

# CORONAVIRUS (COVID-19) UPDATE

## ALLERDALE & COPELAND

### Newsletter for the Allerdale and Copeland Area

**Issue 10**  
**26 May 2020**

This is the tenth 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](https://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](https://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\* Domestic Abuse COVID-19 Campaign:**

Measures announced over recent weeks to tackle coronavirus (COVID-19) have drastically altered people's day-to-day lives. Whilst it is essential that the vast majority of people do stay home in order to protect the NHS and save lives, the government acknowledges that the order to stay at home can cause anxiety for those who are experiencing or feel at risk of domestic abuse.

The Home Secretary has therefore made it clear that if you are experiencing domestic abuse you can leave your home to seek support. Domestic abuse is unacceptable in any situation, no matter what stresses people are under. There is no excuse for domestic abuse. The Home Office has worked with a number of key partners and charities to launch a new national campaign to raise awareness that if you are experiencing domestic abuse you can leave your home, if this is possible, and police and support services remain available.

Advertising on social media signposts to [gov.uk/domestic-abuse](https://gov.uk/domestic-abuse) where victims, perpetrators and members of the public can find out how to get support if they or someone they know may be experiencing domestic abuse. Paid search adverts will also be directing to support and advice.

The campaign launched with a shareable social media ask for people to post the campaign advert and/or share a picture or video of themselves showing the campaign symbol – a hand with a heart symbol in it – and using the campaign hashtag **#YouAreNotAlone**, to show solidarity and support for victims of abuse. We hope that supporters and the public will continue to share this message to ensure we are reaching as many people as we can.

Support on the GOV.UK page signposts to organisations such as Refuge who run the National Domestic Abuse Helpline, the Live Fear Free Helpline in Wales, Men's Advice Line, Women's Aid, Galop, Hestia, Imkaan, SafeLives and Respect who run the perpetrator phone line.

People that are affected by domestic abuse will be harder to reach at this time and we really need your help to promote the campaign and raise awareness of the advice and support available. We have produced some campaign assets, including digital assets, a leaflet and a poster, which are all available to download below.

<https://homeoffice.brandworkz.com/BMS/albums/?album=2039&lightboxAccessID=C8381A71-F29D-4FBC-9AE3C297B7ACFFD1>

Further information on the domestic abuse campaign can be found on the Gov webpage at: <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

If you are at risk of experiencing domestic abuse refuge and support is still available to you. The National Domestic Abuse Helpline is free to call 24/7 on **0808 2000 247**

Find out more at <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

If you, or someone you know, is worried about their behavior there is advice available at <https://respectphonenumber.org.uk/>

Find further support at <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help> always call **999** if in immediate danger.



### **New guidance launched to help get Brits safely back to work**

Government publishes guidance for employers to help them get their businesses back up and running and workplaces operating safely. See below:

<https://www.gov.uk/government/news/new-guidance-launched-to-help-get-brits-safely-back-to-work>

### **\*NEW\* Advice on returning to the workplace safely**

The following guidance has been recommended to Public Health in relation to returning to the workplace:

### **\*NEW\* CIPD Returning to the workplace FAQs**

Answers to frequently asked questions about planning and managing a return to the workplace. Normally you can only view CIPD information if you are a paid member but during COVID-19, they are making information free to view. See here: <https://www.cipd.co.uk/news-views/coronavirus/faqs/returning-to-workplace>

### **\*NEW\* Government guidance**

Government publishes guidance for employers to help them get their businesses back up and running and workplaces operating safely. See here:

<https://www.gov.uk/government/news/new-guidance-launched-to-help-get-brits-safely-back-to-work>

### **\*NEW\* Loneliness, Social Isolation and COVID-19**

The Local Government Association (LGA) and Association of Directors of Public Health (ADPH) have jointly produced this practical advice for Directors of Public Health and others leading the response to the loneliness and social isolation issues arising from the COVID-19 outbreak. It stresses that intervening early to tackle loneliness and social isolation during the COVID-19 outbreak and beyond will help to prevent more costly health and care needs from developing, as well as aiding community resilience and recovery. Further information and downloadable handbooks can be found at: <https://www.local.gov.uk/loneliness-social-isolation-and-covid-19-practical-advice>

### **\*NEW\* Home Office extends bereavement scheme to NHS support staff and social care workers**

The bereavement scheme has been extended to the families and dependents of NHS support staff and social care workers who die as a result of contracting coronavirus (COVID-19). See here: <https://www.gov.uk/government/news/home-office-extends-bereavement-scheme-to-nhs-support-staff-and-social-care-workers>

### **\*NEW\* Government introduces legislation to relieve burden on businesses and support economic recovery**

The government yesterday introduced the Corporate Governance and Insolvency Bill in Parliament, which will put in place a series of measures to amend insolvency and company law to support business to address the challenges resulting from the impact of coronavirus (COVID-19). See here: <https://www.gov.uk/government/news/government-introduces-legislation-to-relieve-burden-on-businesses-and-support-economic-recovery>

## **Cumbria County Council**

### **Respect Campaign**

As government guidance regarding the stay at home message has altered slightly, we ask that any potential visitors and current residents of Cumbria follow these 3 key messages:

#### **Respect our local communities**

- Be considerate and don't do things that increase the risk or cause problems for local people, particularly the vulnerable: avoid using paths through farmers' yards; keep your dog on a lead and take your litter home.
- Plan ahead and avoid busy places: use [saferlakes.co.uk](http://saferlakes.co.uk) to park safely and considerately and avoid the more popular destinations.
- Bring your own food and drink to avoid pressure on local shops.
- Consider the lack of toilet and washing facilities and don't behave in an anti-social manner.

#### **Respect the risk**

- Cumbria continues to record new cases of the virus every day and the threat has not gone away
- Don't take risks on the fells, on the water or on the roads. Stay within the limits of your ability and equipment at all times.
- If you get into trouble help may take longer to arrive and you will put unnecessary additional pressure on local health and emergency workers as well as volunteer mountain rescue and coastal rescue services.

**Respect the rules**

- Observe all the Government’s social distancing rules.
- No overnight stays, no camping, no visiting second homes.
- Avoid crowds.
- Wash your hands regularly.

