

# Newsletter for the Allerdale and Copeland Area

Issue 7  
5 May 2020

This is the seventh 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.



**SUPPORT EACH OTHER**  
#TogetherWeCan

**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

### **New Bounce Back Loans launched**

Small businesses will be able to apply for quick and easy-to-access loans from today. Businesses will be able to borrow between £2,000 and £50,000, with the Government making a commitment to make funds available rapidly. Loans will be 100% government backed for lenders, and businesses can apply online through a short and simple form.

<https://www.gov.uk/government/news/new-bounce-back-loans-to-launch-today>

## Cumbria County Council

### **Testing for Essential Workers**

Testing for coronavirus (COVID-19) is now available to people in Cumbria at a range of locations.

Testing is available to:

- all essential workers including NHS and social care workers with symptoms (see the full list of essential workers <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#essential-workers>)
- anyone over 65 with symptoms
- anyone with symptoms whose work cannot be done from home (for example, construction workers, shop workers, emergency plumbers and delivery drivers)
- anyone who has symptoms of coronavirus and lives with any of those identified above

The Government are also testing

- social care workers and residents in care homes (with or without symptoms) both to investigate outbreaks and, following successful pilots, as part of a rolling programme to test all care homes
- NHS workers and patients without symptoms, in line with NHS England guidance

Testing is available for all eligible essential workers at sites in Penrith, Kendal, Preston and Gateshead. Eligible health and social care staff can also access testing in Barrow, Carlisle, Lancaster and Whitehaven.

To be eligible for testing people must be:

- Currently self-isolating for five days or less due to suspected COVID-19 infection, or;
- A member of an essential worker's household who has suspected COVID-19 infection and has been self-isolating for five days or less (which has resulted in the member of staff self-isolating as well).

Testing is most effective in the first three days of COVID-19 symptoms appearing. Testing is considered effective up until day five. No testing should be undertaken after day five, unless for a specific reason.

Importantly, while people can make their own bookings for Penrith, Kendal, Preston and Gateshead via <https://self-referral.test-for-coronavirus.service.gov.uk/>, to access the Barrow, Carlisle, Lancaster and Whitehaven sites health and social care staff must be referred for testing by their employer.

Full details of how to access all testing available to people across the whole of Cumbria can be found at <https://www.northcumbriaccg.nhs.uk/covidtesting>

### **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](mailto:COVID19support@cumbria.gov.uk)

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

If you have received a letter from the NHS telling you to isolate for twelve weeks ('shielding') and you have no support network. Then you are able to register for a free food parcel from the Government at [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable) or call **0800 028 8327** which is the Government's dedicated helpline. If your circumstances have changed and you now have a support network in place please update your status by calling the same number or completing the same form.

### **Cumbria Fire and Rescue Service urges people to #StayHomeStaySafe**

Many of us are spending more time at home to help stop the spread of Covid-19.

Cooking, smoking, electrical items and heating sources are the most common causes of fires in the home, so Cumbria Fire and Rescue Service is asking people to think, take action and avoid becoming a further casualty for the NHS.

- Cooking - never leave any cooking unattended, read the instructions clearly and don't cook after consuming alcohol.
- Electrics - don't overload sockets or electrical systems. Always turn off and unplug electrical equipment when it's not in use.
- Smoke alarms - check they are working, at least once per week, if they are not working then get some working detectors fitted on at least every floor of the property.
- Escape routes - make sure everyone in your property knows how to get out if a fire does occur, close all doors at night to limit the spread of any fire or smoke.
- Deliberate fires - people are still having fires to burn refuse or garden waste - do not do this! These fires can easily get out of control. Burning rubbish can also cause pollution and harm to people's health.

Cumbria Fire and Rescue Service are also asking people to be safety aware if they go outdoors for daily exercise.

### Be Water Aware

- When out walking, or running close to water, keep away from the water's edge, especially after rain when the ground may be slippery or unstable
- Never enter the water to try and help a person or animal - always call 999 and use any water rescue equipment if it is available
- If you are spending time near water make sure you would know what to do if you happened to fall in. The advice is not to panic, float on your back and then either call for help, or swim to safety
- If you've had alcohol don't enter the water and avoid walking routes near water

### Wild fires

Please follow these tips to reduce the chance of a wildfire in the countryside:

- Extinguish cigarettes properly and don't throw cigarette ends on the ground.
- Never throw cigarette ends out of car windows.
- Avoid using open fires in the countryside.
- Don't leave bottles or glass in woodland - sunlight shining through glass can start fires.
- If you see a fire in the countryside, report it to the fire and rescue service immediately.

During the Coronavirus pandemic, Cumbria Fire and Rescue Service will continue to visit vulnerable or elderly people in their homes and can provide assistance with fitting their smoke alarms. The Service is encouraging the general public to look after their own fire safety and help to make sure that Cumbria Fire and Rescue Service is available for the public who really need our response or prevention staff.

If anybody requires a 'Safe and Well' visit, please call **0800 358 4777** or email [HART@cumbria.gov.uk](mailto:HART@cumbria.gov.uk). More fire home safety information at <https://firekills.campaign.gov.uk/> and <https://www.cumbria.gov.uk/cumbriafire/>

## **Allerdale Borough Council**

The latest updates regarding coronavirus and our services:

- Tenants and landlords are being reminded that despite the lockdown brought about by the coronavirus outbreak, homes should not be left in a state where they are unsafe and needing urgent repairs. The Government has released a number of advisory guidance documents to support and encourage landlords and tenants in adopting a pragmatic, common sense approach to issues that may arise in the current circumstances - such as boiler repairs. These can be found on the government website: <https://www.gov.uk/government/publications/covid-19-and-renting-guidance-for-landlords-tenants-and-local-authorities>.

Tenants have a right to a decent, warm and safe place to live and it is the role of Allerdale Borough Council to keep housing conditions under review and take appropriate action in the event that hazards exist within the home.

