

Prevent - Inform - Assist

# Colchester Borough Council's Covid-19 Community Response Pack

VERSION 8

[www.colchester.gov.uk/coronavirus](http://www.colchester.gov.uk/coronavirus)



**Stay alert | Control the virus | Save Lives**

## INTRODUCTION

This pack has been produced to support you and your community during the ongoing COVID-19 situation.

Within you'll find a list of key contacts, resources and information in one place, which we hope you can share with your community to support each other as much as possible during this time.

During these worrying and unprecedented times Colchester Borough Council (CBC) continues to work closely with local strategic partners, branded together as One Colchester. The council, Voluntary Sector, Police, Health, Education and Business Community along with many others make up the partnership and are committed to close collaboration in support of our communities.

A CBC Community Response team has been mobilised, closely aligned to Community360 (C360) dedicated to provide support, advice and assistance to those who need it across the borough. Colchester's amazing communities have responded in force, volunteers, groups and activities springing up with local leaders to help those in need and the Council is supporting this social movement however it can.

Our Business community, despite all their own challenges are stepping up and helping in so many ways and the

Council is committed to supporting and keeping them up to date with advice and information as soon as things are shared from Government at [www.colchester.gov.uk/coronavirus](http://www.colchester.gov.uk/coronavirus)

Organisations or groups who need advice or support are encouraged to contact the Communities Response team by emailing [communities@colchester.gov.uk](mailto:communities@colchester.gov.uk)

C360 is already co-ordinating an extensive volunteer response, along with many local communities who are mobilising themselves into action. Contact them at [information@community360.org.uk](mailto:information@community360.org.uk)

We will update the pack on a regular basis as more information becomes available.



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## USEFUL LINKS AND PHONE NUMBERS

### GOVERNMENT ADVICE

- [Gov.Uk Coronavirus Guidance](#)
- [Gov.Uk FAQ's what you can and cannot do](#)
- [Gov.Uk - Face coverings and when to wear one](#)
- [Gov.Uk Guidance for the public on mental health and wellbeing](#)
- [Gov.Uk Guidance on coronavirus-covid-19 travel corridors](#)
- [Gov.Uk Optional badges/lanyards to promote ongoing social distancing](#)
- [Gov.Uk Covid 19 stay at home guidance for households with possible coronavirus infection](#)
- [Gov.Uk Staying alert and safe social distancing](#)
- [Gov.Uk - NHS Test and Trace: How it works](#)
- [Gov.Uk - NHS Test and Trace: Workplace guidance](#)
- [Gov.Uk - Staying safe outside your home](#)
- [Gov.Uk - Safer travel guidance for passengers](#)
- [Gov.Uk - Social distancing guidance for young people](#)
- [Gov.Uk - Guidance-on phased return of sport and recreation](#)
- [Gov.Uk - Guidance on working safely during Coronavirus](#)
- [Gov.Uk - Review of two metre social distancing guidance](#)
- [Gov.Uk - Guidance for the safe use of multi purpose community facilities](#)
- [Gov.Uk - Critical Workers - childcare offers.](#)

### NHS GUIDANCE

- [NHS: Test and Track](#)
- [East Suffolk and North Essex NHS - Coronavirus](#)
- [NHS Guidance - Coronavirus](#)
- [NHS - what to do if you or someone you live with has coronavirus symptoms](#)
- [NHS 111](#)
- [NHS Every Mind Matters](#)
- [NHS - Need help from a Volunteer Responder?](#)
- [NHS Guidance for those with learning disabilities](#)

### TRANSLATED ADVICE

- [Up to date NHS Coronavirus information translated into 60 languages by Doctors of the World](#)
- [Information on COVID-19 testing and treatment being free of charge, irrespective of immigration status translated into 40 languages](#)
- [Infographics to help summarise key points about COVID-19 in a variety of languages](#)
- [Advice for people from Black, Asian and minority ethnic backgrounds](#)

### OTHER ADVICE

- [World Health Organisation Advice](#)
- [Essex County Council COVID-19 advice](#)
- [Follow Public Health England on Twitter](#)
- [Essex Police advice on COVID-19](#)
- [Coronavirus \(COVID-19\): advice for UK visa applicants and temporary UK residents](#)
- [Getting Help in Essex](#)

### FURTHER SUPPORT

#### ▪ [Essex Wellbeing Service](#)

Linking Essex residents including parents and families with the practical, emotional and social care support they need as they adapt to 'the new normal' of their lives as lockdown eases. Call 0300 303 9988. Have a dedicated group of volunteers to offer help and support. [Register for help here.](#)

#### ▪ [Colchester Citizens Advice](#)

Citizens Advice offer a telephone and email service. Advice Line 0300 330 2104 (10am - 4pm Monday - Friday). Email [advice.colchester@cabnet.org.uk](mailto:advice.colchester@cabnet.org.uk) Get help claiming Universal Credit by contacting their free national helpline 0800 144 8 444. 8am - 6pm Monday to Friday.

#### ▪ [Help to Claim](#) - Get help claiming Universal Credit by contacting our free national helpline **0800 144 8 444**. Advisers are usually available 8am to 6pm Monday to Friday.

#### ▪ [Food Bank](#) - Have by arrangement, set up an E-voucher system with Colchester Foodbank which enables clients to access a food parcel with in any of the Trussell Trust's food banks.

#### ▪ [The Essex Child and Family Wellbeing Service](#)

Tel: **0300 247 0015** Monday to Friday 9am to 5pm, your free service for children and families. Health Visitors, School Nurses, Healthy Family Support

#### ▪ [St Helena Hospice SinglePoint](#)

Members of the public, patients, relatives, carers, GPs and other health and social care professionals can get advice and support over the phone 24/7 with regards anyone who may be in the last year of life or who have specialist palliative care needs. Call Single Point on **01206 890360**.

#### ▪ [MoneySavingExpert - Coronavirus help and your rights](#)

Financial advice and guidance relating to COVID-19.

#### ▪ [Coronavirus advice from Which](#)

Get the latest news and advice on COVID-19, from protecting yourself and your loved ones to the financial support on offer and how to shop safely.

#### ▪ [Age Concern Colchester](#)

Support includes befriending, the advice service, care in the community, bereavement befriending and dedicated dementia support. Call 01206 368420

#### ▪ [Macmillan Cancer telephone buddy support service.](#)

Macmillan are launching a countrywide telephone befriending service.

#### ▪ [Action for hearing loss.](#)

Your local action for Hearing Loss Community Support Officer can help with adjusting hearing aids, batteries and re tubing plus more. Call Angie on 07442 538939 or email [angela.baker@hearingloss.org.uk](mailto:angela.baker@hearingloss.org.uk)

## COLCHESTER KEY CONTACTS

### COMMUNITY RESPONSE TEAM

- Neighbourhood 1:  
**Yovone Cook 07976794789**
- Neighbourhood 2:  
**Yovone Cook 07976794789**
- Neighbourhood 3:  
**Abby Housdon 07966239441**
- Neighbourhood 4:  
**Cathy Doyle 07970991601**
- Neighbourhood 5:  
**Chrissy Henegan 07966235791**
- Neighbourhood 6:  
**Siobhan McLeod 07966240457**

- Colchester Borough Council Community Response team **communities@colchester.gov.uk**
- Colchester Borough Councils Community Safety Team **safer.colchester@colchester.gov.uk**
- Community360 email **information@community360.org.uk** or call **01206 505250**.
- Head of Strengthening Communities at Essex County Council. Email: **kirsty.ocallaghan@essex.gov.uk**
- Colchester Borough Councils Digital Access Team. For support with getting connected email **digital.accesssupport@colchester.gov.uk** or call **01206 282452**.
- Parish Councils: a directory of town and parish Councils can be found [here](#).
- Ward Councillors: Contact details of all Ward Councillors can be found [here](#).
- CBC Neighbourhood Teams:  
**neighbourhood.priority@colchester.gov.uk**

## COMMUNITY RESOURCES

### THE ESSEX MAP: CONNECTING COMMUNITIES DURING THE CORONAVIRUS OUTBREAK

Residents can search the website to find charities, community groups, and social enterprises, as well as organisations who can offer home deliveries, home-based activities and home school resources.

The Essex Map also has a page dedicated to the key information on where to find help and advice, including how to volunteer to help your local community.

### MYCOMMUNITY

MyCommunity provides a go-to space of trusted resources to help people find the information they need about the support options available, while encouraging people to come together and take positive community action.

The platform aims to unleash the outpouring of community spirit seen across the country as a result of the Covid-19 outbreak.

## ARE YOU IN NEED OF SUPPORT DURING THIS TIME?

- Colchester Borough Council is working with various partners and voluntary groups to offer support to our residents. From practical help with shopping deliveries, to mental health support, this pack has information and contact details of services which are available to people living in Colchester.
- Local groups are also working hard to help their communities, the vast majority of them offering their services for free, while some groups request a payment.
- All support coordinated through Community360 is free. Residents can access any support that suits their needs, but can contact their local Community Enabling Officer for advice. Contact details are included on page 6.



## USEFUL SOCIAL MEDIA CHANNELS

[Colchester Borough council website](#)

Colchester Borough Council [Facebook page](#)

Colchester Borough Council [Twitter](#)

Community360 [Facebook Page](#)

[Age Concern Colchester & North East Essex](#)

[Essex County Council Facebook page](#)

[Essex County Council on Twitter](#)

## LOCAL FACEBOOK SUPPORT GROUPS

These groups have appeared to support residents with everything from collecting food and prescriptions to befriending and odd jobs. This is not an exhaustive list and new groups may appear from time to time. Some of the groups may be private and you may need to request to join them.

[Colchester Community Volunteer Group](#)

[Abberton & Langenhoe Parish Council](#)

Telephone: Sue King on 01206 735683, or Margaret Palmer-Slatter on 01206 735980. Email [alcovidhelp@gmail.com](mailto:alcovidhelp@gmail.com)

[Aldham Parish Church](#)

Email [ian.scott-thompson@virgin.net](mailto:ian.scott-thompson@virgin.net)

[Ardleigh and Dedham Help Line](#)

Telephone **01206 322025** - Call and leave a message.

[Birch Village Facebook Community Group](#)

[Boxted Community Hub](#)

Call: 01206 272129 or 07488 345019.

[Chappel and Wakes Colne Local Events and Local Matter Facebook Group](#)

[Chappel Parish Council](#)

Call Helen Cook: 01206 589095  
Email [parishclerk@chappel.org](mailto:parishclerk@chappel.org) or [wormingford@outlook.com](mailto:wormingford@outlook.com)

[Colchester's anti loo roll brigade](#)

[Colchester Community Mask/Face Covering Tree](#)

[Eight Ash Green Community Group](#)

[Gt. Horkesley Parish Council](#)

Telephone Penny Mutch 07375095486 or email [parish-clerk@greathorkesley-pc.gov.uk](mailto:parish-clerk@greathorkesley-pc.gov.uk)

[Great Horkesley and Boxted](#)

[Great Tey - All Street / Village Matters](#)

[Highwoods Colchester Community Group](#)

[Hugh Dickenson Road Neighbours:](#)

For residents of Hugh Dickson Rd, Golden Dawn Way, Prior Way, Longacre, Rose Cres and Enid Way.

[Langham Good Neighbours:](#) Offering an assistance and support service, which does not involve food or grocery orders and deliveries.

[Layer Parish Council](#)

[Marks Tey Parish Council](#)

[Mersea Island Coronavirus Community Support Group:](#) Call: 01206 489240 (8am to 5pm Monday to Friday).

[Mile End & Braiswick Community Hub](#)

[New Town, Old Heath and Hythe Mutual Aid Group - Covid 19](#)

[North East Colchester Support Network:](#) Call or Text: 07858 651871.

Email: [help@colchestersupport.co.uk](mailto:help@colchestersupport.co.uk)

[Rowhedge Covid-19 Support Facebook Group](#)

[Rowhedge Wharf Bloor/Hills "residents" Development Facebook Page](#)

[Secret Layer Facebook Group](#)

[Stanway Parish Council:](#) Call Catherine Clouston (Deputy Clerk): 01206 542221. Email: [enquiries@stanwaypc.org.uk](mailto:enquiries@stanwaypc.org.uk)

[Stanway Residents Group Facebook Page](#)

[St John's and St Anne's Colchester Community Group](#)

[Tiptree Good Neighbours Private Facebook Group](#)

[Wakes Colne Parish Council](#) Call: **07508 787869** Dianne Jacobs. Email [parishclerk@wakescolne.org](mailto:parishclerk@wakescolne.org)

[The Warm and Toasty Club](#) Weekly online Memory Afternoon every Friday at 1pm.

[West Bergholt Care Network](#)

[Wivenhoe Mutual Aid Facebook Page](#)



## SOCIAL DISTANCING - ONE METRE PLUS RULE

You can now meet different households at different times and overnight stays are allowed.

No more than two households should meet at any one time, and it is important that you don't see anyone if you have any coronavirus symptoms.

### HOW DO I MAKE '1 METRE PLUS' WORK AT HOME?

- Meet outside if possible, but if you do have to be inside remember the "plus" part of the new guidelines.
- Sit or stand side-by-side, not face-to-face.
- Keep windows and doors open for ventilation.
- Wear a face covering in crowded indoor places.
- Breath droplets travel further when more force is used, so try not to cough, talk loudly or sing.
- If necessary, rearrange seating to help reduce the virus spread.
- Remember anyone can be infectious, even if they're not showing symptoms.

### WHAT ABOUT TOUCHING SURFACES WHEN I VISIT?

- Avoid touching surfaces or your face.

- Wash your hands regularly using soap and water or hand sanitiser.
- If you're hosting, clean surfaces both before and after the meeting. Wear washing-up gloves if you can.
- Put a cloth and bleach spray in the toilet. Ensure people wash their hands and disinfect any tap, loo seat or toilet handles they've touched.
- Avoid close-contact family games.