**Cumbria County Council**



R  
E  
S  
P  
E  
C  
T

RULES  
RISK  
P  
E  
C  
O  
M  
M  
U  
N  
I  
T  
I  
E  
S

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

**\*NEW\* Getting back to school**

Supporting emotional wellbeing and learning needs in the transition back to formal schooling. This resource, which collates ideas and materials from many sources both within Cumbria and more widely, aims to support schools in the transition back into school attendance. See the Cumbria County Council website here:

<https://www.cumbria.gov.uk/coronavirus/backtoschool.asp>

## **\*NEW\* Offer of hand sanitizer from Sellafield for community groups**

The county council has received a kind offer of hand sanitizer from Sellafield which is to be used for community groups and their volunteers. The supply will be split across the six areas in Cumbria but if you would like to gain a supply for either your Allerdale or Copeland groups please contact either: [Allerdale.AreaSupport@cumbria.gov.uk](mailto:Allerdale.AreaSupport@cumbria.gov.uk) or [Copeland.AreaSupport@cumbria.gov.uk](mailto:Copeland.AreaSupport@cumbria.gov.uk)

## **Allerdale Borough Council**

The latest updates regarding coronavirus and our services:

- 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**
- 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-for-landlords-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**.

- 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.
- We are reintroducing charges for parking in our car parks. To reduce the risk of infection, revised signage will be erected in our car parks to ensure people keep more than 2m apart from anyone not from their household. The signs will also advise people to park in alternate bays where possible, keep hands clean and use the MiPermit app to pay for parking where available. This can be downloaded from mobile app stores. The machines will only accept card payments. The app cannot be used in Fairfield (Sainsburys) car park or the Booths car park in Keswick. It also cannot be used in car parks which we manage on behalf of others. These are: Rawnsley Hall car park, Derwent Pencil Museum car park at Keswick, Irish Street car park and South Quay car park at Maryport.

Key workers including NHS staff, care workers and NHS volunteer responders involved in the Coronavirus response will be able to obtain a key worker parking pass from their employer under the government guidance, which will allow them to park for free on all of our car parks.

- 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.
- 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**
- 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](http://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](mailto: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](mailto:ctax@copeland.gov.uk)
- To check if you're eligible for support to assist with housing costs email [benefits@copeland.gov.uk](mailto:benefits@copeland.gov.uk)
- If you are homeless, or may become homeless, email [housing.options@copeland.gov.uk](mailto: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](mailto: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](mailto:advice.copeland@gmail.com) or call **07388 996202** or **01946 693321**.

### **Business grants from Copeland Borough Council.**

Around £2 million in business grants still remains unclaimed in Copeland.

These cash grants are for businesses in the retail, leisure and hospitality sectors, and small and rural businesses.

These grants do not need to be paid back, and you do not need to have paid a certain amount in business rates to be eligible for the grant.

The council has been unable to contact some businesses so far, to verify details and award these grants. The council is urging businesses who fall into the above categories, who have not yet claimed, to get in touch, as soon as possible.

Go to <https://www.copeland.gov.uk/coronavirus-resources-business> or email [business.rates@copeland.gov.uk](mailto:business.rates@copeland.gov.uk) or call **01946 598300** for more information.

Copeland Council is reminding residents and businesses that its Planning service is still operating throughout the COVID-19 crisis.

Although staff are not meeting individuals in person at present, our team is still accepting planning applications made electronically.

Applications can be made via the Planning Portal at <https://www.planningportal.co.uk/>, or by email to [development.control@copeland.gov.uk](mailto:development.control@copeland.gov.uk).

The council is also offering free pre-application advice for development proposals. Any enquiry should be sent by email to [development.control@copeland.gov.uk](mailto:development.control@copeland.gov.uk) in the first instance.

Officers are continuing to make decisions on applications that can be delegated to them under our agreed process. To allow for major applications to be debated and decided by Councilors, virtual meetings of the Planning Panel will soon start to take place. Members of the public will have the ability to request to address the panel remotely, and interested parties will be able to view a live stream.

Weekly lists of applications received and determined are published at <https://www.copeland.gov.uk/view-and-comment-planning-applications>

And for further advice and guidance on the planning process, including householder developments, commercial developments, advertising and signage, please visit [www.copeland.gov.uk/planning](http://www.copeland.gov.uk/planning)

The council is also reminding residents and businesses that its Building Control department is continuing to operate.

Inspections of foundation excavations, drainage runs and newly completed houses that require completion certificates for sales purposes are being carried out on Tuesdays and Thursdays.

By dealing with applications made electronically, the team is maintaining the same level and quality of service so please send all general correspondence – including plans and queries – to [building.control@copeland.gov.uk](mailto:building.control@copeland.gov.uk).

#### **\*NEW\* 200 residents supported to leave abusive homes**

Copeland Council has supported 200 men, women and children to leave abusive homes, over the last two years. The Council introduced a specialist role to support victims of domestic abuse and sexual exploitation in 2018. So far, its officer has provided vital help to 102 men and women, and 98 children who had nowhere safe to stay. So far, during the pandemic, the Council's Housing team has offered advice and assistance to eight sufferers and provided safe accommodation for two of these victims, and is urging more people to come forward. Read more <https://www.copeland.gov.uk/node/44399>

#### **\*NEW\* Landlord appeal**

The Council is appealing for landlords with empty properties that are available for £450 per month, or less, to come forward. Various incentives are on offer, such as rent in advance and rent deposits, should private landlords be willing to support housing Copeland's residents. If you are a landlord and have available accommodation, email [housing.options@copeland.gov.uk](mailto:housing.options@copeland.gov.uk) or call **01946 59830**

#### **\*NEW\* Waste collections**

All waste collections on the week beginning Monday, May 25, will be one day later. This includes a Saturday collection for those who are due on Friday.

#### **\*NEW\* NHS Tribute flowerbeds finalised**

The Council has now finalised the planting of floral tributes, to NHS and key workers. Hundreds of blue Lobelia flowers and a rainbow of Begonia have been planted, by the Council's Parks and Open Spaces Team, in Whitehaven, Cleator Moor, Egremont and Millom, accompanied by white stone lettering. Read more <https://www.copeland.gov.uk/node/44403>

For general enquires go to [www.copeland.gov.uk](http://www.copeland.gov.uk), email [info@copeland.gov.uk](mailto:info@copeland.gov.uk) or call **01946 598300**. You can also follow the council on Facebook, Twitter and LinkedIn.