Therefore we are reminding tenants that if they are privately renting and they feel their home is dangerous and there is an imminent risk to their health, then they should contact their landlord in the first instance to get any repairs completed as soon as possible. If they are not happy with their landlord's response, then they can contact the council's Private Sector Housing Team on **0303 123 1702**.

- 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/>.

- We can offer help and assistance to any individual who is facing financial hardship. The council can help to reduce council tax payments through the Council Tax Reduction Scheme and we can also provide help and advice on any benefits which may be available. More information is on the council's website, or ring **0303 123 1702**
- 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. Garden waste collections resume from the week beginning 11 May. Please check your collection day on our website: [www.allerdale.gov.uk/bincollections](http://www.allerdale.gov.uk/bincollections).

Our bin crews are working hard to carry out the waste collections in these challenging times. Please help to protect them from infection by cleaning bin handles. And wash your hands after putting your bins out and collecting them back in too.

- Our leisure partners, GLL, announced the closure of our leisure centres in accordance with government advice they remain closed.
- To reduce social contact, the government has ordered certain businesses and venues to close. Should you see a business operating that you think should be closed then we would appreciate your help. Please forward its details to [environmental.health@allerdale.gov.uk](mailto:environmental.health@allerdale.gov.uk) or telephone **0303 123 1702** so that we can investigate. Your details will not be passed to the business.



- If you have potentially infected waste, there is advice on how to safely dispose of it on our website.
- All of our play parks and public toilets are now closed to the public
- We have issued advice and guidance on the conduct of funerals in light of the government advice.
- We have suspended all our markets
- Our official meetings have been postponed in line with government advice on social distancing
- We have deferred payments via the festivals and events fund given that all festivals and events are no longer taking place

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

## **Copeland Borough Council**

Copeland Borough Council's website is kept updated with up-to-the-minute information and guidance on services and support for residents and businesses during the Covid-19 crisis. Please visit <https://www.copeland.gov.uk/coronavirus-pandemic-information-copeland> for further information.

The council has also produced a Frequently Asked Questions section online, including advice on business grants, council tax support, and recycling and waste collections. It is available at <https://www.copeland.gov.uk/coronavirus-faqs>

Copeland residents are also encouraged to sign up to receive the council's free digital newsletter, Copeland Matters, via email at <https://www.copeland.gov.uk/subscribe-cem>

Copeland Borough Council is urging all business who have not yet applied for business grants to do so via <https://www.copeland.gov.uk/coronavirus-resources-business>

Copeland Borough Council also has access to a range of help for those experiencing hardship at this time.

- For support paying your Council Tax email [ctax@copeland.gov.uk](mailto:ctax@copeland.gov.uk)
- To check if you're eligible for support to assist with housing costs email [benefits@copeland.gov.uk](mailto:benefits@copeland.gov.uk)
- If you are homeless, or may become homeless, email [housing.options@copeland.gov.uk](mailto:housing.options@copeland.gov.uk) or call **01946 427070** (24 hours a day)
- Help is available for those experiencing domestic abuse by email at [housing.options@copeland.gov.uk](mailto:housing.options@copeland.gov.uk) or by calling **01946 427070** (24 hours a day)
- For help with debts, everyday spending, ways to save and access to local food and hardship schemes, email [advice.copeland@gmail.com](mailto:advice.copeland@gmail.com) or call **07388 996202** or **01946 693321**.

Copeland Borough Council has started its garden waste collections on Monday.

Residents' online calendars are now up-to-date to reflect their new collection dates. Residents are asked to note that the day of the week their garden waste is collected remains the same, but the council is collecting every four weeks instead of every two weeks in the current circumstances.

For those who are scheduled a collection on Bank Holiday Friday this week, it will take place as planned.

To view your collection calendar, type in your postcode at <http://collections-copeland.azurewebsites.net/calendar.html>

For all the information on the service, visit <https://www.copeland.gov.uk/node/44321>

For a list of items that you can and cannot include in your garden bin, visit <https://www.copeland.gov.uk/garden-bin-collections>

And for advice on what to do to minimise your garden waste in between collections, visit [https://www.copeland.gov.uk/sites/default/files/attachments/garden\\_wst\\_min27\\_4\\_20\\_0.pdf](https://www.copeland.gov.uk/sites/default/files/attachments/garden_wst_min27_4_20_0.pdf)

Copeland Borough Council collection service for bulky items resumed on Monday.

It costs £27.60 for up to three items to be collected from residents' kerbsides, with an additional cost per item for more than three. Items that you can have collected include:

- household furniture
- beds, wardrobes and drawers
- bathroom furniture
- electrical items, including cookers, washing machines and dishwashers
- garden furniture and equipment

For a full list of items that can be collected, visit <https://www.copeland.gov.uk/attachments/bulky-items-collection-list>

For our terms and conditions, visit <https://www.copeland.gov.uk/attachments/bulky-collections-terms-and-conditions>

For more information, or to arrange a collection, please call **01946 598300** or email [info@copeland.gov.uk](mailto:info@copeland.gov.uk).

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**

### **Cumbria Police Q&A Sessions**

Police together with partner agencies including Victim Support, Health, NSPCC and Cumbria County Council's Adult and Children's social care, have been hosting live Q&A sessions on Facebook over the last two weeks. The sessions on domestic abuse and safeguarding were so popular, that they will continue to be held. Visit Cumbria Police Facebook page for more information.

<https://www.cumbria.police.uk/News/News-Articles/2020/April/Facebook-live-QA-sessions-help-seven-victims-of-abuse.aspx>

### **North and West Cumbria Scrub Hub**

The North and West Cumbria Scrub Hub who are making scrubs, scrub accessories, splash back visors and other necessary PPE for our NHS and other key workers who require these items during the shortage of them through the COVID 19 situation.

They have around 300 volunteers so far helping across the Cumbria community. You can help donate so that more material can be bought to meet the demand for orders.