### CAN I COOK A MEAL FOR VISITORS?

- Yes. Conversation at the table will pose the main risk of aerosol/droplet transmission.
- So, if you eat inside, keep windows and doors open for ventilation.
- Put crockery and cutlery in a dishwasher or hot soapy water (and then rinse in cold water) immediately after use.
- Wash hands before and after preparing food, eating and washing up.
- Put food straight on plates and don't use large serving bowls.
- Avoid serving cold food which needs "handling" before and during meals, like salads.
- Use detergent or soapy water to regularly wipe down tables and chairs where people put hands, fingers and elbows - then wash the cloth.

## BE DISTANCE AWARE

A national initiative to enable individuals and organisations to politely prompt ongoing distancing and respect of individual social space.

Since COVID-19 there has been a new focus on the need to maintain social distancing, while the public has made great efforts at this as with all things that require ongoing conscious efforts – people get tired.

This, coupled with increased anxiety of many who feel vulnerable, the virus still being present in our communities and the shielding period having ended, has made a number of individuals explore the concept of polite prompting of others by a means of self-identifying with a badge or similar.



Wear a mask in busy places and on public transport



Wash or sanitise hands frequently



Use apps for shopping, or ordering food if possible



Don't stand or talk face to face



Limit your time in shops and businesses

## CLINICALLY VULNERABLE PEOPLE

### CLINICALLY VULNERABLE PEOPLE

Being clinically vulnerable means you are at higher risk of severe illness from coronavirus. You are advised to stay at home as much as possible and, if you do go out, take particular care to minimise contact with others outside your household.

### **Clinically vulnerable people are those who are:**

People 70 and over, those with certain underlying conditions and pregnant women may be more vulnerable to Coronavirus, so they have advised to take particular care to avoid contact with others.

- Although these people can now meet others both outside and inside you and they should be especially careful especially about social distancing and hand hygiene.
- Never take a chance on visiting a clinically vulnerable person if you think you have COVID-19 symptoms, however mild.
- Never visit a clinically vulnerable person if you have been advised to isolate by NHS Test and Trace because you have been in contact with someone who has the virus.
- Wherever possible, you should stay socially distant from others, use a tissue when sneezing and dispose of it safely, cough into the crook of your elbow and wash your hands for at least 20 seconds or use hand sanitiser if washing facilities are not easily available.
- If someone is defined as clinically extremely vulnerable and being asked to shield, you should follow the **guidance for a shielded person.**



## CLINICALLY EXTREMELY VULNERABLE PEOPLE

If you're clinically extremely vulnerable you were advised to take extra precautions during the peak of the pandemic in England. This is known as 'shielding'.

The government is advising that you do not need to shield at the moment. This is because the rates of transmission of coronavirus (COVID-19) in the community have fallen significantly.

The guidance for the clinically extremely vulnerable is that shielding has been paused. This means:

- you do not need to follow previous shielding advice
- you can go to work as long as the workplace is Covid-secure, but should carry on working from home wherever possible
- clinically extremely vulnerable children should attend education settings in line with the wider guidance on reopening of schools and guidance for full opening: special schools and other specialist settings
- you can go outside as much as you like but you should still try to keep your overall social interactions low
- you can visit businesses, such as supermarkets, pubs and shops, while keeping 2 metres away from others wherever possible or 1 metre, plus other precautions

- you should continue to wash your hands carefully and more frequently than usual and that you maintain thorough cleaning of frequently touched areas in your home and/or workspace
- you will no longer receive free food parcels, medicine deliveries and basic care from the National Shielding Service

For practical tips on staying safe, see the guidance on how to stay safe outside your home.

If transmission of COVID-19 increases and we go into a local lockdown you could be advised to shield again.

There is specific guidance on what will happen if there is a local lockdown in your area.

Your name will be kept securely on the shielded patient list by NHS Digital. The Government write to you and advise you to stay at home and shield.

If you're unable to work from home or a location outside the lockdown area:

- your employer may be able to furlough you under the Coronavirus Job Retention Scheme
- if you have previously been furloughed for a period of at least 3 consecutive weeks taking place any time between 1 March 2020 and 30

June 2020. This scheme will run until the end of October 2020.

- you may be entitled to Statutory Sick Pay from your employer on the basis that you cannot work because you are shielding
- you may be eligible for benefits

If transmission of COVID-19 in the event of a local lockdown, visit Colchester Borough Councils website for further guidance and follow the public health guidance for your local area.

If you work inside an area where clinically extremely vulnerable people are still being advised to shield, you are advised to work from home where possible, and not attend a workplace within the area where local restrictions are in place. If you live outside of that area, you may need to request a shielding letter as proof for your employer that you cannot attend your usual workplace.

## **ACCESSING FOOD AND ESSENTIAL SUPPLIES**

Although food parcel deliveries have now stopped you are still able to get support should you need it. Prescriptions, essential items and food you buy can be delivered by NHS Volunteer Responders please call 0808 196 3646 between 8am and 8pm.

You will still be on supermarket priority lists for food delivery slots

If you can, ask friends, family or neighbours who are well to go out and get food and other essentials for you. If you do not have others to help you, please contact Community360 by emailing [information@community360.org.uk](mailto:information@community360.org.uk)

There are also many community groups who can help in your area or your local shops may be able to provide orders for delivery (by phone or by email). You can find a comprehensive list in the **Residents Contact Pack**.

Also some local groups are listed on page 8-9 of this pack. If someone is going to the shops for you, most of the major supermarkets have ways you can pay for your shopping, such as e-vouchers or gift cards. You can buy these online and the person shopping for you can use them in store. Details of these can be found on page 59.

You can also contact the Essex Wellbeing Service who have volunteers who can help - call 0300 303 9988.

## **WEARING A FACE COVERING OR MASK**

In the context of the coronavirus (COVID-19) outbreak, a face covering is something which safely covers the nose and mouth. You can buy reusable or single-use face coverings. You may also use a scarf, bandana, religious garment or hand-made cloth covering but these must securely fit round the side of the face.

Face coverings are not classified as PPE (personal protective equipment) which is used in a limited number of settings to protect wearers against hazards and risks, such as surgical masks or respirators used in medical and industrial settings.

Face coverings are instead largely intended to protect others, not the wearer, against the spread of infection because they cover the nose and mouth, which are the main confirmed sources of transmission of virus that causes coronavirus infection (COVID-19).

In England you must wear a face covering by law on

- public transport
- indoor transport hubs (airports, rail and tram stations and terminals, maritime ports and terminals, bus and coach stations and terminals)

- shops and supermarkets (places which are open to the public and that wholly or mainly offer goods or services for retail sale or hire)
- indoor shopping centres
- banks, building societies, and post offices (including credit unions, short-term loan providers, savings clubs and money service businesses)
- funeral directors
- premises providing professional, legal or financial services
- cinemas, theatres, bingo halls, concert halls
- museums, galleries, aquariums, indoor zoos or visitor farms, or other indoor tourist, heritage or cultural sites.
- nail, beauty, hair salons and barbers - other than where necessary to remove for treatments
- massage parlours
- public areas in hotels and hostels
- place of worship
- libraries and public reading rooms
- community centres, social clubs
- tattoo and piercing parlours
- indoor entertainment venues (amusement arcades, funfairs, adventure activities e.g. laser quest, go-karting,



- escape rooms, heritage sites etc)
- storage and distribution facilities
- veterinary services.
- auction houses

You are also strongly encouraged to wear a face covering in other enclosed public spaces where social distancing may be difficult and where you come into contact with people you do not normally meet.

Face coverings are also needed in NHS settings, including hospitals and primary or community care settings, such as GP surgeries. They are advised to be worn in care homes. Individual settings may have their own policies and require you to take other measures.

Face coverings do not replace social distancing. If you have symptoms of COVID-19 (cough, and/or high temperature, and/or loss of, or change in, your normal sense of smell or taste - anosmia), you and your household

[Use this link](#) for help making your own face mask.

[8 key messages about PPE](#) from making and washing face coverings to how to bin used masks and gloves (not in recycling!)

[Explaining PPE to children](#)

[Colchester Community Mask/Face Covering Tree](#)

must isolate at home: wearing a face covering does not change this. You should arrange to have a test to see if you have COVID-19.

Face coverings are not required in restaurants with table service, bars, and pubs. If other indoor premises have a café or seating area for you to eat and drink, then you can remove your face covering in this area only. You must put a face covering back on once you leave your seating area. If removing your face covering to eat or drink in an indoor premises with a café or designated seating area, then you can remove your face covering in this area only.

Face coverings should not be used by children under the age of 3 or those who may find it difficult to manage them correctly.

It is important to use face coverings properly and wash your hands before putting them on and taking them off.



## EXAMPTION CARDS

Those who have an age, health or disability reason for not wearing a face covering should not be routinely asked to give any written evidence of this, this includes exemption cards.

No person needs to seek advice or request a letter from a medical professional about their reason for not wearing a face covering.

Some people may feel more comfortable showing something that says they do not have to wear a face covering. This could be in the form of an exemption card, badge or even a home-made sign.

This is a personal choice and is not necessary in law.

[Exemption card templates.](#)



## MAINTAINING AND DISPOSING OF FACE COVERINGS

- Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose.
- Once removed, store reusable face coverings in a plastic bag until you have an opportunity to wash them. If the face covering is single use, dispose of it in a residual waste bin. Do not put them in a recycling bin.
- Make sure you clean any surfaces the face covering has touched using normal household cleaning products. If eating in a café, for example, it is important that you do not place the face covering on the table.
- Wash your face covering regularly and follow the washing instructions for the fabric. You can use your normal detergent. You can wash and dry it with other laundry. You must throw away your face covering if it is damaged.

## BAME ADVICE

For more information please visit <https://www.colchester.gov.uk/coronavirus/communities/support-for-bame-communities/> or [Download the BAME Coronavirus Advice leaflet](#)



Know the risks



Maintain good hygiene



Protect yourself and others



Talk about your concerns



Stay healthy

## NHS TEST AND TRACK SERVICE

Test and Track traces the spread of the virus, isolates new infections and plays a vital role in giving an early warning if the virus is increasing again, locally or nationally.

### WHEN TO SELF-ISOLATE

The medical advice is clear: you must self-isolate if you have coronavirus symptoms or live in the same household as somebody who does. The main symptoms of coronavirus are:

- High temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- New, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
- Loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

For more information read [Check if you have coronavirus symptoms](#).

If you have one or more of these symptoms, you must self-isolate straight away for 7 days – or longer if you still have symptoms other than cough or loss of sense of smell/taste.

Do not go to a GP surgery, pharmacy or hospital.

If you live in the same household as someone with coronavirus symptoms, you must self-isolate straight away for 14 days.

### HOW TO ORDER A TEST

Please book a test as soon as possible after you develop symptoms to find out if you have coronavirus. The sooner you have a test, the sooner you will know if you and other members of your household must remain in self-isolation.

You can order a test through the NHS website. [Ask for a coronavirus test](#).

If you are an essential worker or an employer, please visit:

[Essential workers - apply for a coronavirus test](#).

[Employers - apply for a coronavirus test](#).

If you don't have access to the internet, you can order a test by phoning 119.

[You can use this link for more information on the testing programme](#).



### IF YOU TEST NEGATIVE

If you get a negative test result, this means you are at low risk of having coronavirus.

Other members of your household can stop self-isolating. If you feel well and no longer have symptoms similar to coronavirus, you can stop self-isolating.

### IF YOU TEST POSITIVE

If you get a positive test result, this means that when you took the test, you had coronavirus. You – and other members of your household – must continue to self-isolate.

You will be contacted by the NHS Test and Trace team and asked to share information about any close contacts you had just before or after you developed symptoms. This is vital to help stop the spread of the virus.

Contact tracers will:

- Call you from 0300 013 5000.
- Send you text messages from 'NHS'.
- Ask you to sign into the [NHS test and trace contact tracing website](#).
- Ask for your full name and date of birth to confirm your identity, and postcode to offer support while self-isolating.
- Ask about the coronavirus symptoms you have been experiencing.
- Ask you to provide the name, telephone number and/or email address of anyone

There are now many ways to be tested including drive through centres, mobile testing units, home testing kits and dedicated testing centres for NHS and those working in care settings. When you order a test, you will get information on the options available.

The aim is to provide results within 48 hours of taking a test, but some results may take longer.

You will get your results by text, email or phone – and the message will advise you about what to do next.

If you develop symptoms, you may want to tell people with who you have had close contact with in the last 48 hours. You should tell them that you might have coronavirus but are waiting for a test result.

At this stage (until the test result is known), those people do not need to self-isolate, but they should take extra care in practising **social distancing** and good hygiene, like washing their hands regularly. They should also watch out for their own **symptoms**.

