

# Newsletter for the South Lakeland Area – Issue 2

This is the second edition of a regular newsletter aiming to give information, advice, guidance and details of useful contacts during these challenging times. The most up to date information is available on the Cumbria County Council website at [cumbria.gov.uk/coronavirus/landingpage.asp](https://cumbria.gov.uk/coronavirus/landingpage.asp).

## Local Government Information

### Useful links:

- [Full guidance on staying at home and away from others](#)
- [Stay at home guidance for households with possible coronavirus \(COVID-19\) infection](#)
- [Shielding and how to protect extremely vulnerable people](#)
- [Volunteering in your local community](#) and volunteer guidance
- You can also subscribe to email alerts for your area. The link for South Lakeland link is [https://public.govdelivery.com/accounts/UKCCC/subscriber/new?topic\\_id=UKCCC\\_119](https://public.govdelivery.com/accounts/UKCCC/subscriber/new?topic_id=UKCCC_119)
- [Cumbria County Council Service Updates](#) including Highways, Fire, Cumbria Care, Household Waste and Recycling Centres, Registration Services, Libraries and Archives, Public Buildings.

Please note that Cumbria County Council has now temporarily closed all of its buildings to the public and will no longer provide non-essential 'face to face' services.

Alternative contact can be made online by visiting [www.cumbria.gov.uk](https://www.cumbria.gov.uk) or by phone, call 01228 606060.

## New emergency support line launched for vulnerable people needing urgent help

Cumbria County Council and partners launched a new emergency support service on Monday, 30 March for people at high risk of becoming seriously ill as a result of COVID-19, and who do not have support available from friends, family or neighbours.

Those at high risk include people aged over 70 years, pregnant women and those with underlying health conditions who should be protecting themselves by staying at home. The majority of these people will already be receiving support from family, friends or local voluntary groups with tasks like shopping or collection of medicines if they require it. But we know that a small number of people will not have this support. If they have no alternative, these people will now be able to call the Freephone number to request help with getting food, medicines, essential supplies and home deliveries.

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](mailto:COVID19support@cumbria.gov.uk)  
Further details about this support service can be found online at [Cumbria.gov.uk](https://www.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.

Please note that on Good Friday and Easter Monday, the 'call' centre will operate for the same hours as at weekends and will be available to call between 10am and 2pm.

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 community who have no other support network, to ensure they receive assistance with grocery shopping and pharmacy orders. The county council will continue to support these groups, providing advice and guidance as necessary.

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 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 mass 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](https://www.cumbria.gov.uk/coronavirus)

## South Lakeland District Council

For up-to-date information on South Lakeland District Council services, go to [www.southlakeland.gov.uk](https://www.southlakeland.gov.uk), follow SLDC on Facebook or on Twitter @SouthLakelandDC.

- The front counter reception at SLDC offices at South Lakeland House in Kendal and Kendal Town Hall are closed to face-to-face enquiries.  
Essential services continue but they might be delivered in different ways in response to the Coronavirus (COVID-19) outbreak.  
Our detailed planning measures should ensure that key services like waste collections, environmental protection and benefits payments will be able to continue.  
Services will also be accessible to the homeless and anyone who requires urgent assistance can still call a member of the homelessness team on 01539 733 333.  
SLDC's customer services team is still working and can be contacted by the same phone number or by emailing [customer.services@southlakeland.gov.uk](mailto:customer.services@southlakeland.gov.uk).  
Any documents that need to be handed in can be left in a sealed envelope in the post box at SLDC's Kendal offices. The post box is next to the main office entrance in Angel Yard.

- The public jetty, public slipway and public toilets at Ferry Nab, Bowness are closed. All council-managed play areas are closed, although parks will remain open for fresh air and exercise in line with government advice.
- The indoor market in Kendal is closed, although the outdoor market will continue but only for stalls selling food produce.
- Car parks operated by SLDC have been made free of charge from March 25 to ensure key workers and volunteers involved in the Coronavirus response can access parking and to minimise the risk of virus transmission.
- All bulky waste collection services provided by Right2Work have been suspended and no more bookings will be accepted.
- Businesses impacted by the Coronavirus outbreak can now apply to South Lakeland District Council (SLDC) to access government support grants - the cash grant for retail, hospitality and leisure businesses (a one-off cash grant of £25,000 to eligible businesses with rateable values greater than £15,000 and less than £51,000), and small business grant funding (a one-off £10,000 grant to support small businesses that already pay little or no business rates because of small business rate relief (SBRR), rural rate relief (RRR) and tapered relief).

To date the council has received nearly 3,000 applications for government funding and has processed payments worth around £18 million.

Those eligible should receive the payment within ten working days from receipt of a valid application.

