

Newsletter for the Allerdale and Copeland Area

Issue 4
14 April 2020

This is the fourth 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/>

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.



Government information

Cumbria County Council

CCC Emergency Support Helpline

It's been just over two weeks since Cumbria County Council and partners launched an Emergency Support Helpline for vulnerable or isolated people in need of urgent help. The emergency helpline has already taken over 1,000 calls, receiving around 200 calls a day but seeing slightly less on weekends. The helpline exists to provide support to people at 'high risk' who aren't able to rely on neighbours, friends or family members, and may be struggling for food, medicines or other essential supplies. The requests for help are matched with local support which is being offered by a network of community groups, volunteers, redeployed council employees, and local businesses.

How to contact the Emergency Support Helpline:

- 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 operates Monday to Friday 9am to 5pm and 10am to 2pm at weekends. The service also accept referrals from members of the public who may be concerned about people in their community.

Welfare Coordination Hub

Voluntary and Community Groups right across Cumbria have stepped up to the challenge of ensuring their communities are supported effectively during this time. At least 300 voluntary groups are now working hard to support the most vulnerable in their communities, who have no other support network, to ensure they receive assistance with grocery shopping and pharmacy orders. The county council will continue to work alongside these groups, providing advice and guidance, and as a broker to ensure they are able to take up offers of help from local businesses, make connections with food providers or support with grant applications.

Proactive letters and Calls – Shielding and High Risk

Additional efforts are also underway to make sure isolated people, and those who may be 'offline', are hearing about the service. This week, the county council will write to a targeted group of residents in the NHS 'shielding' category, and those who are classed as extremely vulnerable, to make them aware of the helpline service. This will be supported with an SMS (text message) and a leaflet drop across local communities.

Members of the public, volunteers and local businesses can also help spread the word and download a pack of useful resources to print and share at **www.cumbria.gov.uk/coronavirus**

Shielding

The government is providing a weekly free food parcels as part of its "shielding" strategy. In Cumbria 10,000 residents should have received letter from the NHS informing them of the steps

that they should be following and they will be advised to register their needs. If they aren't able to register online, they can call the national number **0800 028 8327**

4000 people in Cumbria have registered with the NHS Shielding service. The Government are working with pharmacies to help them deliver medicines and prescriptions. Food parcels will be delivered to their door directly as arranged by Government. Approximately 400 free food parcels (per week) have been delivered in Cumbria.

Going forward, the Government's intention is that the on-line information pages on where vulnerable people can seek help will become more sophisticated, allowing key data about these individuals to be captured, which will assist in developing support with food retailers and the supermarkets to enable people in this group to be prioritised for delivery and 'click and collect' services. For anyone who has been advised to shield and HAS NOT received their free food parcel and needs urgent food, Cumbria County Council has been allocated a small supply, just in excess of 100 basic food parcels, to be allocated out on an emergency basis. The way to access these emergency parcels is **0800 783 1966** or email **COVID19support@cumbria.gov.uk**

In addition anyone contacting the helpline who doesn't have friends, family or other support will be connected with local volunteers, community groups or statutory agency support, if required.

NHS Volunteers - GoodSAM

GoodSAM is an app that has existed for a number of years, and it was developed to allow members of the public with first aid skills and off-duty health professionals to an emergency (such as a cardiac arrest) close to their current location, where their skills might be useful before an ambulance arrived. This has been adapted for the NHS volunteers, but it works on similar principles.

National government announced recruitment to support the NHS on 25th March 2020. Those interested were asked to sign up via the GoodSAM website:

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

These NHS volunteers were recruited to 4 roles:

- Community Response Volunteer (help with shopping, medicine and essential supplies)
- NHS Patient Transport Volunteer (transport home from hospital)
- NHS Transport Volunteer (transport of equipment between NHS sites)
- Check in and Chat Volunteer (short term telephone support to those at risk of loneliness because of Coronavirus restrictions)

Recruitment of volunteers via the GoodSAM website has been temporarily closed in order to allow the 750,000 volunteers already signed up to be processed.

We do not have direct access to the data on volunteers who have registered via the GoodSAM system, and do not know how many people from Cumbria are registered as volunteers.

However, Local Authorities can access the GoodSAM app to access a local volunteer if we have any gaps in support. The tasks that NHS volunteers have been recruited to clearly overlap

with work that the Welfare Hubs will be carrying out. Due to the fact we have very strong existing local volunteer networks in Cumbria we haven't yet needed to task any of the NHS volunteers.

Help keep children safe

Following a 40% drop in the number of people contacting the authorities with concerns about a child being neglected or abused, the public is being urged to help keep children safe.

The significant drop comes after most schools across the county have closed and lockdown restrictions put in place. Now, with children less visible in their communities and people severely limiting their social contact, the risk that the signs of abuse or neglect are being missed has increased.

