

Coronavirus (COVID:19) in Cumbria

Helping in your local community



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Due to the ongoing nature of the situation, information within this pack is subject to change. The latest version will be available online from Cumbria County Council at cumbria.gov.uk/coronavirus/communities.asp.



Introduction

This pack is for the people across Cumbria who are stepping up to the challenge of ensuring their communities are well supported during this challenging time. It aims to provide guidance and information on ways to provide help safely, with links to other reliable sources of information where you might want more detail.

Cumbria's response to COVID-19 has really shown how well our communities come together in times of crisis and how we can always count on the people of Cumbria to look out for one another.

At least 300 community groups are now working hard to support local people, ensuring they receive assistance with grocery shopping, pharmacy orders and more. Some of these groups are a few neighbours who've come together to help, whilst others are more formal and cover a whole town.

Cumbria County Council and Cumbria CVS, along with many other organisations, are working alongside those community groups to offer support and guidance. We can link you to offers of help from local businesses, and help you if you need to find more volunteers or fund funding.

This pack contains information about how you can safely help other people:

- as an individual
- as a local community group

It also explains how we can help you find a local community group or other volunteer opportunity through the Support Cumbria website if you haven't already found ways to get involved.

Ways to help

Help your friends, family and neighbours

There are easy ways that all of us can help our friends, family and neighbours, and even these simple things play an important role in keeping people safe and happy – and they mean that people are far less likely to need support from formal services. This really helps the organisations who are providing formal services, like the NHS and social care providers, to concentrate their efforts on the vulnerable people who need them most.

There are some great ideas of how you might help in the picture below - little things, like helping to walk a dog, putting out the bins, or dropping off a pint of fresh milk, can make a huge difference to people who've been advised to remain in their home.

Even if you've been advised to remain at home yourself, you might be able to connect and support other people by phone or video call.

COMMUNITY ACTION RESPONSE: COVID-19

5 things you can do to make a positive difference in your community

 Think of others, consider your actions & be kind People in every community will face the challenges of Covid-19 in some way – from needing basic provisions to help while they are unwell.	 Connect and reach out to your neighbours As self-isolation increases, we need to find new ways to stay connected and check in on one another for our physical and mental wellbeing. Share phone numbers and stay in touch.	 Make the most of local online groups Keep up to date, share information and be a positive part of your local community conversations.	 Support vulnerable or isolated people Different groups in our communities are at increased risk and social isolation and loneliness are key concerns for all ages. There are things you can do like volunteering for local support services or donating to food banks to help.	 Share accurate information and advice Support anyone who may be anxious about Covid-19. Sign post them to the correct advice from Public Health England and encourage people to follow the correct hygiene practices.
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There are some suggestions on how to make sure you stay safe whilst helping others later in the pack.

Emergency Support Helpline

Cumbria County Council has set up a COVID-19 Emergency Support Helpline, which can provide help with food, medicines and other essential supplies for people who have been advised to remain at home because they are at high risk of becoming seriously ill if they contract coronavirus.

Many of these people have already have support from family, friends, neighbours and local community groups, and so might not need to use the helpline. But people who haven't got this support, or who need urgent help, can ring the Freephone number below – please share this information widely.

You can also ring the number on someone else's behalf if they need support and you're not able to provide it within your community.

Ways to get in touch:

- Phone - The emergency telephone support helpline is **0800 783 1966**.
- Online - [COVID-19 online support form](#).
- Email your request for help to COVID19support@cumbria.gov.uk.

The telephone 'call' centre will operate **Monday to Friday 9am to 5pm and 10am to 2pm at weekends and Bank Holidays**.

[Find out more about the emergency helpline](#).

COVID-19 EMERGENCY SUPPORT HELPLINE

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

0800 783 1966
COVID19support@cumbria.gov.uk

Full details can be found online at cumbria.gov.uk
Provided by Cumbria County Council and partners including District Councils, CVS, Cumbria Community Foundation, community and voluntary sector, and private sector.



SUPPORT EACH OTHER
#TogetherWeCan

Help as part of a Community Group

Groups right across Cumbria have stepped up to the challenge of ensuring their communities are supported effectively during this time, and we've seen lots of new community organisations formed, as well as many existing groups adapting how they work. At least 300 community groups are now working hard to support the most vulnerable in their communities, who have no other support network, ensuring they receive assistance with grocery shopping, pharmacy orders and more.

Tell us about your community group?

