour	https://www.youtube.com/channel/UCwLY9ZP61Um0nQVmv	
Episodes	CZ06yg	
Zero Suicide Alliance		
Weekly Webinar	http://www.zerosuicidealliance.com/training/	
Information for Local Supp	ort Groups	
ABI	https://www.abi.org.uk/news/news-	
Volunteers and Car	articles/2020/03/information-for-volunteers-using-their-car-to-	
Insurance ABI	help-fight-coronavirus/	
Action with Communities		
in Cumbria		
Village Halls - Retail	https://acre.org.uk/cms/resources/guidance-on-eligibility-for-	
	government-support-for-halls-2.4.20.pdf	
Hospitality and Leisure		
(RHL) Grant		
Arts Council England	https://www.artscouncil.org.uk/advice-and-guidance-	
COVID-19 Funding Support	library/covid-19-support	
CFM	https://www.cashforkidsgive.co.uk/emergency-	
Cash for Kids Appeal submit	appeals/cumbria/	
application		

Charities Aid Foundation	https://www.cafonline.org/charities/grantmaking/caf-	
Funding	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=17CJxmTgCNdyXOdrcioq DwMOXS6xCbe5E	
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/ carphone_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	https://www.princescountrysidefund.org.uk/grant-giving-	
Funding	programme/grant-programme	
Sport England	https://www.sportengland.org/news/195-million-package-	
Funding	help-sport-and-physical-activity-through-coronavirus	
Personal Financial Support		
Citizens Advice	https://www.citizensadvice.org.uk/about-us/contact-	
Help to claim	us/contact-us/help-to-claim/	
Department for Work and		
Pensions (DWP)	https://www.understandinguniversalcredit.gov.uk/employme	
FAQs	nt-and-benefits-support/faqs/	
Money Advice Service		
Free and impartial money	https://www.moneyadviceservice.org.uk/en/articles/coronavir	
advice	us-what-it-means-for-you	
TURN2US		
Access to financial help		
including welfare benefits,	https://www.turn2us.org.uk/	
charitable grants and other		
financial help		
UK Finance		
Making payments safely in	https://www.ukfinance.org.uk/covid-19-making-payments-	
lockdown	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	Call 0345 611 6111 and select option 5 to place your order	
Morrisons Doorstep Service		
Morrisons Doorstep Service Sainsburys	https://www.sainsburys.co.uk/shop/gb/groceries/working-	
Morrisons Doorstep Service Sainsburys Latest information	https://www.sainsburys.co.uk/shop/gb/groceries/working- to-feed-the-nation-/latest-information	
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Morrisons Doorstep Service Sainsburys Latest information Which? Advice on how to pay volunteers Education Cumbria County Council Free Online Courses for Families of Cumbria with	https://www.sainsburys.co.uk/shop/gb/groceries/working- to-feed-the-nation-/latest-information https://www.which.co.uk/news/2020/04/how-to-pay- volunteers-helping-with-shopping-during-coronavirus-	
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Morrisons Doorstep Service Sainsburys Latest information Which? Advice on how to pay volunteers Education Cumbria County Council Free Online Courses for Families of Cumbria with access code: WORDSWORTH Department for Education	https://www.sainsburys.co.uk/shop/gb/groceries/working- to-feed-the-nation-/latest-information https://www.which.co.uk/news/2020/04/how-to-pay- volunteers-helping-with-shopping-during-coronavirus- lockdown/ www.inourplace.co.uk https://www.gov.uk/government/publications/coronavirus-	

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	





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 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

safeguarding adults at risk a cumbria partnership

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 Carlisle and Eden Furness and South Lakes Out of Hours 0300 303 3589 0300 303 3249 0300 303 2704 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 ICON 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

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The Royal College of Paediatrics and Child Health is a registered charity in England and Wales (1057744)and in Scotland (SCO38299).





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C S C P

Cumbria Safeguarding Children Partnership

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