People can report concerns in the following ways:

- Call the Cumbria Safeguarding Hub on **0333 240 1727**
- Call the NSPCC on **0808 800 5000**
- If a child is at immediate risk of harm call 999.
- Children can contact www.childline.org.uk if they do not feel safe on **0800 1111**

Safeguarding Adults

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 www.cumbriasab.org.uk

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.

Concerns will always be taken seriously and will be dealt with confidentially. Professionals will make the necessary enquiries to ensure that the adult at risk is safeguarded from abuse and they are supported to take action and make choices which enable them to retain control over their own life.

If you are concerned that an adult (18 years and over) is at risk of abuse or neglect please call:

- Copeland and Allerdale - **0300 303 3589**
- Out of Hours **01228 526690**

In an emergency and if the person is in immediate danger, call **999**

3D Printing

Cumbria County Council has asked Sellafeld Ltd to coordinate an assessment of Cumbria's overall 3D printing capability to produce medical Personal Protective Equipment (PPE) for the ongoing coronavirus situation. As part of this work, they need to create a map of the organisations in Cumbria which have a 3D printing capability and so could contribute towards this effort. See here for more information:

<https://www.gov.uk/government/organisations/sellafeld-ltd/about/staff-update#do-you-know-of-3d-printers-in-cumbria>

Cumbria Library Service

Although libraries remain closed, Cumbria Library Service offers a wide range of online resources.

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

If you are not currently a library member and would like to join so that you can access these resources, you can take out a temporary membership. In fact, Over 150 new members joined last week and the service has seen a 25% increase in ebook loans in the past month, and a 14% increase in loans of audiobooks.

For new members, to set up your temporary membership visit www.cumbria.gov.uk/libraries/services/membserv.asp . Once you are on that page, click “Log In”, complete the form and submit it. You will then be emailed your temporary membership number, and you can access the digital library services.

RNIB have a digital download service similar to Borrowbox. Visit their website for more information: <https://www.rnib.org.uk/talking-books-service>

Free Online Courses for Families of Cumbria

Cumbria County Council have invested in 3 award winning, quality marked, evidence based online courses by the Solihull Approach (a national NHS organisation).

These courses are for ALL parents-to-be, parents, grandparents or carers of any child from the antenatal period to age 18 years.

You don't need to be struggling to do these courses. The courses are relevant to parents/carers of all children, including those with special needs, autism, ADHD etc.

We would encourage you to take advantage of this time limited opportunity. These courses are normally £19-£39 per person, but are FREE with the access codes below to all residents of CUMBRIA.

Go to www.inourplace.co.uk and apply the relevant access code:

- Understanding your child age – Access code: WORDSWORTH
- Understanding your pregnancy, labour, birth and your baby – Access code: WORDSWORTH
- Understanding your baby – Access code: WORDSWORTH
- Understanding your teenager's brain – Access code: WORDSWORTH

You will be asked to create an account so that you can resume the course where you last left off. Once you have accessed the courses using this code you will have access even after the code expires.

You will also be asked to verify that you are legitimately entitled to use the access code by entering your postcode.

Please know personal information supplied by you remains private. Your responses to the monitoring questions are anonymised. You will not receive any marketing emails. You will receive congratulatory emails when you complete a module.

The Solihull Approach may very occasionally email you to tell you about updates to the course.

We welcome your feedback. For further information about the course visit www.inourplace.co.uk

Allerdale Borough Council

The latest updates regarding coronavirus and our services:

- 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 became aware of a telephone scam where callers are claiming to be from the council and saying they can change the council tax banding for a fee. This is a scam and we advise people not to provide bank details or pay any money to these callers. We are not ringing customers about changes to their council tax banding. If you think your council tax band is wrong you can get it reviewed for free. More information is here: <https://www.gov.uk/challenge-council-tax-band>
- Our car parks are free to help NHS workers and others who are leading efforts to tackle the virus, as well as local people on essential trips.
- Eligible businesses can now apply for financial help from the council. By April 9 we'd paid out over £20m in grants to more than 1,800 businesses. More information, and an application form, is available via the Allerdale Borough Council website. We are working hard to get these payments out to the business community as quickly as possible. If you have already submitted your grant claim, this will have been logged and you should have received an email acknowledging receipt. We have started contacting those people who have submitted forms which are more complicated. For example, where the claim has different information than that held within the business rates system as of 11 March 2020. We politely ask that you do not call us to request an update as this will only increase any delay in making the grant payments. If we need to clarify any details about your claim, we will contact you.
- 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 or spread the cost over the remaining 11 months, instead of 10. We can also provide help and advice on any benefits which may be available. More information is on the council's website, or ring **0303 123 1702**.