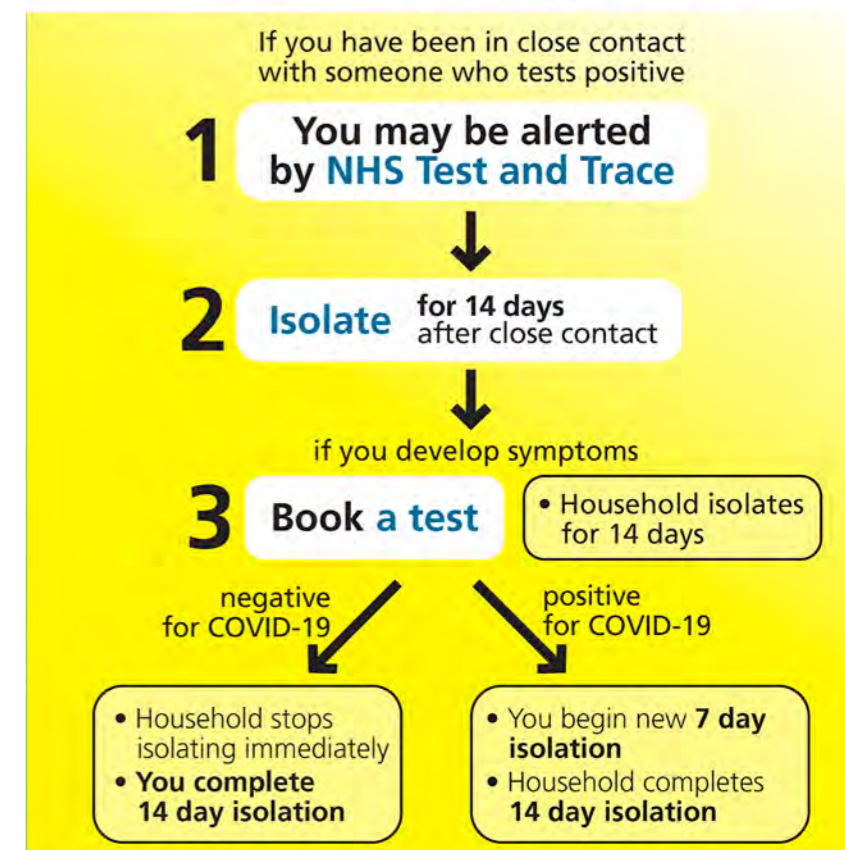
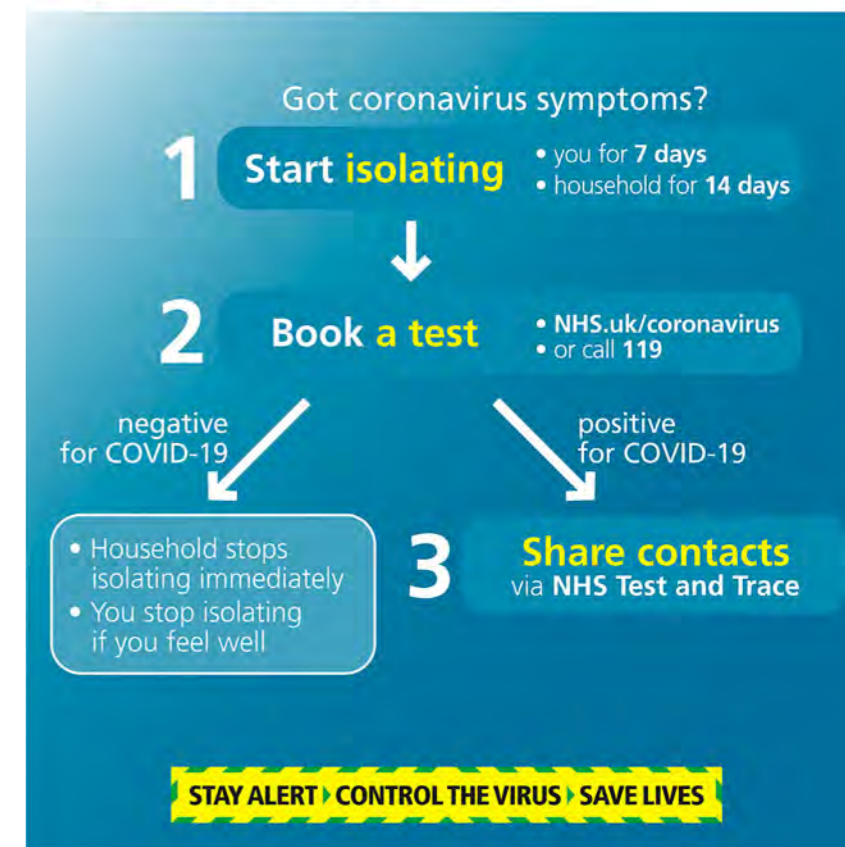
you have had close contact with in the 2 days prior to your symptoms starting. Close contact means: having face-to-face contact with someone (less than 1 metre away), spending more than 15 minutes within 2 metres of someone, travelling in a car or other small vehicle with someone (even on a short journey) or close to them on a plane.

- If you work in – or have recently visited – a setting with other people (for example, a GP surgery, a school or a workplace).
- Ask if anyone you have been in contact with is under 18 or lives outside of England.

### LOCAL OUTBREAK CONTROL PLAN

Alongside the national NHS Test and Trace service, there is a requirement from the Government for local test and trace systems to be established. A plan is in place for the Essex and Southend contact tracing service.

#### [Local outbreak control plan for Essex](#)



## CONTACT TRACERS WILL NEVER:

- Ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087).
- Ask you to make any form of payment or purchase a product or any kind.
- Ask for any details about your bank account.
- Ask for your social media identities or login details, or those of your contacts.
- Ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone.
- Disclose any of your personal or medical information to your contacts.
- Provide medical advice on the treatment of any potential coronavirus symptoms.
- Ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else.
- Ask you to access any website that does not belong to the government or NHS.

Alongside the national NHS Test and Trace service, there is a requirement from Government for local test and trace systems to be established. Locally this will be run by Essex County Council and is being delivered in partnership with the Public Health England (PHE) regional team, ACE and PROVIDE as well as PHE local health protection team.

### What will the local tracing service be responsible for?

- The local test and trace teams will be responsible for “complex cases” in places such as schools, care homes, large or complex businesses and vulnerable groups/places.
- Specific outbreak control plans have been developed with PHE, for these complex cases.
- Essex have also been required to submit a **Local Outbreak Control Plan** – this is based on three key strands: Prevent, Respond, Support.
- Where there is higher risk of an outbreak developing, case information will be passed to local teams. There are different protocols for different places or ‘settings.’
- Identifying those at significant risk of infection and removing them from a place or setting can stop outbreaks developing. By taking action, the spread of coronavirus can be prevented.
- In cases where this may happen in schools for example, the contact tracers will contact the head teacher. For a workplace it will be the manager of the workplace who will be contacted.

## What do the local lockdown restrictions mean?

So that more people can lead lives closer to normal, the Government is replacing national restrictions with local action to contain local outbreaks.

Where increased local transmission of COVID-19 is identified, areas may be required to take additional measures to reduce the spread of the virus.

Both the government and local authorities, will be able to impose a range of different restrictions - from closing down individual premises to preventing people from going to a particular outdoor space.

Should Colchester or areas of Colchester go into lockdown you will find information here, on [Colchester Borough Councils website](#).



## VOLUNTEERING

Even with lockdown easing the call upon volunteers is likely to continue. Those classed as clinically vulnerable still need help and the relaxation of some measures can create anxiety, with some people not having the confidence to go out.

If you would like to volunteer to support Colchester's vulnerable residents, organisations/ charities or just generally help during the ongoing coronavirus crisis please contact Community360 at [information@community360.org.uk](mailto:information@community360.org.uk) or call 01206 505250

## COMMUNITY360

- Community360, has been supporting the most vulnerable during the pandemic has pledged to carry on helping those who need assistance across the county.
- The Government's advice is now that the vulnerable and 'at risk' groups no longer have to shield. Instead the advice is that social distancing should be maintained and to still take care to minimise contact with others outside your household or bubble.
- Since the outbreak started, Community360 has been extremely busy and registered an extra 300

Community360 also need your help. They need PPE including masks, gloves and aprons for hospital discharge work and volunteers. If you can help please contact them at the email address below.

- volunteers for essential tasks for the most vulnerable people in Colchester's community. Supporting with a wide range of tasks from phoning people who are on their own for a chat, to collecting and delivering essential medicines and food.
- With shielding officially paused, C360 recognise a lot of people will still be extremely worried about leaving the house. The elderly in particular may still not feel comfortable about resuming shopping trips or visiting pharmacies for example. Government guidance still stresses the need to exercise caution and to still avoid contact with people outside of their family units.
- Social isolation has not gone away either, that is why the befriending telephone service they initiated during the pandemic will continue to operate which has been a lifeline for many.
- They will also still be supporting the discharge of patients from the hospital and carrying out follow up welfare calls, as well as offering our Transport Service in Colchester and Maldon, which includes prescription delivery for a nominal charge.
- The charity is urging people to stay safe

and take care as they venture out for the first time. The 'doorstep buddy' service will work with people to help them to get used to being more mobile again, in stages, and increase their confidence over time.

- To find out more about local voluntary groups and Community360's projects, people are advised to call their team of social prescribers on 01206 505250 or email [msp@community360.org.uk](mailto:msp@community360.org.uk)

If you are also able to help others in your community please call or email them.

**T: 01206 505250**

**E: [information@community360.org.uk](mailto:information@community360.org.uk)**

**Sign up for regular updates.**

The social prescribers have been working throughout the pandemic to connect people to the support services they need.

'Finding your Feet Walks' has also recommenced at Castle Park Colchester, which takes place every Wednesday at 11am and Coggeshall, Mondays from 1.30pm-2.30pm pm. Meet at the GP surgery car park. Finchingfield on Fridays from 10.00am-11.00am. Meet on Finchingfield Green and Witham on Fridays from 1.30am - 2.30pm. Meet in the car park behind Tesco's.

## VOLUNTEER ESSEX

Registration is now OPEN for any residents or businesses who want to volunteer in their local area. By using one of the forms below, your details will be passed directly to the group or groups that are operating near to you:

**INDIVIDUALS**

**BUSINESSES**

**FACEBOOK GROUPS / VOLUNTEERING GROUPS**

**WANT TO VOLUNTEER IN A SCHOOL - complete this form.** It will go direct to Active Essex who are co-ordinating this piece of work.

**INVOLVING AND MANAGING VOLUNTEERS DURING THE CORONAVIRUS PANDEMIC** This

website provides a wealth of information on working with volunteers during the current pandemic - from safeguarding, DBS checks, data protection, paying for goods and services and much more.

## PLEASE REMEMBER TO MAKE YOUR KINDNESS

- CLEAN:** wash your hands for 20 seconds with warm soapy water before and after every contact. (Watch the NHS video on how to wash your hands properly [here](#).)
- CLEAR:** be clear about what you can and can't offer. If you are unsure say no.
- CONTACTLESS:** Think about your safety first and the person you are supporting. Don't touch other people and wash hands after touching surfaces.

## VOLUNTEER CODE OF PRACTICE

### DO

- Practice infection control measures, including social distancing and wearing PPE (where advised).
- Visibly display your identification.
- Be courteous, recognise vulnerable people may be stressed and anxious.
- Respect people's needs, culture and customs.
- Maintain confidentiality.
- If using your own vehicle, ensure this is done so safely and legally.
- Carry your mobile phone and ensure someone knows where you are going.

### DON'T

- Continue volunteering if you develop symptoms.
- Go into people's houses.
- Take any payment for services or goods provided, unless following specific instruction.
- Offer advice on benefits.
- Fill in forms on their behalf.
- Request any personal or financial information about the people you visit.
- Offer services beyond those instructions you have received, including childcare or personal care.
- Contact or meet vulnerable people,

except to carry out tasks you have been asked to perform.

- Share any personal information you have been given, including posting any information on social media relating to vulnerable people, staff or other volunteers.



## A GUIDE FOR COVID-19 RESPONDERS

For anyone in a supportive role during the pandemic from NHS workers to volunteers this guide covers topics such as Your well-being, Supportive communication in everyday interactions and Supporting people who are experiencing stress. These basic skills are at the core of supporting the emotional well-being of others during this challenging time.

The guide will show you how to use these skills to look after yourself and how to help others feel supported through your interactions.

## THINGS TO CONSIDER WHEN VOLUNTEERING

**Consider, are you well enough to volunteer?** Your safety and limiting the spread of the virus is a priority. Don't put yourself or others at unnecessary risk.

**Hand hygiene is critical:** Ensure you have access to handwashing facilities before and after every contact, or use hand sanitiser with 60% alcohol.

**Delivering shopping and prescriptions:** Leave shopping and prescriptions at the doorstep. Knock at the door and wait 2m away. Wash or clean hands with sanitiser.

**Money:** Coronavirus can live on money for 24hrs. Where possible use electronic banking or shopping e-cards. Do not take credit or debit cards or PIN numbers. If possible wear gloves when handling money. Always clean your hands afterwards.

**Lack of response:** If you are supporting an elderly or vulnerable person you need to have an agreement on what to do if you arrive and there is no response. This will differ from person to person.

**Other things to remember:** People may well be lonely and may want you to come in and have a chat. You need to say no if you are going to protect them. You could stop and have chat at their doorstep as long as you are 2m away. You can also swap telephone numbers and let them know you

are available for a chat if they are feeling anxious or lonely.

### WHAT YOU NEED TO KNOW ABOUT DATA PROTECTION

If you have formed a community group, this may be the first time you have had to think about data protection. Put simply, the law is a set of sensible standards that will help you handle people's information responsibly. That means taking proper care of things like people's names and addresses as well as more sensitive information about health or religion.

### SAFEGUARDING GUIDANCE

A factsheet designed to address specific concerns that people involved in supporting their community may have at this time.



## FUNDING OPPORTUNITIES FOR COMMUNITY GROUPS AND CHARITIES

### NATIONAL LOTTERY COMMUNITY FUND PRIORITISES COVID-19 PROJECTS

The National Lottery Community Fund will give priority to:

- Organisations supporting people who are at high risk from COVID-19.
- Organisations supporting communities most likely to face increased demand and challenges as a direct result of COVID-19.
- Organisations with high potential to support communities with the direct and indirect impact of COVID-19. For further information and to apply click [here](#).

### TESCO BAGS OF HELP COVID-19 COMMUNITIES FUND ACCEPTING UK APPLICATIONS

Fund to support organisational needs rather than fund specific projects. Applications will be accepted from organisations such as women's refuges, food banks, hospices, homeless charities, charities supporting the elderly, and charities supporting children's activities. This list is not exhaustive and other organisational types will be considered.

For further information and to apply click [here](#).

### BARCLAYS - EMPLOYEE MATCHED DONATIONS PROGRAMME

- A £50 million commitment. Barclays will match an individual colleague's donations to charities working to support vulnerable people impacted by COVID-19, and in alleviating the associated social and economic hardship caused by the crisis.
- A colleague may select a charity of his or her choice for their donation and matching programme, provided the charity is officially registered, and is engaged in supporting communities impacted by COVID-19.

For further information click [here](#).

