

Prevent—Inform—Assist

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

VERSION 12  
November 2020

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



**Wash Hands/Cover Face/Make Space**

## 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.

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 providing 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)

Community360 is 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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# COLCHESTER KEY CONTACTS

## COMMUNITY RESPONSE TEAM

### Neighbourhood 1:

Yovone Cook 07976794789

[yovone.cook@colchester.gov.uk](mailto:yovone.cook@colchester.gov.uk)

### Neighbourhood 2:

Yovone Cook 07976794789

[yovone.cook@colchester.gov.uk](mailto:yovone.cook@colchester.gov.uk)

### Neighbourhood 3:

Siobhan McLeod 07966240457

[Siobhan.mcleod@colchester.gov.uk](mailto:Siobhan.mcleod@colchester.gov.uk)

### Neighbourhood 4:

Cathy Doyle 07970991601

[Catherine.doyle@colchester.gov.uk](mailto:Catherine.doyle@colchester.gov.uk)

### Neighbourhood 5:

Chrissy Henegan 07966235791

[Chrissy.henegan@colchester.gov.uk](mailto:Chrissy.henegan@colchester.gov.uk)

### Neighbourhood 6:

Siobhan McLeod 07966240457

[Siobhan.mcleod@colchester.gov.uk](mailto:Siobhan.mcleod@colchester.gov.uk)

Community Response team  
[communities@colchester.gov.uk](mailto:communities@colchester.gov.uk)

**Colchester Borough Councils  
Community Safety Team** [safer.colchester@colchester.gov.uk](mailto:safer.colchester@colchester.gov.uk)

Community360 email [information@community360.org.uk](mailto:information@community360.org.uk) or call 01206 505250.

**Head of Strengthening Communities** at Essex County Council. Email: [kirsty.ocallaghan@essex.gov.uk](mailto:kirsty.ocallaghan@essex.gov.uk)

**Colchester Borough Councils Digital Access Team.** For support with getting connected email [digital.accesssupport@colchester.gov.uk](mailto: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](mailto:neighbourhood.priority@colchester.gov.uk)



# USEFUL LINKS AND PHONE NUMBERS

## GOVERNMENT ADVICE

- [GOV.UK: Coronavirus Guidance](#)
- [GOV.UK: Interactive Map for COVID levels](#)
- [GOV.UK: New national restrictions from 5 November](#)
- [GOV.UK: Social distancing](#)
- [GOV.UK: Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19](#)
- [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: NHS Test and Trace: How it works](#)
- [GOV.UK: NHS Test and Trace: Workplace guidance](#)
- [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 multipurpose community facilities](#)
- [GOV.UK: Reducing transmission of coronavirus - what you can do to help](#)

## NHS GUIDANCE

- [NHS COVID-19 App](#)
- [NHS: Test and Trace](#)
- [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](#)

## 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](#)



## 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.





## 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](#)

[Essex Coronavirus Action Facebook Page](#)

## 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 [alccovidhelp@gmail.com](mailto:alccovidhelp@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)





**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).

**Men in Sheds**

**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**

**Wormingford Parish Council.** Call 01206 589095. Email [wormingford@outlook.com](mailto:wormingford@outlook.com)

## FURTHER LOCAL SUPPORT

**Colchester Citizens Advice** Citizens Advice offer a telephone and email service. Advice Line 0300 330 2104 (10am - 4pm Monday - Friday). Email [advice.colchester@cabinet.org.uk](mailto:advice.colchester@cabinet.org.uk).

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.

Have 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

### **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. They have a dedicated group of volunteers to offer help and support.

**Register for help here.**

who may be in the last year of life or who have specialist palliative care needs. Call SinglePoint on **01206 890360**.

**Age Concern Colchester**. Support includes befriending, the advice service, care in the community, bereavement befriending and dedicated dementia support. For more information, contact them at: 01206 368420 option 3 or [befriending@ageconcerncolchester.org.uk](mailto:befriending@ageconcerncolchester.org.uk)

**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)

**Community360**, virtual pub lunches, walk and talk sessions, telephone befriending and for patients leaving Colchester hospital light touch support from volunteer befrienders to help you get back on your feet. Please call 01206 505250 or email [information@community360.org.uk](mailto:information@community360.org.uk)

**Reengage**, call companions telephone befriending service. Their call companions love a good chat and they're great listeners too. They'll enjoy getting to know you and telling you a bit about their lives too. Whatever you talk about, the phone calls will give you a real boost. Call

companions is a free service. Please do give them a call on 0800 716543 or email at [info@reengage.org.uk](mailto:info@reengage.org.uk)

**Age UK Essex**, Their weekly telephone calls are the perfect opportunity to relax in your own home and have a good catch up over a cup of tea with one of their befrienders. This service is free of charge so please call on 01268 525353

**Singing online** Golden-Oldies members of the 24 Essex monthly groups can now access free online sing-along sessions every Tuesday and Thursday at 11am on You Tube. Further details from 01761 470006.

**Essex Law Clinic**. The Essex Law Clinic provides free legal advice to those who live, study or work in Essex, and who cannot obtain legal advice in other ways or afford to pay for a lawyer. Appointments are completely confidential and are currently being conducted online through Zoom, either directly or facilitated by a support organisation, and a written letter of advice will be provided following the interview.

The Law Clinic can provide initial advice on the following issues:

- Housing and homelessness issues
- Employment issues
- Consumer issues
- Wills and probate issues
- Welfare benefits

- Equality and discrimination
- Family and child law issues

They are unable to offer appointments for issues that concern immigration, criminal law, tax and debt management. Please email [lawclinic@essex.ac.uk](mailto:lawclinic@essex.ac.uk) for a referral form and more details about the service.

**Essex Free School Uniform**; The Essex Free School Uniform has been set up to help alleviate the pressure on parents by assisting with the cost of school uniform that can be accessed by a request through FOODBANK (and other partners) or direct through their email address [uniform@networks.org](mailto:uniform@networks.org).

**African Families in the UK** The one stop place for families of African origin resident in the UK to seeking advice, information, on matters relating to parenting, children's education and any family friendly activities that enrich family lives. Contact: Rachel Walton Tel: 07539 455974 [afiukrachel@gmail.com](mailto:afiukrachel@gmail.com)

**Colchester Chinese Association** Run by volunteers, it is set up to serve the local Chinese community and to support its integration into the society. This is an all inclusive association. [info@colchesterchineseassociation.co.uk](mailto:info@colchesterchineseassociation.co.uk)

**Refugee Action –Colchester**. Colchester is a voluntary organisation working with refugees, asylum seekers and people with no recourse to public funds. [enquiries@refugeeactioncolchester.org.uk](mailto:enquiries@refugeeactioncolchester.org.uk)

Tel: 07503 027734

### **Healthwatch Essex**

Healthwatch Essex : A free service helping people access, understand, and navigate health, social care and wellbeing services in Essex. We also operate a feedback centre for reviews on these services.

Dial: 0300 500 1895

Text: 07712 395 398

Email: [info@healthwatchessex.org.uk](mailto:info@healthwatchessex.org.uk)

Website: <https://healthwatchessex.org.uk/> where we can also be contacted via

WhatsApp and live chat.

Feedback Centre: <https://healthwatchessex.org.uk/services/>



## **REPORT AN INCIDENT WHICH INCREASES THE RISK OF SPREADING CORONAVIRUS**

We all have our part to play in reducing the risk of coronavirus spreading through our communities. You can help keep your local community safe by letting us know if you have noticed something that goes against current public health guidance.

**If you are concerned that an individual (s)** has significantly breached the restrictions then visit [Essex Police—tell us about a possible breach of coronavirus measures](#)

Only report something if you think there is a serious breach of the rules like a large gathering of people obviously from lots of different households. If you are unable to use the online form then call 101. Call 999 if there is an immediate or perceived threat to life, risk of serious damage to property or a serious offence is taking place.

### **For business breaching restrictions**

If you have concerns that a business is not following government regulations then contact [licensing.team@colchester.gov.uk](mailto:licensing.team@colchester.gov.uk) and [food.team@colchester.gov.uk](mailto:food.team@colchester.gov.uk)

Trading Standards or [trading\\_standards@essex.gov.uk](mailto:trading_standards@essex.gov.uk)

# NEW LOCKDOWN RULES: WHAT THEY MEAN

These new measures will apply nationally for four weeks up to Wednesday 2 December. The plan is then to return to the 3 tier regional approach, based on the latest data.

These measures will be underpinned by law. Police and other authorities will have powers to give fines and break up gatherings.

## STAY AT HOME

You must not leave or be outside of your home except for specific reasons. These include:

### Work and volunteering

You can leave home

- for work purposes
- to provide voluntary or charitable services, where you can't do this from home

## Essential activities

You can leave home to

- buy things such as food and medicine at shops which are open
- to collect items - including food or drink - ordered through click-and-collect or as a takeaway
- to get or deposit money
- to access critical public services (see section on page 18)

## Fulfilling legal obligations

You may also leave home

- to fulfil legal obligations
- to carry out activities related to buying, selling, letting or renting a property

## Education and childcare

You can leave home for

- education (formal provision, rather than extracurricular classes such as music or drama tuition)
- training
- registered childcare and children's activities that are necessary to allow parents/carers to work, seek work, or undertake education or training
- parents can still take their children to school, and people can continue existing arrangements for contact between parents and children where they live apart



The poster features the HM Government logo and the NHS logo at the top. The main title 'NATIONAL RESTRICTIONS' is in large white letters, with the dates '5 NOV - 2 DEC' below it. A list of rules is provided in white text on a dark background, including: 'You must stay at home', 'Only leave home for food, medical reasons, exercise, education or work', 'You must work from home if you can', 'Avoid travel unless essential', 'Schools and essential shops will remain open', and 'Remember: wash hands, cover face, make space'. At the bottom, it says 'For the latest guidance, visit [gov.uk/coronavirus](https://www.gov.uk/coronavirus)'.

## Meeting others and care

You can leave home

- to visit people in your support bubble
- to provide informal childcare for children 13 and under as part of a childcare bubble
- to provide care for vulnerable people
- to provide emergency assistance
- attend a support group (of up to 15 people)
- or receive respite care
- people can also exercise outdoors or visit an outdoor public place

## Medical reasons, harm and compassionate visits

You can leave home for any medical reason, including

- to get a COVID-19 test
- appointments and emergencies,
- to visit someone who is giving birth or dying
- to avoid or escape risk of injury or harm (such as domestic abuse)
- to visit someone in a care home (if permitted under care home guidance), hospice, hospital
- to accompany someone to a medical appointment
- or to go to the vets (or other animal welfare services)

A support bubble is where a household with one adult joins with another household. Households in that support bubble can still visit each other, stay overnight, and visit outdoor public places together.

## Events

You can leave home to attend

- a place of worship for individual prayer
- a funeral or a related event for someone who has died
- to visit a burial ground or a remembrance garden
- to attend a deathbed wedding. A full list of what is allowed can be found in the regulations.



## MEETING OTHERS SAFELY

In general, you must not meet people socially. However, you can exercise or meet in a public, outdoors space with

- people you live with
- your support bubble (or as part of a childcare bubble)
- with one other person

You should minimise time spent outside your home. When around other people, stay 2 metres apart from anyone not in your household - meaning the people you live with - or your support bubble. Where this is not possible, stay 1 metre apart with extra precautions (e.g. wearing a face covering).

You **must not** meet socially indoors with family or friends unless they are part of your household or support bubble.

You can exercise or visit outdoor public places with:

- the people you live with
- your support bubble
- or, when on your own, 1 person from another household. Children under 5, as well as disabled people dependent on round-the-clock care are not counted towards the limit on two people meeting outside

Outdoor public places include:

- neighbourhood streets, parks, beaches, and the countryside
- public gardens and grounds (whether

or not you pay to enter them)

- allotments
- outdoor playgrounds
- outdoor gyms

You **cannot** meet people in a private garden, unless you live with them or have formed a support bubble with them.

Face coverings are required by law to be worn in many indoor settings, such as shops or places of worship where these remain open, and on public transport.

## WHERE AND WHEN YOU CAN MEET IN LARGER GROUPS

There are still circumstances in which you are allowed to meet others from outside your household or support bubble in larger groups, but this should not be for socialising. A full list of these circumstances can be found in the regulations.