Gofundme: [www.gofundme.com/f/north-amp-west-cumbria-scrub-hub](http://www.gofundme.com/f/north-amp-west-cumbria-scrub-hub)

PayPal: <http://paypal.me/nwcumbriascrubhub>

If you would like to find out more information or think this is something you would like to help support, then please get in touch so they can continue to help Our Cumbrian people in these strange times we all find ourselves in.

Website: <http://nwcumbriascrubhub.co.uk/>

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



## The Farmer Network - helpline

The Cumbria Farmer Network has produced useful online information and advice during the COVID-19 pandemic.

<https://www.thefarmernetwork.co.uk/projects/covid-19-information-and-support/>

They also have a helpline that can be accessed during office hours on **01768 868615**

## Cockermouth Linking Lives - Two's Company



Are you concerned about the impact Covid-19 is having on socially isolated people in your community? Perhaps you know someone who is needing some support.



### Two's Company can help people make a difference to their community during this time of crisis.

#### WHAT IS 'TWO'S COMPANY'?

'Two's Company' is a telephone befriending programme being run through churches across the UK to respond in a relevant way to the Covid-19 pandemic. Many people are more isolated now than ever and this approach provides a way for local people to stay in touch by telephone on a regular basis.

#### WHO IS IT FOR?

Two's Company is aimed at those most vulnerable to the effects of social isolation due to age, location, health or other factors.

#### HOW DOES IT WORK?

Volunteers from local churches form a team of telephone befrienders. Referrals for phone calls are made to the Coordinator, and they then match a telephone befriender with someone requesting a phone call, called a 'Link Friend'. The Link Friend will receive a phone call from their befriender at least once a week for 4 months or more, providing much needed companionship during this difficult time. We expect this process to benefit both those involved in the regular calls.

#### WHO CAN GET INVOLVED?

Volunteers will have been vetted and checked through previous roles in their local church. It would particularly suit those who have a warm, friendly and empathetic character and can relate to people of different ages and backgrounds.

#### HOW DOES THIS PROJECT WORK IN PARTNERSHIP WITH OTHER AGENCIES?

Local Two's Company projects will work together with other groups, such as Good Neighbour schemes, Local Authorities and groups that have started in the area to respond to Covid-19. This will broaden the impact that they are able to make in the local community.

#### I'D LIKE TO GET INVOLVED. WHAT DO I DO NOW?

The best way to get involved is to contact the Church overseeing the initiative in your area. The dedicated phone number is below.

#### I WOULD LIKE TO REQUEST A REGULAR CALL – WHAT DO I DO?

To refer yourself or someone you know, please call the Coordinator, for a friendly discussion.

**Coordinator: Sue Gorman**

**Telephone: 07957 515140**

Christ Church Rooms

South Street, Cockermouth, CUMBRIA  
CA13 9RU

[cockermouth@linkinglives.uk](mailto:cockermouth@linkinglives.uk)

This project has been set up in partnership with Linking Lives UK which is a national Christian befriending charity that, since 2012, has established befriending projects in over 30 communities across the country, working through the local church to combat loneliness and social isolation.

[www.linkinglives.uk](http://www.linkinglives.uk)

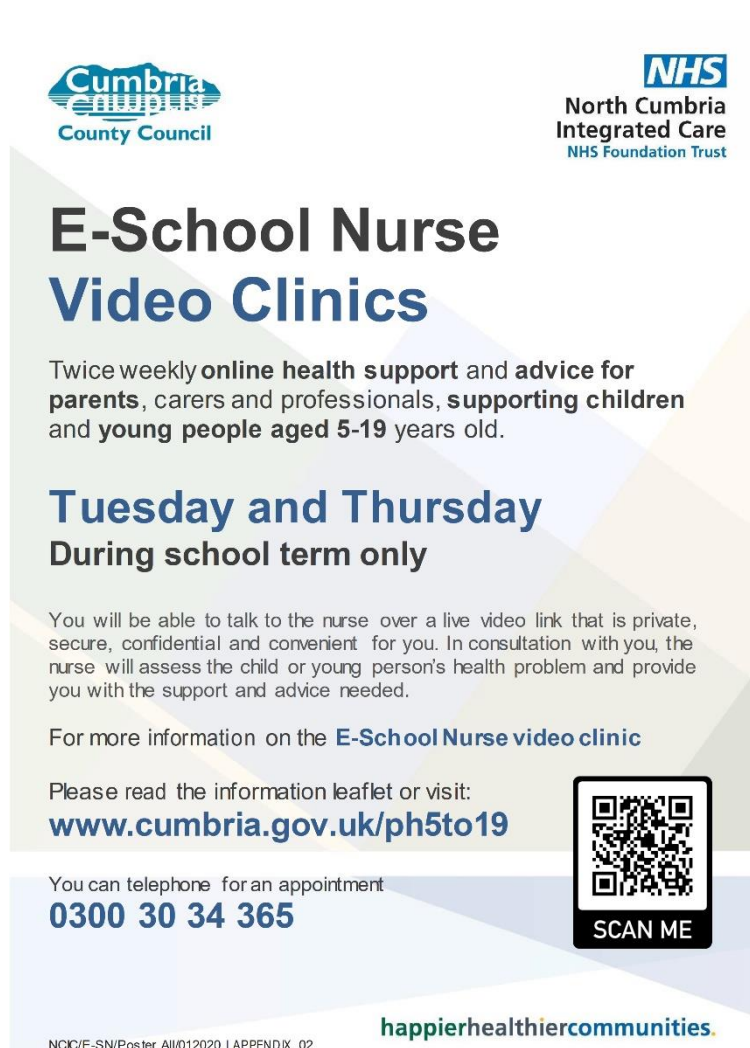


# Public Health Information

## North Cumbria Integrated Care NUS Foundation Trust- E-School Nurse

Twice weekly video clinics (during term-time) providing health and wellbeing advice are being offered to parents and carers of children aged 5-19 in Cumbria.