### MORRISONS FOUNDATION - COVID-19 HOMELESS SUPPORT FUND

Registered charities who care for the homeless can apply for support to cover the following broad areas:

- Outreach and support for rough sleepers, including provision of essentials.
- Delivery of services in hostels and shelters.
- Information and advice.

For more information and to apply click [here](#).

### ESSEX COMMUNITY FOUNDATION EMERGENCY GRANTS

Initially grants of up to £15,000 will be available. Priority will be given to those delivering vital services to older and vulnerable people, organisations helping to relieve pressure on public services and those co-ordinating a local community response.

#### WHAT CAN BE FUNDED?

- Projects that have been established due to an increase in demand as a direct response to the pandemic.
- Projects that have been changed, or adapted, as a direct response to the pandemic and where additional costs are being incurred.
- Organisations that have experienced a loss of funding as a direct result of the pandemic.
- Organisations who have had their operations impacted by the pandemic.

### FUND LAUNCHED FOR MENTAL HEALTH CHARITIES DEALING WITH INCREASED DEMAND DURING CORONAVIRUS CRISIS

- A £5 million funding pot has been made available to enable England-based mental health organisations from the voluntary and community sector to deal with the increase in need for their services arising from the coronavirus crisis.

#### Organisations can apply for funding to:

- Scale up existing activities
- Adapt existing activities
- Introduce new activities

For more information click [here](#).

### Good Finance - A guide for navigating funding possibilities during COVID-19

A great site to find out about possible funding possibilities during the pandemic. From emergency finance, tips on fundraising and webinars.

### Coronavirus Mental Health Response Fund

Mind are holding £5m worth of funding for voluntary sector organisations to apply for that are supporting mental health services. Grants of £20k and £50k are on offer and it is a streamlined application process taking roughly 60min to complete. The website clearly details how to apply, with application guidance.

### FOWLER, SMITH & JONES (FSJ) FUNDING.

The next FSJ funding round will be in September with a deadline of mid-August. The Trustees will be looking to fund projects that look to the future or 'the new normal'. They are keen to support organisations to achieve any new delivery options for their projects that meet the new restrictions of social distancing, sanitizing etc.

The Trustees will want to hear how much money organisations have lost during this period and whether you have had to go into

your reserves. [Please look on the website for more details.](#)

### **COLCHESTER ROTARY CLUB**

Members have decided to set aside up to £15,000 which will be distributed to local groups who they believe are struggling for funding during the Covid-19 outbreak. [To apply and find out more click here.](#)

### **GOVERNMENT FUNDING FOR VOLUNTARY, COMMUNITY AND SOCIAL ENTERPRISE ORGANISATIONS.**

The Government has pledged £750 million to ensure VCSE can continue their vital work supporting the country during the coronavirus (COVID-19) outbreak, including £200 million for the Coronavirus Community Support Fund, along with an additional £150 million from dormant bank and building society accounts.

## **EMPLOYMENT, FINANCIAL SUPPORT AND MONEY**

### Colchester Citizens Advice

Citizens Advice is now offering a telephone and email service. Telephone 0300 330 2140, Monday - Friday, 10am - 4pm. Email [advice.colchester@cabnet.org.uk](mailto:advice.colchester@cabnet.org.uk)

Get help claiming Universal Credit contact free national helpline on 0800 144 84444

### **UNIVERSAL CREDIT**

New claims to Universal credit should be done [online where possible.](#)

Customers do not need to call DWP to arrange an appointment and they should not attend the Jobcentre. If teams need more information they will call back claimants.

### **The DWP@s employment and benefits**

**support website** the latest guidance and messages on sick pay, existing benefit claims, new claims to benefit, self employment, housing and more.

### **USEFUL LINKS**

[Unable to work - what to do if you are employed and cannot work](#)

[What to do if you were employed and have lost your job.](#)

[Self employed - what to do if you're getting less or no work.](#)

[Already getting benefits - how they are affected.](#)

### **HMRC HELP AND SUPPORT**

Employers in particular may wish to **register to receive help and support from HMRC.** Individuals and businesses can sign up to receive email alerts about a range of help and support products that are available. These include live and recorded webinars, YouTube videos and online guides.

### **THE SKILLS TOOL KIT**

A new online learning platform to help boost the nation's skills while people are staying at home. Free courses are available through a new online platform hosted on the gov.uk website, called The Skills Toolkit. The new platform gives people access to free, high-quality digital and numeracy courses to help build up their skills, progress in work and boost their job prospects.

### **SIGNPOST**

Based at Greenstead Library - Signpost are no longer able to provide face to face services, but continue to provide support for the community.

Their HeadsUp service is for anyone who is unemployed and who has experienced common mental health problems such as anxiety and/or depression. Clare, the Peer Support Worker, is on hand via the phone and email, to provide one to one support and mentoring. You can self-refer by calling the number below, or Clare on 07801 329321.

Also offer help with improving digital skills writing CV's.

Telephone **01206 890908** or email [info@sign-post.inf](mailto:info@sign-post.inf)

[SignPost Facebook page](#)



## COLCHESTER FOOD BANK

### List of Colchester Foodbank Referral Agents

Please be aware that this list is changing daily. Please contact the Foodbank Referral Agent from the list and further information on obtaining a Foodbank voucher will be given.

#### Colchester Foodbank:

E: [Colchester.foodbank.org.uk](mailto:Colchester.foodbank.org.uk)

T: 01206 621 998

**Moorside Foodbank:** Moorside Business Park, Eastgate, 33 Moorside, Colchester CO1 2ZF  
Open Mon - Sat 10am - 2pm, Closed Sunday

#### Greenstead Foodbank

Open Tuesdays and Thursdays  
10am - 12noon

#### Stanway Foodbank

St Andrews Hall, Corner of Church Lane, London Rd, Stanway, CO3 8LR.  
Open every Tuesday 11am - 1pm

### FOODBANK VOUCHERS

The process for obtaining a food voucher is:

- Residents contact a referral agency, who will then take some basic details to complete the voucher application. This will help to identify the cause of the crisis and offer practical guidance. It also means they are able to prepare suitable emergency food for the right number of people.
- Once someone has been issued with a voucher, they can exchange this for three days of emergency food at their nearest foodbank centre.

[Details about volunteering with the Food Bank](#)

Foodbank Voucher Organisation/ Group Name	Voucher information	Location and updates	Contact Number
Autism Anglia	Yes - Autism Anglia residents only	Foodbank voucher issued to existing clients only	01206 577678
Beacon House	Yes - only to service users already registered with them.	Beacon House, Crouch Street, Colchester CO3 3ES	01206 761960
Brightlingsea Food Bank	Yes	Brightlingsea Parish Hall, Brightlingsea	07970 480968
CAP	Yes	Offering phone support and vouchers can be arranged	07971 308388

Foodbank Voucher Organisation/ Group Name	Voucher information	Location and updates	Contact Number
CARA	Yes - Existing CARA clients only	Foodbank voucher issued to existing clients only	01206 769795
CBH Housing Options and CBH Emergency Tenancy Services	Yes	Offering phone support and Foodbank vouchers can be arranged	01206 282514
CBC Sheltered Housing (Older Persons Services)	Yes - Existing clients only	Foodbank voucher issued to existing clients only	01206 282701
Colchester Citizens Advice Bureau (CAB)	Yes	Phone and email support to anyone that needs advice or Foodbank vouchers	0300 330 2104 or advice.colchester@cabnet.org.uk
Colchester Gateway	Yes - Existing clients only	Offering phone support and Foodbank vouchers can be arranged	07710 177050
Colne Housing	Yes - Existing Clients only	Foodbank voucher issued to existing clients only	01206 244700
Essex Child and Family Wellbeing Service	Yes - supporting families with children	Offering phone support and Foodbank vouchers can be arranged	0300 247 0015 9am to 5pm Monday to Friday
Essex Integration	Yes	Offering phone support and Foodbank vouchers can be arranged	01206 861180, option 2
Essex Outreach Service (Peabody)	Yes		0800 2888883
Estuary Housing	Yes - Existing tenants only	Foodbank voucher issued to existing clients only	0300 304 500
Family Solutions (Assessment and Intervention Team, Family Support Team and Protection Team)	Yes	Offering phone support and Foodbank vouchers can be arranged	0345 603 7627
GP Primary Choice Ltd	Yes - To access vouchers patients call their own GP surgery, who then refers to relevant Care Advisor	Yes - To access vouchers patients call their own GP surgery, who then refers to relevant Care Advisor	Own GP Surgery/Care Advisor

Foodbank Voucher Organisation/ Group Name	Voucher information	Location and updates	Contact Number
Hawthorn GP Surgery	Yes	St. Edmunds Centre, Tamarisk Way, Colchester CO4 3GW	01206 517100
Home Start	Yes	The Ark, Jack Andrews Dr, Highwoods, Colchester CO4 9WX	01206 854625
Job Centre Plus	Yes	Colchester Jobcentre Plus, 40 Chapel Street South, Colchester CO2 7AZ	0345 604 3719
MIND	Yes - referral from Mental Health practitioners	The Constantine Centre, 272a Mersea Rd, Colchester CO2 8QZ	01206 764600
Next Chapter	Yes - Next Chapter clients only	Foodbank voucher issued to existing clients only	01206 500585
NHS Specialist Mental Health Team	Yes - Existing Clients only	Foodbank voucher issues to existing clients only	01206 334100
Open Door	Yes - Working in a reduced service, open Mon, Wed, Fri 12-1pm. Also providing takeaway lunches for those who need them	Open Door at Colchester Baptist Church, Eld Lane, Colchester CO1 1LS	07394 907998
Open Road Colchester	Yes	Pre-arranged appointment only. Open Door, 5a Queen Street, Colchester CO1 2PG (Near Firstsite and The Curzon Cinema) Open Road Colchester	01206 766096
Refugee Action - Colchester	Yes - For existing clients only	Foodbank voucher issued to existing clients only	01206 638454
Sanctuary Supported Living	Yes	Queen Elizabeth Way, Colchester CO2	01206 762373
St Luke's Church, Highwoods	Yes	Offering phone support and Foodbank vouchers can be arranged	01206 598234

Foodbank Voucher Organisation/ Group Name	Voucher information	Location and updates	Contact Number
St Peters Church North Hill	Yes - Currently issuing vouchers from the Church, however, should this close, will be from vicarage	St Peter's Church, North Hill, Colchester CO1 1DZ	01206 572529
Victim Support	Yes		<a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>
Willow Brook Primary School and Nursery	Yes - Pupils and families of Willow Brook School and Nursery only	Willow Brook Primary School and Nursery, Barnardiston Road, Colchester CO4 0DT	01206 864375
Wivenhoe Congregational Church	Yes	Wivenhoe Congregational Church, 101 High Street, Wivenhoe CO7 9AB	01206 826553
YMCA	Yes - YMCA Tenants only	Foodbank voucher issued to existing clients only	01206 579415
Youth Enquiry Service YES	Yes	Offering phone support and Foodbank vouchers can be arranged	01206 710771

#### OTHER FOOD PROVISION PROVIDERS - Please contact direct to discuss requirements

Foodbank Voucher Organisation/ Group Name	Voucher information	Location and updates	Contact Number
Tiptree Churches Food Bank	N/A - Not required	Supporting those in need within Tiptree, Tolleshunt Knights, Messing, Inworth and Great Braxted	Please contact: The Revd Anne-Marie Renshaw - <a href="mailto:amlrenshaw@btinternet.com">amlrenshaw@btinternet.com</a>
The Munch Club	N/A for existing clients. New clients will need proof of Universal Credit or low income	Colchester	07974 113341 or <a href="mailto:maureenpowell1952@yahoo.co.uk">maureenpowell1952@yahoo.co.uk</a>
G04 Social Enterprises	N/A for existing clients. New clients will need proof of Universal Credit or low income	Colchester	07531 207677 or <a href="mailto:pepidepiter@gmail.com">pepidepiter@gmail.com</a>
West Mersea Porch Pantry	N/A not needed	Supporting West Mersea residents	Tel: 07593 429114 or email <a href="mailto:admin@freshsalt.uk">admin@freshsalt.uk</a>
The Boaz Project	N/A not needed	Colchester	07940441756 or <a href="mailto:Cdemliftingland@gmail.com">Cdemliftingland@gmail.com</a> FB: @boazproject

## UTILITIES

### Pre-Payment cards

If you have payment cards for your electric please see the following advice. This [link](#) has some good information on what each energy company is doing to support their customers, currently.

You can ask for pre-loaded payment cards to be sent to your house. Most energy companies have put a hold on any debt too.

### ANGLIAN WATER

Have free Priority Register for the most vulnerable that provides the practical support. Aimed at a wide range of people, from those with sight, hearing or mobility difficulties, to parents with babies under 12 months old. Offers a wide range of support, such as reading meters for customers who find it difficult and sending out bills in Braille. Or if someone's struggling to pay a bill, they can set up payment plans or look at switching to a tariff that's a better fit. The website also has tips for saving water.

### ESSEX LIBRARIES ONLINE

You can borrow eBooks or audiobooks free from Essex Libraries online. You need to download the app 'Borrowbox' and use your public library card to login in. It will ask you for your password which is usually your date of birth. You can join the public library online if you don't already have a membership card.

### UK POWER NETWORKS

If you need information on a power cut, you can, visit Power Cut Map for [live updates](#), tweet them at [@UKPowerNetworks](#) or telephone customer service team, 24 hours a day, on **105** or **0800 3163 105**. Calls are free from a landline or mobile phone.

If you live in London, the East or South East of England, then being on the Priority Services Register will ensure you will receive extra support if you experience a power cut.

There are over 20 ways to get in touch including our website, on [Twitter @ukpowernetworks](#), or call **105**

**Energy Supplies:** Here you can find advice and answers to questions you may have on managing your energy supply during the outbreak. Information will continue to be updated.