- Our customer contact centres in Workington, Cockermouth, Keswick, Maryport and Wigton are closed to the public. Please use the website, online forms, webchat, 'myAllerdale' app and phone to access our services and contact us.
- We have had to suspend garden waste collections to free up resources to allow the other collections to continue as normal. Our bin crews are working hard to carry out the waste collections in these challenging times. Please help to protect them from infection by cleaning bin handles. And wash your hands after putting your bins out and collecting them back in too.
- Our leisure partners, GLL, announced the closure of our leisure centres in accordance with government advice
- To reduce social contact, the government has ordered certain businesses and venues to close. Should you see a business operating that you think should be closed then we would appreciate your help. Please forward its details to environmental.health@allerdale.gov.uk or telephone **0303 123 1702** so that we can investigate. Your details will not be passed to the business.
- If you have potentially infected waste, there is advice on how to safely dispose of it on our website.
- All of our play parks and public toilets are now closed to the public
- We have issued advice and guidance on the conduct of funerals in light of the government advice.
- We have suspended all our markets
- Our official meetings have been postponed in line with government advice on social distancing
- We have deferred payments via the festivals and events fund given that all festivals and events are no longer taking place

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

Copeland Borough Council

Our services are running as normal, wherever possible. However, we have been forced to make a number of changes:

- All Copeland offices are closed to the public and a wealth of information can be found on this website and through our social media channels.
- The Beacon Museum and Portal, Whitehaven, are closed until further notice.
- Markets in Whitehaven, Cleator Moor and Egremont are suspended until further notice.

- Our garden waste collections are suspended. Recycling and household waste collections continue, with some restrictions - find out more here: <https://www.copeland.gov.uk/waste-arrangements-during-covid-19>, and check for any delays or unfinished rounds here: <https://www.copeland.gov.uk/delayed-recyclingwaste-collections>
- Our Building Control team has adjusted the way it conducts site visits, and is restricting visits to two days per week (Tuesdays and Thursdays). For full details, please email building.control@copeland.gov.uk
- We are asking residents and businesses to contact our Planning department by email only, at devcontrol@copeland.gov.uk . For more information on our planning services during the outbreak, click here.
- We have handed out £9.8m to 830 businesses so far. For more information on how access grants, visit <https://www.copeland.gov.uk/coronavirus-resources-business>

NHS

Seeking medical help for non-COVID-19 related illnesses and accidents

There are concerns nationally that people are not seeking medical help when they normally would because they do not want to 'burden' healthcare services, or are anxious about potentially being exposed to COVID-19. It is incredibly important that people still seek help where required.

The Royal College of Paediatrics and Child Health have developed an easy-to-use guide for parents and carers on the symptoms to look out for in children and what to do if you are worried about a child if they are ill or have had an accident. See here:

https://www.rcpch.ac.uk/sites/default/files/2020-04/covid19_advice_for_parents_when_child_unwell_or_injured_poster.pdf

NHS advice for all-ages:

If you need help or advice not related to coronavirus:

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

Read more advice about getting medical help at home:

<https://www.nhs.uk/conditions/coronavirus-covid-19/getting-medical-help-at-home/>

Public Information

Trading Standards

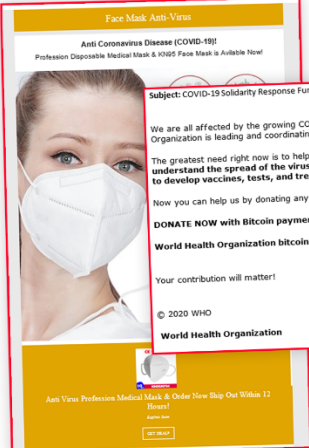
Unfortunately, scammers are taking advantage of the spread of Coronavirus to exploit and play on the fears of consumers across the country.

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

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

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

SCAM WARNING



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

GOV.UK

The government has taken urgent steps to list coronavirus as a notifiable disease in law

As a precaution measure against COVID-19 in cooperation with National Insurance and National Health Services the government established new tax refund programme for dealing with the coronavirus outbreak in its action plan.

You are eligible to get a *tax refund (rebate)* of 128.34 GBP.

[Access your funds now](#)

The funds can be used to protect yourself against COVID-19(<https://www.nhs.uk/conditions/coronavirus-covid-19/> precautionary measure against corona)

These phishing emails were reported to Action Fraud

Victim Support- Scams and Fraud

Many people are supporting their communities during the outbreak by doing some amazing work volunteering to make sure that those people who are most vulnerable are getting the help they need. Victim Support have put some tips together for individuals and community groups to help protect themselves and the people they are helping from fraudsters.

- Scammers and Fraudsters- information for individuals:
<https://humbersouthyorks.victimsupport.org.uk/sites/default/files/Scammers%20and%20Fraudsters%20-%20individuals.pdf>
- Scammers and Fraudsters- information for groups:
<https://humbersouthyorks.victimsupport.org.uk/sites/default/files/Scammers%20and%20Fraudsters%20groups.pdf>

North Cumbria Integrated Care NHS Foundation Trust

Visiting is currently suspended on inpatient wards across North Cumbria Integrated Care NHS Foundation Trust sites - apart from a few exceptions - because of Coronavirus.