<https://www.cumbria.gov.uk/ph5to19/priorities.asp>



The poster features the Cumbria County Council logo on the left and the NHS North Cumbria Integrated Care NHS Foundation Trust logo on the right. The main title is 'E-School Nurse Video Clinics'. Below this, it states: 'Twice weekly online health support and advice for parents, carers and professionals, supporting children and young people aged 5-19 years old.' The days 'Tuesday and Thursday' are highlighted in blue, with the note 'During school term only'. A paragraph explains that the service is private, secure, confidential, and convenient, where a nurse will assess the child or young person's health problem and provide support and advice. It directs users to the website [www.cumbria.gov.uk/ph5to19](http://www.cumbria.gov.uk/ph5to19) for more information. A QR code is provided with the text 'SCAN ME' below it. At the bottom, it says 'You can telephone for an appointment 0300 30 34 365'. The footer includes the slogan 'happierhealthiercommunities.' and the reference 'NCC/E-SN/Poster.All/012020 | APPENDIX 02'.

**Cumbria**  
County Council

**NHS**  
North Cumbria  
Integrated Care  
NHS Foundation Trust

## E-School Nurse Video Clinics

Twice weekly **online health support and advice for parents**, carers and professionals, **supporting children and young people aged 5-19** years old.

### Tuesday and Thursday

During school term only

You will be able to talk to the nurse over a live video link that is private, secure, confidential and convenient for you. In consultation with you, the nurse will assess the child or young person's health problem and provide you with the support and advice needed.

For more information on the **E-School Nurse video clinic**

Please read the information leaflet or visit:  
[www.cumbria.gov.uk/ph5to19](http://www.cumbria.gov.uk/ph5to19)

You can telephone for an appointment  
**0300 30 34 365**

SCAN ME

happierhealthiercommunities.

NCC/E-SN/Poster.All/012020 | APPENDIX 02

## North East & North Cumbria Suicide Prevention Network

The North East and North Cumbria Suicide Prevention Network has launched a website, covering the whole North East and North Cumbria area. The website will provide a new community resource for people seeking help and advice about suicide and mental wellbeing, guidance for those who have sadly been bereaved by suicide, and signposting to a library of professional resources for those working in suicide prevention.

<http://www.stopsuicidenenc.org/>

## **We Will Youth Mental Health Group Launch New Film ‘Just Listen’**

The WE WILL youth mental health group are based in Maryport, Cumbria and have been campaigning to improve youth mental health for several years.

Supported by staff from Ewanrigg Local Trust, group members have created several films, won many awards, have lobbied members of parliament and visited Westminster to meet with MPs and ministers. Like many groups, their plans for 2020 have been affected by the current situation, but the group have adapted their approach and are continuing to circulate their important messages in other ways. Please feel free to share the information below.

Young people reveal that the simplest and most effective way of helping themselves and others to cope during challenging times is to JUST LISTEN.

To share this message the WE WILL youth mental health group are launching their latest film, JUST LISTEN.

WE WILL say that listening better is a vital skill that can save relationships, health and lives. They ask, ‘Will you be THAT person who steps up and LISTENS BETTER?’

LISTENING BETTER can be improved in minutes - watch ‘BOY’ to understand WHY it’s important to listen.

<https://www.youtube.com/watch?v=L9WBZ1L2s4I&t=11s>

To find out HOW to listen watch their new film ‘JUST LISTEN’.

<https://www.youtube.com/watch?v=Kg053UnO7S0>

WE WILL – will you?

<https://www.ewanrigg.com/wewill>

Follow their story on FB [@makingmaryportsmile](#) Instagram [@wewillcampaign](#) Twitter [@wewillcampaign](#)

Listen to your gut feeling. If you think someone needs professional mental health support encourage them to tell a teacher or health worker.

If you think someone is at risk you must act, tell a trusted adult, seek support or ring **999**. For a list of youth mental health support and resources see <https://www.camhs-resources.co.uk/>

## **CADAS- New Addiction Helpline Launched**

Our new addiction helpline launched on 4 May. The aim of the helpline is to provide callers with brief information, advice and guidance in relation to any problematic addictive behaviours that they or anyone they are close to may be struggling with. So Cadas staff are now answering our new number – **0800 2 54 56 58** – from 11am to 8pm from Monday to Saturday, and arranging longer callbacks for callers if necessary.

## Information for Local Support Groups

### **Cumbria CVS**

Cumbria CVS is regularly updating our website for any information in relation to COVID-19 and have developed a range of resources that may be useful including a COVID- Volunteer Handbook and Volunteer Guidance, all of which are available on our Volunteering page (specific dedicated to COVID-19): [www.cumbriacvs.org.uk/coronavirus/covid-19-volunteering](http://www.cumbriacvs.org.uk/coronavirus/covid-19-volunteering). The Covid-19 Volunteer Handbook has recently been updated this week.

Cumbria CVS is also 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.cumbriavictimstrust.org.uk> or email

[grants@cumbriafoundation.org](mailto:grants@cumbriafoundation.org)

### **Phoenix Enterprise Centre**

Phoenix Enterprise Centre provides a free and independent advice and guidance service. This service is available to Copeland residents who claim Universal Credit, other working age benefits or who are at risk of redundancy.

We can help with:

- Universal Credit Claims
- Maintenance of Universal Credit Accounts
- CV Preparation
- Job Search
- Application Forms/Covering Letters
- Interview Techniques

For more information call the advice and Guidance team on **07388 996202** or email [joanne@phoenixenterprise.co.uk](mailto:joanne@phoenixenterprise.co.uk)

## **Citizens Advice**

### **Universal Credit and Covid 19 – CHECK BEFORE YOU CLAIM**

If you need to seek financial help with living or housing costs during the 'lockdown' Universal Credit is the main source of support for new claims.

#### Take advice before claiming Universal Credit

Universal Credit (UC) was introduced to replace 6 'legacy benefits' including Working Tax Credits and Housing Benefits.