The application form can be accessed here: [www.southlakeland.gov.uk/Covid-19BusinessGrants](http://www.southlakeland.gov.uk/Covid-19BusinessGrants).

The grant schemes are separate to the business rates relief schemes also announced by government.

These reliefs apply to eligible retail, leisure and hospitality businesses (including those that have closed temporarily due to the Government advice on Coronavirus) and 100 per cent rate relief is available for a period of 12 months.

SLDC will apply this relief automatically to business rates bills for 2020/21 and businesses do not need to apply for this. New bills with applied relief are being reissued. SLDC has also taken the decision not to collect business rates direct debits in April to allow the new reliefs to be applied before any payments are due.

- SLDC has suspended green bin garden waste collections to ensure that we can target all our efforts on maintaining grey bin and recycling collections during the Coronavirus (Covid-19) outbreak.

- This includes making sure crews can continue to work while observing social distancing guidelines. Crews have been split and more vehicles have needed to be diverted to the grey bin collections.
- The council has a statutory responsibility to collect residual waste (grey bin) so that is the service that we are working hard to protect under very difficult circumstances. Green waste collections are not a statutory responsibility, but are provided by SLDC as part of its expanded recycling offer. The council appreciates this isn't great timing for the many gardeners out there.
- The council understands many people will be using this time following the government 'stay at home' advice to take advantage of the decent weather to get out into their gardens for some fresh air and exercise, but is asking for some support and understanding in these unprecedented times.

### **Message from SLDC bin crew**

The following message from Andy Ash, a waste collection operative working out of the Kendal depot, has been shared on the council's social media. Andy asks for help from residents to tie waste bags before putting them in grey bins and explains a bit more about the decision to suspend green waste collections to protect him and his colleagues. The posts have been viewed more than 40,000 times and have gathered 260 'likes', 350 shares and have generated hundreds of supportive comments.

*Hi, my name is Andy and I'm one of your bin crew.*

*Along with supermarket delivery drivers, retail staff and postmen and women, me and my colleagues are out there, every day, doing our jobs in very difficult circumstances, keeping the essential services going that we all rely on.*



*Every week our collection crews are picking up waste and recycling from every home in South Lakeland, including many where people are already ill due to Coronavirus or are self-isolating. Every day we are coming into contact with possible infection through your waste and recycling.*

*I'd like to ask everyone to please make sure their waste is properly secured in bags when you put it in your grey bin, so me and my colleagues stay safe and can continue to provide these services.*

*We have also recently suspended green garden waste collections.*

*We know that the weather has been better, we know lots of you are stuck at home and we know that many of you are using the time to get out into the garden. We know the timing of this isn't great.*

*But we've had to suspend green bin collections to make sure we can continue to pick up the really essential rounds, and that means protecting grey bin collections.*

*Like most essential businesses that are still going and providing services, the council has a number of people currently unable to work due to Covid-19 related illness or self-isolation.*

*Put simply, that means we have fewer bin men available at the moment than usual.*

*We have also had to change the way we make your collections in order to keep me and my colleagues safe.*

*We use the same type of wagons to collect green waste as we do for grey waste.*

*Usually, on any given day, half of the fleet will be out collecting the contents of your grey bins while the other half is somewhere else collecting green bins.*

*But usually a grey bin round involves three or sometimes four bin men in each crew, depending on the size of the round, all travelling in the same wagon, all sat in the same cab.*

*Now, under the current Coronavirus conditions, to make sure me and my colleagues can continue to collect your bins while working at a safe 'social distance', we can only have two of us travelling in the cab of each wagon.*

*That means we are 'doubling up' the wagons on grey bin rounds so we can get round everyone and keep this collection going - which means taking wagons off green rounds and redeploying them to grey rounds. Hence the green waste suspension – we need those wagons to complete the grey bin rounds.*

*We're all having to adapt, we're all having to work differently and we're having to find ways to try to keep collections going in difficult circumstances.*

*We regret not being able to pick up your garden waste and grass cuttings at the moment, but please consider the reasons why. We are trying to protect the grey bin collections as our number one priority - and me and all my colleagues are working hard every day to do that.*

*Thank you for reading. Stay safe.*

*ANDY*

**New council meetings regulations** came into force on Saturday (4 April). These enable all local authority meetings to be held remotely, including allowing remote access by members of the public

## Guidance for residents

Stay at home, protect our NHS, save lives

Stay at home

You must stay at home, only leaving for the following very limited purposes:

- Shopping for basic necessities, as infrequently as possible.
- One form of exercise a day – for example, a run, walk or cycle – alone or with members of your immediate household.
- Any medical need, to provide care or to help a vulnerable person.
- Travelling to and from work, but only where this absolutely cannot be done from home.