## **NHS**

### **\*NEW\* Change in case definition for COVID-19**

The general clinical case definition for COVID-19 has been updated to include loss of or change in smell or taste. It is now:

- New continuous cough OR fever OR loss of / change in smell or taste

Everyone, including social care workers, should self-isolate if they develop a new continuous cough or fever or loss of/ change in smell or taste. The individual's household should also self-isolate for 14 days as per the current guidelines and the individual should stay at home for 7 days, or longer if they still have symptoms other than cough or loss of sense of smell or taste. To check if you may have any possible symptoms of coronavirus visit the NHS webpage here: <https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>

### **\*NEW\* More groups can now get tested**

Anyone aged 5 or over who has coronavirus symptoms is now eligible for a coronavirus test. If you have a new continuous cough OR high temperature OR loss / change in your normal sense of smell or taste, self-isolate and book a test. Book online via the link here: <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-for-coronavirus/>

### **\*NEW\* National Coronavirus Testing Call Centre now available**

The Coronavirus Testing Call Centre can be contacted on **119** (in England and Wales) between the hours of 7am – 11pm.

The service can be accessed by people with hearing or speech difficulties by calling **18001 119** (in England and Wales)

### **\*NEW\* Your NHS is there for you**

The NHS may be dealing with the coronavirus pandemic but other health conditions have not gone away. Remember the NHS is still there for you and other conditions so don't be afraid to seek help if needed.

GP surgeries and Hospitals have dedicated COVID free zones so you can see someone safely. Remember if you have chest pains or signs of a stroke you should always call 999 immediately. If you are managing a long term condition, experience new symptoms you are worried about you should seek help and advice by calling 111 or visit the NHS website at <https://www.nhs.uk/>.

Watch this animation to find out more here

<https://twitter.com/NHSCumbriaCCG/status/1253646473247576064>

### **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/>

### Bereavement Helpline

Please remember that you're not alone. If someone you know has died, the NHS Bereavement Helpline is here to offer support and advice to families, friends and carers. Call **0800 2600 400** or visit:

<https://www.nhs.uk/conditions/coronavirus-covid-19/bereavement-advice-and-support/>



## \*NEW\* ‘Good news stories’ from local town support groups

### Keswick Community Emergency Recovery Partnership

The Keswick Volunteers have been delivery activity packs to 3-5 year olds in the Keswick area. 150 packs were donated by Booktrust and came via the Cumbria Library Service.

Heather Askew said “Cumbria Libraries got in touch with us to say that they had some free resources aimed at 3-5 years old and would we like some. They were able to deliver us 3 boxes of the activity packs that contained a little book and activity sheets. Through our network of volunteer Street wardens we were able to get out these packs to the 3-5 year olds across Keswick.”

In advance of mental health week, the Keswick Volunteers have delivered Wellbeing and Mental Health Booklets to all households in Keswick.

Designed and printed by Every Life Matters, the booklet offers support with helpful tips and ideas on how to look after your wellbeing and mental health during the COVID-19 pandemic. It also gives plenty of other sources of help such as helplines and websites.

As well as having Street Wardens who are able to help with practical problems at the moment, such as shopping or collecting prescriptions, we also have a group of volunteers who are phone befrienders. This service is for anyone who is feeling like a bit of company via the telephone. Contact [keswickvolunteers@gmail.com](mailto:keswickvolunteers@gmail.com)



Allie with her star, activity pack contents



Evelyn getting her activity pack



Wellbeing and Mental Health Booklets

## **Bassenthwaite Volunteers**

Keen to mark such an auspicious occasion Bassenthwaite celebrated VE Day with a huge Bingo bonanza organised by the local community response group. Encompassing the entire parish the celebrations were conducted from the village green. At 4.30pm residents positioned themselves in their suitably decorated gardens with residents further afield tuning in to a live stream on the village Facebook page to join the celebrations. Over the following 2hrs they were entertained to hilarious Bingo games as compere Gordie Oliver conducted proceedings suitable dressed in full tuxedo with military cap.

We started the event off with a collectively sung national anthem and brought proceedings to a close with a rendition of Vera Lynn's We'll Meet Again.

Numerous prizes were handed out to the winners, supplied with aid of the grant the community had received from Cumbria Community Foundations COVID-19 fund. And everybody agreed it was a fantastic afternoon of entertainment.

Gordie commented:

*"We were keen not to let the VE celebrations pass without doing something special to mark the occasion. Organising the Bingo and using Facebook allowed us to involve the whole community whilst observing social distancing rules. It proved a popular idea with around 50 local households taking part, further promoting the great community spirit Bassenthwaite has displayed throughout the current crisis."*



2 year old Willow Smith one of the village's youngest residents does some impromptu flag bearing as the bingo goes on in the background

## Threlkeld Support

Dawn in Threlkeld was so moved by her teacher friend's request for masks that she has been busy making brightly coloured masks which will be less threatening for schoolchildren. She continues to be in touch with her end of Threlkeld supporting people by phone and shopping for them.



One of the facemasks created

## Public Information

### 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](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>

## **Ewanrigg Local Trust**

Maryport Matters, the quarterly full colour community magazine that serves over 8,000 readers in the town and surrounding villages, has brought out a special edition (May). Designed to respond to the needs of local residents, putting them in touch with local services and sharing helpful tips and positive messages, it has a special pull out section with useful resources and is packed with features and pictures. As well as the print edition that is delivered through doors (using a reliable delivery company that is following government and Royal Mail safety guidance) the team have produced a digital edition which can be downloaded from <https://www.ewanrigg.com/maryportmatters>

The magazine is supported by Making Maryport Smile – a Facebook community that shares local ‘good news’ content and signposting information.

Follow the story FB [@makingmaryportsmile](https://www.facebook.com/makingmaryportsmile)

## **\*NEW\* CSAB**

CSAB and partners continue to work together and remain committed to protecting adults with care and support needs from abuse and neglect.

During these difficult times we want to make sure, the most vulnerable in our communities are safe and that we protect them. Abuse can happen anywhere and take many forms including, physical, emotional, sexual and financial. To find out more about how to spot the signs please visit our website at

<http://www.cumbriasab.org.uk/AdultSafeguarding/sections/signsofabuse.asp>

We are asking members of the public, volunteers and local communities to be vigilant and if they see something, which doesn't feel right, report it at

<http://www.cumbriasab.org.uk/AdultSafeguarding/sections/howto.asp>

To report a crime telephone the police. In an emergency call **999**, if the person is not in immediate danger call **101**

To report a safeguarding concern contact your local adult social care office

<http://www.cumbriasab.org.uk/AdultSafeguarding/sections/contactus.asp> or out hours call **01228 526690**

If you have concerns about a child in Cumbria call **0333 2401727**

# Public Health Information

## CADAS Countywide Addiction Helpline

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](mailto:info@cadas.co.uk)

Addiction Helpline:

- 0800 2 54 56 58 (Mon–Sat 11am–8pm)
- [contact@cadas.co.uk](mailto: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/>

## Every Life Matters – Job Vacancy

Every Life Matters, a new Cumbrian suicide prevention charity, is recruiting a **Suicide Bereavement Service Co-ordinator** who can drive forward the work of our new service, delivering flexible, compassionate and person centred support to individuals, families and communities bereaved by suicide in Cumbria.