We're keen that these community groups are linked in to other organisations involved in the response to coronavirus through the Local Community Resilience Groups. These are District based groupings of response organisations who are trying to coordinate the local response. They are run by the county Council Area Teams. By working closely with key response organisations, like the local councils, groups will receive information and guidance, learn what else is going on locally, and have a route to raise any problems they can't sort by themselves.

And if we hear from people who need help in your area through the Cumbria COVID-19 Emergency Support Helpline, we'll be able to put you in touch.

Whether you are a new or an existing group, please email the relevant address below with your contact information and brief details of the support you are providing. This will help us to understand what support options are available in each area and put people in touch with groups who might be able to help them.

You can contact the Area Teams using the following email addresses:

- Allerdale - Allerdale.AreaSupport@cumbria.gov.uk
- Barrow - Barrow.AreaSupport@cumbria.gov.uk
- Carlisle - Carlisle.AreaSupport@cumbria.gov.uk
- Copeland - Copeland.AreaSupport@cumbria.gov.uk
- Eden - Eden.AreaSupport@cumbria.gov.uk
- South Lakeland - SouthLakeland.AreaSupport@cumbria.gov.uk

Want to volunteer?

If you want to help as part of a group, but haven't managed to find a local community group to join, you can register on the Support Cumbria website, and we will signpost you to local volunteering opportunities.

There has been huge interest from volunteers on the website, once registered you will receive updates on local volunteering opportunities – these might be with new community groups or existing voluntary sector organisations.

Register at SupportCumbria.org.uk.



Making connections when they matter the most

How to help safely

This section contains information on how to make sure everyone stays safe whilst you're helping others.

It's relevant to people who are helping friends and neighbours, and those who are part of community groups – depending on how you're involved, and what kind of help you're offering, parts of it will be more useful than others.

Public Health England have produced guidance on how the public can safely help others.

You can find the latest updates at [gov.uk/safehelp](https://www.gov.uk/safehelp).

A blue banner with white and yellow text. In the top left is the HM Government logo. In the top right is the NHS logo. The word 'Coronavirus' is written in large yellow letters. Below it, in white text, is 'Find out how to help others safely at gov.uk/safehelp'. On the right side, there is a yellow and red striped sign that says 'STAY HOME PROTECT THE NHS SAVE LIVES'.

The most important thing we can all do to reduce the spread of coronavirus is to stay at home as much as possible.

You are allowed to leave your home “to help a vulnerable person” – this includes simple practical tasks like collecting shopping or prescriptions for a neighbour.

However, you should still try to cut down your contact with other people, by staying 2 metres away from anyone you don't live with, and to reduce the amount of time you spend outside your home.

Try and combine trips out – for example, picking up someone else's prescription whilst you're doing your own shopping, rather than making a separate journey.

You should avoid going inside anyone else's home if at all possible – for example, most of the time, you will be able to leave shopping on their doorstep instead of taking it into their house.

And don't forget to regularly wash your hands with soapy water for at least 20 seconds.

If you or someone in your household has symptoms of coronavirus, then you must stay at home.

Do I need Personal Protective Equipment (PPE)?

Basic tasks like shopping and delivering prescriptions don't require any PPE (such as gloves or facemasks) to protect you, or to protect the people you're helping.

You just need to remember to:

- Stay at home if you or anyone in your household is showing coronavirus symptoms
- Wash your hands frequently (or to use gel where handwashing isn't easy)
- Keep 2 metres away from other people (apart from other members of your household)

If you've been advised to stay at home because you're over 70 or have a medical condition, then please find ways to help others from home.

See - [Infection Prevention Guidance for Volunteers](#) (PDF).

Helping with food and shopping

There are a few things to bear in mind when helping other people with their food shopping.

Helping someone with shopping could include:

- Helping set up online shopping (by talking them through the process over the phone)
- Putting them in touch with local shops that are taking telephone orders (and often making deliveries) – you can find details of these in the Support Directories on cumbria.gov.uk/coronavirus/communities.asp (under 'Local area updates')
- Buying and delivering food

If you're shopping for someone else, remember to check if they have any allergies or other requirements.

You'll also need to agree how you'll pay for someone else's shopping.

If you can, it's best to use shops that will accept telephone payments or have set up Volunteer Card payment schemes to avoid handling cash. Where that's not possible, remember to keep a record of what you've spent (for example, a photograph of the receipt).

You can find more detailed information about helping with shopping on the Cumbria County Council website: [Supporting others in your community during COVID-19 with shopping](#) (PDF) and information about different payment options - [Shopping and Payment Tips](#) (PDF).

If you're preparing and cooking food for others, take a look at [this information on the Barrow Borough Council website](#).