Protect the NHS

You must stay at home to protect the NHS

- The NHS only has a limited number of doctors, nurses and specialist equipment.
- We are working around the clock to increase NHS capacity.
- The more people who get sick, the harder it is for the NHS to cope.
- We must slow the spread of the disease so that fewer people are sick at any one time.

Save lives

You must stay at home to protect the NHS and save lives:

- Police will disperse gatherings of more than two people in public, excluding people you live with.
- Police will issue fines to anyone who does not comply with these rules.
- Police will close all shops that are not essential, as well as playgrounds and places of worship.

### Coronavirus scams

**Cumbria Trading Standards** is warning members of the public to be vigilant in the face of scams connected to the coronavirus. These scams might take the form of pensions transfers, high-return investment opportunities or health insurance supplements.

Amongst other precautions, the public should:

- not give out personal details (bank details, address, existing insurance/pensions/investment details)
- beware of adverts on social media channels and paid for/sponsored adverts online
- be wary of promised returns that sound too good to be true
- get a company's name and establish their credentials using the Financial Conduct Authority's Financial Services Register

Further advice is available at <https://www.fca.org.uk/scamsmart>.

***COVID-19 – financial relieve (sic) scam See example text.***

***Recommend advising people not to click on the link – this is a scam.***

## Safeguarding

### Domestic Abuse Support Services Cumbria during COVID-19

Report to:

Cumbria police non-emergency call **101** or online [www.cumbria.police.uk](http://www.cumbria.police.uk)

In an emergency always call **999**

If you are at risk or experiencing abuse, help and support is available.

For more information contact:

**Safety Net for women and men affected by Domestic Abuse.**

t: 01228 515859

[office@safetynet.org](mailto:office@safetynet.org)

Women Community Matters (Barrow)

t: 01229 311102

[reception@womenscommunitymatters.org](mailto:reception@womenscommunitymatters.org)

**Cumbria Victim Support**

t: 0300 3030 157 (local)

Mon – Fri 9 – 6 pm

**24hour support line** 08081689111

[Cumbria.admin@victimsupport.org.uk](mailto:Cumbria.admin@victimsupport.org.uk)

**Domestic Abuse Partnerships Emergency Accommodation**

South Lakes: 01539 733333

### **Children and Young People**

Families may experience added stress at this time, with added financial pressure or isolation from support networks. These issues can add a great burden onto families and children and young people could be at increased risk of harm during these times.

If you are concerned about a child or young person who you believe might be at risk of harm, please contact **The Multi Agency Safeguarding Hub** on **0333 240 1727** [cumbriasafeguardingchildren.co.uk](http://cumbriasafeguardingchildren.co.uk) or **NSPCC 0800 800 5000**.

If you believe a child is at risk of immediate danger dial 999 and speak to the Police

### **Adults**

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.

If you are concerned that an adult is at risk of abuse or neglect please call **0300 303 2704**;

Out of Hours **01228 526690**

In an emergency, call 999

Cumbria Adult Safeguarding Board (CSAB) and reporting concerns

CSAB have a number of resources which you may find useful to share, print or display, including how to report safeguarding concerns.

See [Cumbria Adult Safeguarding Board](#) website.

### **DBS**

Volunteer organisations and group will decide if a DBS is necessary for the roles they are recruiting to. Some roles will require a DBS check but others won't. A volunteer working with older people or vulnerable adults and handling cash through



shopping or paying bills role would be classified as a regulated activity role so a Disclosing and Barring Service check would be necessary.

With the sudden recruitment of new volunteers, if they don't have a DBS check they might be paired up with a volunteer who does have a DBS check.

Many of the roles that volunteers will carry out in their local communities do not raise safeguarding issues and do not need a DBS check. You can have a look at the DBS eligibility guidance to confirm whether the activities your group propose to do are captured.

If your group's activities are captured, under normal circumstances we would advise that having volunteers DBS checked is a prudent safeguarding step. There is, however, no legal requirement for you to have a DBS check.

Regardless of whether you choose to have volunteers DBS checked, you should ensure your group follow simple, practical precautions such as working safely in pairs, keeping records of money spent and providing shopping receipts to safeguard all involved.

If they are not from the same household, volunteers must stay two metres apart at all times.

Please remember that gatherings of more than two people in public are currently banned, with these measures being enforced by the police.

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

## Volunteering in your community

### Support Cumbria

Vulnerable people and elderly people in your community who are staying at home, self-isolating or shielding may need the support of volunteers - could you help?

SupportCumbria.org.uk is a collaboration of agencies and communities across Cumbria to offer volunteering support at a community level. They are looking for volunteers of all levels.

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

Go to [SupportCumbria.org.uk](https://supportcumbria.org.uk) to register as a volunteer or to register a volunteer group.

