

# Newsletter for the Allerdale and Copeland Area

Issue 6  
27 April 2020

This is the sixth 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](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.



# Government information

## GOV.UK

### **Government launches plan to tackle loneliness during coronavirus lockdown**

New public campaign launched by Culture Secretary to get people talking openly about loneliness. This page summaries the actions and support put in place in respect of loneliness during the coronavirus period, including:

- Loneliness to be a priority category of £750 million charity funding package
- Guaranteed £5 million boost for national loneliness organisations leading the charge
- Guidance on supporting yourself and others safely
- Loneliness charities including Age UK will be supported to work with NHS Volunteer Responders in their communities
- Network of high-profile charities, businesses and public figures to join 'Tackling Loneliness Network' formed by Government to help connect groups at risk of isolation

<https://www.gov.uk/government/news/government-launches-plan-to-tackle-loneliness-during-coronavirus-lockdown>

### **Help and support if someone dies**

Guidance bringing together help and support available if someone dies during the coronavirus outbreak. It includes information about:

- What to do after a death
- Financial help (bereavement benefits)
- Arranging or attending a funeral

<https://www.gov.uk/guidance/coronavirus-covid-19-help-and-support-if-someone-dies>

### **Get help with funeral costs**

For more information please visit: <https://www.gov.uk/funeral-payments>

### **Find out what you can do if you're struggling because of coronavirus (COVID-19)**

Use this online service from the government to find out what help you can get if you're affected by coronavirus. You can use it for yourself or someone else.

You can find information about feeling unsafe, going in to work, paying bills or being unemployed, getting food, having somewhere to live, mental health and wellbeing. See here: <https://www.gov.uk/find-coronavirus-support>

### **Government Coronavirus Information Service on WhatsApp**

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.

## **Cumbria County Council**

### **Emergency Support Helpline**

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.

### **Helping in the community - Guidance for the public from CCC and Cumbria CVS**

Cumbria County Council and Cumbria CVS have published new guidance for members of the public who are helping with the response to Coronavirus in their community.

The guidance covers a range of areas including the Emergency Support Helpline, helping safely, safeguarding, food and shopping, using social media and more.

<https://drive.google.com/open?id=1f-Zmp7a0UJPLowwZVQni6MU0aDvpNv3Y>

### **Help keep children safe**

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](http://www.childline.org.uk) if they do not feel safe on **0800 1111**

### **Safeguarding Adults at Risk- COVID update**

Cumbria Safeguarding Adults Board have been working together with our partners to signpost to information and support available both locally and nationally for victims of domestic abuse during covid-19 and the period of lockdown. We will continue to share updates through website <http://www.cumbriasab.org.uk/AdultSafeguarding/covid-19.asp> and on social media [@cumbriasab](https://twitter.com/cumbriasab)

- **Domestic Abuse**  
There is never an excuse for domestic abuse, no matter what the circumstances are. GOV UK have issued guidance (<https://www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse/coronavirus-covid-19-support-for-victims-of-domestic-abuse>) for anyone suffering from domestic abuse with free and confidential advice available 24 hours a day on a dedicated helpline **0808 2000 247**.
- **Support and how to report**  
For anyone who feels they are at risk of abuse, it is important to remember that there is still help and support available, including police response, online support, helplines,

refuges and other services. If you or someone you know is suffering from domestic abuse, isolation rules do not apply.

If you need to speak to someone regarding domestic abuse or would like to make a report please call **101**, or use the online reporting form here:

<https://www.cumbria.police.uk/Report-It/Report-a-Crime/Non-Emergency-Crime-Online.aspx>. Always call **999** in an emergency.

- **Silent Solution 55**

When you phone **999** the operator will ask what emergency service you need. If there is no answer, the operator will then ask you to cough, or make another audible sign that you're in need of police assistance.

If you're in too much danger to make any sound at all, the call will be put through to an automated system which asks the caller to press **55** if they're in danger. If **55** isn't dialled, the police will not be dispatched.

- **Victim Support**

Advice has been developed for anyone currently experiencing domestic abuse and coercive control who may feel even more isolated and frightened than usual while families are social distancing or having to self-isolate. This includes information on how to stay safe and safety planning in the event they are in immediate danger.

<https://www.victimsupport.org.uk/crime-info/types-crime/domestic-abuse/living-domestic-abuse-or-coercive-control-during-coronavirus>

## **Cumbria Libraries**

Cumbria Library Services launches a brand new Virtual Reading Group for adults. Join us on Facebook [www.facebook.com/CumbriaLibraryService](http://www.facebook.com/CumbriaLibraryService) and Twitter [@Cumblibraries](https://twitter.com/Cumblibraries) to discuss books and generally have a natter.

Staying socially connected is very important for keeping up morale and supporting everyone's mental health as we adjust to a new way of living.