The main reasons are

- for work
- voluntary or charitable services
- formal education or training (as opposed to extracurricular classes)

This includes where you are fulfilling legal obligations. It can also include work in other people's homes where necessary - for example, for nannies, cleaners or tradespeople.

Where a work meeting does not need to take place in a private home or garden, it shouldn't- eg although you can meet a

personal trainer, you should do so in an outdoor public place.

Support groups that have to be delivered in person can continue with up to 15 participants where formally organised to provide mutual aid, therapy or any other form of support. This includes, but is not limited to,

- support to victims of crime
- people in drug and alcohol recovery
- new parents and guardians
- people with long-term illnesses
- people facing issues relating to their sexuality or gender
- those who have suffered bereavement
- vulnerable young people, including for them to meet young workers

Parent and child groups can continue where they provide support to parent and/

or child, and children under 5 will not be counted within the 15 person limit - meaning parents and carers can attend such groups in larger numbers.

Funerals and some weddings can continue, as set out later.

## **BUSINESSES AND VENUES**

Businesses and venues which must **close** include:

- Non-essential retail, such as clothing and homeware stores, vehicle showrooms (other than for rental), betting shops, tailors, tobacco and vape shops, electronic goods and mobile phone shops, and market stalls selling non-essential goods. These venues can continue to be able to operate click-and-collect (where goods are pre-ordered and collected off the premises) and delivery services.

HM Government

**NHS**

# MEETING OTHERS

**5 NOV - 2 DEC**

- ▶ You must not meet socially indoors with anyone you do not live with or is in your support bubble.
- ▶ You can exercise or visit outdoor public places with the people you live with, your support bubble, or 1 person from another household.
- ▶ You cannot meet in private gardens.
- ▶ Adults living alone will still be able to form exclusive support bubbles.

For the latest guidance, visit [gov.uk/coronavirus](https://gov.uk/coronavirus)



- Hospitality venues such as cafes, restaurants, pubs, bars and social clubs; with the exception of providing food and drink (including alcohol) for takeaway (before 10pm), click-and-collect, drive-through or delivery.
  - Accommodation such as hotels, hostels, guest houses and campsites. Except for specific circumstances, such as where these act as someone's main residence, where they cannot return home, for homeless people, or where it is essential to stay there for work purposes.
  - Leisure and sports facilities such as leisure centres and gyms, swimming pools, tennis and basketball courts, golf courses, fitness and dance studios, climbing walls, archery, driving, and shooting ranges.
  - Entertainment venues such as theatres, concert halls, cinemas, museums and galleries, casinos, amusement arcades, bingo halls, bowling alleys, skating rinks, go-karting venues, soft play centres and areas, circuses, funfairs, zoos and other animal attractions, water parks, theme parks. Indoor attractions at botanical gardens, heritage homes and landmarks must also close, though outdoor grounds of these premises can stay open.
  - Personal care facilities such as hair, beauty, tanning and nail salons. Tattoo parlours, spas, massage parlours, body and skin piercing services must also close. It is also prohibited to provide these services in other peoples' homes.
  - Community centres and halls must closed except for a limited number of exempt activities as set out below. Libraries can also remain open to provide access to IT and digital services - for example for people who do not have it at home - and for click-and-collect.
  - Places of worship, apart from for the purposes of independent prayer, and service broadcasting and funerals.
- These businesses and places will also be permitted to be open for a small number of exempt activities, including:
- education and training (including for schools to use sports and leisure facilities where that it part of their normal provision)
  - childcare purposes and supervised activities for children
  - blood donation and food banks
  - to provide medical treatment
  - for elite sports persons (in indoor and outdoor sports facilities), professional dancers and choreographers (in fitness and dance studios)
  - for training and rehearsal without an audience (in theatres and concert

halls)

- for the purposes of professional film and TV filming

### Businesses and venues which can **remain open**

Other businesses are permitted to stay open, following COVID-19 Secure guidelines. This includes those providing essential goods or services, including:

- essential retail such as food shops, supermarkets, pharmacies, garden centres, hardware stores, building merchants and off-licences
- petrol stations, car repair and MOT services, bicycle shops, and taxi and vehicle hire businesses.
- banks, building societies, post offices, loan providers and money transfer businesses
- funeral directors

- launderettes and dry cleaners
- medical and dental services
- vets and pet shops
- agricultural supplies shops
- storage and distribution facilities
- car parks, public toilets and motorway service areas
- outdoor playgrounds.

### Public Services

The majority of public services will continue and you will be able to leave home to visit them. These include:

- the NHS and medical services like GPs and dentists. It is vital anyone who thinks they need any kind of medical care seeks help
- Jobcentre Plus sites
- courts and probation services

HM Government

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# BUSINESSES & VENUES

5 NOV - 2 DEC

- ▶ Retailers providing essential goods and services can remain open.
- ▶ To reduce social contact, the government has ordered certain businesses and venues to close. These include:
  - ▶ All non-essential retail, indoor and outdoor leisure facilities, entertainment venues and personal care facilities.
  - ▶ Hospitality venues must close, but can still provide takeaway and delivery services.

For the latest guidance, visit [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

- civil registrations offices
- passport and visa services
- services provided to victims
- waste or recycling centres

## **WEDDINGS, CIVIL PARTNERSHIPS, AND FUNERALS**

Funerals can be attended by a maximum of 30 people. Linked ceremonial events such as stone settings and ash scatterings can also continue with up to 15 people in attendance. Anyone working is not counted in the 15 or 30. Social distancing should be maintained between people who do not live together or share a support bubble.

Weddings and civil partnership ceremonies will not be permitted to take place except where one of those getting married is seriously ill and not expected to recover ('deathbed wedding'). These weddings are limited to 6 people.

## **GOING TO WORK**

To help contain the virus, everyone who can work effectively from home must do so. Where people cannot do so - including, but not limited to,

- people who work in critical national infrastructure
- construction, or manufacturing - they should continue to travel to their workplace.

Public sector employees working in essential services, including childcare or

education, should continue to go into work.

Where it is necessary to work in other people's homes - for example, for nannies, cleaners or tradespeople - you can do so.

The risk of transmission can be substantially reduced if COVID-19 secure guidelines are followed closely. Extra consideration should be given to those people at higher risk.

## **EDUCATION, SCHOOL, COLLEGE AND UNIVERSITY**

Schools, colleges and universities remain open.

- If you live at university, you must not move back and forward between your permanent home and student home during term time. You should only return home at the end of term. The government will publish further guidance soon on how students can travel home safely at the end of term.
- Training for extra-curricular purposes, for instance as part of clubs, should not take place. Facilitated activities for children where these provide a childcare function for working parents are allowed to continue.

## CHILDCARE AND CHILDREN'S ACTIVITIES

There are several ways that parents and carers can continue to access childcare during the national restrictions:

- Early years settings and childminders remain open, and you can continue to use these settings as normal.
- You can access other childcare activities (including wraparound care) where reasonably necessary to enable parents to work, seek work, attend education or training, or for the purposes of respite care for carers.
- Nannies will be able to continue to provide services, including in the home.
- Parents are able to form a childcare bubble with one other household for the purposes of informal childcare,

where the child is 13 or under.

Some households will also be able to benefit from being in a support bubble, which allows single adult households to join another household.

Some youth services are able to continue, such as 1-1 youth work and support groups, but most youth clubs and groups will need to cease for this period.

## TRAVEL

If you live in England, you cannot travel overseas or within the UK, unless for work, education or other legally permitted reasons, and you should look to reduce the number of journeys you make. However you can and should still travel for a number of reasons, including:

- travelling to work where this cannot be done from home

HM Government

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# CHILDCARE

5 NOV - 2 DEC

- Parents will still be able to access some registered childcare and other childcare activities where reasonably necessary.
- Early years settings can remain open.
- Parents are able to form a childcare bubble with another household for the purposes of informal childcare, where the child is 13 or under.
- Some youth services may be able to continue, such as 1-1 youth work and support groups.

For the latest guidance, visit [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

- travelling to education and for caring responsibilities
- to visit those in your support bubble - or your childcare bubble for childcare
- hospital, GP and other medical appointments or visits where you have had an accident or are concerned about your health
- to buy goods or services from premises that are open, including essential retail
- to spend time or exercise outdoors - this should be done locally wherever possible, but you can travel to do so if necessary (for example, to access an open space)
- attending the care and exercise of a pet, or veterinary services

If you need to travel you are encouraged to walk or cycle where possible, and to plan ahead and avoid busy times and routes on public transport. This will allow you to practise social distancing while you travel.

You **must not** travel if you are experiencing any coronavirus symptoms, are self-isolating as a result of coronavirus symptoms, are sharing a household or support bubble with somebody with symptoms, or have been told to self-isolate after being contacted by NHS Test and Trace. The fine for breaching self isolation rules start at £1,000. This could increase to up to £10,000 for repeat

offences and the most serious breaches, including for those preventing others from self-isolating.

If you need to use public transport - to travel to work for example - you should follow the [safer travel guidance](#). This includes the rules on wearing face coverings and [advice on car sharing](#).

If you do need to travel overseas from England before 2 December (and are legally permitted to do so, for example, because it is for work), even if you are returning to a place you've visited before, you should look at the rules in place at your destination and the [Foreign, Commonwealth and Development Office \(FCDO\) travel advice](#).

## **STAYING AWAY FROM HOME OVERNIGHT**

Overnight stays and holidays away from primary residences will not be allowed - including holidays in the UK and abroad. This includes staying in a second home or caravan, if you own one, or staying with anyone you do not live with or are in a support bubble with.

You are allowed to stay overnight away from your home if you:

- are unable to return to your main residence
- need accommodation while moving house
- need accommodation to attend a funeral or related commemorative

event

- require accommodation for work purposes or to provide voluntary services
- are a child requiring accommodation for school or care
- are homeless, seeking asylum or a vulnerable person seeking refuge
- are an elite athlete or their support staff or parent, if the athlete is under 18

If you are already on holiday, you should return to your home as soon as practical and comply with the 'stay at home' requirements in your holiday accommodation in the meantime.

Guest accommodation providers such as hotels, B&Bs and caravan parks may remain open for the specific reasons set out in law, including

- where guests are unable to return to

their main residence,

- use that guest accommodation as their main residence,
- would otherwise be made homeless as a result of the accommodation closing.

## MOVING HOME

You can still move home. People outside your household or support bubble should not help with moving house unless absolutely necessary.

Estate and letting agents and removals firms can continue to work and people looking to move home can continue to undertake viewings.

Follow the national guidance on moving home safely, which includes advice on social distancing and wearing a face covering.



# SOCIAL DISTANCING —ONE METRE PLUS RULE

## How do I make the '1 metre plus' rule 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.
- 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.
- 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 restarting, 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.

Optional badges/lanyards to promote ongoing social distancing. That can be used to show the carrier may have difficulties or concerns in maintaining social distancing.





## WEARING A FACE COVERING OR MASK

In England, you must wear a face covering in the following indoor settings

- public transport (aeroplanes, trains, trams and buses)
- taxis and private hire vehicles (PHVs)
- transport hubs (airports, rail and tram stations and terminals, maritime ports and terminals, bus and coach stations and terminals)
- shops and supermarkets (places which offer goods or services for retail sale or hire)
- shopping centres (malls and indoor markets)
- auction houses
- premises providing hospitality (bars, pubs, restaurants, cafes), except when seated at a table to eat or drink (see [exemptions](#))
- post offices, banks, building societies, high-street solicitors and accountants, credit unions, short-term loan providers, savings clubs and money service businesses
- estate and lettings agents
- theatres
- premises providing personal care and beauty treatments (hair salons, barbers, nail salons, massage centres, tattoo and piercing parlours)
- premises providing veterinary services



- visitor attractions and entertainment venues (museums, galleries, cinemas, theatres, concert halls, cultural and heritage sites, aquariums, indoor zoos and visitor farms, bingo halls, amusement arcades, adventure activity centres, indoor sports stadiums, funfairs, theme parks, casinos, skating rinks, bowling alleys, indoor play areas including soft-play areas)
- libraries and public reading rooms
- places of worship
- funeral service providers (funeral homes, crematoria and burial ground chapels)

- community centres, youth centres and social clubs
- exhibition halls and conference centres
- public areas in hotels and hostels
- storage and distribution facilities

You are expected to wear a face covering before entering any of these settings and must keep it on until you leave unless there is a reasonable excuse for removing it.