[www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply](http://www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply)

Tips for saving energy can be found here [Energy Saving Trust](#) and [uswitch](#)

## CBC SERVICE UPDATES

**Due to Coronavirus some of our services are currently disrupted. Check the above link regularly for updates on what services are running as normal, are disrupted, or closed.**

**NORMAL**

### BENEFITS AND LOCAL COUNCIL TAX

Housing support, benefits and Council Tax services are operating as normal.

### HELPLINE

Helpline is running as normal to provide an alarm, response and monitoring service for older and vulnerable people living in Colchester and North Essex. Call **01206 769799** or visit [helplineplus.co.uk](http://helplineplus.co.uk)

### COMMUNITY SERVICES

CBC's Community Response team can be contacted at [communities@colchester.gov.uk](mailto:communities@colchester.gov.uk)

Community 360 are supporting residents in need with food and medical supplies.

### PARKING

All our car parks are open and we encourage visitors to use MiPermit to make contactless payments.

### BUSINESS SUPPORT

The council has awarded over £32 million in grants eligible businesses. The discretionary

business grant application period has been extended to award an additional £1.7 million.

### PARKS AND COUNTRYSIDE SITES

Parks and countryside sites are open, but visitors must follow government guidelines. Car parks have re-opened. High Woods Country Park Visitors Centre remains closed.

### RECYCLING AND RUBBISH

Recycling collections are operating as normal. Households can put out one additional 60-litre black bag of non-recyclable rubbish on a Blue Week on their usual collection day. Textile collections remain suspended.

### CHARTER MARKET

Essential traders continue to operate. From 15 June, our regular stall holders will begin a phased return to the High Street on Fridays and throughout the Town Centre weekly from between 7am and 4pm. Follow <https://twitter.com/ColchMarket> on Facebook, Twitter and Instagram for updates.

**COLCHESTER'S VISITOR INFORMATION CENTRE** open to the public.

### COLCHESTER CASTLE

Colchester Castle is now open. To visit you will need to reserve a time slot in advance. Please call 01206 282939 to book. Please note face masks are mandatory.

### LEISURE SERVICES

Colchester's Leisure World and Tennis Centre are open. Facilities that are now open include the leisure pool, Activa gym and the fitness pool. Customers will need to [book a session online](#) for all activities before visiting the centre.

## DISRUPTED

### ANIMAL SERVICES

We are currently only providing a pest control service for wasps and the external treatment of rats within your property.

### ENVIRONMENTAL

You can report environmental and noise concerns however some home visits have been suspended.

### HOUSING

Visit [Colchester Borough Homes](#) for the latest service updates.

### PLANNING AND BUILDING CONTROL

While planning applications are being processed as usual some site visits will be conducted virtually and site notices will be issued by email.

### PLAYGROUNDS AND OUTDOOR GYMS

A phased reopening of playgrounds and outdoor gyms has started and will continue over the next couple of weeks. **We will share regular updates on which playgrounds and outdoor gyms have reopened.**

### BEREAVEMENT SERVICES

The crematorium and cemetery are open for funerals with up to 20 mourners. The Book of Remembrance, Prayer Room and the crematorium office are still closed to visitors. Visitors must follow [current guidelines](#).

### AQUA SPRINGS

Aqua Springs Spa is closed, but customers can book beauty treatments online. To visit, you will need to reserve a time slot in advance. Please [visit the website for more details](#).

## CLOSED

**HOLLYTREES MUSEUM AND THE NATURAL HISTORY MUSEUM** remain closed to the public. Our museum doors may be closed but you can take part in our [Museum from home activities](#)  
**HIGHWOODS AND TIPTREE LEISURE WORLD** Leisure World Highwoods and Tiptree are currently closed.



### AVOID LIGHTING BONFIRES DURING CORONAVIRUS CRISIS

CBC know that it is hard right now for residents to manage their rubbish and recycling because of our reduced service, but we would please ask you not to burn it. There are serious health implications linked to bonfires. Smoke from bonfires can aggravate pre-existing conditions, like asthma and COPD. That is why we are asking residents to think about their neighbours and not to dispose of waste (garden or any other) by burning it. For advice on how to reduce, reuse and store your recycling click [here](#).

### PHONES, DATA AND WI-FI

Apps to help you stay in touch: you can video call in groups or one-to-one using apps like WhatsApp and Zoom and you can chat through apps like Facebook Messenger.

#### Tips on using less data

#### How to use less data on your iPhone

#### How to use less data on your Android phone

### DOG WASTE AND LITTERING

Please remember that it is an offence to drop litter or fail to pick up after your dog. Please remember to put litter in a bin and to bag and bin dog waste. Both litter bins and dog waste bins continue to be emptied by the council. **You can report full bins here.**

If you are a dog owner, you are required by law to clean up after your dog in public places. That includes roads, pavements, parks, car parks and all shared open spaces.

If there isn't a dog bin on your dog walking route, it's your responsibility to pick up and take your dog's waste home with you. Under the Dogs (Fouling of Land) Act 1996 it is an offence not to clean up your dog's mess properly.

We will take enforcement action against anyone who is witnessed letting their dog foul in public without cleaning it up or anyone seen dropping litter.

## HOW TO KEEP WELL DURING CORONAVIRUS (COVID-19)



### STAY ALERT

We can all help control the virus if we all stay alert. This means you must:

- Stay at home as much as possible.
- Work from home if you can.
- Limit contact with other people.
- Keep your distance if you go out (2 metres apart where possible). 1 metre plus only applies when you can mitigate the risks by taking other precautions
- Wash your hands regularly.
- Do not leave home if you or anyone in your household has symptoms.

From 1 June, you can now exercise alone, with members of your household, or with up to, but no more than 5 other people from outside your household while keeping 2 metres apart at all times.

Gatherings of more than 6 people are not permitted (unless an exemption applies, for example, if you are from one household or if it's essential for work purposes). Social distancing of 2 metres applies to people outside of your household. If you are playing sport or exercising with people from your own household, the 2 metre rule does not apply.

You can travel for physical activity. Ideally use your nearest, local appropriate venue to reduce pressure on transport infrastructure. But you can travel to outdoor open space irrespective of distance. You shouldn't travel with someone from outside your household unless you can practise social distancing - for example by cycling. It is not possible to practice effective social distancing in small vehicles. You should consider all other forms of transport before using public transport. **More advice can be found here.**

**Walk Colchester** and **Cycle Colchester** are local organisations which promote and recommend physical activity and access to the local green environment: **paths, trails, parks, woods and open spaces.** As well as guidance on **Getting active at home**, Sport England's **Join the Movement** campaign provides all the latest advice on getting active, with tools to help you make the most out of the fresh air during your exercise. The **Active 10** app from the NHS is a great way to help you monitor and gradually increase your brisk walking levels over time. If you're feeling anxious in these uncertain times you could also consider some of the **Walking Meditations** from Headspace.



**Leisure World** have launched a Free fitness app so you can enjoy the benefits of regular exercise from home!

It has a range of Train at Home workouts, from easy to hard, so everyone can challenge themselves and have fun, no matter their abilities.

It's our small way to try and help you get through this difficult time.

Create your account today, [here](#).

Alongside walking and running, cycling is one of the simplest ways to get active outside and can be done with the whole family. British Cycling have created **Lets Ride Local** to encourage safe and responsible cycling - the website includes tips and advice on riding locally, as well as instructions on teaching children how to ride.

With many pupils not at school or only returning for short periods, children and families still need to keep healthy, so the **Daily Mile at Home** is an easy and fun way to keep fit and maintain good health and wellbeing for you and your children. The Daily Mile guidance for schools has

been adapted for use at home to achieve the same benefits. This comes from as little as 15 minutes or more of walking, running or jogging in the fresh air - doing it at whatever pace suits you best and wearing what you'll feel most comfortable in. Every week on Monday, Wednesday and Fridays, a new challenge is set.

**Active Essex** have launched a livestream YouTube channel which features a full timetable of different activities by Essex deliverers to keep us moving more. The following week's timetable is launched every Sunday.

Physical activity helps our body and mind in many ways, and you can read more about getting the right amount of exercise at **Essex Livewell**.

**Leisure World Tennis Centre:** Leisure World staff have been working hard to make the Leisure World Tennis Centre safe for play! We know many of you will be excited to get back on court with your loved ones but it's important social distancing is followed. There are new terms and conditions for use but we're now booking 1-1 and doubles if all members are residing in the same household. **To book a court click here.**

### **SAFER ESSEX ROADS PARTNERSHIP**

Are offering free Family Bikeability and Adult Bike Confidence Training until the 1st September

## ANXIOUS OR WORRIED

Staying at home for a prolonged period can be difficult, frustrating and lonely for some people and that you or other household members may feel low. Also now lockdown is easing you may feel worried or anxious about going out and/or meeting people. It's important to remember to take care of your mind as well as your body and to get support if you need it.

The **Livewell Campaign** highlights 7 steps we can all take to support our mental health during this time and includes links to the latest government advice on looking after our mental health and that of children and young people.

You can call NHS 111 if you or someone you know needs urgent care, but it's not life threatening.

- If you have an existing mental health problem and your symptoms get worse.
- If you experience a mental health problem for the first time.
- If someone has self-harmed but it does not appear to be life threatening, or they're talking about wanting to self-harm.
- If a person shows signs of possible dementia.
- If a person is experiencing domestic violence or physical, sexual or emotional abuse. Dial 111 and select the option for mental health crisis (option2) for immediate and specialist support 24 hours a day, 365 days a year. The service is for people aged over 18 and over and aims to ensure those in need of support can access it quickly when they need it most.

MIND telephone lines will remain open Monday to Friday 9am-5pm on 01206 764600. Alternatively, you can send them an email [enquiries@mnessexmind.org](mailto:enquiries@mnessexmind.org).

There is information on a number of websites about looking after your mental health.



In addition, the following is a list of mental health charities and organisations for both adults and young people that are contactable for support and advice:

### ADULTS

#### **Mental Health Foundation**

#### **NHS Every Mind Matters**

#### **Mental Health First Aid (MHFA)**

Provides a toolkit that helps everyone to support their mental health while working from home.

**Links for Deaf people** including British Sign Language videos and access to NHS 111.

#### **Mid and North East Essex MIND**

In need of counselling? Call Monday – Friday 9am – 5pm 01206 764 600, email at [enquiries@mnessexmind.org](mailto:enquiries@mnessexmind.org) or visit their website for more information.

**Live Well Link Well** is a free and confidential social prescribing service that provides practical or emotional support of a non-medical nature. They can help you to access support with a range of areas of health and wellbeing, including maintaining mental wellbeing, supporting independence, looking after someone, getting out and about, and social isolation. If you live in mid Essex and are over 18, you can contact the service without having to go through your GP. Call **03003039988** (Monday to Friday from 8am to 7pm) or email [livewell.linkwell@nhs.net](mailto:livewell.linkwell@nhs.net)

**Anxiety UK** provides support if you have been diagnosed with an anxiety condition. Call **03444 775 774** (Monday to Friday, 9.30am-5.30pm)

**Men's Health Forum** offers 24/7 stress support for men by text, chat and email.

**OCD Action** provides support for people with OCD. Call them on 0845 390 6232 (Monday to Friday, 9.30am-5pm). Calls cost 5p per minute plus your phone provider's Access Charge.

**Samaritans** provides confidential support for people experiencing feelings of distress or despair. Phone: **116 123** (free 24-hour helpline).

**Textcare** provides comfort and care via text message, sent when the person needs it most.

**SHOUT Crisis** provides 24/7 anonymous text support for when you feel you can't cope. Text "SHOUT" to **85258** for non-judgemental support.

**Zero Suicide Alliance** Have a link 20 minute module to support those who are in touch with people who might be really struggling over the next few months. It is also helpful for community members as it has a section about talking with family and friends. **It is free to access.**

**Specialist advice for those living with Diabetes.** The Diabetes UK helpline is also open Monday to Friday, 9am to 6pm, at 0345

123 2399 for anyone living with diabetes, their friends or family and anyone else with concerns.

**#quitforCovid** It is vitally important to quit as smokers are less protected against infections. For support to quit smoking please contact Essex Lifestyle Service on 0300 303 9988. Or visit **Essex lifestyle service - stop-smoking**

### **Combatting loneliness and isolation**

#### **Access online AA meetings.**

To access an online meeting on a smart phone download and install the GOTOMeeting app. In meeting Id box type 'ukna or 437-754-909, (skip and email) then enter your name and save. You can then access the daily sound only meetings. Meetings are every morning at 11am and every evening at 7.30pm. Laptop/desktop users can go to **https://www.gotomeet.me/ukna** and sign in the same way. You can also download the Zoom app and scroll down the list of online meetings.

## **CHILDREN AND YOUNG PEOPLE**

**Essex Child and Family Wellbeing Service** 'Chat Health' enables all 11-19 year olds to text their school nurse on **07520 615734** to discuss their mental health and receive confidential advice and support.

**KOOTH** offers young people free, safe and online support.

**PAPYRUS** young suicide prevention society. Call **0800 068 4141** (Monday to Friday, 10am to 10pm, 2pm to 10pm on weekends and bank holidays).

**YoungMinds** offers information on child and adolescent mental health, services for parents and professionals. Call **0808 802 5544** (Monday to Friday, 9.30am to 4pm).

**Essex Youth Service** provides Children and Young People Early Intervention Mental Health Services (CYP MHEIS). If you would like to speak to someone for more information about the services CYP MHEIS offer and to find out about what support might be available for you please call their Single Point of Access team on **0300 300 1600** from 9am-5pm, Monday - Friday.

### **Guidance on supporting children and young peoples mental health and wellbeing**

**y.e.s Counselling service** offers an empathetic, supportive and confidential listening ear to children, young people and their families across Colchester and Tendring around any issues that they may be struggling with.

If YOU are between 11 - 19 years old or are the parent or carer of a child or young person who is struggling, and need to talk to someone please call

Maria Hales on 07436 805270 between 11 am & 2pm Monday - Thursday. Or family therapist Karen Atwell on 07484 091578 Mondays or Wednesdays between 11am & 2pm. If phones are engaged please leave a number and your call will be returned as soon as possible.