### Suicide Bereavement Service Manager

30 hours per week - £20,400 per annum (£25,500 FTE)

Application packs can be downloaded at

<https://www.every-life-matters.org.uk/>

If you would like to discuss the post please contact Chris Wood at [chris.wood@every-life-matters.org.uk](mailto:chris.wood@every-life-matters.org.uk) or call **07908 537541**

Closing date for applications is 5pm Monday 8<sup>th</sup> June 2020

### **\*NEW\* Baby Friendly - Advice around breastfeeding challenges**

UNICEF have produced a suite of guidance sheets focused on remotely supporting parents and babies to overcome challenges including engorgement, mastitis, tongue-tie and more. Health

professionals can use these to provide compassionate care during this difficult time. See here: <https://www.unicef.org.uk/babyfriendly/guidance-documents/>

## Information for Local Support Groups

### Cumbria CVS

Cumbria CVS continue to provide a range of services to help support the local voluntary and community sector to respond to the crisis:

#### Support and Services

- **Information:** Latest information and resources are updated regularly and are available on the website: [www.cumbriacvs.org.uk](http://www.cumbriacvs.org.uk)
- **The website** contains lots of useful information especially on the following two pages:
  - [www.cumbriacvs.org.uk/coronavirus](http://www.cumbriacvs.org.uk/coronavirus)
  - [www.cumbriacvs.org.uk/coronavirus-19-volunteering](http://www.cumbriacvs.org.uk/coronavirus-19-volunteering)
- **Cumbria CVS Ebulletin**  
The Ebulletin which is published weekly is always full of important advice and guidance, and useful articles, information and resources. If you would like to be added to the mailing list please contact [info@cumbriacvs.org.uk](mailto:info@cumbriacvs.org.uk)
- **Volunteering:**  
CVS have developed a wide range of support and resources for local voluntary organisations in light of COVID-19 including a Volunteering Handbook, Guidelines for Informal Volunteering Groups, A Risk Assessment template and much more. These are all available on the website: [www.cumbriacvs.org.uk/coronavirus-19-volunteering](http://www.cumbriacvs.org.uk/coronavirus-19-volunteering)

If you are a Volunteer Manager or linked to volunteers, please join the Volunteer Network Meeting on **Thursday 14 May** from **1-2pm** which will be held using Zoom. It will provide an opportunity to look at new resources, discuss volunteer recruitment and retention and share ideas/good practice.

All welcome – to join please email [Judiths@cumbriacvs.org.uk](mailto:Judiths@cumbriacvs.org.uk)

- **Funding**  
CVS have dedicated Funding Officers who are here to help support groups to access funding during this crisis. They in turn have developed a range of support and resources to enable them to do this. To contact the team, email: [cvsfunding@cumbriacvs.org.uk](mailto:cvsfunding@cumbriacvs.org.uk)

Some resources have been attached but full details can be found on our website: [www.cumbriacvs.org.uk/funding](http://www.cumbriacvs.org.uk/funding)

- **Governance**

The team are still offering governance advice and guidance and can be contacted via [info@cumbriacvs.org.uk](mailto:info@cumbriacvs.org.uk)

- **Voice**

The response of the sector to this pandemic has been amazing and is recognised. We all now need to ensure that continued support and resources are secured and so we must all continue to feed into local and national surveys/initiatives, work with local/national funders, have discussions with local MPs. We must keep going – and for Cumbria CVS, having a strong membership (see below), supports us to play our part in this.

### **Cumbria CVS Membership**

You may have already heard the great news that membership of Cumbria CVS is now **FREE** (as of 01/04/2020)!

Finer details are still developing for the new Membership Offer and you will be contacted in due course to renew/update membership but please rest assured that in the meantime, you will continue to be a member of Cumbria CVS and access benefits/support available.

### **Feedback**

CVS are currently looking for a number of organisations to engage with them and provide feedback/information on support that may be needed by the sector moving forward.

They are trying to establish if there are key services (e.g. financial services) that would benefit from more resources (perhaps in the form of volunteers and/or training resources) to see if/how they can help facilitate this possibly through skilled volunteers.

They hope to develop a short survey and if you are interested - we can ensure that your organisation has the opportunity to take part - please contact via email to:

[alisonp@cumbriacvs.org.uk](mailto:alisonp@cumbriacvs.org.uk)

### **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>

*\*You only need to complete the survey once.*

For volunteer enquiries please email [info@cumbriacvs.org.uk](mailto:info@cumbriacvs.org.uk) or call **01768 800350**.

### **Mental Health Provider Forum Survey**

We know that many of you are working flat out at the moment supporting people who are struggling to maintain their mental health and wellbeing during the current crisis.

We can see that many of you are:

- finding new ways to connect with clients you were already working with prior to COVID or with new groups of clients
- expanding the availability or frequency of the services you normally provide

- developing completely new services
- developing new levels of services to meet the increased needs that clients are experiencing

We want to try to capture some of this information and to better understand the increase in demand that you have been and continue to experience in the period since COVID 19 lockdown commenced.

We want to use the information that we gather to help to inform conversations with our local NHS agencies and a range of other funders. We also want to ensure that there is a good coverage of mental health and wellbeing support across the whole county and that it is delivered to all age groups.

We want to hear from as many of you as possible.

We have developed two surveys that we hope that you can complete.

### **Survey 1**

This survey is for organisations that provide one or both of the following types of services in Cumbria (organisations who complete this survey may also want to complete Survey 2 as well)

- Multi-appointment programmes of support that are considered to be a clinically or socially therapeutic intervention e.g. CBT, counselling, mindfulness based cognitive therapy, interpersonal therapy, behavioural activation
- Multi-appointment group-based programmes of support that are considered to be a clinically or socially therapeutic intervention e.g. CBT, counselling, mindfulness based cognitive therapy, interpersonal therapy

<https://www.surveymonkey.co.uk/r/SJ5R5C2>

### **Survey 2**

This survey is for organisations that provide one or more of the following services in Cumbria

- Self-help and sign posting support
- One off listening ear/social calls
- Regular listening ear/social calls
- One off welfare calls with a specific emphasis on mental wellbeing support
- Regular welfare calls with a specific emphasis on mental wellbeing support

<https://www.surveymonkey.co.uk/r/SMRB9Y7>

## **\*NEW\* (COVID-19): Apply for the Food Charities Grant Fund**

If you run a front-line food aid charity in England, you can apply for a grant of up to £100,000 to help you continue to provide food to the vulnerable. You can apply for funding as a group of charities to meet the criteria for applications. The Department for Environment, Food and Rural Affairs (Defra) will assess applications to the fund in the order they are submitted.