You should also wear a face covering in indoor places not listed here where social distancing may be difficult and where you will come into contact with people you do not normally meet.

Face coverings are needed in NHS settings, including hospitals and primary or community care settings, such as GP surgeries. They are also advised to be worn in care homes.

The Department for Education (DfE) has updated its [guidance on the use of face coverings for schools and other education institutions that teach people in years 7 and above in England.](#)



[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](#)

**Penalties for not wearing a mask are now £200**

## EXEMPTION 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.](#)

**Action for hearing loss.** Face coverings, how the regulations apply to you.

**The Alzheimer's Society** Should a person with dementia wear a face mask for coronavirus?

**Asthma UK.** Should I wear a face mask or face covering?

**MIND.** Mask anxiety, face coverings and mental health.

**Multiple Sclerosis Trust** :Should I be wearing a face covering?

**Royal National Institute for the Blind (RNIB):** Face covering exemptions

## 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.



## CLINICALLY VULNERABLE PEOPLE

If you are over 60 or clinically vulnerable, you could be at higher risk of severe illness from coronavirus. You:

- should be especially careful to follow the rules and minimise your contacts with others
- should continue to wash your hands carefully and more frequently than usual and maintain thorough cleaning



of frequently touched areas in your home and/or workspace

Clinically vulnerable people are those who are:

- aged 70 or over (regardless of medical conditions)
- under 70 with an underlying health condition listed below (that is, anyone instructed to get a flu jab each year on medical grounds):
  - chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
  - chronic heart disease, such as heart failure
  - chronic kidney disease
  - chronic liver disease, such as hepatitis
  - chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS) or cerebral palsy
- diabetes
- a weakened immune system as the result of certain conditions or medicines they are taking (such as steroid tablets)
- being seriously overweight (a body mass index (BMI) of 40 or above)
- pregnant

# CLINICALLY EXTREMELY VULNERABLE PEOPLE AND SHIELDING

Clinically extremely vulnerable people have specific serious health conditions. If you are in this group, you will have received a letter or email from the NHS or from your GP telling you this. You may have been advised to shield in the past.

This guidance applies to clinically extremely vulnerable people **only**. Others living in a household with someone who is clinically extremely vulnerable are not advised to follow this guidance. They should instead continue to attend work and school in accordance with the general advice and regulations set out in the National Restrictions guidance from 5 November.

The following new information includes additional guidance for clinically extremely vulnerable people, to help protect you from coronavirus (COVID-19).

These new shielding measures will apply nationally for 4 weeks up to 2 December. At the end of the period, the government will look to return to a regional approach and will issue further guidance at the time.

## **Socialising**

Clinically extremely vulnerable people are advised to stay at home as much as possible, except

- to go outdoors for exercise or

- to attend essential health appointments.

You may wish to meet up with one other person from outside your household or support bubble, for example, to exercise in an outdoor public place, but you should always try to do so as safely as possible.

Try to keep all contact with others to a minimum and avoid busy areas. Whenever you go out, continue to maintain strict social distancing, wash your hands regularly and avoid touching your face.

You should also try to stay 2 metres away from other people within your household, especially if they display symptoms of the virus or have been advised to self-isolate.

## **Work**

You are strongly advised to work from home. If you cannot work from home, you should not attend work for this period of restrictions.

If you cannot attend work for this reason, you may be eligible for Statutory Sick Pay (SSP), Employment Support Allowance (ESA) or Universal Credit. Other eligibility criteria will apply.

The formal shielding notification you receive may act as evidence for your employer or the Department for Work and Pensions (DWP) that you are advised to follow shielding guidance and should not

work outside of your home for the period stated in the letter.

If you were on payroll before 30 October 2020, you may also be eligible for the Coronavirus Job Retention Scheme (on furlough), which is being extended until end of March 2021. Speak to your employer if you think you are eligible.

Other people you live with who are not clinically extremely vulnerable themselves can still attend work if they cannot work from home, in line with the wider rules set out in the new National Restrictions from 5 November.

### **Education settings**

More evidence has emerged that shows there is a very low risk of children becoming very unwell from COVID-19, even for children with existing health conditions. Most children originally identified as clinically extremely vulnerable



no longer need to follow this advice. However if your child is still considered clinically extremely vulnerable you will have received a letter from the government. Also you can speak to your GP or specialist clinician, if you have not already done so, to understand whether your child should still be classed as clinically extremely vulnerable.

Those children who have received letters or whose doctors have confirmed they are still clinically extremely vulnerable are advised not to attend school while this advice is in place. Your school will make appropriate arrangements for you to be able to continue your education at home. Children who live with someone who is clinically extremely vulnerable, but who are not clinically extremely vulnerable themselves, should still attend school.

### **Travel**

You should avoid all non-essential travel by private or public transport. This includes not travelling to work, school or the shops.

You should still travel to hospital and GP appointments unless told otherwise by your doctor. If you need help to travel to an appointment, speak to your healthcare professional to arrange transport support with NHS Volunteer Responders or Community360

### **Shopping**

You are advised not to go to the shops. Shop online if you can, or ask others to

collect and deliver shopping for you (friends, family, or a volunteer, including [NHS Volunteer Responders](#)). If you already have a priority delivery slot with a supermarket, that will continue – you do not need to do anything further.

If you cannot access food, Community360 can offer support. This may include helping you to request a priority supermarket delivery slot (if you do not already have one) or help with shopping, or delivering of prescriptions. See [Registering for support](#) on page 33. Contact Community360 by emailing [information@community360.org.uk](mailto:information@community360.org.uk) or the CBC Coronavirus Response Team at [communities@colchester.gov.uk](mailto:communities@colchester.gov.uk)

## **Medicines**

You are advised not to go to a pharmacy. You are encouraged, in the first instance, to ask a friend, family member, carer or a volunteer (for example, one of the [NHS Volunteer Responders](#)) to collect your medicines for you. If none of these are available, contact your pharmacy to inform them you are clinically extremely vulnerable and need your medicines delivered. They will arrange this free of charge.

## **Accessing care and support**

It is important that you continue to receive the care and support you need to help you stay safe and well.

You are urged to continue to seek support

from the NHS and other health providers for your existing health conditions and any new health concerns.

You can access a range of NHS services from home, including ordering repeat prescriptions or contacting your health professional through an online consultation. To find out more, visit [NHS Health at Home](#) or download the [NHS App](#). If you have an urgent medical need, call NHS 111 or, for a medical emergency, dial 999. [See pages 34 to 36](#) in this pack for more information on accessing NHS services.

If you do need to receive care in person, you can. Your local NHS services are well prepared and will put in measures to keep you safe.

It is also really important to look after your mental health. The [Every Mind Matters](#) website offers advice and practical steps that you can take to support your wellbeing and manage your mental health during this pandemic. If you, or someone you care for, are experiencing a mental health crisis, we urge you to [make contact with a local health professional](#) immediately.

You can find lots of advice and links for keeping both physically and mentally well, on [pages 77 to 84](#). They also include links to support groups.

Any carers or visitors who support you, or a child or young person in your care, with everyday needs, can continue to visit. They

should follow social distancing guidance where close or personal contact is not required.

You should also continue to access support from local charities, organisations and NHS Volunteer Responders. As well as helping with shopping and medicines delivery, NHS Volunteer Responders can help with a regular, friendly phone call and transport to and from medical appointments.

Call 0808 196 3646 between 8am and 8pm to arrange support or visit NHS Volunteer Responders.



## 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 0800 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 local shops may be able to provide orders for delivery (by phone or email). You can find a comprehensive list in the Residents Contact Pack. You can also find some local groups listed on pages 8 – 9 of this pack. If someone is going to the shops for you, most 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 can be found on page 95 and 96.

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



## REGISTERING FOR SUPPORT

You can register yourself or someone else for the [new online service](#) to:

- request access to a priority supermarket delivery slot (if you have already got priority supermarket deliveries, you will keep them)
- make sure your details, such as your address, are up to date

You can register now and will be asked for your NHS number. You can find it on any letter the NHS has sent you, or on a prescription. It is helpful if you register even if you do not have any support needs at this time. You can log in and update your needs if circumstances change at any time.

**If you need additional help to follow this guidance, or need to do it by phone please contact Community360 by phone at 01206 505250 or email [information@community360.org.uk](mailto:information@community360.org.uk) or email CBC's Community Response Team at [communities@colchester.gov.uk](mailto:communities@colchester.gov.uk) .**



## USING THE NHS AND OTHER HEALTH SERVICES DURING CORONAVIRUS

At the moment it can be hard to know what to do if you're unwell or have a concern about your health.

It's important to:

- get medical help if you think you need it
- keep any appointments or procedures you have booked – unless you're told not to go
- go to hospital if you're advised to

NHS services have made changes to make sure it's safe for you to be seen during coronavirus. There are also ways to get medical help and prescriptions online or over the phone.

### Health information and advice

The best place to get accurate health information is the [NHS website](#).

The NHS website has information and advice on:

- [medical conditions and symptoms](#)
- [common medicines](#)
- [healthy lifestyle](#)

You can also check your GP surgery's website. Lots of GP surgeries have online services where you can get advice and support from your GP surgery team



[Find your GP surgery](#) to get its website details.

### Help and support from a GP

If you need to contact a GP, do not go into the surgery in person.

You can:

- visit the GP surgery's website, or use an [online service](#) to contact your GP – [find your GP surgery](#) to get its website details
- call your GP surgery

Your GP surgery will then give you advice about what to do.

A phone or video call with a GP, nurse or other healthcare professional may be booked for you.

You'll only be asked to visit the surgery if absolutely necessary.

Your GP surgery may be very busy at the moment and you may have to wait longer than usual to speak to someone if it's not urgent.

### **Online services and apps**

If you're registered with a GP surgery, you can use online services and apps that may allow you to:

- order repeat prescriptions
- see parts of your health record, including test results
- book, check or cancel appointments

You may not be able to book appointments at the moment. Please check your GP surgery's website for how to contact staff ([find your GP surgery](#) to get its website details).

If you can book an appointment, it is likely to be a phone or video appointment.

Find out [how to start using online services](#).

### **Repeat prescriptions**

If you have a repeat prescription that you usually request at your GP surgery or pharmacy, you can do this online.

You can order repeat prescriptions using:

- [online services and apps linked to your GP surgery](#)
- pharmacies that have an online repeat prescription service – you can search for these online

Do not go to your GP surgery or pharmacy to order prescriptions. Call them if you cannot order your prescription online.

When you order your prescription, order it at the same time and in the same amount you usually would. Do not order more than you need as this may mean someone else will be unable to get their medicine.

Read more about [how to order repeat prescriptions online](#).

### **Hospitals**

If you have a hospital appointment, it's important to go.

Some changes have been made to hospital services:

- you must wear something that covers your nose and mouth when you go to a hospital

## **CORONAVIRUS HELP**

If you think you have [symptoms of coronavirus](#) and need medical advice, use the [NHS 111 online coronavirus service](#).

- some appointments may be online, by phone or by video call
- you may be asked to come to your appointment alone, if you can
- some appointments may be cancelled or rescheduled – but keep going to any appointments you usually have, unless you're told not to

If you're having surgery or a procedure:

- you, the people you live with and anyone in your support bubble may need to self-isolate before you go into hospital
- you may need a test to check if you have coronavirus before you go into hospital

Your hospital will contact you with more information about what you need to do.

### **Dental treatment**

In England, some routine dental treatments are now available again.

Changes have been made to keep you and the dental care team safe.

Contact your dentist by phone or email. Only visit if you've been told to.

If you think you need urgent dental treatment, do not go to a dentist.

Instead:

- call your dentist
- use the NHS 111 online service if you

### **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](#)

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](#).

cannot contact your dentist or you do not have one

They can give you advice, help you contact an urgent dental service or arrange treatment if needed.

Do not contact a GP. They cannot provide dental treatment.

### **Urgent medical help**

If you need urgent medical help, use the regular [NHS 111 online service](#).

The 111 online service asks questions about your symptoms to help you get the help you need.

Call 111 if you need urgent help for a child under 5 or cannot get help online.