A new service has been launched offering people the chance to send a message to loved ones so they can stay connected during the Coronavirus pandemic.

The messages can be sent to patients on the trust's inpatient wards.

The Patient Experience and Involvement Team and PALS can support relatives to send a message, they will be printed and laminated and then sent to the relevant ward.

Relatives need to email or phone their message in and include:

- Your loved ones name and date of birth
- Your message with a photograph included as an email attachment if you wish.

Anyone wanting to send a message to a relative in hospital should contact:
Freephone: **0800 633 5547** or **01228 814008** or email **PALS@ncic.nhs.uk**

The service is available Monday to Friday 8am to 8pm.

More information about visiting restrictions can be found here:

<https://www.ncic.nhs.uk/patients-visitors/information-hospital-visitors>

Public Health Information

Recovery College Online – Coping during the Pandemic Course

This course has been developed for everyone in response to the recent global pandemic.

There is information about how to avoid catching/spreading the virus, what immediate feelings you may have and common reactions, managing your mental health at this time, managing isolation and social distancing, self-care, supporting children and young people and some accessible information.

The course is free to access for everyone. You can find the link on our homepage:

<https://www.recoverycollegeonline.co.uk/>

We also have a Coronavirus page on the website:

<https://www.recoverycollegeonline.co.uk/your-mental-health/coronavirus/>

FREE Webinars on Mental Health & COVID 19

The Lancet Psychiatry, Mental Health Innovation Network, MHPSS.net and United for Global Mental Health are launching a series of webinars on mental health and COVID-19 running every Tuesday at 14.00 starting from next Tuesday 7th April.

The webinar's are designed to provide policy makers and the wider health community with the most up-to-date information on the impact of COVID-19 on mental health and how we address this.

Follow this link to find out more and sign up :

<https://www.unitedgmh.org/news/newwebinarseriescovid19>

Once signed up you will receive a link to click when you want to join the webinar.

You can also send your questions, comments and feedback to:

covid19seminars@unitedgmh.org

Mental Health and Wellbeing Partnership

The COVID-19 - Cumbria Population Mental Health and Mental Wellbeing Partnership draws your attention to the UK Government/PHE Guidance for the public on the mental health and wellbeing aspects of coronavirus (COVID-19) – please see link below:

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19#where-to-get-further-support>

In addition the partnership recognises that in the current very challenging circumstances there may be people whose struggle with their mental wellbeing may lead them to consider suicide. If you would like to be better informed about Suicide Prevention please undertake the 20 minutes free e-learning training developed by the Zero Suicide Alliance 'Suicide – let's Talk' by following this link: <http://www.zerosuicidealliance.com/training/>

This online training is freely available to anyone.

Lancashire and South Cumbria NHS Foundation Trust- Mental Health Helpline (Barrow, South Lakeland and Millom)

The Wellbeing and Mental Health helpline is now open 24/7 to help people deal with the implications of the coronavirus pandemic on their mental health.

If you need mental health support call **0800 915 4640** or text 'Hello' to **07862 022846** there is more information at www.lscft.nhs.uk/news/814

Together We Talk

Together We Talk provides 1:1 and group mental health support, counselling and low intensive CBT via telephone, video, text and email.

We have specific training on managing anxiety stress and mental health issues that may arise from COVID-19 outbreak, as well as offering support to those with ongoing mental health problems whether mild or severe in nature.

We help anyone aged 11-65+ years and can be accessed by calling **08081 961 773** or emailing referral@togetherwe.co.uk, or texting **07969 497258**.

Visit the website for more information: <http://www.togetherwe.co.uk/>

Owl Blue

Uncertain times and change of routines are causing a lot of problems for a lot of people .Maryport Charity “Owl Blue” are still holding all their advice sessions for families of children with hidden disabilities such as autism & ADHD.

All our advice sessions are being held over the phone or by WhatsApp video.

They can be arranged by emailing Nichola on nichola@owlblue.org

Copeland Age and Advice Service- Service Update

Please note due to the current situation, our office base is currently closed but rest assured we are still operating remotely from home, please contact us on **01946 552166** or email referrals@caasteam.com .

We are still able to help and support anyone by assessing their needs remotely. We can still apply for benefits online and carry out assessments over the phone, email and via post as well as signposting to relevant organisations.

For more on information on support services please visit: <https://caasteam.com/covid-19-support-information/>

Government launches Coronavirus Information Service on WhatsApp

The service will provide information on topics such as coronavirus prevention, symptoms, the latest number of cases in the UK, advice on staying at home, travel advice and myth busting.

To use the free GOV.UK Coronavirus Information Service on WhatsApp, simply add **07860 064422** in your phone contacts and then message the word ‘hi’ in a WhatsApp message to get started.

Together We Can

Cumbria County Council, with partners, have launched a new campaign called Cumbria Together We Can, the aim of this campaign is to share positive stories and information from across the county, lifting morale and showcasing the efforts of people responding to the outbreak of #COVID19 #Coronavirus.