### Help us identify the community support available in your area

We also need all volunteer and community support groups, who are providing support to people affected by COVID-19, across the county to make themselves known and to register on the site. Whether you are a new or an existing group, please register online, it takes just a few minutes. This will help the agencies behind Support Cumbria to link volunteers and local groups and ensure we have the right support options in each district for people in need.

Agencies in each district across Cumbria are working together with community groups to ensure local communities are well supported, and particularly vulnerable and isolated people, during the ongoing COVID-19 outbreak.

**Age UK South Lakeland** are providing a number of emergency support services to people aged 70+ across the district. These services include;

- Telephone Shopping Service
- Prescription Collection Service



- Hospital Transport Service
- Healthy at Home Resources

These emergency support services are available to people who need to self-isolate and have no other available means of support. Services can be accessed by calling Age UK South Lakeland helpline on 030 300 30003.

**Carers Support South Lakes** are now operating their services remotely, all staff have access to laptops so support to unpaid Carers will continue. The offices in Stricklandgate House in Kendal are now closed.

While they are not able to offer face to face support or home assessments, these will continue via telephone. Contingency/Emergency plans will continue to be offered and put in place for Carers who do not have them.

The Volunteer Counselling Service will provide telephone counselling to ensure that Carers counselling remains a priority. The Lasting Power of Attorney service will continue via telephone and electronically.

Further information, guidance and signposting will be posted on the **Carers Support South Lakes** Facebook page and website [www.carersupportsouthlakes.org.uk](http://www.carersupportsouthlakes.org.uk)

## Information for Local Support Groups

### **ACTION with Communities in Cumbria**

Please visit our website for updated 'Coronavirus (COVID-19), Communities and Community Buildings' guidance, including 10 simple ways you can help people in your community.

Visit: [www.cumbriaaction.org.uk/News-Events/News](http://www.cumbriaaction.org.uk/News-Events/News)

In response to the current COVID-19 pandemic, we've made some changes to how we're operating with all staff now working remotely from home. We have IT systems in place so you can continue to contact us as usual by phone and email.

Visit: [www.cumbriaaction.org.uk/Contact-Us](http://www.cumbriaaction.org.uk/Contact-Us) for details.

### **Third Sector Organisations and Volunteer Groups**

Cumbria CVS has created a resource page to help support the third sector organisations in Cumbria access information around the current COVID-19 pandemic.

Currently there is not a lot of information from national government around the needs of small, local third sector organisations (it has been focused on businesses and individuals). This webpage aims to direct you to the information that is available, and to fill some of the gaps, bringing together information from the TSNE, Cumbria County Council, and Public Health along with national government and charities advice.

You can access the resource here at [www.cumbriacvs.org.uk/coronavirus](http://www.cumbriacvs.org.uk/coronavirus) Cumbria CVS Health and Care Project Funding Officers will be supporting groups to apply for funding for support needs around Coronavirus. See [www.cumbriacvs.org.uk](http://www.cumbriacvs.org.uk) or call 01768 800350.

## Childcare provision for key workers

Information can be found at <https://cumbria.gov.uk/coronavirus/serviceupdates.asp>

## Household Waste Recycling Centres (Tips)

Following the latest government guidance on COVID-19 and in light of the rapidly moving situation, the Council has taken the difficult decision to close all 14 of the Council's Household Waste Recycling Centres (HWRCs) until further notice.

The Government has been clear under which very limited circumstances individuals are permitted to leave their home. The HWRC sites do not fall within these categories, and keeping the sites open is encouraging residents to continue to leave their homes and visit the sites.

Please continue to use existing District Council local kerbside waste collection services. Some of our District Council partners have taken the decision to temporarily withdraw their garden waste collections, therefore please keep your garden waste for now. In the meantime, you can:

- Home compost
- Leave grass cuttings on the lawn where they will mulch down to provide nutrients
- Leave areas of grass uncut (the wildlife will love this!)

In addition, please keep additional waste to a minimum - avoid any home projects that will generate waste such as clearing out your garage or shed, and store all your waste at home until the Government restrictions are lifted.

We thank you for your cooperation, support and understanding in these unprecedented times.

## Transport

### Changes to Bus Services across Cumbria

We have been advised by Stagecoach of some changes to their bus services across Cumbria during the current health emergency. This is due to fewer drivers being available, and also significant falls in bus usage.

A summary of the Monday to Friday changes in each District can be found from links at the top of the County Council's website page for bus services: [www.cumbria.gov.uk/buses](http://www.cumbria.gov.uk/buses).

**For impartial and comprehensive information about public transport please contact Traveline on 0871 200 22 33.**

This information will be updated and refreshed as extra information becomes available, including for Saturdays, Sundays and for other operators services. As the new timetables become available, they will be added to the website, but with the likely high volume of change, this may take some time.