Keeping people safe in our communities

This section contains information on how we can keep the more vulnerable people in our communities safe, and explains how to report any concerns.

Please do not encourage people to display posters identifying themselves as vulnerable in their windows or on their door. This has been suggested in some social media groups, but it can allow criminals to identify people to target.

Community organisations should think about how they will make sure their group is operating safely; take a look at this factsheet produced for new community groups operating during coronavirus:

[Safeguarding and DBS Factsheet: FAQs.](#)

It contains a link to let you check if your group's activities are eligible for a DBS check.

If your group's activities are captured, under normal circumstances we would advise that having volunteers DBS checked is a good safeguarding step. There is, however, no legal requirement for you to have a DBS check. Regardless of whether you choose to have volunteers DBS checked, you should ensure your group follow simple, practical precautions such as working safely in pairs, keeping records of money spent and providing shopping receipts to safeguard all involved.

If you do want to organise DBS checks for any of your group members, you can do this through [Cumbria CVS.](#)

The posters below give you the information to report concerns about a child or vulnerable adult.



**Concerned about
a child?**

Call
0333 2401727

Safeguarding Adults for Covid-19 Mutual Aid Groups



Safeguarding adults means protecting the most vulnerable from abuse and neglect.

Abuse and neglect can happen in different ways and be perpetrated by anyone. Abuse can be a crime.



If you see something, are told something or something doesn't feel right you need to report it.

Contact us

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

Copeland and Allerdale - 0300 303 3589

Carlisle and Eden - 0300 303 3249

Furness and South Lakes - 0300 303 2704

Out of Hours 01228 526690

In an emergency, call 999

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



@cumbriasab



cumbriasab.org.uk

Find out more at <http://www.cumbriasab.org.uk/AdultSafeguarding/covid-19.asp>.

Data Protection

If your community organisation needs to store personal information about the people you are helping, you should be aware of data protection laws.

This isn't as complicated as people often think; the basic principles include:

- Only collect and store the information you actually need
- Only use the information for the reasons you've told people you're collecting it
- Think before you share information with other organisations - but you can share information to make sure people get the help they need
- Don't continue to store information once you no longer need it

There's more information for community groups operating during coronavirus in this blog:

<https://ico.org.uk/about-the-ico/news-and-events/blog-community-groups-and-covid-19/>

Public Liability Insurance for neighbourly and community safety activities

Many informal community groups are happy to operate without insurance, but some have chosen to join or start a Neighbourhood Watch scheme that can offer free public liability insurance to groups helping others during an emergency.

Groups who want to do so will need to write a simple emergency plan and risk assessment, ACTION with Communities in Cumbria can help you with this.

You can find further information here:

<http://www.cumbriaaction.org.uk/What-We-Do/Community-Emergency-Planning>

And you can contact ACT by emailing info@cumbriaaction.org.uk or phoning 01768 425666

Need funding?

Cumbria Community Foundation's COVID-19 Response Fund aims to support local activities that are helping communities affected by the Coronavirus (COVID-19) outbreak – so if you need help with costs such as travel expenses or printing, take a look at the information on this link.

<https://www.cumbriafoundation.org/wp-content/uploads/2020/04/COVID-19-Guidance.pdf>

Using Social media

Many community organisations are organising support through social media platforms such as Facebook. This section contains some tips on how to do so effectively and constructively.

There can be a lot of conflicting information on social media during a complicated and changing situation, so if you are involved in online groups please try to share only reliable information; there's a list of useful local and national sources later on.

You can use the SHARE check list to spot unreliable information:

Use the SHARE checklist

Before you like, comment or share online, use the SHARE checklist to make sure you're not contributing to the spread of harmful content.

	Source Make sure that the story is written by a source you trust, with a reputation for accuracy. If it's from an unfamiliar organisation, check for a website's 'About' section to learn more.
	Headline Always read beyond the headline. If it sounds unbelievable, it very well might be. Be wary if something doesn't seem to add up.
	Analyse Make sure you check the facts. Just because you have seen a story several times, doesn't mean it's true. If you're not sure, look at fact checking websites and other reliable sources to double check.
	Retouched Check whether the image looks like it has been or could have been manipulated. False news stories often contain retouched photos or re-edited clips. Sometimes they are authentic, but have been taken out of context.
	Error Many false news stories have phony or look-alike URLs. Look out for misspellings, bad grammar or awkward layouts.