So why not try a Virtual Reading Group - keep in touch and keep reading whilst social distancing!

## **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](mailto:TogetherWeCan@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**
- Our housing and homelessness teams are still available to help those facing difficulties. If you are facing being made homeless, please do call the council on **0303 123 1702** and we'll offer whatever support we can. More information is also on our website.
- Our car parks are free to help NHS workers and others who are leading efforts to tackle the virus, as well as local people on essential trips.
- We're encouraging all businesses who think they are eligible for the coronavirus support grant and have not provided their details to do so as soon as possible.

The council needs some information to confirm eligibility as well as bank details to pay the grant. There is a simple form on the council's website at:

<https://www.allerdale.gov.uk/en/coronavirus/coronavirus-business-grants-claims/>.

In recent weeks the council has paid out more than £27m in grant payments. Once confirmed grants are paid in a matter of days.

One recipient took to Facebook to thank the council for its speed in processing their grant: "Well done to Allerdale Borough Council who have processed the business support grant in a matter of days for my small business."

There are two grants available. The first provides all businesses in receipt of small business rate relief or rural rate relief with a grant of £10,000. The maximum rateable value limit is £15,000. The second scheme provides support for businesses in the retail, hospitality and leisure sectors. These are:

- £10,000 for businesses with property with a rateable value of up to £15,000 (which do not receive small business rate relief or rural rate relief)
- £25,000 for businesses with property with a rateable value between £15,001 and £50,999.
- If anyone business owner has any queries, they should contact the council on **0303 123 1702**. 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.
- Check our website to find out the latest on our waste collections. 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](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 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 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**.

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**

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

If you need help or advice not related to coronavirus:

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

Read more advice about getting medical help at home:

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

# Public Information

## **Ramadan and COVID-19**

Guidance on managing fasting during lockdown and when possibly infected with Covid-19 has been produced by Oxford University in association with the British Islamic Medical Association. <https://www.cebm.net/covid-19/is-it-safe-for-patients-with-covid-19-to-fast-in-ramadan/>

## **Alzheimer's Society**

Alzheimer's Society continues to provide support and information for everyone affected by dementia across Cumbria.

We are offering regular welfare calls for those people who want to discuss their or a loved one's situation or ask for advice and also companion calls for people who are missing their social contact during this period. We have already contacted all of our existing service users to set up these calls but are here for anyone else affected by dementia who may need our support at this time.

Our staff are working from home so if you have any queries then please leave a message on **01228 819229** or send an email to [cumbria@alzheimers.org.uk](mailto:cumbria@alzheimers.org.uk) both of which are being checked regularly throughout the day.

Our national Dementia Connect support line is also available on **0333 150 3456** as is our website at [www.alzheimers.org.uk](http://www.alzheimers.org.uk) for regularly updated information on supporting someone with dementia during this period. There are lots of factsheets and publications available for download as well as our online community Talking Point for sharing experiences and concerns with others in similar situations. Stay safe and look after each other.

## **West Cumbria Society for the Blind**

A small local charity that provides much needed support to blind or partially sighted people throughout West Cumbria.

Each year we support:

- Housebound visually impaired people through regular weekly/fortnightly home visits. Providing much needed help and emotional support to the most vulnerable, lonely and isolated visually impaired people in our community.
- Lonely and isolated visually impaired people through our telephone befriending service.
- Over 1,000 visually impaired people and their families access a range of support through our Resource and Information Centre, for example, emotional support, independent living advice/equipment, assistance with financial benefits and much more.
- We also organise regular support groups in Whitehaven, Seaton and Cockermouth.



Since the outbreak of the COVID 19 pandemic we have had to move quickly to diversify our support services to ensure that the most vulnerable visually impaired people in our community can continue to be supported.

Our Staff and volunteers are now working from home to ensure this. All our housebound clients are now receiving several telephone calls each week to support them emotionally and also to highlight and additional needs we can address (daily living equipment, referrals to other services etc.)

We are also continuing to provide our telephone befriending service and we are also in the process of contacting the majority of people on our database to ascertain who needs additional help at this challenging time.

Anyone seeking support can contact our Resource Centre on our temporary helpline **01946 694346** or contact our Lowther Street Centre on **01946 592474** (NB due to COVID 19 the Lowther Street Centre is operating on reduced hours)

Email: [sightloss.lifeline@hotmail.co.uk](mailto:sightloss.lifeline@hotmail.co.uk)

## **Young Cumbria**

Providing responsive support to 11-19 years olds who are experiencing increased stress and anxiety, are affected by depression, isolation and boredom. We can provide support to young people who are experiencing conflict at home and struggling to stay in because of this or where a young person just needs someone to talk this whole thing through with. We will provide support over the phone or via social media which ever suits you best. It can be just the one contact or you can receive ongoing support for a short period, whatever feels comfortable for you. Please contact us either via our facebook page [www.facebook.com/youngcumbria/](https://www.facebook.com/youngcumbria/) or our email [foundations@youngcumbria.org.uk](mailto:foundations@youngcumbria.org.uk)

## **Pheonix Virtual Youth Club**

Youth Club for Cleator Moor, Frizington and Moor Row will continue to be open but virtually through Zoom. This will continue for as long as it takes until we can re-open our youth centres. Opening times: 7 days a week.