Services are maintained to all areas. On routes with low frequencies existing timetables have been maintained, whilst more frequent services may run less often. All the normal summer timetable enhancements have been postponed until the end of the isolation period

## Funding and Financial Support

### Business Rates Bills for 2020/2021, Government Funding and Support

As the Covid-19 situation is developing, we will endeavour to keep you up-to-date with relevant information and the role that we are playing for our business community. To keep you informed please visit [www.southlakeland.gov.uk](http://www.southlakeland.gov.uk) which we will be posting updates on a regular basis.

**Business Grant Funding** - Details of grants available are being developed by Central Government and the [Coronavirus \(COVID-19\) support and advice](#) page on our website will be updated regularly with more information on how to apply as we receive it. We are expecting this either tomorrow, 20 March or early next week.

- Those eligible for Small Business Rate Relief (SBRR) or Rural Rate Relief (RRR) you may be eligible for grants up to £10,000 to help meet their ongoing business costs.
- For those in the retail, hospitality and leisure businesses with property rateable values between £15,000 and £51,000, grant funding up to £25,000 is available.

**Business Rates Bills for 2020/21** - You may have just received your business rates bill for 2020/21. Please note that these **do not** include newly announced discounts or payment holidays. ***These will be applied automatically and you do not need to take any further action.*** Please bear with us while we await further advice from Central Government.

We are encouraging all businesses with cash flow concerns to speak directly with your business banks, insurance providers, landlords, commercial agents and supply chain to speak about potential payment holidays and flagging business interruption with them.

- You can sign up to receive GOV.UK email alerts on Coronavirus [here](#).
- Sign up to receive our business newsletter [here](#).

We are here to support you where possible in the coming weeks and months, please do not hesitate to contact us to discuss your situation and if you feel the Council could help with your concerns.

SLDC has Business Continuity Plans in place and is working hard to ensure that we can continue to operate our services so that we can support our community as the Coronavirus response develops.

### Credit Union

Eden & South Lakeland Credit Union have temporarily closed their offices. Members will be continue to be able to transact with the credit union by phone or email. Please email [customerservice@edensouthlakeland.com](mailto:customerservice@edensouthlakeland.com) or telephone **01768 890065** with any questions.

## **Citizens Advice**

South Lakes Citizens Advice offices in Kendal, Ulverston and Windermere are closed for face to face appointments and drop-in sessions. Information and advice are still available by phone.

For new enquiries or for telephone advice please ring **03444 111 444**.

For debt and on-going enquiries, telephone **015394 46464**.

## **Cumbria Community Foundation COVID-19 Response Fund**

Cumbria Community Foundation has set up a fund to help charitable groups support vulnerable people affected by Coronavirus (COVID-19). As the virus spreads across the county, those who are vulnerable will be hardest hit and in times of crisis, many people turn to charities for support.

Groups wanting to enquire about funding should follow this link

<https://www.cumbriafoundation.org/fund/covid19-response-fund/> or contact the grants team via email [grants@cumbriafoundation.org](mailto:grants@cumbriafoundation.org)

## **Active Cumbria – response to Coronavirus**

All of us at Active Cumbria understand the difficulties faced by many providers of sport and physical activity at the current time.

We have been busy pulling together details of a range of sources of help, advice, and funding to support you and your organisation over the coming weeks and months. See below for the latest updates.

## **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.

This support includes:

- A £20 million Community Emergency Fund, which will be opened immediately for clubs and community organisations to bid into. Grants between £300 and £10,000 are available
- A £5 million pot for existing partners to bid into if they're facing specific financial difficulty
- An additional £55 million to support our sector during an ongoing period of restrictions, to fund new and innovative ways to keep people active and, when the period of restrictions is over, to help organisations get back to business and adjust to a different environment. You can find out more, including eligibility criteria and how to apply, click <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.

Grants of up to £10,000 will help these organisations to continue to deliver much needed support to our communities across the UK. This support is available to organisations with a charitable purpose and charitable activities, which had income of £1million or less in their last financial year. 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, click  
<https://www.cafonline.org/charities/grantmaking/caf-coronavirus-emergency-fund>

### **Other Local Funding Sources**

There are many other local sources of funding available to support your organisation during this difficult time. For further details, please click  
<https://www.activecumbria.org/workforce/funding/>

### **Government Advice for Business**

The latest Government advice for businesses, which covers a range of different sources of help, can be found at  
<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>

### **We're Here to Help!**

If you would like additional support at this difficult time, please complete our short enquiry form on our website, and we will be in touch. Go to  
<https://www.activecumbria.org/workforce/coronavirus-update-sector/>

### **Our Activity Finder**

We have added a new 'virtual / online' category to our activity finder. #BePartOfIt and add your activity here: <https://www.activecumbria.org/addyouractivity>

## **Youth support**

### **Cumbria Youth Alliance**

**Free access** to on line learning for young people aged14+ and staff and volunteers in youth organisations.  
Get a registration form at <https://www.cya.org.uk/e-learning> which each person should complete and return to [sophie@cya.org.uk](mailto:sophie@cya.org.uk) You will be issued with a unique learner number which you use to log on to do one or more modules.