Find out more information at:

<https://www.gov.uk/guidance/coronavirus-covid-19-apply-for-the-food-charities-grant-fund>

## **Personal Financial Support**

### **\*NEW\* 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.cognitofrms.com/KeswickLionsAndRotaryCovid19EmergencyFund/EmergencyFundApplicationForm>

Email: [CA12emergencyfund@gmail.com](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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/>

## Has COVID-19 made life more difficult?

- Have you been furloughed?
- Are you self-employed?
- Are you worried about returning to work?
- Do you know what benefits you are entitled to?
- Do you need help claiming benefits?
- Are you struggling to pay your bills?
- Have you got enough food?

We can help. Our team of advisers can support you through the current crisis. We can help with debt, benefits, employment, housing and relationship issues.

Call **01900 604735**

We will take your details and an advisor will call you back.

Or email [advice@citizensadviceallerdale.org.uk](mailto:advice@citizensadviceallerdale.org.uk) briefly outlining your situation and an adviser will reply.



## **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](mailto:info@affinitycu.co.uk) or visit the website: [www.affinitycu.co.uk](http://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](mailto: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/>

## **\*NEW\* Charities encouraged to bid for £15 million Tampon Tax Fund**

Organisations supporting women and girls are today invited to apply for a share of £15 million from the Tampon Tax Fund

- Thousands of women and girls set to benefit from fund before tampon tax ends
- Organisations supporting women and girls can apply for a share of £15 million
- To date more than £62 million of VAT on sanitary products has gone to good causes

Charities across the nation can apply for grants to fund projects which directly benefit disadvantaged women and girls, tackle violence and support their mental health and wellbeing.

Charities can find out more information here [https://www.gov.uk/government/news/charities-encouraged-to-bid-for-15-million-tampon-tax-fund--2?utm\\_source=97f28c99-048a-4167-bdca-4c99274dd0a3&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate](https://www.gov.uk/government/news/charities-encouraged-to-bid-for-15-million-tampon-tax-fund--2?utm_source=97f28c99-048a-4167-bdca-4c99274dd0a3&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate) The deadline for applications is 7 June 2020

# 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](http://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	
<b>Allerdale Borough Council</b> Coronavirus (COVID-19) latest information	<a href="https://www.allerdale.gov.uk/en/coronavirus/">https://www.allerdale.gov.uk/en/coronavirus/</a> or <b>0303 123 1702</b>
<b>Copeland Borough Council</b> Coronavirus (COVID-19) latest information	<a href="https://www.copeland.gov.uk/coronavirus-pandemic-information-copeland">https://www.copeland.gov.uk/coronavirus-pandemic-information-copeland</a> or <b>01946 598300</b>
<b>Cumbria County Council</b> Coronavirus (COVID-19) latest information	<a href="https://cumbria.gov.uk/coronavirus/">https://cumbria.gov.uk/coronavirus/</a>
<b>GOV.UK</b> Guidance for managing a funeral	<a href="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">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</a>
<b>GOV.UK</b> Find coronavirus support	<a href="https://www.gov.uk/find-coronavirus-support">https://www.gov.uk/find-coronavirus-support</a>
<b>GOV.UK</b> Tackle loneliness during coronavirus	<a href="https://www.gov.uk/government/news/government-launches-plan-to-tackle-loneliness-during-coronavirus-lockdown">https://www.gov.uk/government/news/government-launches-plan-to-tackle-loneliness-during-coronavirus-lockdown</a>
<b>GOV.UK</b> Get help with funeral costs	<a href="https://www.gov.uk/funeral-payments">https://www.gov.uk/funeral-payments</a>
<b>GOV.UK</b> Help and support if someone dies	<a href="https://www.gov.uk/guidance/coronavirus-covid-19-help-and-support-if-someone-dies">https://www.gov.uk/guidance/coronavirus-covid-19-help-and-support-if-someone-dies</a>
<b>GOV.UK</b> Support for Businesses	<a href="https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses">https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses</a>
<b>NHS &amp; GoodSAM</b> Register to become a NHS Volunteer	<a href="https://www.goodsamapp.org/NHS">https://www.goodsamapp.org/NHS</a>

<b>Public Information</b>	
<b>Action Fraud</b> Report a scam	<a href="https://www.actionfraud.police.uk/">https://www.actionfraud.police.uk/</a>
<b>AgeUK</b> Bereavement Support	<a href="https://www.ageuk.org.uk/information-advice/health-wellbeing/relationships-family/bereavement/">https://www.ageuk.org.uk/information-advice/health-wellbeing/relationships-family/bereavement/</a>
<b>Autism Support Allerdale and Copeland</b>	<a href="http://www.asaac.uk">www.asaac.uk</a>
<b>AWAZ Cumbria</b> Free community online sessions	<a href="https://awazcumbria.org/">https://awazcumbria.org/</a>
<b>CADAS</b> Helpline launched to provide callers with information, advice and guidance	<b>0800 2 54 56 58</b> – from 11am to 8pm from Monday to Saturday, and arranging longer call-backs for callers if necessary.
<b>Child Bereavement Network</b> Bereavement Support	<a href="http://www.childhoodbereavementnetwork.org.uk/covid-19.aspx">http://www.childhoodbereavementnetwork.org.uk/covid-19.aspx</a>
<b>Copeland Age and Advice Service</b>	<a href="https://caasteam.com/covid-19-support-information/">https://caasteam.com/covid-19-support-information/</a>
<b>Cruse</b> Bereavement support	<a href="https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief">https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief</a>
<b>COVID-19 Scams</b> Report possible scams via Citizens Advice	<a href="https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/">https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/</a> or <b>0808 223 1133</b>
<b>Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust</b> Involvement Communications to Service Users and Carers	<a href="https://www.cntw.nhs.uk/services/patient-and-carer-involvement/involvement-communications-to-service-users-and-carers/">https://www.cntw.nhs.uk/services/patient-and-carer-involvement/involvement-communications-to-service-users-and-carers/</a>
<b>Family Action</b> Family Line	<a href="http://www.family-action.org.uk/familyline">www.family-action.org.uk/familyline</a>
<b>GOV.UK</b> FAQs on what you can and can't do at home	<a href="https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do">https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do</a>
<b>NHS</b> Bereavement Support	<a href="https://www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/">https://www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/</a>
<b>North Cumbria Integrated Care NUS Foundation Trust- E-School Nurse</b> Weekly video clinics providing health & wellbeing advice for parents / carers of children aged 5-19	<a href="https://www.cumbria.gov.uk/ph5to19/priorities.asp">https://www.cumbria.gov.uk/ph5to19/priorities.asp</a>