Please follow 'Cumbria Together We Can' on social media

Twitter: <https://twitter.com/TogetherCumbria>

Instagram: <https://www.instagram.com/togethercumbria>

Facebook: <https://www.facebook.com/TogetherCumbria>

If you have any positive stories or anything you would like to share, please email TogetherWeCan@cumbria.gov.uk



Bereavement support

Cruse have dedicated content on their site <https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief>, there is general guidance on the NHS.UK website <https://www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/> and Age.UK has some information on coping with bereavement <https://www.ageuk.org.uk/information-advice/health-wellbeing/relationships-family/bereavement/> and arranging a funeral <https://www.ageuk.org.uk/information-advice/coronavirus/arranging-a-funeral--coronavirus-advice/>.

The Child Bereavement Network has published this information <http://www.childhoodbereavementnetwork.org.uk/covid-19.aspx>

People First Chat + Check Service launched

People First have launched a chat + check service for people with learning difficulties and/or autism.

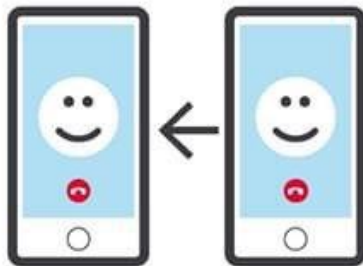
We are People First.



People First **NEW Chat+Check Service** for people with learning difficulties and/or autism - Covid-19.



At People First we are doing our best to support people in need during this difficult time.



We want to help people stay safe and healthy and not feel alone. We are setting up a new telephone Chat+Check service for people who have learning difficulties and/or autism who need some support.

For more information contact
chris.tolley@wearepeoplefirst.co.uk
07763 546116



We will have regular calls with people who need support. We want people to know that we are here to talk to.



If you know someone who could benefit from this service please contact us on the details above with the name and contact details of the individual in need of support.

wearepeoplefirst.co.uk

Take care. Stay Safe.

Family Action

All Children's Centre buildings are currently closed until further notice. Face to face work and visits are currently suspended due to social distancing measures.

We are in regular contact with families in receipt of targeted services to offer other means of support, for example regular telephone contact and/or virtual or digital support. We are also available on the contact points listed below in order to offer information, advice and guidance.

Our Facebook pages are now live:

<https://www.facebook.com/AllerdaleSupport>

<https://www.facebook.com/CopelandSupport>

Here is our new enquiries contact email for ease of access – please make contact to seek what we are providing at this time:

Allerdale@family-action.org.uk

Copeland@family-action.org.uk

New referrals for support can be made via: (This includes families being able to self-refer for support)

AllerdaleReferrals@family-action.org.uk

CopelandReferrals@family-action.org.uk

We are working with our Health partners to provide ongoing support for new parents who wish to breastfeed – initial contact should be made with Cumbria Breastfeeding Support -

<https://www.facebook.com/groups/233370164464923/>

Family Line

Family pressures can sometimes be difficult to manage without emotional support and guidance to help. FamilyLine offers access to a team of trained volunteers, with the knowledge and experience of family issues, to support service users via telephone, text, web chat and email.

FamilyLine

Call: **0808 802 6666** Text: **07537 404 282**

Email: familyline@family-action.org.uk

Visit: www.family-action.org.uk/familyline

Local Support Groups

Social Media Groups

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

Allerdale

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

Copeland

Around the Combe
Cleator Moor Covid Support Group
Distington Action Against Hunger
Distington ARL & CASC
Egremont (Cumbria) Covid-19 Mutual Aid
Frizington COVID19 Support
Mirehouse Matters
Moresby Parks Covid-19 Mutual Support

Cumbria

Cumbria Lake District COVID Awareness
Healthy Hopes Cumbria
West Cumbria Covid-19 Mutual Aid Facebook Group and Helpline- **0333 33 55 226**
supported by a team of volunteers between 9am and 9pm

Support Cumbria- Volunteering

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

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

Go to www.SupportCumbria.org.uk to register as a volunteer or to register a volunteer group.

Information for Local Support Groups

Grants Online

A number of Community Foundations and other organisations have launched funding programmes to assist local organisations in responding to the challenges of the Coronavirus Pandemic. You will find a list of organisations and the types of funding they have made available by following this link:

<https://www.grantsonline.org.uk/coronavirus.html>

Building Futures

Persimmon's Charitable Foundation has this week committed to relaunching its Building Futures scheme for 2020. As part of its sponsorship of Team GB, Persimmon will donate more than £1 million to support children in sport, health and education.

We are calling on local groups within your area which support children to apply. It can all be done online remotely at www.persimmonhomes.com/building-futures

Community Champions

Persimmon's Community Champions initiative has run since 2015 and gives away £64,000 every month in single donations up to the value of £1,000. So far over £3.5 million has been donated in the UK.