Check the website for information and links to practical and emotional support and also check out our **facebook page**

## **SUPPORT AND ADVICE FOR PEOPLE AFFECTED BY DEMENTIA**

If you or someone you care for are worried about coronavirus (COVID-19) and need support and advice, call the Dementia Connect support line on 0333 150 3456.

Join **Alzheimer's Society Website** for the most up to date information and advice.

Join **Alzheimer's Society online Community Talking Point** where you can connect with others affected by dementia in a similar situation.

Use this **Dementia Connect online support tool** to find dementia information and support that is right for you.

There is information on several websites about looking after your mental health.

**The Livewell campaign** provides local and national mental & physical health and wellbeing information including a useful guide on **7 steps to mental wellbeing while at home.**

Visit the **NHS mental health and wellbeing advice website** for self-assessment, audio guides and practical tools, if you are experiencing stress, feelings of anxiety or low mood.

If you already have a mental health problem, you can access **comprehensive guidance provided by Mind.**

## BEREAVEMENT SUPPORT

Many people in Colchester will sadly experience bereavement, grief and loss during the corona virus pandemic. Measures to reduce the spread of Covid-19 may increase the emotional impact of losing somebody, whether as a result of the virus or not. Bereaved people may feel more isolated and cut off from support networks.

It is important that family, friends and communities seeking support at this time are able to talk to somebody they trust who will listen, empathise and point them to professional advice where necessary.

There are many online sources of trusted information and support in relation to bereavement and a number of these can be found by following the links opposite.

For those that require more structured support we suggest you contact your GP but you can also contact St Helena Hospice who provide clinical bereavement support. The Hospice team will talk to you about your bereavement and help to identify the right source of support. Contact detail are below.

**St Helena Hospice SinglePoint** Members of the public, patients, relatives, carers, GPs and other health and social care professionals can get advice and support over the phone 24/7 with regards anyone who may be in the last year of life or who have specialist palliative care needs. Call Single Point on 01206 890360. **St Helena -**

### Bereavement support leaflet

### Essex County Council Coronavirus-and-faith/bereavement-support

### NHS - Coping with bereavement

### Curse Bereavement Care

### Greater Essex Bereavement support in the community leaflet Includes faith contacts within the community who can provide a listening ear and help sign post you to other support

### ACC's COVID-19 Crisis Counselling Support Service

## BUSINESS SUPPORT

The council has awarded almost £33 million in emergency grants to eligible businesses.

**A dedicated website has been published** which has links to all the latest information, guidance and advice on crucial business themes. More information is planned and new information is being added all the time. Importantly, there are also links to surveys which are assessing the impact of the current situation. You can also follow @yourcolchester and @colchbusiness on Twitter too.

## GUIDANCE ON OPENING UP BUSINESSES

New 'COVID-19 secure' guidelines are available to UK employers to help them get their businesses back up and running and workplaces operating as safely as possible. The new guidance covers 8 workplace settings which are allowed to be open, from outdoor environments and construction sites to practical actions for businesses to take based on 5 main steps.

### **1. Carry out a COVID-19 risk assessment.**

Before restarting work you should ensure the safety of the workplace by:

- Carrying out a risk assessment in line with the **HSE guidance**.

- Consulting with your workers or trade unions.
- Sharing the results of the risk assessment with your workforce and on your website.

**2. Develop cleaning, handwashing and hygiene procedures.** You should increase the frequency of handwashing and surface cleaning by:

- Encouraging people to follow the **guidance on hand washing and hygiene**.
- Providing hand sanitiser around the workplace, in addition to washrooms.
- Frequently cleaning and disinfecting objects and surfaces that are touched regularly.
- Enhancing cleaning for busy areas.
- Setting clear use and cleaning guidance for toilets.
- Providing hand drying facilities – either paper towels or electrical dryers.





- 3. Help people to work from home.** You should take all reasonable steps to help people work from home by:
- Discussing home working arrangements.
  - Ensuring they have the right equipment, for example remote access to work systems.
  - Including them in all necessary communications.
  - Looking after their physical and mental wellbeing.
- 4. Maintain 2m social distancing, where possible.** Where possible, you should maintain 2m between people by:
- Putting up signs to remind workers and visitors of social distancing guidance.
  - Avoiding sharing workstations.
  - Using floor tape or paint to mark areas to help people keep to a 2m distance.
  - Arranging one-way traffic through the workplace if possible.
  - Switching to seeing visitors by appointment only if possible.
- 5. Where people cannot be 2m apart, manage transmission risk.** Where it's not possible for people to be 2m apart, you should do everything practical to manage the transmission risk by:
- Considering whether an activity needs to continue for the business to operate.
  - Keeping the activity time involved as short as possible.
  - Using screens or barriers to separate people from each other.
  - Using back-to-back or side-to-side working whenever possible.
  - Staggering arrival and departure times.
  - Reducing the number of people each

person has contact with by using 'fixed teams or partnering'.

There are 8 workplace guidance documents now available under **Working safely during coronavirus (COVID-19) guidance.**

### USEFUL LINKS FOR BUSINESSES

[Essex Chamber of Commerce](#)

[Federation of Small Businesses](#)

[BEST Growth Hub](#)

[Gov.UK - Coronavirus business support](#)

[Find out how to make your workplace COVID secure](#)

[How to carry out a COVID-19 risk assessment](#)

[Cleaning your workplace safely](#)  
[Social distancing - keeping businesses open and in work activities.](#)

[Gov.UK - Working safely in shops and branches](#)

[Gov.UK - Safe working in educational and child care settings](#)

[Changes to the coronavirus job retention scheme](#)

[Working safely during Coronavirus](#)

### SAFE PUBLIC PLACES - URBAN CENTRES AND GREEN SPACES

The focus of this document is those urban centres and green spaces likely to experience high footfall, particularly as Government guidance on staying at home is gradually eased.

Urban centres – focus on publicly accessible areas such as high streets, transport hubs and shopping areas.

Green spaces – are publicly accessible open spaces focused in, but not limited to, urban and suburban contexts including parks, burial grounds and cemeteries.

This guidance is primarily for owners and operators of public places including but not limited to:

- Local councils and town/city centre managers.
- Landowners.
- Commercial landlords responsible for public places.
- Management companies.

This document provides a framework for identifying the issues associated with the use of public places in light of the need for social distancing. It focuses primarily on areas, which are likely to have high-footfall. It also includes practical interventions, which are temporary, for adapting and managing public places.

It is intended to enable the owners and operators of public spaces to plan for the temporary adaptations and interventions that will be needed as the restrictions on leaving the home are gradually reduced.

## COMMUNITY SAFETY

[Safer Colchester Partnership](#) for up to date community safety advice.

### STAY SAFE AT HOME

These are very challenging times for us all, and while the governments advice is to stay home, for some people, home is not a safe place. If you are living with domestic abuse and feel even more isolated and at risk please remember there is help available.

Stay Safe at Home is a new initiative to raise awareness of five common risks people may face at the moment.

- Domestic abuse.
- Child abuse.
- Accidental fire/fire safety.
- Fraud.
- Bogus callers.
- Support the campaign on social media by using #ProtectingandServingEssex, #StaySafeAtHome and #StayHomeSaveLives.

More information can be found [here](#).

## FAKE PRODUCTS/WEBSITES

Fake coronavirus (COVID-19) testing/treatment kits are being produced and sold worldwide. These kits contain harmful chemicals and police are warning anyone who had bought one of these kits not to use it. Report to [Action Fraud](#), quoting “Trinity CV19 treatment kits”.

- During this time, be aware of fake websites and suspicious links. Criminals will advertise products they know to be in short supply, such as hand sanitiser, face masks and treatments.
- Claims like ‘100% safe,’ ‘No side effects’ and ‘Quick results’ should be warning signs.
- Be careful paying for anything for anything via bank transfer and only buy goods from reputable companies that you know and trust.

## FAKE EMAILS

There are several fake emails circulating claiming to be from health organisations (such as the World Health Organisation, with attached ‘safety advice’ which when clicked downloads malware to infect the device.

- Ensure you check where an email has come from – is the email address suspicious?

- Never click on any suspicious links or open any documents on emails that you were not expecting – do not let your curiosity get the better of you!

## ELDERLY INDIVIDUALS TARGETED BY DOORSTEP SCAMMERS

The elderly and vulnerable are increasingly being targeted by doorstep scammers due to their increased isolation from family and friends. Criminals are posing as police and health officials, sometimes offering to carry out a coronavirus (COVID-19) test on their doorstep in exchange for cash.

- Be vigilant as always, do not accept offers on the doorstep.
- Always confirm who the person is, using a trusted number – genuine officials will always wait and carry identification.

## THIEVES OFFERING TO SHOP FOR THE ELDERLY AND THEN KEEPING THEIR MONEY

Thieves posing as good Samaritans are offering to complete shopping trips on behalf of the elderly, before keeping the money or bank cards that are handed over.

- Treat such invitations with caution.
- Never hand over your bank card or details.
- If vulnerable people are using others to do their shopping, ensure it is someone they know or from a trusted source.

## PENSION EXPLOITATION

Pension savers have been warned to be extra vigilant of criminals seeking to prey on people anxieties amid the pandemic. As markets are affected and people seek to increase their savings, it may make people look to make snap decisions that could have serious consequences.

- As always, the advice remains – do not respond to cold callers.
- Take your time to think things through carefully and do your own research (even if you are being offered a ‘limited time deal’).
- If something looks too good to be true – it usually is.

## COURIER FRAUD

Fraudsters are attempting to take advantage of the current climate by carrying out crime online and at peoples doorsteps. This involves posing as government officials, bank or other financial services employees by text message, online or by knocking on doors.

It is important to be mindful before handing over money or personal details. Some simple steps to take are:

- Don’t be rushed into making a decision. Take five minutes before taking action and trust your instinct. If it sounds too good to be true it probably is.
- Do not assume or believe a call, a knock on the door or a deal online is genuine.

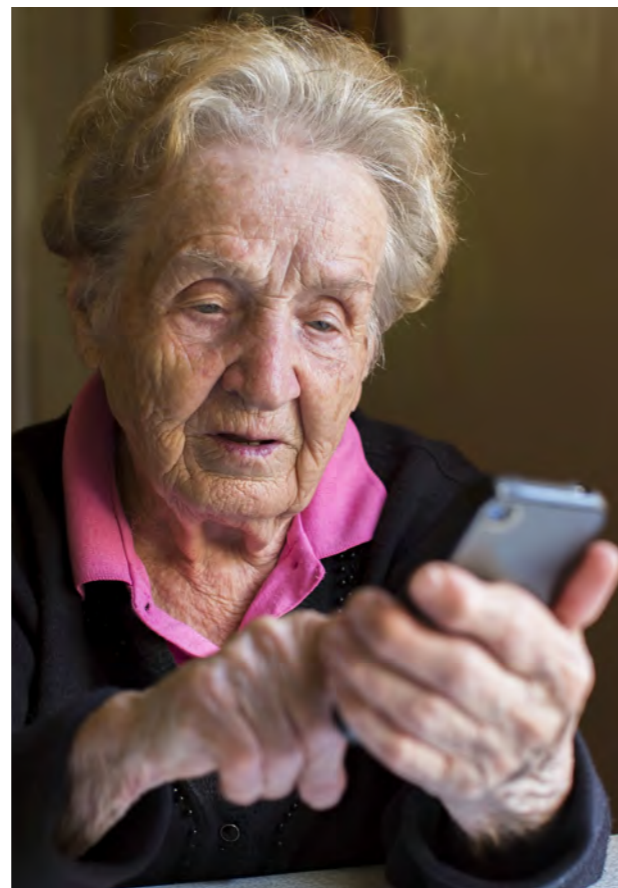


Don’t be afraid to challenge any calls, visits or messages you may receive.

- It’s okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.
- Only purchase goods from legitimate retailers and take a moment to think before parting with money or personal information.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to pressurise you into accepting a service, they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.
- Never click on links and never divulge personal information – the police and government departments will never ask you for these details.
- If you receive any fake gov.uk/coronavirus messages, please report these to Action Fraud on 0300 123 2040.
- Contact your bank immediately if you think you are a victim of a scam.

**FRIENDS AGAINST SCAMS** aims to protect and prevent people from becoming victims of scams.

- Be aware of people offering or selling.
- Virus testing kits – these are only offered by NHS.
- Vaccines or miracle cures – there is currently no vaccine or cure.
- Overpriced or fake goods to protect yourself from coronavirus (COVID-19) such as antibacterial products.
- Shopping or medication collection services.
- Home cleaning services.



### **FOR ADVICE ON SCAMS**

Citizens Advice Consumer Helpline on **0800 2231133**

To report a scam call Action Fraud on **0300 1232040**

Contact your bank if you think you have been scammed

### **Little Book of Scams**

### **Victim Support Advice for Individuals Scammers and Fraudsters**

### **Victim Support Advice for Groups Scammers and Fraudsters**

### **Colchester Neighbourhood Watch**



### **ADVICE FROM FIRE SERVICE**

A few key messages from the Fire Service; with more people in their homes please remember.

- A minimum of one smoke detector is advised on each floor of a property. Test your smoke alarm. Smoke alarms are proven life savers. They give warning at the first sign of fire, waking you and your family up and giving everyone the time they need to get safely out and call the fire service.
- Never leave candles unattended - near curtains / flammable materials.
- Discuss with your family your Fire Escape Plan - how / what to do / leaving items / not entering back into the property.
- The largest number of residential fires start in the kitchen - distraction (children / pets/ phone calls etc) being a high proportion of incident causes with the kitchen left unattended.