<b>North Cumbria Integrated Care NHS Foundation Trust</b> Send a message to a relative in hospital	Free phone: <b>0800 633 5547</b> or <b>01228 814008</b> or email <b>PALS@ncic.nhs.uk</b>
<b>North Cumbria Integrated Care NHS Foundation Trust</b> Visitor Information	<a href="https://www.ncic.nhs.uk/patients-visitors/information-hospital-visitors">https://www.ncic.nhs.uk/patients-visitors/information-hospital-visitors</a>
<b>People First</b> Chat + Check Service	<a href="http://www.wearepeoplefirst.co.uk">www.wearepeoplefirst.co.uk</a> <a href="mailto:keepconnected@wearepeoplefirst.co.uk">keepconnected@wearepeoplefirst.co.uk</a> <b>0300 303 2789</b>
<b>Ramadan and COVID-19</b> Guidance on managing fasting during lockdown	<a href="https://www.cebm.net/covid-19/is-it-safe-for-patients-with-covid-19-to-fast-in-ramadan/">https://www.cebm.net/covid-19/is-it-safe-for-patients-with-covid-19-to-fast-in-ramadan/</a>
<b>RNIB</b> Digital download service	<a href="https://www.rnib.org.uk/talking-books-service">https://www.rnib.org.uk/talking-books-service</a>
<b>Together We</b>	<a href="http://www.togetherwe.co.uk/">http://www.togetherwe.co.uk/</a>
<b>Public Health Information</b>	
<b>Active Cumbria</b> Activities to maintain positive wellbeing	<a href="http://www.activecumbria.org/stayinworkout">www.activecumbria.org/stayinworkout</a>
<b>Alzheimer's Society</b> Regularly updated information	<a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a>
<b>Bright Sky App</b> Domestic abuse online journal	<a href="https://apps.apple.com/gb/app/bright-sky/id1105880511">https://apps.apple.com/gb/app/bright-sky/id1105880511</a>
<b>Cancer Research</b> Coronavirus and Cancer	<a href="https://about-cancer.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus-and-cancer">https://about-cancer.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus-and-cancer</a>
<b>Cockermouth Linking Lives - Two's Company</b> Telephone befriender programme	Contact Sue Gorman at <a href="mailto:cockermouth@linkinglives.uk">cockermouth@linkinglives.uk</a> or 07957 515140
<b>Cumbria County Council</b> Public Health 5-19	<a href="https://cumbria.gov.uk/ph5to19/default.asp">https://cumbria.gov.uk/ph5to19/default.asp</a>
<b>Cumbria County Council</b> Infection prevention advice for volunteers	<a href="https://drive.google.com/open?id=17CJxmTgCNdyXOdrccioqDwMOXS6xCbe5E">https://drive.google.com/open?id=17CJxmTgCNdyXOdrccioqDwMOXS6xCbe5E</a>
<b>Every Life Matters</b> Download their Mental Health and Wellbeing Guide	<a href="https://www.every-life-matters.org.uk/wp-content/uploads/2020/04/ELM006-COVID-19-public-info-a5-booklet-AW-online-1.pdf">https://www.every-life-matters.org.uk/wp-content/uploads/2020/04/ELM006-COVID-19-public-info-a5-booklet-AW-online-1.pdf</a>
<b>Equally Well UK</b> Publication around looking after your health during COVID-19	<a href="https://equallywell.co.uk/wp-content/uploads/2020/05/Equally-Well-Covid19-Resource-Final-1.pdf">https://equallywell.co.uk/wp-content/uploads/2020/05/Equally-Well-Covid19-Resource-Final-1.pdf</a>

<b>GOV.UK</b> Get coronavirus support as a clinically extremely vulnerable person	<a href="http://www.gov.uk/coronavirus-extremely-vulnerable">www.gov.uk/coronavirus-extremely-vulnerable</a>
<b>GOV.UK</b> Support for domestic abuse victims	<a href="https://www.gov.uk/government/news/home-secretary-announces-support-for-domestic-abuse-victims">https://www.gov.uk/government/news/home-secretary-announces-support-for-domestic-abuse-victims</a>
<b>Kooth</b> A online service to support the wellbeing and resilience of young people	<a href="http://www.kooth.com">www.kooth.com</a>
<b>Lancashire and South Cumbria NHS Foundation Trust</b> Mental Health Helpline	<a href="http://www.lscft.nhs.uk/news/814">www.lscft.nhs.uk/news/814</a>
<b>Mental Health Foundation</b> Looking after your mental health during the coronavirus outbreak	<a href="https://mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak">https://mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak</a>
<b>Mind</b> Coronavirus and your wellbeing	<a href="https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/</a>
<b>NHS</b> Every Mind Matters- 10 tips to help if you are worried about coronavirus	<a href="https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/">https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/</a>
<b>North Cumbria Integrated Care NHS Foundation Trust</b> Maternity guidance surrounding COVID-19 FAQ	<a href="https://www.ncic.nhs.uk/application/files/8815/8590/7136/Maternity_FAQs.pdf">https://www.ncic.nhs.uk/application/files/8815/8590/7136/Maternity_FAQs.pdf</a>
<b>North East &amp; North Cumbria Suicide Prevention Network</b> Website containing help and advice about suicide and mental wellbeing	<a href="http://www.stopsuicidenenc.org/">http://www.stopsuicidenenc.org/</a>
<b>Northern Cancer Alliance</b> Information and advice	<a href="https://www.northerncanceralliance.nhs.uk/coronavirus-covid-19-latest-information-and-advice/">https://www.northerncanceralliance.nhs.uk/coronavirus-covid-19-latest-information-and-advice/</a>
<b>Royal College of Paediatrics and Child Health</b> Easy-to-use guide for parents and carers on the symptoms to look out for in children	<a href="https://www.rcpch.ac.uk/sites/default/files/2020-04/covid19_advice_for_parents_when_child_unwell_or_injured_poster.pdf">https://www.rcpch.ac.uk/sites/default/files/2020-04/covid19_advice_for_parents_when_child_unwell_or_injured_poster.pdf</a>