Persimmon has decided that from April 2020 all funding will go directly to groups supporting the over 70s.

If you are a group supporting the over 70s, you can apply online at:

www.persimmonhomes.com/community-champions

Active Cumbria

Sport England Funding

This funding will help Sport England partners, clubs and community organisations cope with the short and long-term impact of the pandemic.

You can find out more, including eligibility criteria and how to apply, here:

<https://www.sportengland.org/news/195-million-package-help-sport-and-physical-activity-through-coronavirus>

Charities Aid Foundation Funding

The Foundation has launched a rapid response Fund to help smaller charitable organisations affected by the impact of Covid-19.

Eligible charities can apply for up to £10,000 to support day to day activities in the current health emergency or Covid-19 emergency response activities.

To check out the eligibility criteria and how to apply here:

https://www.cafonline.org/charities/grantmaking/caf-coronavirus-emergency-fund?utm_source=Twitter&utm_medium=socialorganic&utm_campaign=GENCAMCV D1920

Arts Council England COVID-19 Support:

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

<https://www.artscouncil.org.uk/advice-and-guidance-library/covid-19-support>

Cumbria Community Foundation – Covid-19 Response Fund

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

Funding will be available to:

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

Full details are available on the Cumbria Community Foundation website:

<https://www.cumbriafoundation.org/fund/covid19-response-fund/>

Prince's Countryside Fund

Rural Response Emergency Grants Programme

With thanks to Players of People's Postcode Lottery, groups can apply for grant funding of up to £2,500 if they:

- are providing emergency relief to vulnerable or isolated individuals or;
- are providing support to farmers and farm businesses affected by the Coronavirus pandemic or;
- are helping rural or farming communities to cope with the Coronavirus pandemic

£100,000 total is available in this first round of funding. The Fund will assist projects that support farm businesses or other rural businesses and rural communities. This may include, but

is not limited to, volunteer and fuel costs for grocery and prescription delivery from rural community shops, pubs, and hubs; costs associated with emergency support by farm and agricultural support groups; or rural foodbanks and food delivery services.

See details and apply here: <https://www.princescountrysidedefund.org.uk/grant-giving-programme/grant-programme>

Neighbourhood Watch

Free Public Liability Insurance for Groups

Cumbria Neighbourhood Watch Association has organised free Public Liability Insurance for groups involved in Covid-19 community support.

Information can be found here <http://www.cumbriaaction.org.uk/What-We-Do/Community-Emergency-Planning> (scroll down the webpage to Cumbria Neighbourhood Watch Insurance offer for Emergency planning groups).

To receive insurance, as well as being a Neighbourhood Watch member, you must have an emergency plan and complete a risk assessment (templates can be found on the same webpage).

Community Groups for now and the future

If you are looking to set up a more formal, coordinated and permanent group to support your community now and in the longer term, you can do this by growing your neighbourhood watch scheme and/or by creating one of both of the following:

Good Neighbours Scheme to link people up who need help with member of the community who would like to help.

Community Emergency Plan - so that communities and households are prepared for times of crises such as extreme weather conditions.

Please see ACTs website <http://www.cumbriaaction.org.uk/> for further details.

Volunteers and Car Insurance Statement from ABI

If you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by Covid-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover. This applies to all categories of NHS Volunteer Responders, including transporting patients, equipment, or other essential supplies.

<https://www.abi.org.uk/news/news-articles/2020/03/information-for-volunteers-using-their-car-to-help-fight-coronavirus/>

Cumbria CVS

Cumbria CVS is helping local organisations apply for funding in response to COVID-19. This support includes funding advice, setting up a new group and recruiting volunteers to deliver

services. If you would like support with funding applications or with setting up a new group, email cvsfunding@cumbriacvs.org.uk or call **01768 800350**. For volunteer enquiries please email info@cumbriacvs.org.uk or call **01768 800350**.

Cumbria CVS have also collected and produced some useful resources to provide support to those volunteering, including:

- Some useful national resources and information that has been produced for Informal Groups of Volunteers: <https://covidmutualaid.org/resources/>
- COVID-19 Guidance for Volunteers supporting others in your community during https://cumbriacvs.org.uk/wp-content/uploads/2020/03/CRG-COVID-19-Guidance-for-Volunteers_Shopping.pdf?utm_source=Cumbria%20Community%20Foundation&utm_medium=email&utm_campaign=11447842_April%20Newsletter&dm_i=1T5G,6TD7M,H03URA,RAKKM,1
- How you can help make a difference in your local community - Top Ten Tips: https://cumbriacvs.org.uk/wp-content/uploads/2020/03/10-ways-to-help-your-Community-ACT-factsheet.pdf?utm_source=Cumbria%20Community%20Foundation&utm_medium=email&utm_campaign=11447842_April%20Newsletter&dm_i=1T5G,6TD7M,H03URA,RAKKM,1
- Volunteer Guidelines for use by those volunteering informally: https://cumbriacvs.org.uk/wp-content/uploads/2020/03/Covid-19-Basic-Volunteer-Guidelines-Cumbria-CVS-23032020.pdf?utm_source=Cumbria%20Community%20Foundation&utm_medium=email&utm_campaign=11447842_April%20Newsletter&dm_i=1T5G,6TD7M,H03URA,RAKKM,1