### **Emergency medical help**

For life-threatening emergencies, call 999 for an ambulance.

Try to avoid going straight to A&E instead of calling an ambulance.



## **A COLD, THE FLU OR CORONAVIRUS?**

Colds, flu and coronavirus are caused by different viruses, but can have similar symptoms.

It can be hard to tell which one you may have.

### **Coronavirus**

Most people who feel ill with coronavirus will have at least one of the key symptoms:

- a high temperature of 37.8C or above
- a new, continuous cough (usually dry). Coughing a lot, for more than an hour, or 3 or more coughing episodes on 24 hours
- a loss or change to their sense of smell or taste. Meaning you can not taste or smell anything, or things small or taste different to normal

### **Colds**

The most common symptoms of a cold are sneezing, aches and pains, a runny or stuffy nose and sore throat. A mild cough can be experienced. There is sometimes fatigue, and it is rare to experience a fever or headaches. Colds do not cause diarrhoea. The NHS states that with a cold there is usually a gradual onset of symptoms.

## Flu

Flu most commonly consists of a fever, fatigue, a dry cough, aches and pains and headaches. Patients will sometimes experience a runny or stuffy nose or a sore throat. Diarrhoea can sometimes occur in children. There is no sneezing or shortness of breath with flu, and the NHS suggests there is usually a rapid onset of symptoms.



## TOP FIVE CORONAVIRUS SYMPTOMS IN CHILDREN

Experts say parents should look out for the following symptoms:

- Fever 37,8C or higher
- Sore throat
- New uncontrolled cough that causes difficulty in breathing. (for a child with chronic allergic/asthmatic cough, see if there is a difference from their usual cough)
- Diarrhoea, vomiting or stomach-ache
- New onset of severe headache especially with a fever.

Symptoms	Coronavirus Symptoms range from mild to severe	Flu Rapid onset of symptoms	Cold Gradual onset of symptoms
Fever 37.8C or above	Common	Common	Rare
Cough	Common	Common	Mild
Loss of taste and smell	Sudden	Rare	Sometimes
Fatigue	Sometimes	Common	Sometimes
Headaches	Sometimes	Common	Rare
Aches and pains	Sometimes	Common	Common
Runny / stuffy nose	Rare	Sometimes	Common
Sore throat	Sometimes	Sometimes	Common
Sneezing	No	No	Common
Shortness of breath	Sometimes	No	No
Diarrhoea	Sometimes for children	Sometimes especially for children	No

# NHS TEST AND TRACE SERVICE

Test and Trace 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](#)

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.

### If you test negative.

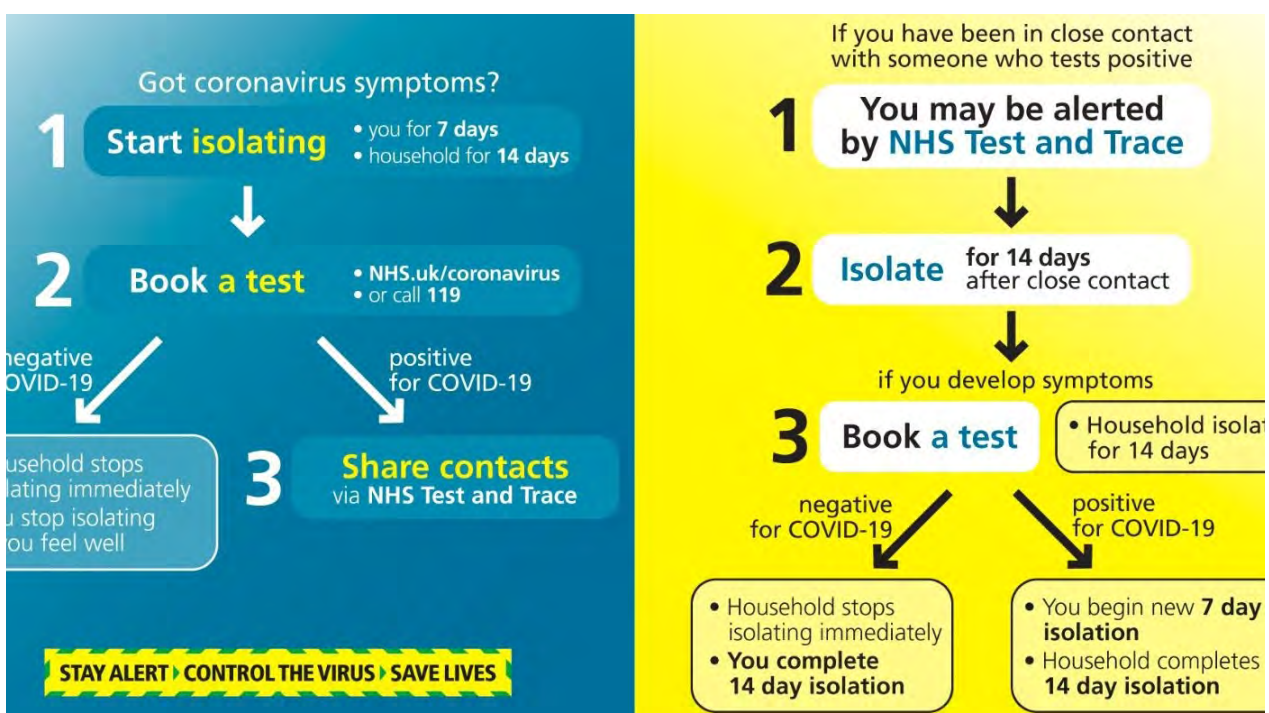
If you get a negative test result, this means you are at low risk of having coronavirus.

Other members of your household can stop self-isolating. If you feel well and no longer have symptoms like 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 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 England.

## 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.

# **HELP AND FINANCIAL SUPPORT WHILE YOU'RE SELF-ISOLATING**

Staying at home (self-isolating) can be difficult, but it's important to stop coronavirus (COVID-19) spreading to other people.

Help and support is available while you're at home.

Help with everyday tasks from an NHS volunteer

NHS Volunteer Responders can help with things like:

- collecting shopping
- collecting medicines and prescriptions
- phone calls if you want to chat to someone

Call 0808 196 3646 (8am to 8pm, everyday) to arrange help from a volunteer.

## **Financial support if you cannot work**

- Tell your employer if you cannot work while you're self-isolating.
- They should tell you if you're covered by their sick leave or special leave policy.
- If you cannot get sick pay from your employer, you might be able to get Statutory Sick Pay or another type of financial support.
- Find out more about what to do if you're employed and cannot work on GOV.UK.

- Get an isolation note to give to your employer. You can get an isolation note to send to your employer as proof you need to be off work. You do not need to get a note from a GP.

## **Test and Trace Support Payment**

The Government has announced measures to support people who have a loss in income due to being asked by national or local Test and Trace to self-isolate. If you are a Colchester resident and meet all of the following eligibility criteria, you are entitled to a financial support of £500.

[Self-isolation and treating coronavirus symptoms](#)

[When to self-isolate and what to do](#)

[How long to self-isolate](#)

[How to avoid spreading coronavirus to people you live with](#)

[How to treat coronavirus symptoms at home](#)

[Help and financial support while you're self-isolating](#)

[What to do if coronavirus symptoms get worse](#)

[What to do if you get coronavirus symptoms again](#)

# NHS COVID-19 APP

**The NHS COVID-19 app** is part of the large scale coronavirus (COVID-19) testing and contact tracing programme called the NHS Test and Trace service.

The app will be used, alongside traditional contact tracing, to notify users if they come into contact with someone who later tests positive for coronavirus. The app allows people to report symptoms, order a coronavirus test, check in to venues by scanning a QR code and it helps the NHS trace individuals that may have coronavirus.

The app will help the NHS understand if the virus is spreading in a particular area, and so local authorities can respond quickly to stop it spreading further and save lives. The app does this while protecting a user's anonymity. Nobody, including the government, will know who or where a particular user is.

## The importance of the app

Every person who downloads the app will be helping in the fight against coronavirus (COVID-19). The app will help the NHS understand where and how quickly the virus is spreading, so it can respond quickly and effectively. The app helps the NHS track the virus, not individuals.

## App Data

Every person who downloads the app will be helping in the fight against coronavirus (COVID-19). The app will help the NHS

understand where and how quickly the virus is spreading, so it can respond quickly and effectively. The app helps the NHS track the virus, not individuals.

## Benefits of app contact tracing

The app helps trace app users who have spent time near other app users, who they may not personally know, and who later test positive for coronavirus. The "Check-in" feature supports this functionality by anonymously alerting users who have been at the same venue at the same time. App contact tracing reduces the time it takes to alert those who you have been in close contact with.

The infographic features a blue header with the NHS logo and the text "NHS COVID-19 app features". Below the header, there is a central image of a smartphone displaying the app's interface. To the right of the phone, there is a list of features: "This app helps us keep each other safe", "Get notified", "Check into venues", and "Protect your loved ones. Download the app." Below the phone, there are six icons representing different app features: "Trace" (two people talking), "Alert" (a bar chart with a warning icon), "Check-in" (a person scanning a QR code), "Symptoms" (a person holding their head), "Test" (a person holding a test kit), and "Isolate" (a person in a house). At the bottom, there is a call to action: "To download the NHS COVID-19 app, search for 'NHS COVID-19' in the App Store / Google Play Store on your phone".

## How the app supports you

If you choose to download the app, there are six key features that will help you and your community. They will help to reduce your personal risk and the public's risk too.

### Trace

For contact tracing, the app detects and logs other nearby app users using random unique IDs. If any of those users later test positive for coronavirus (COVID-19), you will receive an exposure alert with advice on what to do. If you are under 18, you are advised to show this alert to a trusted adult.

### Alert

When you first register for the app you will be asked for the first half of your postcode. You can check the app every day to see whether where you live has become a high risk area for coronavirus. If it is, you will also receive a notification to let you know. This will help you make daily decisions to protect yourself and those you love.

### Check-in

The app allows you to record when you visit a venue by "checking-in" when you arrive, using the venue's QR code. The app records the time you spend at the venue without recording any personal information. You will receive an alert, if you have recently visited a venue where you have come into contact with coronavirus.

## Symptoms

If you feel unwell, you can use the app to check if your symptoms could be related to coronavirus (COVID-19). The app will give you a list of potential symptoms and you can then choose the ones that apply to you. It will then tell you if your symptoms suggest you have coronavirus.

### Test

If you have coronavirus symptoms, the app will take you to a website where you can book a test to see if you have coronavirus or not.

### Isolate

If you have been advised by the app to self-isolate, the app provides a countdown timer so that you can keep track of how long you need to self-isolate. When you reach the end of your self-isolation period, the app will send you a notification reminder with a link to the latest advice for you. If you are under 18, you are advised to show this message to a trusted adult.

By all using this app we can help keep ourselves and the public that much safer from the risks of Covid-19. But remember, just because you have the app doesn't mean the end of **Hands – Face – Space** so please frequently wash your hands and avoid common touchpoints, wear a mask when needed, and stay two metres (or 'one metre plus') away from others.

# BAME AND TRANSLATED ADVICE FOR NON ENGLISH SPEAKING RESIDENTS



Know the risks



Maintain good hygiene



Protect yourself and others



Stay healthy



Talk about your concerns

## Dr's of the World - Latest Government advice translated into 60 languages

Doctors of the World is pleased to be able to offer coronavirus (COVID-19) translated resources in 60 languages, which were produced in partnership with the Red Cross.

New wellbeing guidance with tips and advice for migrants is now available in 27 languages [here](#).

**COVID-19 infographics.** Created by a group of doctors, medical students and volunteers, infographics to help summarise key points about COVID-19 in

a variety of languages to get the right information, in an easy to understand format, to these communities.

**ECC Advice for people from Black, Asian and minority ethnic backgrounds.** Research by Public Health England shows that if you are from a Black, Asian or minority ethnic background you are at a greater risk of both catching, becoming seriously ill and dying from coronavirus (COVID-19).

Find some things you and others can do to protect yourself and your family from coronavirus in 8 different languages.

**GMCVO Information and advice.** The Greater Manchester Centre for Voluntary Organisation (GMCVO) has collected coronavirus information and sources of support. These include links to audio and written translated guidance for Black, Asian and Minority Ethnic (BAME) communities.