<b>Samaritans</b> If you're worried about your mental health during the coronavirus outbreak	<a href="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/">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/</a>
<b>United for Global Mental Health</b> Weekly Webinar	<a href="https://www.unitedgmh.org/news/webinarseriescovid19">https://www.unitedgmh.org/news/webinarseriescovid19</a>
<b>Victim Support Cumbria</b> Emotional and practical help	<a href="https://www.victimsupport.org.uk">https://www.victimsupport.org.uk</a>
<b>World Health Organisation</b> Mental health and psychosocial considerations during COVID-19 outbreak	<a href="https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf">https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf</a>
<b>Young Cumbria</b> Support to 11-19 years old who are experiencing increased stress and anxiety, are affected by depression, isolation and boredom.	<a href="http://www.facebook.com/youngcumbria">www.facebook.com/youngcumbria</a> or email <a href="mailto:foundations@youngcumbria.org.uk">foundations@youngcumbria.org.uk</a>
<b>YouTube-Mindset by Dave</b> Mental Health Family Hour Episodes	<a href="https://www.youtube.com/channel/UCwLY9ZP61Um0nQVmvCZ06yg">https://www.youtube.com/channel/UCwLY9ZP61Um0nQVmvCZ06yg</a>
<b>Zero Suicide Alliance</b> Weekly Webinar	<a href="http://www.zerosuicidealliance.com/training/">http://www.zerosuicidealliance.com/training/</a>
<b>Information for Local Support Groups</b>	
<b>ABI</b> Volunteers and Car Insurance ABI	<a href="https://www.abi.org.uk/news/news-articles/2020/03/information-for-volunteers-using-their-car-to-help-fight-coronavirus/">https://www.abi.org.uk/news/news-articles/2020/03/information-for-volunteers-using-their-car-to-help-fight-coronavirus/</a>
<b>Action with Communities in Cumbria</b> Village Halls - Retail Hospitality and Leisure (RHL) Grant	<a href="https://acre.org.uk/cms/resources/guidance-on-eligibility-for-government-support-for-halls-2.4.20.pdf">https://acre.org.uk/cms/resources/guidance-on-eligibility-for-government-support-for-halls-2.4.20.pdf</a>
<b>Arts Council England</b> COVID-19 Funding Support	<a href="https://www.artscouncil.org.uk/advice-and-guidance-library/covid-19-support">https://www.artscouncil.org.uk/advice-and-guidance-library/covid-19-support</a>
<b>CFM</b> Cash for Kids Appeal submit application	<a href="https://www.cashforkidsgive.co.uk/emergency-appeals/cumbria/">https://www.cashforkidsgive.co.uk/emergency-appeals/cumbria/</a>
<b>Charities Aid Foundation</b> Funding	<a href="https://www.cafonline.org/charities/grantmaking/caf-coronavirus-emergency-fund">https://www.cafonline.org/charities/grantmaking/caf-coronavirus-emergency-fund</a>
<b>COVID-19 Mutual Support</b> Resources for groups of volunteers	<a href="https://covidmutualaid.org/resources/">https://covidmutualaid.org/resources/</a>

<b>Cumbria Action</b> If you are looking to set up a more formal, coordinated and permanent group to support your community	<a href="http://www.cumbriaaction.org.uk">http://www.cumbriaaction.org.uk</a>
<b>Cumbria Community Foundation</b> Funding	<a href="https://www.cumbriafoundation.org/fund/covid19-response-fund/">https://www.cumbriafoundation.org/fund/covid19-response-fund/</a>
<b>Cumbria Community Resilience Group</b> Advice for volunteers	<a href="https://drive.google.com/file/d/11DWo5Pd_aoaJkDe-XOzvZCfxcZHgwtBE/view">https://drive.google.com/file/d/11DWo5Pd_aoaJkDe-XOzvZCfxcZHgwtBE/view</a>
<b>Cumbria County Council</b> Infection prevention advice for volunteers	<a href="https://drive.google.com/open?id=17CJxmTgCNdyXOdrCIOqDwMOXS6xCbe5E">https://drive.google.com/open?id=17CJxmTgCNdyXOdrCIOqDwMOXS6xCbe5E</a>
<b>Cumbria County Council &amp; Cumbria CVS</b> Helping in the community guidance	<a href="https://drive.google.com/open?id=1f-Zmp7a0UJPLowwZVQni6MU0aDvpNv3Y">https://drive.google.com/open?id=1f-Zmp7a0UJPLowwZVQni6MU0aDvpNv3Y</a>
<b>Cumbria CVS</b> Information and support for volunteers	<a href="https://cumbriacvs.org.uk/coronavirus/">https://cumbriacvs.org.uk/coronavirus/</a>
<b>Digital Cumbria</b> Free support for Cumbrian SMEs	<a href="https://digitalcumbria.c4dta.co.uk">https://digitalcumbria.c4dta.co.uk</a>
<b>Eden Project Communities</b> Telephone Tree Template	<a href="https://www.edenprojectcommunities.com/sites/default/files/car_-_phone_tree_template.pdf">https://www.edenprojectcommunities.com/sites/default/files/car_-_phone_tree_template.pdf</a>
<b>GOV.UK</b> Safeguarding and DBS checks for volunteers	<a href="https://www.gov.uk/government/publications/safeguarding-factsheet-community-volunteers-during-covid-19-outbreak/safeguarding-and-dbs-factsheet-faqs">https://www.gov.uk/government/publications/safeguarding-factsheet-community-volunteers-during-covid-19-outbreak/safeguarding-and-dbs-factsheet-faqs</a>
<b>Grants Online</b> Find grants online	<a href="https://www.grantsonline.org.uk/coronavirus.html">https://www.grantsonline.org.uk/coronavirus.html</a>
<b>Information Commissioners Office</b> Information for new groups	<a href="https://ico.org.uk/about-the-ico/news-and-events/blog-community-groups-and-covid-19/">https://ico.org.uk/about-the-ico/news-and-events/blog-community-groups-and-covid-19/</a>
<b>Mind</b> Coronavirus Mental Health Response Fund	<a href="https://www.mind.org.uk/news-campaigns/campaigns/coronavirus-mental-health-response-fund/">https://www.mind.org.uk/news-campaigns/campaigns/coronavirus-mental-health-response-fund/</a>
<b>Neighbourhood Watch</b> Free Public Liability Insurance for Groups	<a href="http://www.cumbriaaction.org.uk/What-We-Do/Community-Emergency-Planning">http://www.cumbriaaction.org.uk/What-We-Do/Community-Emergency-Planning</a>
<b>Persimmons</b> Community Champions	<a href="http://www.persimmonhomes.com/community-champions">www.persimmonhomes.com/community-champions</a>
<b>Prince's Countryside Fund</b> Funding	<a href="https://www.princescountrysidefund.org.uk/grant-giving-programme/grant-programme">https://www.princescountrysidefund.org.uk/grant-giving-programme/grant-programme</a>