## **Support for Businesses**

Businesses can get advice and assistance from Cumbria Tourism, the Cumbria Chamber of Commerce, and the Local Enterprise Partnership.

### **Government help**

Useful links:

- [How to keep your employees safe](#)
- [Businesses and community spaces that must be closed](#)

- [How to clean workplaces safely](#)
- [Check what you need to do about Statutory Sick Pay](#)
- [Find out what to do for different businesses and organisations](#)
- [UK businesses trading internationally](#)
- [What the government is doing to support businesses](#)
- [How to close holiday accommodation to temporary residents](#)

## **DWP - Coronavirus support for employees, benefit claimants and businesses**

A range of extra support and measures will be in place to help workers, benefit claimants and businesses affected by coronavirus.

Following announcements in the Budget, the Department for Work and Pensions is making temporary arrangements to support those impacted by coronavirus.

### **Changes to job centre appointments (19 March 2020)**

People receiving benefits do not have to attend job centre appointments for at least 3 months, starting from Thursday 19 March 2020. People will continue to receive their benefits as normal, but all requirements to attend the job centre in person are suspended.

People can still make applications for benefits online if they are eligible.

Job centres remain open, and will continue to support people who are not able to use phones and online, including homeless people.

### **For people already claiming support**

Special arrangements will be in place for people in receipt of benefits who cannot attend reassessments or jobcentre appointments because they are required to stay at home or are infected by coronavirus.

The arrangements are:

- disabled and sick claimants who cannot attend a reassessment for Personal Independence Payment (PIP), Employment and Support Allowance (ESA) or Universal Credit will continue to receive their payments while their assessment is rearranged
- people who need to claim ESA or Universal Credit because of coronavirus
- will not be required to produce a fit note.
- when claimants tell us in good time that they are staying at home or that they have been diagnosed with coronavirus, they will not be sanctioned – we will review their conditionality requirements in their claimant commitment, to ensure they are reasonable
- claimants who are staying at home as a result of coronavirus will have their mandatory work search and work availability requirements removed to account for a period of sickness

### **For people who need to make a new claim for financial support**

We understand people who are required to stay at home or are infected by coronavirus may need financial support, and quickly.

We announce that:

- those affected by coronavirus will be able to apply for Universal Credit and can receive up to a month's advance up front without physically attending a job centre
- the 7 waiting days for ESA for new claimants will not apply if they are suffering from coronavirus or are required to stay at home – so it will be payable from day one

### **Employees and self-employed people**

To make sure people in work can take the necessary time off to stay at home if they are suffering from coronavirus or to prevent its spread, changes have been made to Statutory Sick Pay and how Universal Credit supports self-employed claimants.

This includes:

- people who cannot work due to coronavirus and are eligible for Statutory Sick Pay will get it from day one, rather than from the fourth day of their illness – we intend to legislate so this measure applies retrospectively from 13 March 2020
- Statutory Sick Pay will be payable to people who are staying at home on government advice, not just those who are infected, from 13 March 2020 after regulations were laid on 12 March 2020 – employers are urged to use their discretion about what evidence, if any, they ask for
- if employees need to provide evidence to their employer that they need to stay at home due to coronavirus, they will be able to get it from the NHS 111 Online instead of having to get a fit note from their doctor – this is currently under development and will be made available soon
- self-employed claimants on Universal Credit who are required to stay at home or are ill as a result of coronavirus will not have a Minimum Income Floor (an assumed level of income) applied for a period of time while affected

### **Businesses**

The government wants to ensure businesses are supported to deal with the temporary economic impacts of an outbreak of coronavirus.

Employers with fewer than 250 employees will be able to reclaim Statutory Sick Pay for employees unable to work because of coronavirus. This refund will be for up to 2 weeks per employee.

Find out about other government support for businesses

<https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses>

### **More information**

Read more information about coronavirus and claiming benefits.

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

**Follow DWP on:**

- Twitter – [www.twitter.com/dwppressoffice](https://twitter.com/dwppressoffice)
- Facebook – [www.facebook.com/dwp](https://www.facebook.com/dwp)



- LinkedIn – [www.linkedin.com/company/dwp](http://www.linkedin.com/company/dwp)
- YouTube – [www.youtube.com/dwp](http://www.youtube.com/dwp)

## Electricity North West

Self-isolating households may be unable to top up pre-pay electricity or gas meters, so the Department of Business, Energy & Industrial Strategy have made a press announcement outlining the commitment of suppliers to ensure people are not left off-supply.