**Translated COVID phrasebook for workers to share and edit.** Migration Yorkshire has produced a "COVID phrasebook" resource, offering line by line editable translations, covering various areas of life under coronavirus.

This first version is available initially 12 languages, with more to follow, and covers national guidance, health and hygiene,

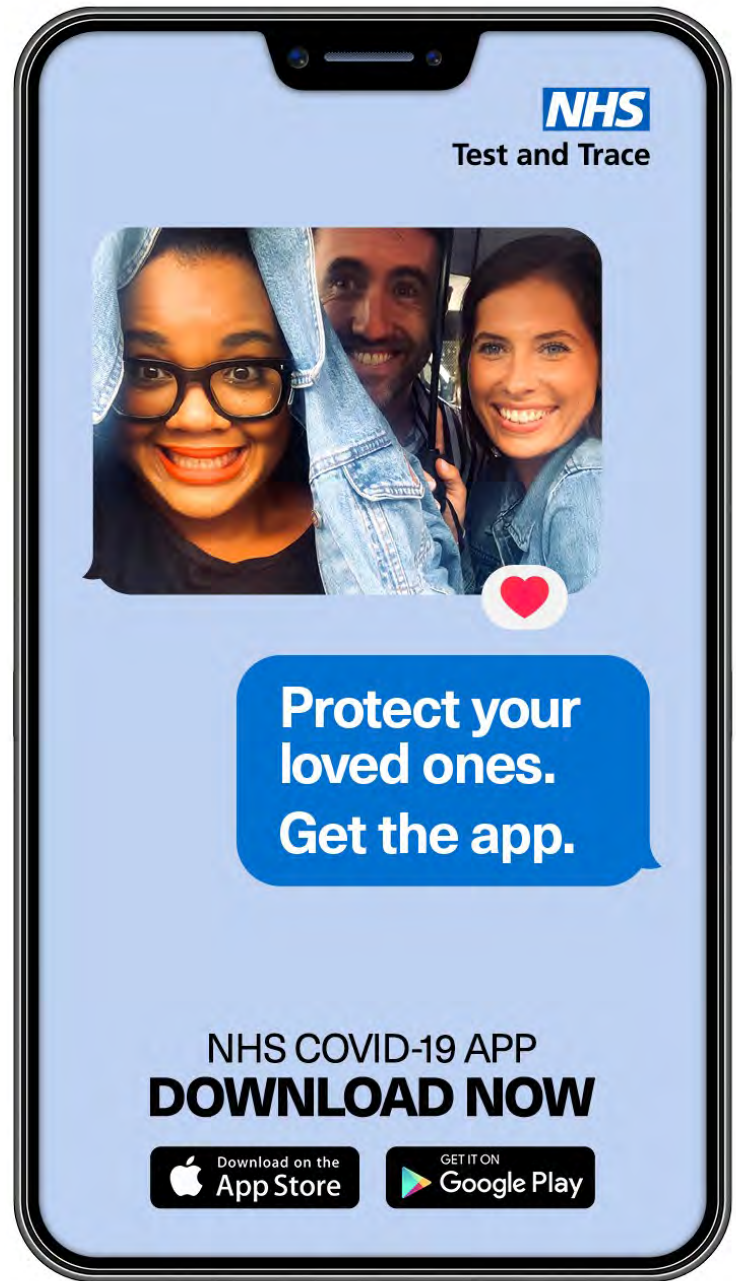
returning to school, support bubbles, shielding, face coverings, travel, life events and work.

**Advice for migrants.** The East of England Strategic Migration Partnership (SMP) have produced COVID-19 information for migrants. This covers healthcare, settlement, visas and checks, and translated guidance on staying safe and seeking help during the outbreak.

**Translated face covering guidance.** Suffolk County Council produced these translated guidance documents around face coverings. English, Arabic, French, Kurdish Sorani, Lithuanian, Pashto, Polish, Portuguese, Romanian, Russian, Spanish, Tigrinya (English is alongside the translated message).

**Coronavirus and work FAQ's translated by the Work Rights Centre.** If you need to know how your rights are affected by the COVID-19 pandemic they have addressed the most common issues on this page. English, Română, Português, Русский, Polski, Български, Italiano, Español.

**Shareable and editable TEST and TRACE translated information in 19 languages and English.** Migration Yorkshire has translated Test and Trace information in the following languages. Albanian, Arabic, Amharic, Bengali, Czech, Chinese (Mandarin), Farsi, French, German, Italian, Japanese, Kurdish Sorani, Lithuanian, Polish, Portuguese, Romanian, Russian, Spanish, Tigrinya.



The image shows a smartphone screen displaying the NHS Test and Trace app advertisement. At the top right, the NHS logo is followed by the text 'Test and Trace'. Below this is a photograph of three people (two women and one man) smiling, with a red heart icon overlaid on the bottom right of the photo. A blue speech bubble contains the text 'Protect your loved ones. Get the app.' At the bottom, it says 'NHS COVID-19 APP DOWNLOAD NOW' and includes buttons for 'Download on the App Store' and 'GET IT ON Google Play'.

### **NHS COVID app**

Download resources to support visitors at your business or organisation. These resources can be shared by email, hosted on your website or displayed at your venue.

Arabic, Bengali, Gujarati, Polish, Punjabi, Romanian, Somali, Turkish, Urdu, Welsh.

**What we must all continue to do to keep safe - translated.** Stick With It Suffolk is a campaign highlighting what we must all continue doing, to keep each other safe and to defeat the coronavirus. This information is available in the following languages. Arabic, French, Kurdish, Lithuanian, Polish, Portuguese, Pashto, Romanian, Russian, Spanish, Tigrinya.

**Wearing a face covering in 11 languages.** Suffolk County Council have produced translated guidance on wearing face coverings in 11 languages: Arabic, French, Kurdish (Sorani), Lithuanian, Pashto, Polish, Portuguese, Romanian, Russian, Spanish, Tigrinya.

**Quarantine rules for travel, explained in Arabic.**

**Domestic abuse: get help during the coronavirus (COVID-19) outbreak.** Translated and easy read versions of guidance on getting help if you or someone you know is a victim of domestic abuse.

**Access support for domestic abuse during COVID: simple advice translated.** Migration Yorkshire has produced simple information on how to access domestic abuse services for people who feel unsafe in their home during covid-19

Information is available in Albanian, Amharic, Arabic, Bosnian, English, Farsi, French, Hungarian Italian, Kurdish Sorani, Lithuanian, Mandarin, Polish, Romanian, Spanish, Tigrinya - with more languages to come.

**Test and Trace videos in 14 languages - Peterborough Council.** These videos have been produced by Peterborough City Council and contain references to local provision, but maybe useful to share with communities with local information to help get the basics of Test and Trace.

**Modern slavery and C19: What to look out for and how to get help - translated into 11 languages.** Translated guidance on Modern Slavery. English, Arabic, Amharic, Kurdish, Farsi, Albanian, Hungarian, Polish, Romanian, Spanish, Urdu, Mandarin.

**Resources and links in South Asian languages providing advice during the coronavirus pandemic.**

**Gypsy, Roma Travellers.** Guidance for people who live on Traveller sites, live on the roadside in vehicles or live on canal boats who have symptoms of coronavirus.

**Stay well this winter - the national flu campaign.** Download or order resources, such as leaflets, posters, guides and resource packs for all campaigns

**Flu vaccination for children: leaflets and posters.** Information and promotional resources to support the annual flu vaccination programme.

**Public Health England** has also produced a leaflet about the use of porcine gelatine in vaccinations. Translated versions are also available.

## EMPLOYMENT, FINANCIAL SUPPORT

### IF YOUR EMPLOYER HAS LESS OR NO WORK FOR YOU BECAUSE OF CORONAVIRUS (YOU'VE BEEN PUT ON FURLOUGH)

If your employer has less or no work for you because of coronavirus, they could get a [Coronavirus Job Retention Scheme](#) grant to help them to carry on paying you.

This is known as being put 'on furlough' or 'on flexible furlough', and means that you'll get at least 80% of your normal pay.

If your income is reduced because of these changes, you might be able to get regular payments to help.

[Check what regular payments you could get.](#)

### REGULAR PAYMENTS IF YOUR WORKPLACE IS CLOSED OR YOU HAVE REDUCED HOURS

If your workplace has been told to close, or your employer has less work for you than normal, you might be able to get New

Style Jobseeker's Allowance (JSA), Universal Credit or Pension Credit.

### New Style Jobseeker's Allowance (JSA)

You could get New Style JSA if:

- you usually work less than 16 hours a week
- you're under State Pension age
- you have made enough National Insurance contributions over the last 2 to 3 years

Your savings and partner's income will not affect how much you get. You might be able to get New Style JSA at the same time as Universal Credit.

[Find out more or apply for New Style JSA.](#)

### Universal Credit

You could get Universal Credit if:

- you have less than £16,000 in savings
- you or your partner is under State Pension age

If you're already getting tax credits, they will stop when you or your partner applies for Universal Credit.

You might be able to get Universal Credit at the same time as New Style JSA. Depending on your circumstances, Universal Credit can include additional amounts for things like rent or the costs of raising children.





[Find out more or apply for Universal Credit.](#)

## Pension Credit

You could get Pension Credit if:

- you and your partner have both reached State Pension age
- your weekly income is below £173.75 (for single people) or £265.20 (for couples)

You might still be able to get it even if you have savings, have a pension or own your home.

[Find out more or apply for Pension Credit.](#)

## IF YOU'RE OFF WORK BECAUSE YOU HAVE CORONAVIRUS SYMPTOMS, OR ARE SELF-ISOLATING OR SHIELDING

Tell your employer if you have [coronavirus symptoms](#), or are [self-isolating](#) or [shielding](#).

### If you cannot work from home

You should work from home if you can. If you cannot work from home, you might be able to get:

- Test and Trace Support Payment
- Statutory Sick Pay (SSP)
- New Style Employment and Support Allowance (ESA)
- Universal Credit
- Pension Credit

### Test and Trace Support Payment

Your local council might be able to give

you £500 if:

- you've been told to self-isolate
- you live in England
- you're on a low income
- you cannot work from home and will lose income as a result

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

## Statutory Sick Pay (SSP)

You may be able to get Statutory Sick Pay (SSP) from your employer for every day of work you miss because of coronavirus. If you're off work for 7 or more days, your employer may ask you to provide proof that you are self-isolating because of coronavirus.

You may be able to get Universal Credit or Pension Credit at the same time as SSP. The amount you get may be reduced by

The poster features the HM Government logo and the NHS logo in the top left and right corners respectively. The main title 'SUPPORT THROUGH SELF-ISOLATION' is written in large, bold, green capital letters. Below the title, there are three lines of text: 'Those on lower incomes', 'Who cannot work from home', and 'And stand to lose income as a result of self-isolation'. At the bottom, a green box contains the text 'MAY BE ELIGIBLE FOR A £500 SUPPORT PAYMENT' in bold black capital letters.

the amount of your SSP.

Check if you're eligible for SSP.

## **New Style Employment and Support Allowance (ESA)**

You might be able to get New Style ESA if either:

- you have a disability or health condition that affects how much you can work
- you or your child has coronavirus, is self-isolating or is shielding

You can apply for it if:

- you cannot get SSP
- you're under State Pension age
- you have made enough National Insurance contributions over the last 2 to 3 years
- you're employed, self-employed or unemployed

Your savings and partner's income will not affect how much you get. You might be able to get Universal Credit at the same time as New Style ESA.

Find out more or apply for New Style ESA.

## **Universal Credit**

You could get Universal Credit if:

- you have less than £16,000 in savings
- you or your partner is under State Pension age

If you're already getting tax credits, they

will stop when you or your partner applies for Universal Credit.

You might be able to get Universal Credit at the same time as SSP or New Style ESA. Depending on your circumstances, Universal Credit can include additional amounts for things like rent or the costs of raising children.

Find out more or apply for Universal Credit.

## **Pension Credit**

You could get Pension Credit if:

- you and your partner have both reached State Pension age
- your weekly income is below £173.75 (for single people) or £265.20 (for couples)

You might still be able to get it even if you have savings, have a pension or own your home. You can get Pension Credit at the same time as SSP.

Find out more or apply for Pension Credit.