If you see anything suspicious or misleading in online groups, please report it using the tools on the platform:

- Facebook - <https://www.facebook.com/help/181495968648557>
- Twitter - <https://help.twitter.com/en/safety-and-security/report-a-tweet>

Useful social media accounts

Organisation	Facebook	Twitter
Department of Health and Social Care	https://www.facebook.com/DHSCgovuk/	@DHSCgovuk
Public Health England	https://www.facebook.com/PublicHealthEngland/	@PHE_uk
NHS	https://www.facebook.com/NHSwebsite/	@NHSuk
Cumbria CVS	https://www.facebook.com/CumbriaCVS	@CumbriaCVS
Cumbria County Council	https://www.facebook.com/CumbriaCC/	@CumbriaCC
Action with Communities in Cumbria	https://www.facebook.com/ACTCumbria/	@ACTCumbria
Morecambe Bay NHS Trust	https://www.facebook.com/UHMBT/	@UHMBT
NHS Morecambe Bay Clinical Commissioning Group (CCG)	https://www.facebook.com/morecambebayccg/	@MorecambeBayCCG
Cumbria Police	https://www.facebook.com/cumbriapolice/	@CumbriaPolice
Allerdale District Council	https://www.facebook.com/Allerdale/	@allerdale
Barrow Borough Council	https://www.facebook.com/BarrowCouncil/	@BarrowCouncil
Carlisle City Council	https://www.facebook.com/CarlisleCityCouncil/	@CarlisleCC
Copeland Borough Council	https://www.facebook.com/Copelandboroughcouncil/	@copelandbc

Eden District Council	https://www.facebook.com/EdenDistrictCouncil/	@EdenCouncil
South Lakeland District Council	https://www.facebook.com/southlakelanddistrictcouncil/	@SouthLakelandDC

Together We Can

The Together We Can campaign aims to bring together positive stories and information from people and businesses across the county, lifting morale and showcasing the efforts of people responding to the outbreak of Coronavirus.

We'd love to hear your stories (and see your pictures!) of how you're helping in your community.

Follow @TogetherCumbria on Twitter, Instagram and Facebook and tag us in your pictures, videos and updates:

- Twitter - <https://twitter.com/TogetherCumbria>
- Instagram - <https://www.instagram.com/TogetherCumbria>
- Facebook - <https://www.facebook.com/TogetherCumbria>

Hashtags to use - #TogetherWeCan and #TogetherCumbria

You can also email stories and content to TogetherWeCan@cumbria.gov.uk.



Information to share on social media

You can download and share reliable information, like posters and social media graphics, from the county council's website at cumbria.gov.uk/coronavirus/landingpage.asp (click *Download campaign materials*). Doing this will help to raise awareness of the Emergency Support Helpline, promote safeguarding and other key messages which we will keep up to date.



Further Help and Information

Find more useful local information on the following webpages:

- <https://www.cumbria.gov.uk/coronavirus/communities.asp>
- <https://cumbria.gov.uk/coronavirus/volunteering.asp>
- <https://cumbriacvs.org.uk/front-page/volunteering/>
- <http://www.cumbriaaction.org.uk/News-Events/News/coronavirus-covid-19-communities-and-community-buildings-updated-03-april-2020>

If you need further help or advice, you can contact:

ACTion with Communities in Cumbria: info@cumbriaaction.org.uk or 01768 425666

Cumbria CVS: info@cumbriacvs.org.uk or 01768 800350

Other useful links are below:

- [Coronavirus \(COVID-19\): UK government response](#)
- [Find out how to protect yourself or check if you need medical help on the NHS website](#)
- [Guidance on social distancing for everyone in the UK and protecting older people and vulnerable adults](#) (includes translations)
- [COVID-19: stay at home guidance](#)
- [Coronavirus: How to help safely](#)
- [Gov.uk Coronavirus \(COVID-19\) - Guidance collection](#) for health professionals, employers, businesses and other organisations
- [Coronavirus: How to help safely](#)
- [5 things you can do to protect yourself and your community](#) - Public Health England
- [Coronavirus outbreak FAQs: what you can and can't do](#)
- [General Frequently Asked Questions \(FAQs\)](#) - Public Health England
- [Cumbria County Council - Coronavirus \(COVID-19\)](#) latest information
 - Sign up to local area email updates at [cumbria.gov.uk/coronavirus/communities.asp](https://www.cumbria.gov.uk/coronavirus/communities.asp)
- [Cumbria County Council - Information for volunteers and volunteer groups](#)
- [Cumbria CVS – Volunteering guidance](#)
- Cumbriaaction.org.uk/What-We-Do/Community-Emergency-Planning
- [Inclusion North](#) - Information for all people with a learning disability or autism and their families
- [COVID-19 Guidance Translations](#)