<https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19>

## Royal Society for the Prevention of Accidents

### Coronavirus: Accident Free, Avoid A&E

We've developed a new information hub at [www.rosipa.com/AccidentFree](http://www.rosipa.com/AccidentFree), where everyone who is affected by social distancing measures – whatever their age and circumstances – can find information that is relevant to them during these difficult times. Lack of supervision for young children while parents are #WorkingFromHome can be an accident waiting to happen.

Prevent accidents. Protect your family. Help the [@NHS](https://twitter.com/NHS). @RoSPA has advice and information at [www.rosipa.com/AccidentFree](http://www.rosipa.com/AccidentFree) #AccidentFreeAvoidAandE #StaySafeAtHome #StayHomeStaySafe

## Food and Shopping

### Businesses offering food home delivery services

#### Ulverston

Ulverston Town Council has compiled a list of Ulverston Businesses with telephone numbers, who will deliver to your door. This will not be an exhaustive list, if the shop you want is not listed, please do telephone them to enquire. Customers can pay over the phone to individual shops. This will help you and also our vital local businesses. Please visit [www.ulverstoncouncil.org.uk](http://www.ulverstoncouncil.org.uk) or tel: 01229 585778. [admin@ulverstoncouncil.org.uk](mailto:admin@ulverstoncouncil.org.uk) for details.

## Foodbanks

### Ulverston Food Bank

Ulverston food bank opening hours have been reduced to Monday, Wednesday, Thursday 11.am – 1.pm.

Details can be found at <https://barrow.foodbank.org.uk/category/ulverston/>

## Supermarkets

Supermarket	Measures
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	<ul style="list-style-type: none"> <li>•</li> </ul>
Morrisons	<ul style="list-style-type: none"> <li>• Extending home delivery service</li> <li>• Working with Marie Curie and CLIC Sargent Charity shops – shopping for vulnerable clients, helping at checkouts, taking items to charities and foodbanks</li> <li>• ‘National Health Service Hour’ - Monday-Saturday 7-8am .Need NHS ID</li> <li>• The café is also changing to a takeaway service for all customers</li> </ul>
Asda	<ul style="list-style-type: none"> <li>• Volunteer Shopping Card – contactless, safe and secure way for someone to shop for a vulnerable person with a limit of £150. Go to <a href="https://asda.com/volunteercard">asda.com/volunteercard</a> to sign up.</li> <li>• Dedicated hours for NHS workers are Sundays 9.00 – 10.00 am</li> <li>• Dedicated hours for older and vulnerable shoppers are Mondays, Wednesdays and Fridays from 9.00 – 10.00 am.</li> </ul>
Aldi	<ul style="list-style-type: none"> <li>• NHS, Police, Fire Service priority access every day on showing an ID Card plus early access on a Sunday (30 minutes early)</li> <li>• Open 30 mins early Mon – Sat for elderly (over 70) and vulnerable for browsing only.</li> <li>• Online delivery (non-food) timeframe extended from 3-10 days</li> </ul>
Tesco	<ul style="list-style-type: none"> <li>• The 3 Tesco Express stores in South Lakeland are not generally following the same practises as the main supermarkets regarding dedicated slots for vulnerable groups or key workers</li> <li>• Bags of Help is Tesco’s local community grant scheme where the money raised by the carrier bag charge in Tesco stores is being used to fund thousands of community projects. The projects must meet the criteria of bringing benefits to the community. Grants of up to £2,000 are available see <a href="https://tescobagsofhelp.org.uk/tesco-community-grants/">https://tescobagsofhelp.org.uk/tesco-community-grants/</a></li> </ul>
Iceland	<ul style="list-style-type: none"> <li>• Last hour of trade dedicated to NHS staff. Need ID.</li> <li>• Working to add more delivery slots</li> <li>• Offering ‘contact free’ delivery to avoid contamination</li> </ul>
Booths	<ul style="list-style-type: none"> <li>• Priority shopping for NHS, police, fire service, army, social care workers, teachers and Booths colleagues – Mon-Sat 7-8am and 8-9pm (7-8pm Kendal). Sunday 9-10am browsing hour</li> <li>• Vulnerable persons checkout allowing friends, relatives and volunteers to shop for them and go to a set checkout where the store will ring the person at home who can pay for the shopping. There is a limit of £100 on this service</li> <li>• Launching a new next day Click + Collect service. Minimum spend £30 + £2 delivery charge. Charge for paper bags, 20p.</li> <li>• Home delivery service for people isolating, up to 3 miles radius Monday to Friday only. Call 08002218086 Mon-Fri 8.30-4.30pm to place an order. <a href="https://www.booths.co.uk/home-delivery/">https://www.booths.co.uk/home-delivery/</a> No delivery charge. Next day delivery aimed for. Delivery team will leave bundle at door and wait for an answer before they leave.</li> </ul>