## **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.

### **New Style Employment and Support Allowance**

### **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.

### **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

**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.

### **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](#)

### **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.](#)

[Financial support for working families](#)

[Money advice service](#)

[Financial help while you are self isolating](#)

[Discrimination at work—your rights](#)

# 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 you will be given further information on obtaining a Foodbank Voucher.

### Colchester Food Bank

E: [info@colchester.foodbank.org.uk](mailto:info@colchester.foodbank.org.uk)

T: 01206 621998

Moorside Foodbank, Moorside Business Park, Eastgate, 33 Moorside, Colchester, CO1 2ZF. Open Mon—Sat 10am—2pm. Closed Sun.

### Greenstead Foodbank

Open Tuesdays and Thursdays 10am—12 noon

### 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 can 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 Referral Agent	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
Hawthorn GP Surgery	Yes	St. Edmunds Centre, Tamarisk Way, Colchester CO4 3GW	01206 517100

Foodbank Voucher Referral Agent	Voucher Information	Location and Updates	Contact Number
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—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
St Margert's Church, Berechurch	Yes—Fridays 11am—1pm	People will need Foodbank vouchers or be eligible for them to be given out to	
St Stephen's, Church, New Town is on	Thursdays 11am-1pm	People will need Foodbank vouchers or be eligible for them to be given out to	

Foodbank Voucher	Voucher Information	Location and	Contact Number
CARA	Yes - Existing CARA clients only	Foodbank voucher issued to existing clients only	01206 769795
CBH Housing Options and CBH Emergency	Yes	Offering phone support and Foodbank vouchers	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 <a href="mailto:advice.colchester@cabinet.org.uk">advice.colchester@cabinet.org.uk</a>
Colchester Gateway	Yes existing clients only	Offering phone support and Foodbank vouchers	07710 177050
Eastlights Community Homes	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	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 Referral Agent	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

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 Annee-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>
GO4 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

# SUPPORT FOR FAMILIES WITH CHILDREN

## 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.

## Colchester Gateway Club Update

People with learning disabilities and their carers/families can join in activities on the [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 at 9.30am.



## **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.

## **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/children 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](#)

## **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



### BBC Bitesize

Explaining coronavirus to children -in a variety of languages

### 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

## 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 cannot 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.

## CHILDCARE DURING LOCKDOWN

There are several ways that parents and carers can continue to access childcare during the national restrictions:

- Early years settings and childminders remain open, and you can continue to use these settings as normal.
- You can access other childcare activities (including wraparound care) where reasonably necessary to enable parents to work, seek work, attend education or training, or for the purposes of respite care for carers.
- Nannies will be able to continue to

provide services, including in the home.

- Parents are able to form a childcare bubble with one other household for the purposes of informal childcare, where the child is 13 or under.
- Some households will also be able to benefit from being in a support bubble, which allows single adult households to join another household.

Some youth services are able to continue, such as 1-1 youth work and support groups, but most youth clubs and groups will need to cease for this period.

**LET'S  
STOP  
THE SPREAD**



**Can my family or friends  
help with childcare?**

Yes, they can through one  
childcare or support bubble.

**#StaySafeEssex**

Find the current guidelines here  
[www.essex.gov.uk/coronavirus](http://www.essex.gov.uk/coronavirus)

# INFORMATION AND RESOURCES FOR DISABLED PEOPLE

**GOV.UK—Supporting disabled people through the Coronavirus outbreak**

**GOV.UK—Financial help if you are disabled.**

**Council for disabled children.** Have gathered a list of resources and guidance about coronavirus to share with parent carers, children & young people and education, health and social care practitioners.

**Disability Rights UK.** Coronavirus e-news: practical information for disabled people, information on and links to government and institutional guidance.

**Contact.** Information and advice for families with disabled children.

**Public Health easy to read booklet.** Coronavirus advice for people with learning disability.

**Scope** coronavirus information and links.

**Social care and support guide.** If you or someone you know needs help with day-to-day living because of illness or disability, this website explains your options and where you can get support.

**British Sign Language Versions of Government Advice.**

**Learning Disability and Autism.** NHS easy to read advice for those supporting people with a learning disability or autistic people.

**National Autistic Society.** Information and Guidance for autistic people and their families.

**Royal National Institute for the Blind.** Sight advice and frequently asked questions.

**Guide Dogs.** Coronavirus and guide dogs.

**Special Needs Jungle.** Latest Coronavirus information relevant for SEND families.

**Action on Hearing Loss**

**Disability Horizons.** Coronavirus—a practical guide if you are disabled.

**NHS Get active** with a disability.

**Disability Grants**

**Access to Work:** Get support in work if you have a disability or health condition

## 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](mailto: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@](mailto:admin@)

[essexcarerssupport.org.uk](http://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](mailto: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 [socialcaredirect@essex.gov.uk](mailto:socialcaredirect@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](#)

## SUPPORT FOR STUDENTS

If you live at university, you must not move back and forward between your permanent home and student home during term time. You should only return home at the end of term. The government will publish further guidance soon on how students can travel home safely at the end of term

### Where to find information

[Essex University: Find the latest updates on the COVID-19 situation for applicants, students and staff](#)

[Essex University: COVID 19 Student directory](#)

[Office for students FQA's](#)

[Department of Education FAQ's for university students](#)

**Student Minds**. Have developed a new platform, **Student Space**, collaboratively with services, higher education professionals, researchers and students to make it easier for you to find the support that you need during the coronavirus pandemic. There are **three ways** that Student Space is here to help during the pandemic:

- Access to dedicated support services for students, by phone or text
- Information and tools to help you through the challenges of coronavirus
- Helping you find what support is available at your university

**YoungMinds**: Tips if you are struggling to settle into university during the COVID-19 pandemic.

### CULTURAL FOOD OUTLETS IN COLCHESTER FOR INTERNATIONAL STUDENTS

**Starry Mart**: Chinese, Japanese, Korean, Indonesian, Malaysian, Singapore, Vietnamese, Filipino and Thai Cuisines. 143 Caelum Dr, Colchester CO2 8FN. 01206 865438

**Choice Foods Colchester**. African, Caribbean & Asian popular Foods You can shop online and pay in store. You can also text your order. Open Monday - Saturday 10:00am - 7:00pm. 37 St Botolph's St, Colchester, CO2 7DU. 01206 766182.

**Food INC.** A supermarket, which specializes in world foods. Has one of the largest selections of rice, spice, lentils, frozen food and world foods in Essex. This includes Asian, Afro-Caribbean, Middle eastern and Mediterranean foods. There is also an onsite independent halal butchery. 66 Barrack St, Colchester CO1 2LS Phone 01206 868588

**Feng Huang Asian Grocery**. Asian products: China, Philippines, Thailand, Korea Japan, Vietnam, Indonesia. 6 Queen St, Colchester CO1 2PJ 01206 549029

**May May Oriental Supermarket**. 30 St Botolphs St, Colchester, CO2 7EA 01206 769668

**Dhaulagiri Store**. 7, Century House North, station road, Colchester CO1 1RE 01206 619264

# BUSINESS SUPPORT

Colchester Borough Council has a [dedicated website](#) has links to all the latest information, guidance and advice on crucial business themes. new information is being added all the time. You can also follow [@yourcolchester](#) and [@ colchbusiness](#) on Twitter too.

## Government Coronavirus (COVID-19) support is available to businesses

- Loans, tax relief and cash grants are available
- Employers might be eligible for financial support to pay wages
- Self-employed people might be eligible for a taxable grant covering 55% of trading profits

## Funding and support

[Find financial support for your business](#)

[Find out what support your business representative organisation \(BRO\) offers](#)

[Coronavirus support for business from](#)

[outside government](#)

[Additional government resources to support your business during coronavirus disruptions](#)

[Find out how other businesses have used government support and are reopening safely](#)

[Support for UK businesses trading internationally](#)

## Self-employed people and sole traders

[Claim a grant through the Self-employment Income Support Scheme](#)

[Self-employment and Universal Credit](#)

[If you cannot pay your tax bill on time](#)

[Negotiate a mortgage payment holiday](#)

## Your responsibilities as an employer

[Claim back Statutory Sick Pay \(SSP\)](#)

[Which expenses are taxable if your employees work from home](#)



Coronavirus

## Get help for your business

Guidance for businesses affected by Coronavirus

Find out more:  
[gov.uk/business-support](https://www.gov.uk/business-support)

GET HELP ▶ PROTECT YOUR BUSINESS ▶ SAVE JOBS

[Apprenticeships: how they can continue](#)

## **How to run your business safely**

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

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

[Cleaning your workplace safely](#)

[Keep records of staff, customers and visitors to support NHS Test and Trace](#)

[NHS Test and Trace service for employers, businesses and workers](#)

## **What business must close**

[Businesses that must close from 5 November](#)

## **LOCAL BUSINESS SUPPORT**

[Essex Chamber of Commerce](#)

[Colchester small business support and networking group](#)

[COLBEA - Colchester Business](#)

[Enterprise Agency](#) are offering fully funded Business Advise sessions online.

Businesses of any size, from any sector, can call if they need support.

Book a 1:1 appointment with a business adviser. Telephone: 01206 548833 (9am to 5pm) Email: [enquiries@colbea.co.uk](mailto:enquiries@colbea.co.uk)

[BEST Growth Hub](#)- a business advice agency for Essex.

[Our Colchester BID](#)

[Federation of Small Business](#)



**NHS**  
Test and Trace

**I'm getting  
a test now.  
For you.**

If you have symptoms, don't leave home except to get a test. Stop the spread.

**Book a test now at**  
[nhs.uk/coronavirus](https://nhs.uk/coronavirus) or call 119

**STAY ALERT  
CONTROL  
THE VIRUS  
SAVE LIVES**



## VOLUNTEERING

The call on volunteers is likely to increase again now we have entered a second lockdown and the clinically extremely vulnerable are asked to shield again.

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 should shield. If you fall into this group and, you need additional help to follow this guidance, Community360 are able to help you register yourself or someone else for the [new online service](#) to:

- request access to a priority supermarket delivery slot (if you have already got priority supermarket deliveries, you will keep them)
- make sure your details, such as your address, are up to date

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

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 opposite.

### Since the outbreak started:

Community360 has been extremely busy and registered an extra 300 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.

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 are also still 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.

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

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

# 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](#)

[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.



## COMMUNITY ACTION RESPONSE: COVID-19

5 things you can do to make a positive difference in your community



## 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.

### 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 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.

The government has produced several publications and advice on how to help others safely.

### **Coronavirus: How to help safely.**

### **COVID-19 guidance for voluntary, community and social enterprise.**



# FUNDING OPPORTUNITIES FOR COMMUNITY GROUPS AND CHARITIES

## **National Lottery Community Fund priorities 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](#).

## **Asda Foundation (UK) Covid-19 Grants - Hygiene Grant**

In response to Covid-19 the Asda Foundation has stopped its usual grant making activities and launched its Covid-19 Grants. The Hygiene grant is focused on personal hygiene dignity, supporting residents/patients in facilities, who are struggling and unable to provide their own toiletries either through lack of funds or access to family support. The fund is open to applications from care homes, hospices, hospitals and homeless shelters. The maximum grant available is £500.

<https://www.asdafoundation.org/how-to-apply>

## **Comic Relief (UK) Capacity Building Grants Scheme**

Charities, voluntary and community organisations, social enterprises and CIC's in England which have been negatively impacted by Covid-19 can apply for grants of up to £1,000 to help them rebuild their capacity to meet the needs of their local community. The funding is being made available through the Comic Relief's Capacity Building Grants Scheme and will support projects within their four strategic themes and can be used for a wide range of activities, such as: training; increasing delivery capacity through additional volunteer recruitment; and developing strategies to help rebuild and move forward such as fundraising strategies, and developing new delivery plans. To be eligible, applicants will need to have an annual income of less than £250,000. Applications can be made at any time.

## **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.

### **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.

### **The Foyle Foundation: Small Grants Scheme**

Organisations which are currently delivering services to the young, vulnerable, elderly, disadvantaged or the general community either directly or through online support can apply for grants of between £1,000 and £10,000. Funding can be used to cover core costs or essential equipment, to enable ongoing service provision, homeworking, or delivery of online digital services for charities with a turnover of less than £150,000 per annum that can show financial stability and a clear need for their services. Competition for funding is expected to be strong. Applications can be submitted at any time.