If you claim UC this brings to an end your previous claims for all legacy benefits and even if you are worse off you cannot go back to your old claim.

You may also be slightly better off on UC but the current levels of payment are temporary and may be reduced when the crisis is over.

The people most affected are those with savings and those paying rent. The difference between UC and Working Tax Credits can be a loss of £1,000's a year and there may be lower payments for many years to come when compared to 'UC managed migration' a loss of £10,000's of income is possible.

Help to Claim is a dedicated service from Citizens Advice. It's free, independent, confidential and impartial. Our trained advisers can help with things like how to gather evidence for your application or how to prepare for your first Jobcentre appointment.

You can read our online advice on Universal Credit at any time  
<https://www.citizensadvice.org.uk/benefits/universal-credit/>

You can contact an adviser through free national Help to Claim phone service:

England: **0800 144 8 444**

England textphone: **18001 0800 144 8 444**

Talk to us online:

Chat lets you talk to a trained adviser online about your Universal Credit application process. Chat is usually available 8am to 6pm, Monday to Friday. It's not available on public holidays.

### **Citizens Advice Allerdale**

Citizens Advice Allerdale is helping clients with coronavirus and non coronavirus related issues including Benefits, Debt, Housing, Employment and Relationship.

For telephone advice, clients should phone **01900 604735**. They will be called back by an adviser as soon as possible.



For email enquiries, clients should email [advice@citizensadviceallerdale.org.uk](mailto:advice@citizensadviceallerdale.org.uk)

Our telephone and email services are open Monday to Friday 9.00am to 5.00pm.

### **Citizens Advice Copeland**

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

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

### **Affinity Credit Union**

A credit union is a financial co-operative owned and run by its members offering an accessible saving facility and affordable interest loans. We can offer loans and immediate repayment holidays for those awaiting wage or benefit payments in the current situation. You do not have to be an existing member to apply for a loan. For information please contact: **01946 817508**, email: [info@affinitycu.co.uk](mailto:info@affinitycu.co.uk) or visit the website: [www.affinitycu.co.uk](http://www.affinitycu.co.uk)

### **Whitehaven Egremont & District Credit Union**

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

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

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

## **Food and Shopping**

### **North Lakes Foodbank**

Thank you so much for all the kind donations, helping to restock our shelves. We are still short of the items below. It would be great if everyone dropped one item off, our warehouse would fill up in no time. Can you help please with this Appeal? If you can't get to the shops please donate at: [www.give.net/20267456](http://www.give.net/20267456)

**This week's appeal is for:**

- 1ltr UHT Fruit Juice



- **Jam (Not Homemade)**
- **1 ltr UHT Milk**
- **Sponge Pudding**
- **Tinned Rice Pudding**

Collection points can be found at participating supermarkets including: Asda, Booths, Co-op, Morrison's, Sainsbury's, SPAR and Tesco. (Please note - you can deposit food from any supermarket at these collection points, the food does not have to be purchased from that particular store)

More information can be found at: <https://www.thefoodbank.org.uk/>

## Education

### **Cumbria Community Learning and Skills is Going Online!**

*“Learn a new skill or find a new interest with hundreds of online courses to choose from...”*

Cumbria County Council's Community Learning and Skills service is launching a new programme of online courses from Monday 4 May. With more than 150 adult learning courses available online there's bound to be a course that will spark your creativity!

We have courses to help you feel less isolated during the current lockdown period, courses that will help you maintain healthy physical and mental health, as well as a range of courses to open up your creative side - learn a new language or expand your digital skills to help you keep in touch with family and friends, or to support your professional work.

We are also excited to offer some additional support for home schooling parents with a wide range of Family Learning courses up to Key Stage 2.

Whatever you choose to do, you'll find our tutors are supportive and encouraging, and our classes are a great way to increase your confidence and skills.

A large number of classes will be offered for free, with others starting at only £2.50 per hour.

More information about the service is available online at [www.cumbria.gov.uk/learningandskills](http://www.cumbria.gov.uk/learningandskills) - where you can browse and choose the courses you're interested in. You can also follow the service on Facebook ([CumbriaLearning](#)), Instagram ([@cumbrialearning](#)) and Twitter ([@CumbriaLearning](#)) to keep up to date with the latest opportunities.”

## 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> Find coronavirus support	<a href="https://www.gov.uk/find-coronavirus-support">https://www.gov.uk/find-coronavirus-support</a>
<b>GOV.UK</b> Tackle loneliness during coronavirus	<a href="https://www.gov.uk/government/news/government-launches-plan-to-tackle-loneliness-during-coronavirus-lockdown">https://www.gov.uk/government/news/government-launches-plan-to-tackle-loneliness-during-coronavirus-lockdown</a>
<b>GOV.UK</b> Get help with funeral costs	<a href="https://www.gov.uk/funeral-payments">https://www.gov.uk/funeral-payments</a>
<b>GOV.UK</b> Help and support if someone dies	<a href="https://www.gov.uk/guidance/coronavirus-covid-19-help-and-support-if-someone-dies">https://www.gov.uk/guidance/coronavirus-covid-19-help-and-support-if-someone-dies</a>
<b>GOV.UK</b> Support for Businesses	<a href="https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses">https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses</a>
<b>NHS &amp; GoodSAM</b> Register to become a NHS Volunteer	<a href="https://www.goodsamapp.org/NHS">https://www.goodsamapp.org/NHS</a>
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>Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust</b> Involvement Communications to Service Users and Carers	<a href="https://www.cntw.nhs.uk/services/patient-and-carer-involvement/involvement-communications-to-service-users-and-carers/">https://www.cntw.nhs.uk/services/patient-and-carer-involvement/involvement-communications-to-service-users-and-carers/</a>
<b>Family Action</b> Family Line	<a href="http://www.family-action.org.uk/familyline">www.family-action.org.uk/familyline</a>
<b>GOV.UK</b> FAQs on what you can and can't do at home	<a href="https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do">https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do</a>
<b>NHS</b> Bereavement Support	<a href="https://www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/">https://www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/</a>
<b>North Cumbria Integrated Care 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>Ramadan and COVID-19</b> Guidance on managing fasting during lockdown	<a href="https://www.cebm.net/covid-19/is-it-safe-for-patients-with-covid-19-to-fast-in-ramadan/">https://www.cebm.net/covid-19/is-it-safe-for-patients-with-covid-19-to-fast-in-ramadan/</a>
<b>RNIB</b> Digital download service	<a href="https://www.rnib.org.uk/talking-books-service">https://www.rnib.org.uk/talking-books-service</a>
<b>Together We</b>	<a href="http://www.togetherwe.co.uk/">http://www.togetherwe.co.uk/</a>
<b>Public Health Information</b>	
<b>Alzheimer's Society</b> Regularly updated information	<a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a>
<b>Bright Sky App</b> Domestic abuse online journal	<a href="https://apps.apple.com/gb/app/bright-sky/id1105880511">https://apps.apple.com/gb/app/bright-sky/id1105880511</a>
<b>Cancer Research</b> Coronavirus and Cancer	<a href="https://about-cancer.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus-and-cancer">https://about-cancer.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus-and-cancer</a>
<b>Cumbria County Council</b> Public Health 5-19	<a href="https://cumbria.gov.uk/ph5to19/default.asp">https://cumbria.gov.uk/ph5to19/default.asp</a>
<b>Cumbria County Council</b> Infection prevention advice for volunteers	<a href="https://drive.google.com/open?id=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>