Safeguarding and DBS Checks

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

Personal Financial Support

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

Citizens Advice Copeland

Our telephone advice is available Monday, Tuesday and Thursday 10:00 and 13:00 (the same as our previous face to face drop in times) and in addition to this we have set up a new email address advice.copeland@gmail.com for people to contact us on. Our phone lines are open 09:00 and 17:00 and we will answer outside advice times dealing with emergencies, signposting or referring to our next advice session: **01946 693321**

For more information please contact <https://citizensadvicecopeland.org.uk/>

Affinity Credit Union

A credit union is a financial co-operative owned and run by its members offering an accessible saving facility and affordable interest loans. For information please contact: **01946 817508**, email: info@affinitycu.co.uk or visit the website: www.affinitycu.co.uk

Whitehaven Egremont & District Credit Union

A credit union is a financial co-operative owned and run by its members offering an accessible saving facility and affordable interest loans. For more information please contact: **01946 66755**, Email: info@wedcu.co.uk or visit the website <https://wedcu.co.uk>

New Loan Launch for essential workers

We are launching a new loan product specifically targeted towards essential key workers: NHS staff, shop workers, delivery drivers, care workers etc.

The new loan is designed to support those NHS workers and other key essential staff who face unexpected costs or who can't afford essentials during Covid-19, at a reduced interest rate.

An example of this would be an employee who needs a loan to fix a broken car, or to buy a bicycle to get them to work every day, or even extra food for their families. People currently

essential working should be able to do their jobs without having to worry about managing unexpected strain on their finances at this very difficult time.

Example of a Key Worker Loan: £200 instant loan, payable over 12 months - £18 per month, interest charged £10.75, APR 9.9%. *Please note, higher loan amounts are available.*

Other loan products are on offer - for anyone who is struggling, please do not hesitate to contact us and we will endeavour to help you as best we can.

The Credit Union has also made membership FREE during the current crisis, and is currently helping existing borrowers who are suffering financially.

Please contact via email: info@wedcu.co.uk for further information.

DWP - Coronavirus support for employees, benefit claimants and businesses

Information about coronavirus and claiming benefits can be found at: <https://www.understandinguniversalcredit.gov.uk/coronavirus/>

You can follow DWP on:

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

Food and Shopping

Morrisons

The Morrisons Doorstep delivery service is available to vulnerable and elderly members of the community, unable to go shopping in-store.

You will be asked to make your choice from an essential items list, call **0345 611 6111** and select **option 5** to place your order. They will take the order over the phone and deliver to the doorstep and take contactless payment on delivery for you

Asda

Not being able to get to the shops for your essentials is hard. Especially in the current situation. That's why we've created the Volunteer Shopping Card, the cashless - and less stressful - way for people to help get the shopping in. Ideal for those who might be self-isolating, older or medically vulnerable, the Volunteer Shopping Card provides a contactless, safe and secure way to allow others to shop for them.

Why not try it today! Get your Volunteer Shopping Card NOW:

<https://cards.asda.com/the-volunteer-shopping-card>

North Lakes Foodbank

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 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/>

Education

Inspira

Inspira are offering a free Careers service for young people who've left school, college or university this year.

For more information, please visit: <https://www.inspira.org.uk/finished-school-college>

Department for Education

The Department for Education have brought together an initial list of online educational resources to help children to learn at home.

The websites have been identified by some of the country's leading educational experts and offer a wide range of support and resources for pupils of all ages.

Visit: <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>

Cumbria Youth Alliance

Cumbria Youth Alliance have teamed up with Embrace Resilience to offer a full range of online modules to young people aged 14 -24, volunteers and staff members within Cumbria working with children, young people and families for free! Now is the perfect time to learn that new skill, brush up on knowledge, improve CVs and increase training in your organisation.

You can learn more on our website www.cya.org.uk



Cumbria Youth Alliance has joined up with Embrace Resilience a to offer all young people in Cumbria and all staff and volunteers in Cumbria working with children, young people and families access to a large range of online learning modules FREE of charge. Here are some examples



Resilience

- Developing Mental Strength
- Mental Health First Response
- Nutrition Health and Diet
- Managing Stress and Anxiety
- Becoming a Wellbeing Champion



Work

- Career ahead
- Career ahead the fundamentals
- Bullying and Harassment in the workplace
- Equality & Diversity



Understanding

- Understanding Special Needs
- Epilepsy Awareness
- Understanding the role of a personal carer
- Understanding an individual with mental health and learning disabilities
- Supporting people with autism