<b>Sport England</b> Funding	<a href="https://www.sportengland.org/news/195-million-package-help-sport-and-physical-activity-through-coronavirus">https://www.sportengland.org/news/195-million-package-help-sport-and-physical-activity-through-coronavirus</a>
<b>Personal Financial Support</b>	
<b>Citizens Advice</b> Help to claim	<a href="https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/">https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/</a>
<b>Department for Work and Pensions (DWP)</b> FAQs	<a href="https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/faqs/">https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/faqs/</a>
<b>Money Advice Service</b> Free and impartial money advice	<a href="https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you">https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you</a>
<b>TURN2US</b> Access to financial help including welfare benefits, charitable grants and other financial help	<a href="https://www.turn2us.org.uk/">https://www.turn2us.org.uk/</a>
<b>UK Finance</b> Making payments safely in lockdown	<a href="https://www.ukfinance.org.uk/covid-19-making-payments-safely-lockdown">https://www.ukfinance.org.uk/covid-19-making-payments-safely-lockdown</a>
<b>Food and Shopping</b>	
<b>Aldi</b> Food parcels	<a href="https://www.aldi.co.uk/food-parcels">https://www.aldi.co.uk/food-parcels</a>
<b>Asda</b> Volunteer Shopping Card	<a href="https://cards.asda.com/the-volunteer-shopping-card">https://cards.asda.com/the-volunteer-shopping-card</a>
<b>Morrisons</b> Doorstep Service	Call <b>0345 611 6111</b> and select <b>option 5</b> to place your order
<b>Sainsburys</b> Latest information	<a href="https://www.sainsburys.co.uk/shop/gb/groceries/working-to-feed-the-nation-/latest-information--">https://www.sainsburys.co.uk/shop/gb/groceries/working-to-feed-the-nation-/latest-information--</a>
<b>Which?</b> Advice on how to pay volunteers	<a href="https://www.which.co.uk/news/2020/04/how-to-pay-volunteers-helping-with-shopping-during-coronavirus-lockdown/">https://www.which.co.uk/news/2020/04/how-to-pay-volunteers-helping-with-shopping-during-coronavirus-lockdown/</a>
<b>Education</b>	
<b>Cumbria County Council</b> Free Online Courses for Families of Cumbria with access code: WORDSWORTH	<a href="http://www.inourplace.co.uk">www.inourplace.co.uk</a>
<b>Department for Education</b> List of online educational resources	<a href="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">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</a>
<b>Inspira</b> Careers service for young people	<a href="https://www.inspira.org.uk/finished-school-college">https://www.inspira.org.uk/finished-school-college</a>
<b>Recovery College Online</b> Coping during the Pandemic Course	<a href="https://www.recoverycollegeonline.co.uk/">https://www.recoverycollegeonline.co.uk/</a>

<b>World Health Organisation</b> Healthy Parenting Resources	<a href="https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/healthy-parenting">https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/healthy-parenting</a>
<b>Cumbria Community Learning and Skills</b> Community Learning & Skills have gone online with over 150 courses to choose from and can be accessed via Zoom	<a href="http://www.cumbria.gov.uk/learningandskills">www.cumbria.gov.uk/learningandskills</a>
<b>Transport</b>	
<b>Cumbria County Council</b> Bus Updates	<a href="http://www.cumbria.gov.uk/buses">http://www.cumbria.gov.uk/buses</a>
<b>Northern</b> Key Worker Timetables	<a href="https://www.northernrailway.co.uk/key-worker-timetables">https://www.northernrailway.co.uk/key-worker-timetables</a>



HM Government



# Coronavirus

## Isolate your household

## Stay at home

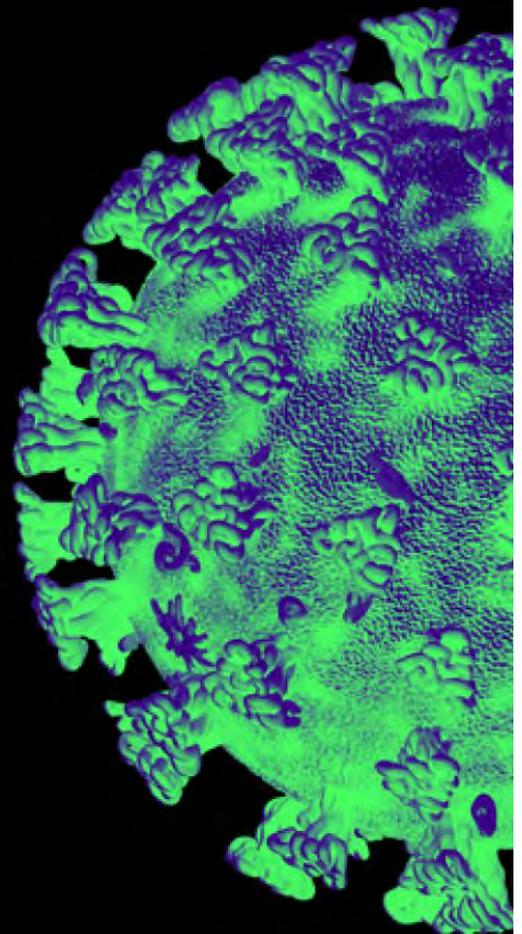
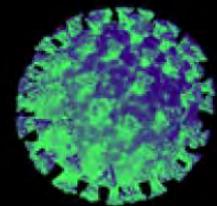
If you or anyone in your household has a high temperature or a new and continuous cough – even if it's mild

- ✔ 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](https://www.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](https://www.nhs.uk/coronavirus)**

# Staying Safe



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

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



---

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



---

**Not sure? Don't answer the door.** If you're not sure about an offer of help, ask the person to leave details and talk to someone you trust about it.



### **Contact us**

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

<b>Copeland and Allerdale</b>	<b>0300 303 3589</b>
<b>Carlisle and Eden</b>	<b>0300 303 3249</b>
<b>Furness and South Lakes</b>	<b>0300 303 2704</b>
<b>Out of Hours</b>	<b>01228 526690</b>
<b>In an emergency, call 999</b>	

For concerns about a child, report to:  
[cumbriasafeguardingchildren.co.uk](http://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**