<p><b>GOV.UK</b> Get coronavirus support as a clinically extremely vulnerable person</p>	<p><a href="http://www.gov.uk/coronavirus-extremely-vulnerable">www.gov.uk/coronavirus-extremely-vulnerable</a></p>
<p><b>GOV.UK</b> Support for domestic abuse victims</p>	<p><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></p>
<p><b>Kooth</b> A online service to support the wellbeing and resilience of young people</p>	<p><a href="http://www.kooth.com">www.kooth.com</a></p>
<p><b>Lancashire and South Cumbria NHS Foundation Trust</b> Mental Health Helpline</p>	<p><a href="http://www.lscft.nhs.uk/news/814">www.lscft.nhs.uk/news/814</a></p>
<p><b>Mental Health Foundation</b> Looking after your mental health during the coronavirus outbreak</p>	<p><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></p>
<p><b>Mind</b> Coronavirus and your wellbeing</p>	<p><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></p>
<p><b>NHS</b> Every Mind Matters- 10 tips to help if you are worried about coronavirus</p>	<p><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></p>
<p><b>North Cumbria Integrated Care NHS Foundation Trust</b> Maternity guidance surrounding COVID-19 FAQ</p>	<p><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></p>
<p><b>Northern Cancer Alliance</b> Information and advice</p>	<p><a href="https://www.northerncanceralliance.nhs.uk/coronavirus-covid-19-latest-information-and-advice/">https://www.northerncanceralliance.nhs.uk/coronavirus-covid-19-latest-information-and-advice/</a></p>
<p><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</p>	<p><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></p>
<p><b>Samaritans</b> If you're worried about your mental health during the coronavirus outbreak</p>	<p><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></p>
<p><b>United for Global Mental Health</b> Weekly Webinar</p>	<p><a href="https://www.unitedgmh.org/news/webinarseriescovid19">https://www.unitedgmh.org/news/webinarseriescovid19</a></p>

<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>YouTube-Mindset by Dave</b> Mental Health Family Hour Episodes	<a href="https://www.youtube.com/channel/UCwLY9ZP61Um0nQVmvCZ06yg">https://www.youtube.com/channel/UCwLY9ZP61Um0nQVmvCZ06yg</a>
<b>Zero Suicide Alliance</b> Weekly Webinar	<a href="http://www.zerosuicidealliance.com/training/">http://www.zerosuicidealliance.com/training/</a>
<b>Information for Local Support Groups</b>	
<b>ABI</b> Volunteers and Car Insurance ABI	<a href="https://www.abi.org.uk/news/news-articles/2020/03/information-for-volunteers-using-their-car-to-help-fight-coronavirus/">https://www.abi.org.uk/news/news-articles/2020/03/information-for-volunteers-using-their-car-to-help-fight-coronavirus/</a>
<b>Action with Communities in Cumbria</b> Village Halls - Retail Hospitality and Leisure (RHL) Grant	<a href="https://acre.org.uk/cms/resources/guidance-on-eligibility-for-government-support-for-halls-2.4.20.pdf">https://acre.org.uk/cms/resources/guidance-on-eligibility-for-government-support-for-halls-2.4.20.pdf</a>
<b>Arts Council England</b> COVID-19 Funding Support	<a href="https://www.artscouncil.org.uk/advice-and-guidance-library/covid-19-support">https://www.artscouncil.org.uk/advice-and-guidance-library/covid-19-support</a>
<b>CFM</b> Cash for Kids Appeal submit application	<a href="https://www.cashforkidsgive.co.uk/emergency-appeals/cumbria/">https://www.cashforkidsgive.co.uk/emergency-appeals/cumbria/</a>
<b>Charities Aid Foundation</b> Funding	<a href="https://www.cafonline.org/charities/grantmaking/caf-coronavirus-emergency-fund">https://www.cafonline.org/charities/grantmaking/caf-coronavirus-emergency-fund</a>
<b>COVID-19 Mutual Support</b> Resources for groups of volunteers	<a href="https://covidmutualaid.org/resources/">https://covidmutualaid.org/resources/</a>
<b>Cumbria Action</b> If you are looking to set up a more formal, coordinated and permanent group to support your community	<a href="http://www.cumbriaaction.org.uk">http://www.cumbriaaction.org.uk</a>
<b>Cumbria Community Foundation</b> Funding	<a href="https://www.cumbriafoundation.org/fund/covid19-response-fund/">https://www.cumbriafoundation.org/fund/covid19-response-fund/</a>
<b>Cumbria Community Resilience Group</b> Advice for volunteers	<a href="https://drive.google.com/file/d/11DWo5Pd_aoaJkDe-XOzvZCfxcZHgwtBE/view">https://drive.google.com/file/d/11DWo5Pd_aoaJkDe-XOzvZCfxcZHgwtBE/view</a>
<b>Cumbria County Council</b> Infection prevention advice for volunteers	<a href="https://drive.google.com/open?id=17CJxmTgCNdyXOdrCioqDwMOXS6xCbe5E">https://drive.google.com/open?id=17CJxmTgCNdyXOdrCioqDwMOXS6xCbe5E</a>