**Moor Row Virtual Youth Club Monday:** 8-12 year olds session 5pm-6pm and 13-19 year old session 7pm-8pm

**Frizington Virtual Youth Club Monday and Wednesday:** 8-12 year old session 6pm-7pm and 13-19 year old session 8pm-9pm

**Cleator Moor Virtual Youth Club Tuesday and Thursday:** 8-12 year old session 6pm-7pm and 13-19 year old session 8pm-9pm

**Fun Fridays Interactive DJ set and chat:** 12-19 year old 4:30pm-5:30pm

**Cleator Moor:** 12-19 year old session 6pm-7pm

**Frizington:** 12-19 year old session 7pm-8pm

**Saturday Bingo:** 12-19 year old 6pm-7pm

**Sunday Non-Pub Quiz:** 12-19 year old 6pm-7pm

## Information for Local Support Groups

### **CFM**

In response to the impact of Coronavirus, CFM Cash for Kids has launched an appeal to help the families that need it most.

Right now, those on low incomes who are living in or on the brink of poverty will really be feeling the pressure, and this will have an impact on their children. We want to do what we can to support them during this difficult time.

The Cash for Kids Appeal will build a fund from which grants will help families with children cover basic essentials such as food and heating.

Complete your online application for support here

<https://www.cashforkidsgive.co.uk/emergency-appeals/cumbria/>. Please note, the application form will only be active as and when we have funds available.

### **Mind Coronavirus Mental Health Response Fund**

Voluntary and community sector (VCS) organisations have a vital role working alongside our NHS colleagues to support anyone who has a mental health problem.

Due to the coronavirus pandemic, demand for mental health services is increasing.

To help VCS organisations based in England continue to provide mental health services - or provide additional support - organisations can apply for a Coronavirus Mental Health Response Fund (CMHRF) grant.

Thanks to £5m support from government (the Department of Health and Social Care), grants of £20,000 or £50,000 are available for projects lasting up to 12 months.

For more information visit: <https://www.mind.org.uk/news-campaigns/campaigns/coronavirus-mental-health-response-fund/>

## **Action with Communities in Cumbria**

### **Village Halls - Retail Hospitality and Leisure (RHL) Grant**

There has been confusion about whether village halls are eligible for the Government's Retail Hospitality and Leisure (RHL) Grant, but the majority of halls (as places 'for assembly and leisure') ARE eligible. Read the ACRE guidance for further details:

<https://acre.org.uk/cms/resources/guidance-on-eligibility-for-government-support-for-halls-2.4.20.pdf>

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

# Personal Financial Support

## **Cumbria Victims Charitable Trust**

Cumbria Victims Charitable Trust exists to help victims cope and recover from their experience and to prevent them being targeted or becoming repeat victims of crime.

We provide financial help for victims of crime. Applications need to be supported by an independent person with knowledge of the individual and their circumstances.

Grants will be targeted at cases where no other funds are available to the victim

Further details <http://www.cumbriavictimtrust.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 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/>

## **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](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/>

# Food and Shopping

## Which?

Advice on 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/>

## Sainsbury's

Sainsbury's has launched Volunteer Shopping Cards – enabling others to shop on behalf of the elderly, disabled and vulnerable among other customers who can't shop for themselves.

Volunteer Shopping Cards can be purchased online ([www.sainsburysgiftcard.co.uk](http://www.sainsburysgiftcard.co.uk)), enabling friends and helpers to shop on behalf of the elderly, disabled and vulnerable together with other customers who may not be able to shop for themselves.

Customers can visit the dedicated webpage and select how much they'd like to spend on their weekly shop, between £5-£250. The E-Gift Card will then be emailed directly to the person shopping on their behalf, which can then be redeemed at checkout in store.