- Never leave your BBQ unattended and make sure it is kept well away from sheds, fences, trees, shrubs or garden waste. Keep children, pets and garden games well away from your cooking area. After cooking, make sure the BBQ is cool before moving it and make sure you turn off the gas supply first, followed by the BBQ control, to stop any gas from leaking.
- Hand Sanitiser in Cars: You may have heard reports that hand sanitisers left in cars can pose a fire risk, whilst there is not much evidence to suggest this is the case we would advise people to ensure they store their hand sanitisers in vehicles safely, which includes keeping bottles closed and out of direct sunlight, such as in the glove box. This will ensure the contents do not deteriorate and means bottles cannot be magnified by the sun. Sanitiser should also be kept away from naked flame.

**For more advice from the Fire Service click here.**

### **REPORTING BREACHES OF CORONAVIRUS ADVICE**

### **Essex Police COVID-19 useful information and tips.**

Essex Police COVID-19 useful information and tips. As well as the useful information and tips on keeping safe found on the above link Essex Police a dedicated process for reporting Covid-19 breaches.

### **Tell us about a possible breach of Coronavirus measures.**

## DOMESTIC AND SEXUAL ABUSE HELP

Self-isolation will have a direct impact on anyone experiencing domestic abuse and sexual abuse. If you are experiencing domestic or sexual abuse, you can talk to someone in the agencies listed below. Support for people who feel they are at risk of domestic abuse can be found [here](#).

**IF YOU ARE IN IMMEDIATE DANGER, PLEASE CALL 999 IF YOU CAN'T SPEAK PRESS 55**

[Essex Police - Advice-and-information domestic abuse](#)

[SaferColchester Coronavirus and domestic abuse](#)

## DOMESTIC VIOLENCE

**COMPASS** - COMPASS is a single point of access funded by Essex County Council in partnership with the Office of Essex Police, Fire and Crime Commissioner to support victims of domestic abuse across Southend, Essex and Thurrock. It is available 24hrs a day, for callers to speak with a trained member of staff who will complete an assessment and ensure contact is made with the most appropriate support service.

There is an easy to use online form for both the public and professionals wishing to make a referral. You can contact them on **0330 3337444** or by emailing [enquiries@essexcompass.org.uk](mailto:enquiries@essexcompass.org.uk).

**NEXT CHAPTER** – provides free and confidential services to support people who are experiencing or have experienced domestic abuse. Their website contains useful information, explains the types of abuse and common warning signs together with practical advice about staying safe and obtaining support.

**For all new referrals to Next Chapter** or contact Compass on **0330 333 7444**.

Next Chapter have also recently added an [online chat facility](#).

**WOMEN'S AID** - Recognise the signs of domestic abuse. Women's Aid have also launched an online message service open Monday - Friday 10am - 12pm. To talk to someone please [visit](#).

## **GALOP DOMESTIC ABUSE HELPLINE**

The Galop domestic abuse helpline offers emotional and practical support for LGBT+ people experiencing domestic abuse. Abuse is not always physical - it can be psychological, emotional, financial and sexual too. Tel:0800 999 5428

## **DOMESTIC ABUSE PERPETRATOR**

Do you need to change how you treat your partner in your relationship? Do you frequently put your partner down, criticise them or humiliate them? Are you being physically violent, emotionally abusing, controlling or intimidating? In these challenging times, emotions can become heightened but abuse is not acceptable. Change your abusive behaviour by getting help [here](#).

## **THE CHANGE PROJECT**

For those concerned by their behaviour.

## SEXUAL ABUSE

**CARA (Centre for action on rape and abuse)** **01206 769795**. Open and supporting victims of sexual violence via telephone support whilst all staff work from home. The office is running on an answer machine, so the quickest and easiest way to refer into them, is via [Synergy Essex](#) the rape crisis partnership that covers Essex. In an emergency, please dial 999. CARA offer specialist therapy, advocacy support and independent sexual violence advisors to guide victims through the criminal justice process.

[Synergy Essex](#) provides support and information for anyone who has been sexually abused or raped or has been affected by sexual violence at any time in their lives. **0300 003 7777** or email [support@synergyessex.org.uk](mailto:support@synergyessex.org.uk).

## CHILD PROTECTION AND SAFEGUARDING

The Essex County Council Children & Families Hub will remain in operation with no changes to threshold decisions. The Priority Line (for children at risk of immediate danger) remains open alongside the Consultation Line.

Call **0345 603 7627** and ask for the Children & Families Hub. Please also state if you are a member of public or a professional.

Members of the public will speak to a Family Adviser who will discuss and identify the right services that will help to meet the family's needs.



Professionals will have to state if they call for the Consultation Line (a social worker will give advice but not record the call) or the priority line (because an immediate response is necessary).

Requests for service should be made **online here**.

The online Request for Information portal will remain active for the time being but will be reviewed as circumstances change and develop.

### **Essex Safeguarding Children's Board**

The Essex Safeguarding Children's Board website has launched a dedicated **Coronavirus webpage** which aims to provide a single point of access for anyone needing information and resources in relation to safeguarding children and young people. These pages will outline any **temporary changes to multi-agency safeguarding procedure and guidance**. The Children and Families Service continues to prioritise support through continued contact with high risk child protection cases, children-in-care and young people living in semi-independent accommodation.

There are also pages with **general information** signposting to national and local advice and support, and **resources for families**. They have also produced a list of online safety resources which can be found by following the link above.

## **HATE CRIME**

The police have advised that during this time there have been a small minority of people who have targeted individuals and communities for abuse in relation to COVID-19. There has been significant increase in hate crimes and incidents targeting the Chinese and South Asian communities and an increase in far right-right anti Muslim and antisemitic online activity. They are concerned that residents feel reluctant to report crimes and incidents as they believe the police have priorities elsewhere.

They are urging people to come forward if they have been a victim of a hate crime or incident. This will become even more important as lockdown restrictions ease and people from different communities come into regular contact with each other again.

### **WHAT IS A HATE CRIME?**

Hate crime is any incident, which may constitute a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate because of a person's:

- Race, colour, ethnic origin, nationality or national origins, includes Gypsies and Travellers.

- Religion or faith and can include no faith.
- Gender identity includes Transphobia - resentment or fear of transgender people or transvestites.
- Sexual orientation. Including Homophobia - resentment or fear of gay, lesbian or bi-sexual people. Also
- resentment or hatred of heterosexual people.
- Disability – any physical, sensory or mental impairment whether short or long-term. Includes learning disability or difficulty.

### **HATE CRIME CAN TAKE MANY FORMS INCLUDING:**

- Physical attacks – such as physical assault, damage to property, offensive graffiti, neighbour disputes and arson.
- Threat of attack – including offensive letters, abusive or obscene telephone calls and other intimidating behaviour as groups or individuals.
- Verbal abuse or insults, abusive gestures.
- Other abuse – offensive leaflets and posters, dumping of rubbish outside homes or through letterboxes, unfounded and malicious complaints and bullying at home, on-line, in school or in the workplace.

### **WHAT CAN YOU DO?**

- Recognise that what is happening to you is a hate crime
- Understand that by reporting the incident you will get the help you need
- Don't suffer in silence, the help you need is available, call us now...
- It will help police and support agencies if you keep a diary of events. Please remember to date and time entries and fully describe any individuals or vehicles involved.
- In an emergency dial 999 or 112 (112 is a European equivalent number that works in UK.)
- Call the Non Emergency number for Essex Police on 101 to report any incident of crime.
- If you feel that you are not confident in reporting the incident directly to the police you can complete a 'Hate Crime' reporting form at

### **Essex Police - Report a Hate Crime**

Alternatively you can call one of the Hate Incident Reporting Centres (HIRCs) whose details you can find at the link above or call Crimestoppers 0800 555 111 and report it anonymously, your calls cannot be traced, nor recorded.

### **SaferColchester - Hate Crime**



## COLCHESTER BID

The Our Colchester Business Improvement District (BID) has led on plans for recovery and reopening of the Town Centre across the last couple of months. They launched the Town Centre Task Force bringing together key stakeholders including Colchester Borough Council, Lion Walk Shopping Centre, Culver Square Shopping Centre, Mercury Theatre and many more. Their reopening message is focused on delivering safe and welcoming environment for all users of the town centre. From the 15th June, they implemented a 'keep left' message across the whole town centre with installations of stencils in key pinch points such as Eld Lanes, Bank Passage, Pelhams Lane and many more. They have developed a Queuing Brief which was given to all town centre businesses to ensure that they are following these guidelines to maintain

a safe and controlled queue when at capacity. They have installed over 25 hand sanitizer stations throughout the town centre including in all council-ran car park pay stations and key bus stops to ensure users of the towns first visit is one demonstrating a safe and clean place.

All town centre businesses have received a BID Recovery Pack which covers all of the information they need to know about reopening. The BID have confirmed that 70% of town centre businesses reopened from the 15th June.

The BID have launched a marketing campaign following the **#WelcomeBackColchester** that all stakeholders have agreed to include in their communications as well. The marketing campaign included a 50k **leaflet drop** to the residents across the Borough telling them how safe and welcoming the town centre is.

## SHOPPING AND SUPERMARKETS

### IS SOMEONE ELSE GETTING YOUR SHOPPING FOR YOU?

**Pack** which gives a comprehensive list of support in your Neighbourhood.

Many major stores have launched a Volunteer Shopping Card e-gift.

You can give these to a volunteer who is doing your shopping for you. Just complete the online form and receive a shopping voucher via email. You can then print or display on a smart phone.

#### [ASDA Volunteer Shopping Card](#)

#### [Waitrose Volunteer Cards](#)

#### [Marks and Spencer's Volunteer E Gift Card](#)

#### [Tesco Volunteer Shopping Card](#)

#### [Sainsburys Volunteer Shopper Card](#)

#### [Aldi Shopping Vouchers](#)

**Eastern CO-OP** To buy a gift voucher in order to purchase goods for someone who is self isolating email [vouchers@eastofengland.coop](mailto:vouchers@eastofengland.coop)

**Post Office makes access to cash available faster for self-isolating customers** The Post Office have launched a service for people who are isolating and have a Post Office account without a debit card and who have no means in getting their money, it's called the Pay Out Now Scheme and involves sending a one off code to a nominated person to allow them to withdraw money.

Many local shops have expanded by providing an online delivery service. You can check CBC's **Residents Pack**.

Many supermarkets have tailored their opening times specifically for vulnerable residents and key workers.

**SAINSBURYS** - Are still giving customers who are vulnerable priority access to online home delivery service.

New customers can now register online for home delivery and click and collect slots.

Customers are now welcome to shop at any time during store opening hours, however NHS and care workers will still have priority entry from 7:30am to 8am Monday to Saturday and elderly, vulnerable and disabled customers will still have priority entry from 8am to 9am Monday, Wednesday and Friday.

For customers who can travel to stores, they expanded the Click & Collect service and are accepting new customer registrations.

**TESCO'S** - Are still giving customers who are vulnerable priority access to online home delivery service. Have introduced a limit of 95 items per online order. Have removed the purchasing limits on all products in stores, except for face coverings, which has a limit of 3 units. There is also still a limit of 3 units on online orders of face coverings, antibacterial handwash, antibacterial wipes, flour, and eggs.

Still giving NHS, emergency service, and care workers priority access to stores to help them shop when they have the time. If there's a



where they can enter stores 30 minutes prior to opening.

Opening 30 minutes early Monday - Saturday for the Elderly (over 70) and vulnerable. Aldi food parcels containing 22 essential items are available for £24.99. **For more information and to order a food parcel.**

**LIDL** - Normal opening hours. Quantities may be restricted to 6 items per customer.

**WAITROSE** - First hour of trading for vulnerable. Are offering 25% off their delivery slots to those who are most vulnerable.

Offering elderly and vulnerable priority shopping Monday - Saturday 8 -9am

Sunday 10 -11am. NHS workers can visit at any time during opening hrs, and just need to show their ID at the door.

**ICELAND** - Are still giving customers who are vulnerable priority access to online home delivery service. But no longer offer special opening times for elderly, vulnerable or NHS workers.

**EASTERN CO-OP** - No longer offer dedicated shopping times. Offering 10% off to anyone with an NHS card or a green 'Care' badge at Food stores (excluding forecourts).

Three items per customer on these items: Paperware including tissues, toilet roll and kitchen roll, hand sanitiser, antibacterial soap, antibacterial hand wipes and surface wipes.

### **NEW ONLINE GUIDE TO HELPING THOSE WITH DISABILITIES SHOP.**

Details on how supermarkets are assisting disabled shoppers during the pandemic are constantly being updated on the **web site.**

queue, please go to the front with your valid ID to enter.

All our stores (except Express stores) will be prioritising the elderly and most vulnerable for one hour between 9am and 10am every Sunday (for browsing only) and Wednesday.

**M&S** - First hour of trading will be for NHS and emergency services workers Tuesdays and Fridays; Vulnerable Mondays and Thursdays first hour of trading.

Have partnered with food delivery company Deliveroo to help give customers access to essential groceries and some of their M&S favourites and treats. Food boxes available for online delivery.

**ASDA** - Some stores are now open 24 hours. To find out your local store opening times please visit **store locator.**

Are still giving customers who are vulnerable priority access to online home delivery service. Essential food boxes available for online delivery

**ALDI** - All day everyday key workers in the NHS, Police and Fire Service, Social Care Workers, First Responders and St John's Ambulance staff, take priority ahead of queues into stores upon showing a valid ID. This is in addition to early access on a Sunday,



### **NHS WORKERS AND PARKING**

North Essex Parking Partnership and Colchester Borough Council are providing exemptions for NHS staff and critical key workers in the form of a digital permit to use in on-street parking places and council owned car parks without having to worry about cost or time restrictions. On-street parking places are limited to:

- Pay and display bays.
- Limited waiting bays.
- Permit holders bays/zones and
- Single yellow line waiting restrictions

Permits will last until 30th September 2020 and will be reviewed regularly taking into consideration any national guidance.

**Apply for a permit here.**

**NHS Staff and Care Worker Free Car Park Finder** Thousands of sites throughout the UK offering free parking to NHS staff and care workers during the Covid-19 pandemic.