### **National Emergencies Trust: LGBT+ Futures Grant Programme**

A new £350,000 funding scheme has been launched to address the additional needs of LGBT+ people and communities most adversely impacted by the Covid-19 pandemic and to support and strengthen LGBT+ organisations that have been impacted by the Covid-19 pandemic. The funding is available to any UK based non-profit groups, organisations or projects that work with Lesbian, Gay, Bisexual and Trans + (LGBT+) people. There are no deadlines for this fund. Applications will be considered on a rolling basis until all the funding has been awarded. Grants are for short-term work only and all funds

awarded through the programme must be fully spent by 31 May 2021.

**The Postcode Recovery Fund** helps support charities to develop innovative solutions that address issues affecting people as a result of the pandemic.

### **Postcode Recovery Fund Postcode Dream Trust**

Postcode Dream Trust supports charities who wish to deliver highly innovative, impactful and engaging projects across Britain and further afield.

**Rainbow Services** The individual hardship fund is actively seeking applications from people who are experiencing financial difficulties.

**The Mrs Smith and Mount Trust,** originally two separate trusts until 1992 when they were merged, offers funding to registered charities assisting disadvantaged people towards greater independence or a better quality of life. Through the Mount Fund, the Trust will focus on the following priority areas from 1 January 2020:

- mental health
- homelessness
- health in the community

The Mrs Smith Fund provides block grants to registered charities working with individuals in need that meet the criteria of the Fund.

### **Armed Forces Covenant Fund: Tackling Loneliness Programme.**

Grants are available for projects that reduce social isolation by tackling loneliness among traditionally harder to reach groups within the Armed Forces community in the UK.

### **The High Sheriffs' Fund is calling for applications**

Grants of up to £5,000 are available for local projects that address crime reduction, community safety or anti-social behaviour. Examples of work that has previously received funding include a personal safety scheme for older people, educating young people about the dangers of carrying a knife and support for children that have witnessed domestic abuse. The deadline date is Tuesday 1 December.

### **Funding to Tackle Food Poverty Locally in the UK**

A £1.5 million Fund has opened for applications from local charities and community organisations across the UK that are working to support vulnerable communities affected by food poverty and connect them with the support they need.

The funding is for sustainable food poverty programmes which address any of the following issues:

- Redistributing surplus food to the people who need it most in local communities.

- Providing easy access to nutritious food and balanced meals for customers with a limited budget.
- Educating and upskilling customers on low cost meal solutions, limiting food waste and shopping smartly.
- Supporting future generations by prioritising the wellbeing of children and young people struggling with food insecurity.
- Food programmes for vulnerable communities, delivered in those communities.

The types of programmes that can be supported include

- foodbanks
- programmes that tackle food waste
- programmes that encourage healthy eating
- holiday hunger schemes

The grant amount that organisations can apply for depends on the local area where the applicant organisation operates but most grants will be in the £2,000 to £10,000 range. Larger grants may be made available for organisations that are covering a larger geographic area or are leading on a coordinated partnership response.

The deadline for applications is 13 November 2020.

<https://www.ukcommunityfoundations.org/our-programmes/coopfunding>

**Smallwood Trust – Women’s Sector Resilience Fund.** Grants are available for voluntary and community sector organisations in England that are supporting women whose poverty has been exacerbated by the coronavirus/ COVID-19 pandemic or those that have been pushed into new poverty and financial hardship.

maximum turnover: £ 1,000,000

fund value: £ 2,100,000

maximum value: £ 30,000

minimum value: £ 20,000

### **Application Procedure**

Guidance notes and the application form are available on the website of the Smallwood Trust.

Contact the Smallwood Trust for further information which can be found [here](#).





# 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

## WARM HOME DISCOUNT SCHEME

You could get £140 off your electricity bill for winter 2020 to 2021 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

The discount will not affect your [Cold Weather Payment](#) or [Winter Fuel Payment](#).

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](#)

## STRUGGLING PAYING YOUR BILLS?

[Citizens Advice: Help with your energy bills](#)

[Advice for people struggling to pay essential bills because of coronavirus](#)

## 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](#)

## HELP CONTROL THE VIRUS

To protect yourself and others, when you leave home you must:

**WASH HANDS** – wash your hands regularly and for at least 20 seconds.

**COVER FACE** – wear a face covering over your nose and mouth in indoor settings where social distancing may be difficult and where you will come into contact with people you do not normally meet

**MAKE SPACE** – stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place.

If you feel unwell with symptoms of coronavirus, get a test and do not leave the house for at least 10 days or until you get a negative result.

[Reducing transmission of coronavirus - what you can do to help.](#)



## CBC SERVICE UPDATES

Due to Coronavirus some of our services are currently disrupted. Check [www.colchester.gov.uk/coronavirus](http://www.colchester.gov.uk/coronavirus) regularly for updates on what services are running as normal, are disrupted, or closed

### CLOSED

#### Public facing buildings

Our public facing buildings will close from Thursday 5 November. This means that the following will be closed to the public for the period of these restrictions

- Leisure World sites,
- Charter Hall,
- Town Hall,
- Colchester Castle,
- Hollytrees Museum,
- the Natural History Museum,
- the Visitor Information Centre
- High Woods Country Park Visitor Centre

### DISTRUPTED

**Colchester Market** will be trading but with essential stall holders only

**Environmental:** You can continue to report environmental and noise concerns. However, the Weekend Noise Service will be suspended.

**Animal Services:** Our Pest Control service is operating; however, bedbug treatments are currently unavailable.

**The Cemetery and Garden of Remembrance** will be closed to visitors, except for those who are attending a funeral, attending the scattering or burial of ashes or visiting the grave or memorial of a loved one.

**The crematorium and cemetery** are open for funerals with up to 30 mourners. The Book of Remembrance, Prayer Room and the crematorium office are still closed to visitors. Visitors must follow current guidelines.

You can view what services are affected on our online Council Service updates webpage [www.colchester.gov.uk/coronavirus/service-updates/](http://www.colchester.gov.uk/coronavirus/service-updates/)

We want to reassure residents that recycling and rubbish collections will still take place as usual (except textile recycling, which remains suspended). You can check your collection day and view your calendar by visiting

[www.colchester.gov.uk/waste-and-recycling-spa/?action=Check](http://www.colchester.gov.uk/waste-and-recycling-spa/?action=Check)



## **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](#).

## **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)

## Flu Vaccination Programme and COVID-19

It's likely that flu viruses and the virus that causes COVID-19 will both spread this autumn and winter. The NHS could be overwhelmed treating both patients with flu and patients with COVID-19. This means getting a flu vaccine during 2020-2021 is more important than ever.

Flu, which can be deadly or need hospital treatment, poses additional threats during the pandemic:

There is some evidence a double infection with coronavirus and flu is more deadly than either alone.

A big flu season combined with coronavirus could overwhelm hospitals

If lots of NHS or care-home staff are sick with flu, then it may not be possible to respond to Covid-19 in the same way as during the peak in spring.

Social-distancing and hygiene measures in place to stop coronavirus should, in theory, also have an impact on the amount of flu going around.

### Who will be offered the flu vaccine?

- people who were required to shield from coronavirus and anyone they live with
- people with some medical conditions including diabetes, heart failure and asthma
- pregnant women

- pre-school children over the age of two
- all primary school children, as last year, and, for the first time, Year 7 pupils
- initially all people over 65, before the programme is extended to the over-50s.

The NHS will get in contact with those who are eligible.

It wants to ensure the highest risk patients are at the front of the queue when the immunisation programme starts in September. Those aged 50-64 will be offered the jab later, with the full details still to be announced.

### Communities who need to avoid pork and egg.

PHE in London has confirmed to that none of the flu vaccines used this season were manufactured with the use of gelatine. Gelatine (porcine) is also only present as an ingredient in the children's nasal spray. All vaccines apart from the spray are fine for anyone wishing to avoid pork.

The egg free vaccine is the QIVc vaccine, which patients can request ahead of their vaccination appointment.



## 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.

Indoor gyms and all leisure centres will be closed during lockdown. So exercise indoors will strictly limited to inside your home.

You can exercise or visit outdoor public places with:

- the people you live with

- your support bubble
- or, when on your own, 1 person from another household. Children under 5, as well as disabled people dependent on round-the-clock care are not counted towards the limit on two people meeting outside

Outdoor public places include:

- neighbourhood streets, parks, beaches, and the countryside
- public gardens and grounds (whether or not you pay to enter them)
- allotments
- outdoor playgrounds
- outdoor gyms

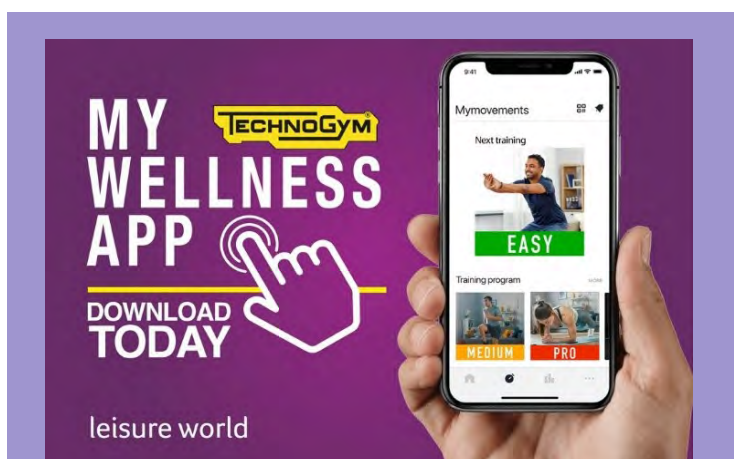
Golf courses and tennis courts will be closed.

## WHAT ARE THE BENEFITS OF EXERCISE DURING A WINTER LOCKDOWN?

The idea of getting out early to exercise during the winter while it's light outside can seem difficult. But the benefits of exercise, even during the colder months and especially during the lockdown are many fold.

**Physical benefits of exercise include:**

- **Physical resilience:** Our body fights viruses with our immune system, which is strengthened with exercise. There is the added benefit of increased oxygen in the lungs.



**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](#)

- **Better blood circulation:** Exercise pumps blood (including those handy white blood cells) around the body to where it's needed for repair.
- **Stronger bones and joints:** While we're sitting down working from home everyday, our bones and joints are suffering. Exercise helps keep them in tip-top condition.
- **Stress reducing:** Exercise helps to regulate the levels of cortisol, the stress hormone, in our bodies.

- **Weight management:** Exercise burns calories, which helps many of us stay at a healthy weight, which in turn keeps our lungs and hearts healthy.
- **Improved quality of sleep:** If you find yourself waking up early in the morning or struggling to get to sleep at night, then exercise could be the answer. In turn, sleep helps our cells repair themselves, along with helping the immune system and our general health.

#### **Mental health benefits of exercise include:**

- **Reducing stress:** Many people say that exercise is one of the main ways they reduce stress so with more of us working from home than ever before, we'll need to keep stress levels low.
- **Creating resilience:** Due to the physical challenges of exercise, it helps us create positive coping strategies and helps to develop mental resilience.
- **Releases endorphins:** The famous 'feel-good' hormones make us feel great, a key feature in improving our mental health through lockdown.
- **Less mental fatigue:** By changing up our daily routine with exercise, we can avoid the mental fatigue that comes with doing the same thing, in the same place, every day.

- **Improves our sleep quality:** Better sleep has been proven to help those struggling with their mental health during difficult times due to the physical benefits it creates.

### Things to do

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.

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.

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.

The image shows a promotional poster for the NHS. The top half features a photograph of a cyclist riding on a road with a white car in the background. The NHS logo is in the top right corner, and the HM Government logo is in the top left. The bottom half is a blue banner with the text 'CORONAVIRUS STAY ALERT TO STAY SAFE' in large yellow and white letters. Below this, it lists three key actions: 'Travel by car or bicycle if possible', 'Keep a safe distance from others', and 'Keep washing hands regularly'. At the bottom, it says 'For more ways to stay safe go to gov.uk/coronavirus' and a yellow and black striped banner with the text 'STAY ALERT CONTROL THE VIRUS SAVE LIVES'.



## 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).

**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 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 old's to text their school nurse on 07520 615734 to discuss their mental health and receive confidential advice and support.