For more information, please visit: [www.sainsburysgiftcard.co.uk](http://www.sainsburysgiftcard.co.uk)

## 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>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> 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>
Public Information	
<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>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>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 NHS Foundation Trust</b> Send a message to a relative in hospital	Freephone: <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>
<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>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>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>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>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>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>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>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>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=17CJxmTgCNdyXOdrctioqDwMOXS6xCbe5E">https://drive.google.com/open?id=17CJxmTgCNdyXOdrctioqDwMOXS6xCbe5E</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>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>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>

Food and Shopping	
<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
Education	
<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>
Transport	
<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>

**Concerned about a child?**

 **Call 0333 2401727**



HM Government



# Coronavirus

## Isolate your household

## Stay at home

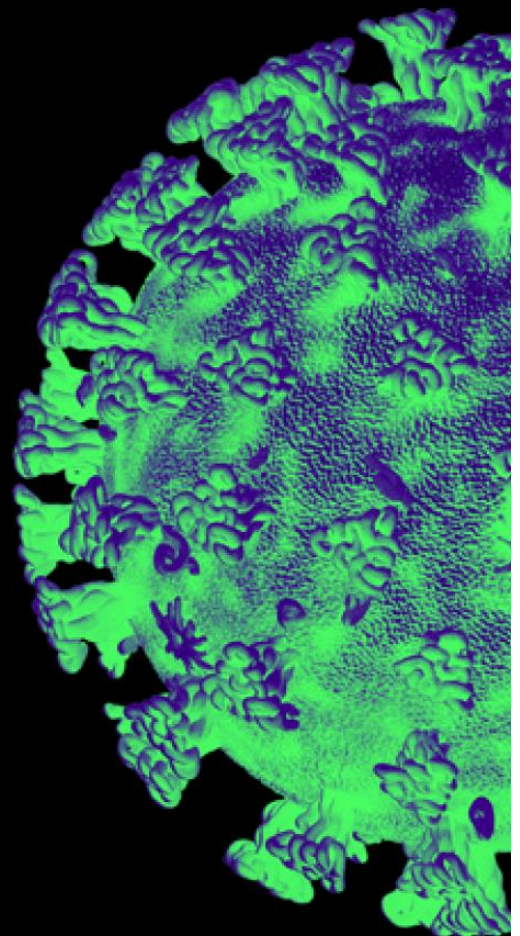
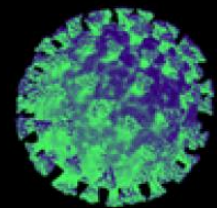
If you or anyone in your household has a high temperature or a new and continuous cough – even if it's mild

- ✔ 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.



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



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**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](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:

 <p><b>RED</b></p>	<p><b>If your child has any of the following:</b></p> <ul style="list-style-type: none"> <li>• Becomes pale, mottled and feels abnormally cold to the touch</li> <li>• Has pauses in their breathing (apnoeas), has an irregular breathing pattern or starts <b>grunting</b></li> <li>• Severe difficulty in breathing becoming agitated or unresponsive</li> <li>• Is going blue round the lips</li> <li>• Has a fit/seizure</li> <li>• Becomes extremely distressed (crying inconsolably despite distraction), confused, very lethargic (difficult to wake) or unresponsive</li> <li>• Develops a rash that does not disappear with pressure (the 'Glass test')</li> <li>• Has testicular pain, especially in teenage boys</li> </ul>	<p><b>You need urgent help:</b></p> <p>Go to the nearest A&amp;E department or phone 999</p>
 <p><b>AMBER</b></p>	<p><b>If your child has any of the following:</b></p> <ul style="list-style-type: none"> <li>• Is finding it hard to breathe including drawing in of the muscles below their lower ribs, at their neck or between their ribs (<b>recession</b>) or <b>head bobbing</b></li> <li>• Seems dehydrated (dry mouth, sunken eyes, no tears, drowsy or passing less urine than usual)</li> <li>• 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</li> <li>• Has extreme shivering or complains of muscle pain</li> <li>• Babies under 3 months of age with a temperature above 38°C / 100.4°F</li> <li>• Infants 3-6 months of age with a temperature above 39°C / 102.2°F</li> <li>• For all infants and children with a fever above 38°C for more than 5 days.</li> <li>• Is getting worse or if you are worried</li> <li>• Has persistent vomiting and/or persistent severe abdominal pain</li> <li>• Has blood in their poo or wee</li> <li>• Any limb injury causing reduced movement, persistent pain or head injury causing persistent crying or drowsiness</li> </ul>	<p><b>You need to contact a doctor or nurse today.</b></p> <p>Please ring your GP surgery or call NHS 111 - dial 111</p> <p>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&amp;E</p>
 <p><b>GREEN</b></p>	<p><b>If none of the above features are present</b></p> <ul style="list-style-type: none"> <li>• You can continue to provide your child care at home. Information is also available on NHS Choices</li> <li>• Additional <b>advice</b> is available to families for coping with crying of well babies </li> <li>• Additional <b>advice</b> is available for children with complex health needs and disabilities.</li> </ul>	<p><b>Self care</b></p> <p>Continue providing your child's care at home. If you are still concerned about your child, call NHS 111 - dial 111</p>