<b>Cumbria County Council &amp; Cumbria CVS</b> Helping in the community guidance	<a href="https://drive.google.com/open?id=1f-Zmp7a0UJPLowwZVQni6MU0aDvpNv3Y">https://drive.google.com/open?id=1f-Zmp7a0UJPLowwZVQni6MU0aDvpNv3Y</a>
<b>Cumbria CVS</b> Information and support for volunteers	<a href="https://cumbriacvs.org.uk/coronavirus/">https://cumbriacvs.org.uk/coronavirus/</a>
<b>Digital Cumbria</b> Free support for Cumbrian SMEs	<a href="https://digitalcumbria.c4dta.co.uk">https://digitalcumbria.c4dta.co.uk</a>
<b>Eden Project Communities</b> Telephone Tree Template	<a href="https://www.edenprojectcommunities.com/sites/default/files/car_-_phone_tree_template.pdf">https://www.edenprojectcommunities.com/sites/default/files/car_-_phone_tree_template.pdf</a>
<b>GOV.UK</b> Safeguarding and DBS checks for volunteers	<a href="https://www.gov.uk/government/publications/safeguarding-factsheet-community-volunteers-during-covid-19-outbreak/safeguarding-and-dbs-factsheet-faqs">https://www.gov.uk/government/publications/safeguarding-factsheet-community-volunteers-during-covid-19-outbreak/safeguarding-and-dbs-factsheet-faqs</a>
<b>Grants Online</b> Find grants online	<a href="https://www.grantsonline.org.uk/coronavirus.html">https://www.grantsonline.org.uk/coronavirus.html</a>
<b>Information Commissioners Office</b> Information for new groups	<a href="https://ico.org.uk/about-the-ico/news-and-events/blog-community-groups-and-covid-19/">https://ico.org.uk/about-the-ico/news-and-events/blog-community-groups-and-covid-19/</a>
<b>Mind</b> Coronavirus Mental Health Response Fund	<a href="https://www.mind.org.uk/news-campaigns/campaigns/coronavirus-mental-health-response-fund/">https://www.mind.org.uk/news-campaigns/campaigns/coronavirus-mental-health-response-fund/</a>
<b>Neighbourhood Watch</b> Free Public Liability Insurance for Groups	<a href="http://www.cumbriaaction.org.uk/What-We-Do/Community-Emergency-Planning">http://www.cumbriaaction.org.uk/What-We-Do/Community-Emergency-Planning</a>
<b>Persimmons</b> Community Champions	<a href="http://www.persimmonhomes.com/community-champions">www.persimmonhomes.com/community-champions</a>
<b>Prince's Countryside Fund</b> Funding	<a href="https://www.princescountrysidefund.org.uk/grant-giving-programme/grant-programme">https://www.princescountrysidefund.org.uk/grant-giving-programme/grant-programme</a>
<b>Sport England</b> Funding	<a href="https://www.sportengland.org/news/195-million-package-help-sport-and-physical-activity-through-coronavirus">https://www.sportengland.org/news/195-million-package-help-sport-and-physical-activity-through-coronavirus</a>
<b>Personal Financial Support</b>	
<b>Citizens Advice</b> Help to claim	<a href="https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/">https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/</a>
<b>Department for Work and Pensions (DWP)</b> FAQs	<a href="https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/faqs/">https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/faqs/</a>
<b>Money Advice Service</b> Free and impartial money advice	<a href="https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you">https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you</a>



<b>TURN2US</b> Access to financial help including welfare benefits, charitable grants and other financial help	<a href="https://www.turn2us.org.uk/">https://www.turn2us.org.uk/</a>
<b>UK Finance</b> Making payments safely in lockdown	<a href="https://www.ukfinance.org.uk/covid-19-making-payments-safely-lockdown">https://www.ukfinance.org.uk/covid-19-making-payments-safely-lockdown</a>
<b>Food and Shopping</b>	
<b>Aldi</b> Food parcels	<a href="https://www.aldi.co.uk/food-parcels">https://www.aldi.co.uk/food-parcels</a>
<b>Asda</b> Volunteer Shopping Card	<a href="https://cards.asda.com/the-volunteer-shopping-card">https://cards.asda.com/the-volunteer-shopping-card</a>
<b>Morrisons</b> Doorstep Service	Call <b>0345 611 6111</b> and select <b>option 5</b> to place your order
<b>Sainsburys</b> Latest information	<a href="https://www.sainsburys.co.uk/shop/gb/groceries/working-to-feed-the-nation-/latest-information--">https://www.sainsburys.co.uk/shop/gb/groceries/working-to-feed-the-nation-/latest-information--</a>
<b>Which?</b> Advice on how to pay volunteers	<a href="https://www.which.co.uk/news/2020/04/how-to-pay-volunteers-helping-with-shopping-during-coronavirus-lockdown/">https://www.which.co.uk/news/2020/04/how-to-pay-volunteers-helping-with-shopping-during-coronavirus-lockdown/</a>
<b>Education</b>	
<b>Cumbria County Council</b> Free Online Courses for Families of Cumbria with access code: WORDSWORTH	<a href="http://www.inourplace.co.uk">www.inourplace.co.uk</a>
<b>Department for Education</b> List of online educational resources	<a href="https://www.gov.uk/government/publications/coronavirus-covid-19-online-education-resources/coronavirus-covid-19-list-of-online-education-resources-for-home-education#special-educational-needs-and-disabilities-send">https://www.gov.uk/government/publications/coronavirus-covid-19-online-education-resources/coronavirus-covid-19-list-of-online-education-resources-for-home-education#special-educational-needs-and-disabilities-send</a>
<b>Inspira</b> Careers service for young people	<a href="https://www.inspira.org.uk/finished-school-college">https://www.inspira.org.uk/finished-school-college</a>
<b>Recovery College Online</b> Coping during the Pandemic Course	<a href="https://www.recoverycollegeonline.co.uk/">https://www.recoverycollegeonline.co.uk/</a>
<b>World Health Organisation</b> Healthy Parenting Resources	<a href="https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/healthy-parenting">https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/healthy-parenting</a>
<b>Transport</b>	
<b>Cumbria County Council</b> Bus Updates	<a href="http://www.cumbria.gov.uk/buses">http://www.cumbria.gov.uk/buses</a>
<b>Northern</b> Key Worker Timetables	<a href="https://www.northernrailway.co.uk/key-worker-timetables">https://www.northernrailway.co.uk/key-worker-timetables</a>