### **DOCTORS AND PHARMACIES**

If you're thinking of calling your doctors please remember this -

- We can't do prescriptions early or give you more just in case - the pharmacies are struggling already, and we don't want pharmacies to become like supermarkets.
- We can't give you an inhaler even though you had one 5 years ago when you had a bad cough - just in case - I know it's scary but lots of people really need these inhalers and if you get one just in case they might not be able to get one that they really need.
- We can't give you paracetamol on prescription just because you can't buy it over the counter.
- We can't advise you whether you should or shouldn't self-isolate if you are at risk, we have a considerable number of patients - please follow the guidance. I know it's not perfect, but we don't have anything else we can tell you.
- If you are due to have a routine appointment and we tell you it's cancelled, try and understand the unprecedented strain we are

trying to get through.

- Please don't shout at your GP staff when they can't do these things because remember we will still make sure you get the medication you need and we will still provide the best possible care - over the phone or face to face if absolutely necessary!
- Every single person who sets foot in a healthcare setting from now on, is sadly entering a high-risk environment, why would you put yourself at risk?
- Remember all NHS staff are doing this to help keep you safe.

## NEW ARRANGEMENTS FOR LONG TERM SICK NOTES

People unable to work for more the 7 days due to COVID-19 symptoms can now obtain an isolation note online without contacting a doctor to reduce the pressure on GP surgeries and stop people having to leave their homes.

The service can be accessed via [Get an isolation note](#) or via the NHS app.

## ADVICE FOR PARENTS

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.

Although 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 care that they have always done.

[Click here to view advice poster for parents.](#)

The following link is a video produced locally by two clinicians (and approved by NHSE/I) to inform parents of the services available and when to [seek help.](#)



## SUPPORT FOR FAMILIES WITH CHILDREN

### GOV.UK - COVID SUMMER FOOD FUND

Through the Covid Summer Food Fund, schools can support eligible pupils with a £90 voucher to cover the 6-week holiday period. If your child / children receive free school meals please contact you school for more information.

### ESSEX CHILD AND FAMILY WELLBEING SERVICE

Have produced a COVID-19 Pandemic Resource Hub which includes guidance and information on:

- Talking with your children about COVID-19.
- Emotional and physical wellbeing - keeping positive.
- Support for young people.
- Home schooling.
- Relationships at home.
- Safeguarding yourself and others.
- Dealing with a very young baby.
- Home safety tips.
- Families with children with SEND.
- Financial welfare.

Click here to enter [the hub.](#)

### THE PARENTING TOGETHER SUPPORT PROGRAMME

The Parenting Together Support Programme can help you if you feel that stress and conflict is affecting your family. The programme offers parents support to suit their circumstances to address conflict within their relationship, as well as strengthening their parenting skills to bring up their children.

### GOV.UK - WHAT PARENTS AND CARERS NEED TO KNOW ABOUT EARLY YEARS PROVIDERS, SCHOOLS AND COLLEGES IN THE AUTUMN TERM

#### [Stay alert and safe: Social distancing guidance for young people.](#)

Explains the new measures that will help young people stay safe as the rules change on being outside, or at school or work. The guidance covers visiting public places, meetings in groups, going to work, and going to other people's houses. It also includes advice for young carers and information on how to access health and care services.



## COLCHESTER GATEWAY CLUB UPDATE

People with learning disabilities and their carers/families can join in activities on our [facebook page](#).

Families of children with autism and learning disabilities have forced the UK government into a u-turn over its limit on outdoor exercise.

### Digital Safety and Wellbeing Kit

With the help of the leading privacy law firm Schillings, the Children's Commissioner have produced this digital guide for parents and a safety guide for children to help ensure they are safe, and their wellbeing is looked after while at home during the coronavirus outbreak when screen time maybe higher than usual.

### StarLine YouTube channel

As well as supporting parents and carers via the telephone helpline, StarLine will also be broadcasting a weekly discussion programme to explore aspects of parenting, education and home learning. Each episode will provide simple and engaging ideas for home learning. StarLive will be broadcast live on YouTube every Wednesday morning at 08.30 and will finish before PE with Joe begins at 09.00.

## HOME-START COLCHESTER

Home-Start Colchester is a local charity that has been operating in Colchester since 1993. They are currently still providing a much needed service during Coronavirus for local families and children. Contact [Office@homestartcolchester.org.uk](mailto:Office@homestartcolchester.org.uk)

### Services include:

- One-to-one support with parenting. This can be in your own home, at a group or at an organised drop-in session.
- Behaviour support advice and strategies for children 0-19 years.
- Information and advice.
- Support with housing concerns.
- Benefit advice.
- Foodbank vouchers including collection and delivery of food where needed.
- Grant application to help you with items you need but can not currently afford.
- Group support for parents or children to build skills.
- Healthy-eating.
- School readiness and play opportunities, help with education.
- Family events.
- Children workshops for children 5 – 11 years.
- Holiday fund.

Home-Start have been able to purchase essential family items and delivering free much needed items such as nappies, wipes, food and crafts.



### FAMILY INNOVATION FUND-XTRA SERVICES

Provided by the voluntary sector and community partners to provide early support across key areas including understanding coronavirus; managing and coping with change; separation and loss; managing and coping with anxiety; healthy family relationships and staying active and curious.

The services are available to children and young people aged between 0 and 19-years (up to 25-years for young people with Special Educational Needs and/or Disabilities) and are aimed at helping young people and families who are not already receiving specialist or statutory support.

They can be accessed directly by families, through referral from a professional such as a teacher, via the [Getting Help in Essex Directory](#) or by calling one of the organisations themselves.

## EDUCATIONAL PSYCHOLOGY SERVICE PARENT HELPLINE

Do you have concerns about your child's education or development that you would like to talk through with an Educational Psychologist (EP)? Call our Parent Helpline 01245 433293 Mondays and Wednesday 1pm – 5pm (during term time).

### What is the Parent helpline?

The helpline is for carers and parents of children and young people up to the age of 19 with concerns about their children's education or development.

### What will happen during a call?

You will talk to a qualified Educational Psychologist who will listen to your concerns and work with you to find a positive way forward.

### What will happen after a call?

It will be a discrete piece of work with no follow up from the EP.

The helpline is confidential and personal details will not be recorded and nor will information be passed onto other sources.

## **ECC EVERY FAMILY MATTERS**

A dedicated campaign aimed at supporting and reassuring parents, carers, children and young people in Essex during the coronavirus outbreak. They will be signposting relevant guidance and resources on the ECC website across three key areas – children’s mental health and wellbeing, young people and social distancing as well as online safety, using their own and shared channels.

To support all parents at this difficult time, the government launched a series of measures for families to assist with remote education, wellbeing and general support. The guidance can be found in the links opposite alongside a whole list of on-line resources for you to use. If your child(ren) has SEND need, support can also be found in these resources.

## **USEFUL LINKS**

**Supporting your children’s education during coronavirus**

**What parents and carers need to know about schools and education during the coronavirus outbreak**

**Coronavirus-covid-19 online education resources**

**Gov.Uk - Online educational resources**

**TES - 139 free resources for home**



### **learning**

### **BBC Bitesize**

**Explaining coronavirus to children - in a variety of languages**

**Coping skills for kids**

### **Free Online Community and Family Learning Courses from ECC**

There is now a range of FREE ONLINE Community and Family Learning courses to support parents and their children’s development. If you are a parent, grandparent or caring for a child or young person living in Essex they have support for you.

**Browse courses and book today.**

Or **email** for further information.

## **SUPPORT FOR CARERS**

The current outbreak of COVID-19 may be particularly worrying for both carers and those they support. Carers especially may be facing increased caring challenges.

Below you will find some information and resources which offer advice support that is available.

The Government have released guidance for anyone who cares, unpaid, for a friend or family member who, due to a lifelong condition, illness, disability, serious injury, mental health condition or addiction, cannot cope without their support. Please visit **here** to find out how to access this support.

### **Essex Welfare Service**

The Essex Welfare Service is for people who are unable to access the support they need at this time and is run by Essex County Council and Provide. Telephone: 0300 303 9988.

### **Carers First**

Essex County Councils commissioned Carers Support service providing telephone and online support, wellbeing checks and helping carers to co-ordinate the support they need in their locality. Telephone: 0300 303 1555 or email **hello@carersfirst.org.uk**

### **Action for Family Carers**

Provide support across Essex including telephone befriending (Essex Befriends) and support with health and wellbeing (Feeling Good Caring Well). Telephone

0300 770 8090. Email **admin@essexcarerssupport.org.uk**

### **Essex Carers Support**

Providing a local point of contact and support for family carers living in North Essex. Telephone: 01255 474410. Email **admin@essexcarerssupport.org.uk** **Facebook Essex Carers Support.**

### **Essex Carers Network**

Providing a point of contact and support for families carer of a family member with a learning disability. Telephone 07876025480. **Facebook Essex Carers Network.**

### **Adult Social Care Connects**

For queries relating to social care needs for yourself and those you support, care packages and emergency plans. Telephone: 0345 603 7630. Textphone: 0345 758 5592. Email **socialcaresdirect@essex.gov.uk.**

### **Feeling Good, Caring Well Project**

Supporting the emotional and physical wellbeing of Carers across Essex

**For guidance on caring for friends or family during the virus and what to do if you or the person you care for has symptoms**

For information specifically related to people who look after someone, including resources and answers to frequently asked questions, please go to **Carers UK Coronavirus page.**

**For learning disability specific support**

## CORONAVIRUS AND FAITH

Coronavirus is affecting all our lives. It is also affecting the way we can worship, practice faith, mourn and say farewell to loved ones.

### ECC advice on Coronavirus, faith and bereavement.

#### WORSHIP, PRAYERS AND FESTIVALS

- Places of worship can now open for individual prayer, congregational use and other permitted uses. Not all places of worship will be open as they may be unable to do so safely. Some may have reduced hours or other changes.
- It is compulsory to wear a face covering inside a place of worship. Some people are exempt on health or equality grounds. Government officials have confirmed that religious garments such as Niqabs are acceptable but must fit securely round the side of the face.
- Ceremonies including marriages, funerals and other life cycle rites can now take place with limited numbers. No more than 30 people should attend ceremonies (unless a life cycle rite takes place during routine communal worship). Strict social distancing should be maintained, so some venues may need to limit numbers further.
- In line with government guidance for all venues, places of worship should keep a temporary record of visitors so the NHS Test and Trace

- service can contact people who come into close contact with somebody who has COVID-19. Test and Trace currently defines close contact as two people being with two metres of each other for 15 minutes or more.

#### REGISTERING A DEATH

- All deaths must be registered.
- Deaths must be registered where possible within five days.

#### The law has temporarily changed:

- You can register a death by telephone rather than face to face.
- Follow the link above to book an appointment.
- You can ask for an on-the-day appointment – the registration service will do its best to provide one.
- Funeral directors and some other professionals can register deaths under certain circumstances.

#### MOURNING AND FUNERALS DURING THE CORONAVIRUS PANDEMIC

- Funerals can take place. Only household members and close family can attend.
- 'Close family' means spouse or partner, parents and children of the deceased.

- No more than 10 people can attend.
- Stay at least two metres (six feet or three paces) apart during funerals and when travelling to and from them.
- Don't attend if you show coronavirus symptoms or are vulnerable, e.g. over 70, pregnant or have an underlying health condition.
- If you are unable to attend the funeral reflect at home on the day.
- Some cemeteries and crematoria offer web-casting so the funeral service can be shared with your family and friends.
- Burials and cremations are both permitted.
- Funerals can only take place at the crematorium or burial grounds.
- Essex County Council and bereavement services are working together to cope with the extra deaths due to coronavirus.
- They are aiming to enable funerals to take place within the timescales of your faith but this may not always be possible.
- You will not be able to bring the deceased home for mourning.
- Please do not delay a funeral in the hope the lockdown will be lifted. Aim to hold the funeral within a week, as mortuaries and funeral homes do not

have space to keep deceased at this time.

- Think about arranging a memorial or wake later in the year or the following year.
- Seek advice from your faith leader about ways to mourn while observing your faith at this difficult time.
- Bereavement services, faith groups and voluntary sector organisations can provide bereavement support.

#### USEFUL LINKS

[Gov.Uk covid-19 guidance for the safe use of places of worship](#)

[Catholic Church England and Wales's guidance for collective worship.](#)

[Church of England's guidance for churches and the Diocese of Chelmsford to find out what local churches are doing. You can also visit \[A Church Near You\]\(#\) to find a local church.](#)

[Hindu Council UK's principles for safely reopening places of worship for permitted activity.](#)

[Mosques and Imams National Advisory Board's reopening guidance](#)

[Network of Sikh Organisation's advice for reopening gurdwaras](#)

[United Synagogues guidance for reopening buildings and restarting services.](#)

## WHAT TO DO IF THE DECEASED HAD CORONAVIRUS (COVID-19)

Extra precautions should be taken if the deceased had COVID-19.

- Due to the small but real risk of infection from the deceased, mourners are strongly advised not to take part in rituals or practices that bring them into close contact with the body.
- This includes washing, preparing and dressing the body.
- Only people wearing personal protective equipment (PPE) and trained in how to use it should have contact with the body.
- The deceased will be taken to a temporary mortuary between death and the funeral.
- You will not be able to see them there.
- Household members of the deceased should self-isolate for 14 days and not mix with other mourners at the funeral.

More information on bereavement support can be found [here](#).

## DAILYHOPE 0800 804 8044

A free phone line has been launched as a way to bring worship into people's homes while church buildings are closed due to the coronavirus. Daily Hope offers music, prayers and reflections as well as full worship services from the Church of England. Available 24 hours a day.

The Church Army have put together a really helpful document called Death, Grief & Hope - **straight answers for young people during the COVID-19 pandemic**

While there are some great mainstream support and guidance, it can sometimes seem difficult to find advice that is relevant to your faith. The following link provides **Support from different faith based organisations**.

Stay alert | Control the virus | Save Lives