**Inspire Suffolk** new free Wellbeing Service to support any young person aged 16-25 years and living in Suffolk and Essex.

**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 people's](#) 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 Tending 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 11am & 2pm Monday—Thursday. Or family therapist Karen Atwell on 07484 091578 Mondays or Wednesdays between 11am & 2pm. If phone lines are busy 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](#)



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.**

## **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.

**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.

# NATIONAL COVID ALERT



# STAY HOME

**5 NOV – 2 DEC**

Find the latest  
guidance and  
exemptions at  
**gov.uk/coronavirus**

**STAY ALERT**  
▼  
**CONTROL  
THE VIRUS**  
▼  
**SAVE LIVES**

## 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 has 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 vulnerable 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 you are using others to do your shopping, ensure it is someone you 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.

### Your money is safe where it is.

Recently, there has an increase in the number of people who have been tricked into sending money to a fraudster's account. The fraudster calls or sends a message claiming to be your bank, broadband supplier, or even the police. They tell you that your money isn't safe and that you need to transfer it to a 'safe account'. The 'safe account' isn't safe at all and could be an account that they control.

Your bank will **never** ask you to move money to another account, nor to download any software to protect your funds

### Things to look out for.

- Fraudsters can fake telephone and

text numbers so it might appear that the call or text is from your bank when it isn't.

- The caller will try to create a state of panic and fear, pushing you to act quickly. Please take a moment to think calmly about what you're being asked to do.
- The fraudster might know your personal details that you think only your bank will know – i.e. mother's maiden name and your address. Fraudsters can gather these details in the days and weeks running up to the fraud attempt from social media, and other sources
- The caller might take you through security questions, just like the bank would, to make it seem more real

### What to do

Hang up and wait at least 10 minutes before making any further calls or use a different phone (fraudsters can keep the line open).

Call the number on the back of your card or from a trusted source like the website.

Don't give any sensitive financial or personal information out to people who call you out of the blue.

Contact your bank immediately if you think you are a victim of a scam.

## **Stop Loan Sharks Reporting App is Launched**

The England Illegal Money Lending Team are launching a new App to make it quicker and easier for people to report loan sharks an access support. The App includes a contact form and phone number to report loan sharks as well as information to help victims of illegal money lending.



## **Test and trace scam warning**

EVERYONE has been warned to be on their guard after scammers posing as workers from the NHS Test and Trace service made calls in Essex asking for payment for coronavirus tests.

Those contacted were told they have been in contact with someone who has tested positive for Covid-19 and are then told they must purchase a test over the phone.

The genuine advice is that if you've been in close contact with someone who has coronavirus and need to self-isolate, you may get an email, text or phone call from NHS Test and Trace, however no one would be advised to get tested unless they had symptoms, and if they do, they would

never be asked to purchase a test or give their bank details.

## **Parcel Delivery Scam**

A card is posted through your door from a company called PDS (Parcel Delivery Service) suggesting that they were unable to deliver a parcel and that you need to contact them on 0906 6611911(a premium rate number). If you call the number and you start to hear a recorded message you will already have been billed £315 for the phone call.

If you do receive a card with these details, then please contact Royal Mail Fraud on 020 7239 6655. For more information see the [Crimestoppers website](#)

Please be aware that the premium rate number may change but nevertheless please do not call any number stated on a card from PDS

**What is My Support Space?**

My Support Space is an online resource designed to help you manage the impact that crime has had on you.

It is a **free, safe, secure and confidential** space where you can choose how you want to be supported after crime.

**It's easy to create an account**

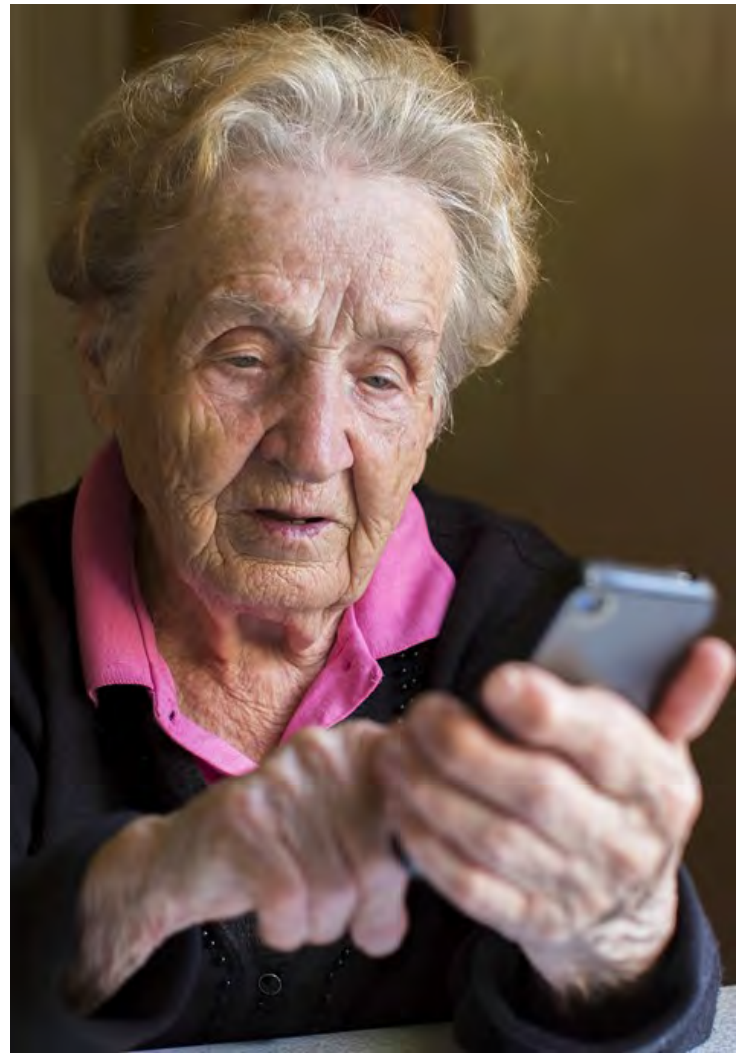
Registering for an account with My Support Space is quick and easy. We don't need many details from you. Sign up at [mysupportspace.org.uk/Moj](https://mysupportspace.org.uk/Moj)

You can access My Support Space from any computer, tablet or smartphone with internet access.



**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.



### **Reporting Breaches of Coronavirus Advice and Regulations**

#### **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.**

### **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 The 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.

- 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.](#)

## 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.

#### **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 on page 56.

## 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 bisexual 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](#)

# SHOPPING AND SUPERMARKETS

## IS SOMEONE ELSE GETTING YOUR SHOPPING FOR YOU?

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 email 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 service. You can check CBC's [Residents Contact Pack](#) which gives a comprehensive list of support in your Neighbourhood.

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.

Are now accepting new Groceries Online website registrations to access for home delivery and Click & Collect service which has significantly expanded 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 queue, please go to the front with your valid ID to enter.

All 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, 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).

## 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 [website](#)



# 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

Congregational prayer and worship is not permitted from 5 November. Individual prayer is permitted in places of worship. You are advised to pray and worship at home. You can follow services streamed online by your place of worship or faith organisation. If you wish to visit a place of worship for one of the permitted reasons, please note:

- if you or anyone in your household has or shows symptoms of COVID-19, do not visit a place of worship. Stay at home
- if you are over 60 or clinically extremely vulnerable, you should take particular care to adhere to social distancing and minimise contact with others outside your household
- you must wear a face covering in any public indoor space and on public transport, unless you are exempt. Religious garments such as the Niqab are acceptable but must fit securely round the side of the face. See the [government guidance on face coverings](#) for details

Places of Worship are closed, unless they are being used for:

- Funerals
- To broadcast acts of worship
- Individual prayer
- Formal childcare or where part of a school
- Essential voluntary and public services, such as blood donation or food banks
- Other exempted activities such as some support groups

Weddings, civil partnership ceremonies will not be permitted to take place except in exceptional circumstances.

Funerals can be attended by a maximum of 30 people, and it is advised that only close friends and family attend. Linked ceremonial events such as stone settings and ash scatterings can also continue with up to 15 people in attendance. Anyone working is not included. Social distancing should be maintained between people who do not live together or share a support bubble.

## Mourning and funerals during the coronavirus pandemic

Funerals can continue to take place. Up to 30 close family and friends can attend, depending on the capacity of the venue. The venue must have enough space for you to follow social distancing guidelines.

Burials and cremations are both permitted.

Linked ceremonial events such as stone settings and ash scatterings can also continue with up to 15 people in attendance. Anyone working is not included. Social distancing should be maintained between people who do not live together or share a support bubble.

Read the [government guidance for managing a funeral during the coronavirus pandemic](#).

### **Planning a funeral**

Please don't delay holding funerals. Coronavirus safety measures will be in place for the foreseeable future.

Please consider all options to hold the funeral as soon as possible. These include:

- web-casting it so people who cannot attend can see it
- holding it at a location or time of day that would not be your first choice
- having a short service or
- having no mourners present on the day and organising a memorial service at a later date

Your funeral director can talk through the options and help you decide what is best for you.

### **Attending funerals**

You should note the following:

- if you have any coronavirus

symptoms you should not attend. Self-isolate immediately and get tested. Symptoms include a high temperature, new continuous cough or change of taste or smell. [Request a test online](#), or by phoning 119

- if you have been instructed to self-isolate you must not attend. This applies whether you have tested positive or been in contact with someone who has
- there is a legal exception for close relatives of the deceased to attend but even they are strongly advised not to attend
- you must wear a [face covering](#) inside the funeral venue, in a funeral director's vehicle and travelling to and from it on public transport, taxi or private hire vehicle unless you have a valid exemption
- stay at least two metres (six feet or three paces) apart during funerals and when travelling to and from them
- wash your hands more often than usual or use hand sanitiser. Cover coughs and sneezes. There may be mourners present who are clinically extremely vulnerable or vulnerable

### **If you are unable to attend**

If you are unable to attend the funeral reflect at home on the day.

## What to do if the deceased had coronavirus

Take extra precautions if the deceased had, or is suspected to have had coronavirus:

- 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. There is a small but real risk of infection from the deceased
- only have contact with the body if you are wearing personal protective equipment (PPE) and are supervised by someone trained in how to use it
- clinically extremely vulnerable and vulnerable people are strongly advised to have no contact with the deceased
- the deceased will go to a mortuary between death and the funeral. You will not be able to see them there or bring them home for mourning or a wake
- members of the deceased's household who are self-isolating are strongly advised not to attend the funeral but stay at home. Follow [stay at home guidance for households with possible or confirmed coronavirus \(COVID-19\) infection](#).

## Mourning

Whilst mourning the death of your loved one, do:

- think about arranging a memorial or wake later in the year or the following year
- seek your faith leader's advice about ways to mourn while observing your faith during the pandemic
- Seek [bereavement support](#) from your faith group or voluntary sector organisations

## Remembering loved ones

The pandemic prevents people mourning and remembering loved ones in the usual ways. There are other ways to do so.

You can post tributes online to remember individuals and share in collective grief.

You can remember somebody who has died in Essex as a result of the coronavirus pandemic at [www.rememberme2020.uk](http://www.rememberme2020.uk). This national book of remembrance is open to people of any religious faith or none. It is a space to remember anybody who has died in the UK as a result of the pandemic, whether they had COVID-19 or not.

You could also remember somebody by, for instance creating a special spot in your home or garden, creating and sharing a playlist of their favourite music, posting a tribute in a local newspaper or sharing memories in a social media group.

### 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.](#)

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 can 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 SinglePoint on 01206 890360.

**SUDDEN:** The charity support service Sudden has a bereavement helpline you can call on 0800 2600 400 if someone you know has died. It's open from 10am to 4pm, Monday to Friday. They can give you advice, guidance and practical support during this difficult time.

[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](#)

Faith Action has links to [coronavirus advice from leading faith organisations](#)



A banner with a black background and yellow and white text. It features the HM Government logo, 'NATIONAL COVID ALERT', 'STAY HOME', '5 NOV - 2 DEC', 'Find the latest guidance and exemptions at gov.uk/coronavirus', 'STAY ALERT CONTROL THE VIRUS SAVE LIVES', and the NHS logo.

**Wash Hands/Cover Face/Make Space**