HM Government



# Coronavirus

## Isolate your household

## Stay at home

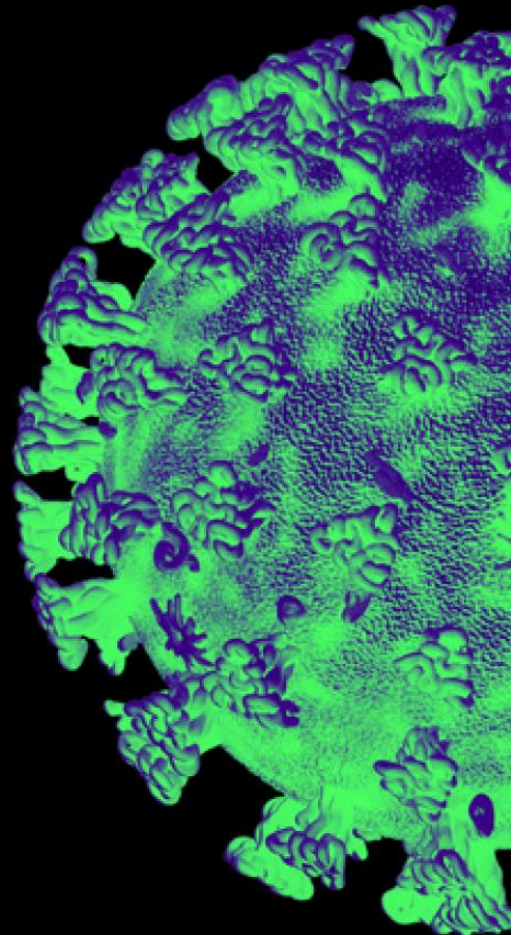
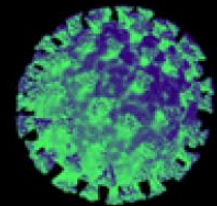
If you or anyone in your household has a high temperature or a new and continuous cough – even if it's mild

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

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

CORONAVIRUS

**PROTECT  
YOURSELF  
OTHERS &  
THE NHS**



# **CORONAVIRUS**

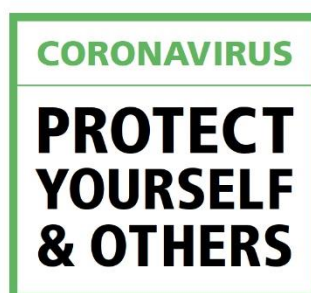
## **WASH YOUR HANDS MORE OFTEN FOR 20 SECONDS**

**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:



RED

### If your child has any of the following:

- Becomes pale, mottled and feels abnormally cold to the touch
- Has pauses in their breathing (apnoeas), has an irregular breathing pattern or starts **grunting**
- Severe difficulty in breathing becoming agitated or unresponsive
- Is going blue round the lips
- Has a fit/seizure
- Becomes extremely distressed (crying inconsolably despite distraction), confused, very lethargic (difficult to wake) or unresponsive
- Develops a rash that does not disappear with pressure (the 'Glass test')
- Has testicular pain, especially in teenage boys

### You need urgent help:

Go to the nearest A&E department or phone 999



AMBER

### If your child has any of the following:

- Is finding it hard to breathe including drawing in of the muscles below their lower ribs, at their neck or between their ribs (**recession**) or **head bobbing**
- Seems dehydrated (dry mouth, sunken eyes, no tears, drowsy or passing less urine than usual)
- Is becoming drowsy (excessively sleepy) or irritable (unable to settle them with toys, TV, food or picking up) - especially if they remain drowsy or irritable despite their fever coming down
- Has extreme shivering or complains of muscle pain
- Babies under 3 months of age with a temperature above 38°C / 100.4°F
- Infants 3-6 months of age with a temperature above 39°C / 102.2°F
- For all infants and children with a fever above 38°C for more than 5 days.
- Is getting worse or if you are worried
- Has persistent vomiting and/or persistent severe abdominal pain
- Has blood in their poo or wee
- Any limb injury causing reduced movement, persistent pain or head injury causing persistent crying or drowsiness

### You need to contact a doctor or nurse today.

Please ring your GP surgery or call NHS 111 - dial 111

The NHS is working for you. However, we recognise during the current coronavirus crisis at peak times, access to a health care professional may be delayed. If symptoms persist for 4 hours or more and you have not been able to speak to either a GP or 111, then take your child to the nearest A&E



GREEN

### If none of the above features are present

- You can continue to provide your child care at home. Information is also available on NHS Choices
- Additional **advice** is available to families for coping with crying of well babies 
- Additional **advice** is available for children with complex health needs and disabilities.

### Self care

Continue providing your child's care at home. If you are still concerned about your child, call NHS 111 - dial 111