M&S	<ul style="list-style-type: none"> <li>• Vulnerable and elderly priority 8.30-9.30am on Mondays and Thursdays</li> <li>• NHS/H&amp;S care workers first hour of each day Tuesdays 8.30-9.30am and Fridays 8.00-9.00am</li> </ul>
B & M Retail Ltd	<ul style="list-style-type: none"> <li>• Cannot take payments over the phone, would need to be in-store.</li> <li>• Items would need picked by CCC / Volunteer no staff availability to pre pack.</li> </ul>

## Useful links to help you with any anxieties you may be feeling

**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](http://www.lscft.nhs.uk/news/814)

**World Health Organisation** - Mental Health Considerations during COVID-19 Outbreak - 6th March 2020

[https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af\\_2](https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af_2)

**Mental Health Foundation** - Looking after your mental health during the Coronavirus outbreak - 18 March 2020

<https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>

**Anna Freud Centre** – Supporting Young People’s Mental Health during Times of Disruption

<https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/>

**Curated by MIND (Toolkit)** Mental Health at Work: Coronavirus and isolation: supporting yourself and your colleagues

<https://www.mentalhealthatwork.org.uk/toolkit/coronavirus-and-isolation-supporting-yourself-and-your-colleagues/>

**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/>

### Suicide Prevention

We recognise in these very challenging circumstances there may be people whose struggle with their mental wellbeing may lead them to consider suicide. You may be interested in Suicide Prevention so 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/>

## **Bereavement support**

**Child Bereavement UK:** [www.childbereavementuk.org](http://www.childbereavementuk.org)

Helplines: 0800 0288840 Local: 01539 628 311

[cumbriasupport@childbereavementuk.org](mailto:cumbriasupport@childbereavementuk.org)

**Cruse Bereavement Care:** [www.crusecumbria.org.uk](http://www.crusecumbria.org.uk)

Helplines 0844 477 9400 Local: 0300 6003434

[helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

## **Faith guidance**

**Inter Faith Network member bodies on Covid-19**

Guidance can be found at <https://www.interfaith.org.uk/news/covid-19>

**Spiritual Care Resources for Religious Holidays (Passover, Easter, and Ramadan) during the COVID-19 Pandemic.**

Information on traditional religious practices during high holy days in the Jewish, Christian, and Islamic traditions as well as resources for those who are spiritual but not religious can be found at

<https://chaplaincyinnovation.org/wp-content/uploads/2020/04/Spiritual-Care-Resources-Final-4.2.20-2.pdf>

**We'd love to hear from you with any good news or heart-warming stories that you encounter while you're supporting your communities. Please share them with us by sending details and any photos to [SouthLakeland.AreaSupport.gov.uk](mailto:SouthLakeland.AreaSupport.gov.uk)**

# **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://nhs.uk/coronavirus)**

# Coronavirus

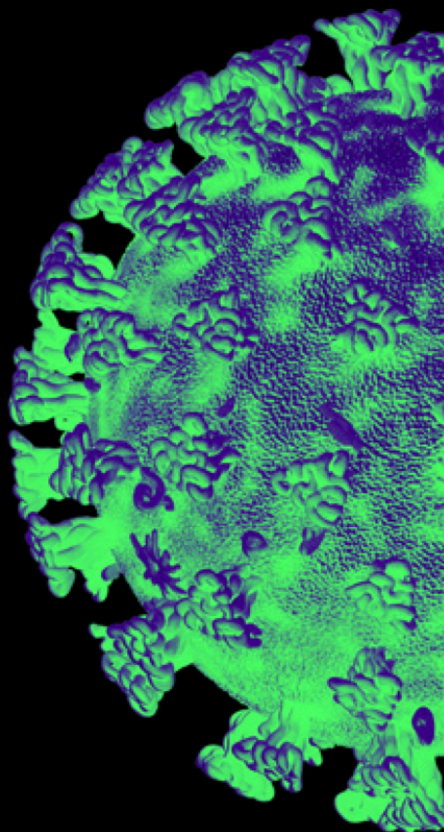
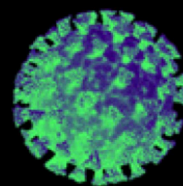
## Isolate your household

## 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://nhs.uk/coronavirus)





# Safeguarding Adults Covid-19 for people who are self-isolating



We want to make sure that the **most vulnerable are safe** when they are self isolating. 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](https://cumbriasafeguardingchildren.co.uk)



@cumbriasab



[cumbriasab.org.uk](https://cumbriasab.org.uk)