General

- Introduction to Food Hygiene
- Basics of Health and Safety
- Understanding Manual Handling



Health & Social

- Alcohol and Substance Misuse
- Care Awareness
- Challenging Behaviours
- Safeguarding Adults
- Safeguarding Children

These are just a few of the modules that are available for you to undertake all free - you can undertake one module or several modules once you have registered with CYA



To register please contact sophie@cya.org.uk with the name of the young person or if it is a staff member the name of the organisation and the name of the individual staff member

Useful Links

Government	
Cumbria County Council Coronavirus (COVID-19) latest information	https://cumbria.gov.uk/coronavirus/
GOV.UK Guidance on funerals	https://www.gov.uk/government/news/new-advice-for-safe-funerals-after-discussions-with-faith-leaders
GOV.UK Support for Businesses	https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses
Information Commissioners Office Information for new groups	https://ico.org.uk/about-the-ico/news-and-events/blog-community-groups-and-covid-19/
Public Health	
GOV.UK FAQs on what you can and can't do at home	https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do
Mental Health Foundation Looking after your mental health during the coronavirus outbreak	https://mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak
Mind Coronavirus and your wellbeing	https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/
NHS Every Mind Matters- 10 tips to help if you are worried about coronavirus	https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/
North Cumbria Integrated Care NHS Foundation Trust Maternity guidance surrounding COVID-19 FAQ	https://www.ncic.nhs.uk/application/files/8815/8590/7136/Maternity_FAQs.pdf
Samaritans If you're worried about your mental health during the coronavirus outbreak	https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/if-youre-worried-about-your-mental-health-during-coronavirus-outbreak/
Victim Support Cumbria Emotional and practical help	https://www.victimsupport.org.uk
World Health Organisation Mental health and psychosocial considerations during COVID-19 outbreak	https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf

Information for Local Support Groups	
Cumbria Community Resilience Group Advice for volunteers	https://drive.google.com/file/d/11DWo5Pd_aoaJkDe-XOzvZCfxcZHgwtBE/view
Eden Project Communities Telephone Tree Template	https://www.edenprojectcommunities.com/sites/default/files/car_-_phone_tree_template.pdf
Personal Financial Support	
Money Advice Service Free and impartial money advice	https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you
Education	
World Health Organisation Healthy Parenting Resources	https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/healthy-parenting
Transport	
Cumbria County Council Bus Updates	http://www.cumbria.gov.uk/buses
Northern Key Worker Timetables	https://www.northernrailway.co.uk/key-worker-timetables



HM Government

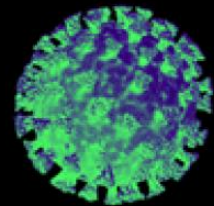


Coronavirus

Isolate your household

Stay at home

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

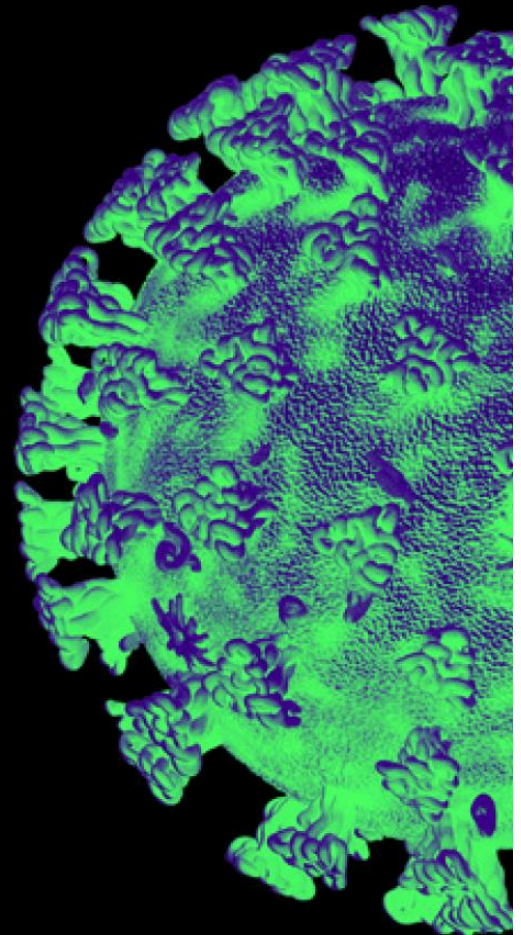


- ✔ Everyone in your household must **stay at home** for 14 days and keep away from others.
- ✘ **DO NOT** go to your GP or hospital.
- ✔ **Go to NHS.UK** to check your symptoms and follow the specialist medical advice. Only call NHS 111 if you can't get online or your symptoms worsen.
- ✔ **Protect** older people and those with existing health conditions by avoiding contact.

Find out how to isolate your household at [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)

CORONAVIRUS

**PROTECT
YOURSELF
OTHERS &
THE NHS**



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:

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

Concerned about a child?



Call
0333 2401727

